

**PELICAN Child Care Client Self Service
Q/A Document
Version 1.1**

#	POLICY QUESTIONS	ANSWERS/NEXT STEPS
1.1	What do clients without SSNs do? Can they complete an application in COMPASS?	COMPASS requires the last 4 digits of a SSN to be able to e-sign the application. Clients without a SSN could complete the online application, print it and mail it to the CCIS. They cannot submit it electronically.
1.2	Must CCISs document COMPASS applications on the Application Log?	Yes.
1.3	It is our understanding that every application received from COMPASS will require sending a Missing Information Letter because the Authorization to Release Information form must be completed within 30 days if a face-to-face is not done?	Yes, a Missing Information Letter is required for all COMASS applications for this form.
1.4	Do we have to keep a copy of the Application Summary page and Transfer Letter for 6 years?	Yes. There are no changes to the requirements for record retention as per § 3041.85 (relating to record retention).
1.5	Does a client address have to be verified when processing a COMPASS application or can the client's e-signature on the application be the Self-Declaration?	Yes, CCISs are required to obtain verification of residence as specified in § 3041.66 (relating to verification of residence). A written Self-Declaration may be accepted as specified in § 3041.64 (relating to Self-Declaration).
1.6	Please provide clarification as to the responsibility of the CCIS to obtain correct SSN information. Policy states we may not ask for SSN from clients.	Policy states: "We may not require SSN from client". If the client willingly provides a SSN, the CCIS must verify it is correct prior to entering it into PELICAN. Because the client reported the SSN and may incorrectly enter it in COMPASS, the CCIS must verify the SSN.
1.7	If the online process is changing everything to Self Declare, does a Self-Declaration form have to be submitted?	Yes. A Self-Declaration form must be completed by the CCIS and a copy must be mailed to the parent/caretaker along with the Missing Information Letter.
1.8	If clients are permitted to Self-Certify information according to the verification chart, why would all verifications need to be reset to Self-Declared? Could we change only those that need to be? Couldn't they already be set to Self-Declared?	The CCIS does not need to reset all verifications, only verifications with a current setting of Pending would need to be changed. Self Certified verifications do not need to be reset.
1.9	For COMPASS applications, is the Authorization to Release Information still required to make collateral contacts?	Yes. Standard procedure still applies for online applications. CCIS may obtain signatures for the Release of Information during the face-to-face or they may send the form to the client with the Missing Information Letter requesting signatures.
1.10	Is the Authorization to Release Information going to be included on the DPW website or can it be added?	No, this form will not be posted on the DPW website. An Authorization to Release Information form must be signed (hard copy) during the face-to-face or mailed to the client and sent back to the CCIS.
1.11	If the client changes information on the 3 new Federal questions, should the CCIS update that information in PELICAN?	Yes. CCISs must review CIS to verify the accuracy of the update and if they are accurate, they can be applied to PELICAN.
1.12	I understand why a parent/caretaker cannot submit a COMPASS redetermination after day 42, but quite often they have not gotten their redetermination forms and being able to submit it after day 43 would be helpful. Is there anything in process for this to be possible?	If the parent/caretaker cannot make the 42 day window in COMPASS, they will need to submit it manually.

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1.13	What should a CCIS do if a client calls and says they cannot process their COMPASS redetermination due to a missing SSN?	CCISs must explain to the client that COMPASS requires a SSN to complete an online redetermination. If the client had not previously provided a SSN to the CCIS and it is not in PELICAN, the CCIS must acquire the SSN and proper verification prior to entering it in PELICAN. A verbal statement from the client is NOT acceptable verification. CCISs may want to inform new clients that if they choose to use the online redetermination process, a SSN is required (and must be verified) to ensure they can complete the COMPASS redetermination. Clients not willing to provide CCISs with their SSN must submit their redetermination manually (standard process)
1.14	If a client does an online redetermination on 3/4/08 and updates it by adding new child support on 3/6/08 at 10am and the CCIS reviews it for the first time and believes everything is there and then processes the redetermination on 3/8/08 at 11am, would we get the 10am update alert in real time? If not, would we be able to do an unscheduled redetermination to include the child support because we already assessed and confirmed without it?	The CCIS must review both of the redetermination requests that were submitted. On 3/8, when the CCIS reviews the redetermination requests it must be determined what information is still needed and what verifications are missing. A Missing Information Letter must be sent to the parent/caretaker requesting the verifications no later than the Redetermination Due Date. Once all verifications are received by the CCIS, the CCIS must process the most recent redetermination and be sure that the information from each of the requests is included when updating the case. If the CCIS misses information that was submitted during the 42 day window, before the redetermination requests were processed and the information should have been included when updating the case, the CCIS may place the case back into Redetermination Mode and include the information.
1.15	When there are multiple COMPASS redeterminations submitted for the same case, do we print and keep all 4 Redetermination Summary pages or just the most recent page?	All Redetermination Summary pages must be printed. The reason for this is it provides record of what the client submitted in case the wrong one was processed or the redetermination must be researched in any way. Once a redetermination is processed, the case is updated and without the printed Redetermination Summary, after 60 days, this is you ONLY reference for this data.
1.16	Can the CCIS wait to process COMPASS redeterminations until after all verifications are received?	No. CCISs must process the information within 10 calendar days from the date the parent/caretaker reports a change. On the date the CCIS processes a redetermination and discovers verifications are missing, a Missing Information Letter must be generated requesting verifications be submitted no later than the Redetermination Due Date.
1.17	Is it OK to run eligibility before the Redetermination Due Date and before the verifications are received?	Yes, you may run eligibility before the Redetermination Due Date in LI cases or FT cases that appear to be eligible. When the CCIS is conducting the first redetermination for a FT case, the CCIS may not run eligibility before the Redetermination Due Date if the FT case is potentially ineligible. This prevents care from ending prematurely.

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1.18	Will CCIS get any statistics from online provider searches? Is there any need to follow-up on these R&R's?	No. CCISs will not receive statistics from online provider searches. CCISs are not expected to do follow-ups on users of online provider searches. Follow-ups are only to be done for referrals given in the CCIS office.
1.19	If FS eligible from CIS and the parent/caretaker meets work requirements, can we just use the income verification from CIS to establish the LI case and WL. Or, do we need verification from the parent/caretaker instead of using CIS income info?	For FS changing to LI, the client must provide verification of employment and income.
1.20	In Job Aid #2 (reopening a closed TANF case). Once a TANF case is closed you cannot reopen it, it will give an error message that the CIS budget has closed.	CCIS will not receive the error message because the client continues to receive benefits from CIS and there is an open CIS case. The error message is only received when trying to Reopen and Refresh a case that is closed in CIS.
1.21	Can Teen Parents apply online?	Yes.
1.22	When a client applies from COMPASS, will they see a disclaimer that states they are not guaranteed services for child care?	Yes. COMPASS advised all applicants that this is not a final authorization and also advises them to submit required verifications.
1.23	Why would we pay for an application under FS for a working parent who is not in training?	The CCIS may not pay for FS child care when the parent/caretaker is participating in a PAID activity only. If there is continued confusion related to the wording of the training documents, please provide additional information regarding the area of confusion to your Subsidy Coordinator (including the slide number)
1.24	We were told that Client Self Service would be available in Spanish (COMPASS). Will there be bilingual staff available at the DPW Help Line?	DPW policy is that all non-English speaking citizens must be assisted via their language preference.
1.25	If a client submits an application from COMPASS and checks the box that states they were on cash assistance in the last six months, but in reality it was over six months and they need to be LI, will the TANF specialist be able to change the workload of the application so the LI eligibility specialist can process the application?	Prior to processing the application, workload can be re-assigned on the Application Summary page as necessary. After processing the application and a case is created, the standard procedure applies.
1.26	What communiqué # references the Application Manager role?	Communiqué # 08-03 (New Security Roles for CSS and PSS)
1.27	On day 30, should we verify with the CAO as to whether the case is eligible for child care before pulling the case?	Yes, there is no change.
1.28	Do we have to wait 10 days to process a LI application? Can it be done the same day it is received?	A LI application can be processed early if you are able to.

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1.29	Can a coupon be developed that a client can attach and send in with additional paperwork to help ID where materials should go? The coupon could have the Application Number on it.	When the parent completes the application in COMPASS, they have the opportunity to print the application. It is recommended that the parent does this and attaches verifications forms to it when submitting them. The parent may not however, have printing capabilities.
1.30	Does the Letter of Online Application Transfer reside in PELICAN or do we have to use the Word document you sent and manually create the letter each time?	You must currently use the Word document sent. There is no letter in PELICAN at this time. A PCR has been submitted for this. <u>PCR #17453</u>
1.31	If parent is receiving TANF, why would the case be processed as LI?	The CCIS may not pay for LI child care when the parent/caretaker is currently receiving TANF benefits for themselves. The CCIS may pay for LI child care if the parent/caretaker is receiving TANF benefits for their child(ren) only. If there is continued confusion related to the training documents, please provide additional information regarding the area of your confusion to your Subsidy Coordinator (include slide no.)
1.32	Can the tri-fold brochure be available through LMS or online?	When available, this brochure will be posted to the DPW page (the same page where the verification forms reside).
1.33	Will there be any language on the results page of a search offering the CCIS as a resource for further help in locating a practitioner?	Language exists on the Welcome Page on the Provider Search offering the CCIS as a resource and a link is provided to the CCIS directory on the DPW site for contact information.
1.34	Job Aids – It would be helpful with eh headings for these Job Aids if they included CCMIS or PELICAN along with the reference to “Case”. Example: CCMIS or PELICAN case or CIS case, etc.	The Job Aids have been revised to incorporate this.
1.35	What timelines must the CAO follow for processing FS and TANF COMPASS applications?	The CAO must process in 30 days.
1.36	Job Aid #1, page 2. Simultaneous applications – There is discussion of manually entering a case as LI while you await confirmation of CAO child care eligibility. When we do this, we would treat household members differently than what may come over in COMPASS and how the CAO will later consider household members for their assigned child care benefit program. Is there a Policy directive that will indicate this is what we should do? With a paper LI application, we have the ability to do this. Does Policy support CCISs processing simultaneous applications (on the LI side) as we normally do? We understand the waitlist ramifications and the 30 day wait period for CAO to come over or to pull cases	Yes. Policy does support treating these types of COMPASS applications as LI and the CCIS would process these applications as they would paper LI applications.
1.37	If the redetermination fails is there a notice that we send or do we use the Missing Information Letter?	CCISs should look at the Redetermination Summary page in PELICAN to determine if you can gather that information. If not, then send the Missing Information Letter.

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1.38	When we receive an incomplete redetermination, we currently send out a Missing Verification Letter for missing information. With COMPASS redeterminations, should we still send out the Missing Verification Letter?	Yes. Same process.
1.39	On the Redetermination Letter, can the date the verification is due to the CCIS be bolded so it stands out?	Yes. A PCR was submitted. <u>PCR #17425</u>
1.40	Will there be WBTs for COMPASS applications and redeterminations on the LMS before Go-Live?	WBTs will be revised and posted on the LMS accordingly (revisions date to be determined). Revised training deck will also be posted on the LMS at a future date.
1.41	COMPASS uses the term Renew rather than Redetermination. Subsidized child care has never used the term Renew. The revised Redetermination Letter does not use the term Renew. Could this be added to the letter we send?	The word Renew appears on only two pages in COMPASS. All other pages the client sees when completing a redetermination use the word Redetermination. COMPASS has standard terms that are used because it is an enterprise-wide system.
1.42	For FT 1 st redeterminations, if a client submits a redetermination online before day 183, will be able to process it?	Wait until day 183 to process if you believe it may fail. This way care will continue.
1.43	Has OCDEL met with the Bureau of Hearings and Appeals regarding only having e-signature on COMPASS applications and redeterminations? If not, please be sure this is done and communicated to all hearing officers.	OCDEL will be sure that the Bureau of Hearings and Appeals understands the process related to submitting applications and redeterminations online through COMPASS.
1.44	We are confused as to when we actually assess eligibility. Is it after the verifications have been received? At what point does the co-pay change once the verifications are received? When does the redetermination end date kick out?	No change to the process. The only change is how the information comes to you. Send the missing information letter, assess and confirm eligibility. End date occurs as it would under the current process.
1.45	When parent/caretakers are completing either a COMPASS application or redetermination are they made aware that many of the forms they need (employment verification, medical assessment, etc.) are available on the DPW website?	Yes. COMPASS provides a direct link to this page that opens up a new window.
1.46	When a COMPASS redetermination is submitted that has failed (transfer of data) is the parent/caretaker aware of the failure?	The client is provided with language from COMPASS that their application/redetermination was submitted successfully. Clients can also view the status of their form through "My COMPASS account".
1.47	When clients change their employment information, does the wording in COMPASS indicate that clients may submit their employment verification or pay stubs?	Yes. COMPASS advises the client that Employment Income and other verifications are required to complete the redetermination. It also advises them to mail or fax the documents (CCIS address, phone and fax numbers provided) by the Renewal Date on the notice or benefits will be terminated.

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1.48	<p>In order to process the redetermination from COMPASS, you have to click continue on the last page of the redetermination process. Can the work "Continue" on the last page be changed to "Process Redetermination"? This way if you are only printing the pages from the redetermination packet you won't click continue once again, accidentally putting the case in Open/Rede mode.</p>	<p>Per design, there is no single "final" end-page from processing redeterminations. All pages following the Redetermination Summary page are data driven. For example; Address Clearance page is displayed only if the address reported on the form is different from the case address stored in PELICAN. Similarly, Individual Selection and Individual Clearance pages are only displayed when a new individual is added to the case. For this reason, it would be too complex of a change. There is an enhancement PCR to change the working on the last page of the application process to "Create New Case". PCR #17491</p>

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1.49	How long is the e-Form available to the COMPASS user?	It is available for 30 days for updates or until the user e-signs and submits the application.
1.50	How will clients know that a COMPASS submittal has been processed?	Clients must go to "My COMPASS Account" to check the status.
1.51	If a client completes a redetermination from COMPASS and the system goes down, will the information be lost?	COMPASS will retain the data and attempt to resend it daily until it is received in PELICAN.
1.52	What address is given to the client by COMPASS for the CCIS? Is it the CCIS address or the location address?	The CCIS "Contact Address" displayed in COMPASS was provided by OCDEL.
1.53	Will COMPASS applications go to the current 0001 workload or will there be a new default workload?	There is no default workload assignment made by the system for COMPASS applications. The CCIS user must assign the application to an existing workload within their office during application processing.
1.54	If we deselect an individual from the Individual Selection page, will we also have to deselect the employment information if the parent enters the monthly income and other income received by that individual?	No. When a CCIS deselects an individual, the system will automatically remove all corresponding information related to that individual.
1.55	In scenario 4 #2, If an active case exists, what confirmation notice is generated?	There is no confirmation notice generated, but a rejection notice is automatically generated.
1.56	In the application, if a client is self employed, are they told to submit the information for their self employment?	An applicant will be prompted to enter self employment income in the COMPASS application process. CCISs will need to address this when sending the Missing Information Letter.
1.57	Can a supervisor see all redeterminations for all caseloads?	A supervisor can view by individual caseloads by entering the caseload ID no. or view redeterminations for all caseloads by clearing the caseload ID.
1.58	How does the system respond to a client when they are not eligible to renew?	The parent/caretaker receives an error message if they attempt to complete a Redetermination and they do not provide the three critical pieces of information required by COMPASS (Co/Rec No., SSN, Redetermination Due Date), or they attempt to complete a redetermination outside of the 42 day window.
1.59	Will the Redetermination Inbox work like the CIS Inbox? If one redetermination is marked reviewed, will any other redetermination records for the same client also be marked as reviewed?	No. It will work more like the Update Inbox (caseload specific). The client can continue to submit redeterminations during the 42 day window or until the CCIS processes the redetermination in PELICAN. Once the CCIS processes the redetermination, the client will not be able to submit another one until the next Redetermination Packet is generated. Once the redetermination is processed in PELICAN, the redetermination record in the Inbox is systematically marked as reviewed. If a client has several redetermination records in the Inbox, each one must be processed separately, or they can be left in the Redetermination Inbox and the records will be purged after 60 days.

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1.60	If a client changes their schedule, will it be apparent on the Redetermination Summary page?	CCISs will need to review. Compare and follow-up with the parent/caretaker. PELICAN will not change the schedule based on schedule changes made in COMPASS. CCISs must verify schedule changes.
1.61	Are you able to go back and print the Redetermination Summary page if you forgot to print it?	The Redetermination Summary page can be printed until the redetermination is completely processed. Once the redetermination is processed, the PELICAN information is overwritten and you will not know what has changed.
1.62	When a redetermination is entered in COMPASS what will the status be in PELICAN?	The status of the case in PELICAN will not change until you process the redetermination.
1.63	When processing a redetermination, will CCISs still receive an alert that data has changed and to assess and confirm eligibility?	Yes, after the redetermination is processed.
1.64	Where do we put case comments regarding rejecting a COMPASS application and correspondence ID # for that correspondence?	You will only reject an application if using an existing case and/or manually creating a case. Comments should be entered on the existing case that is being used.
1.65	Will there be assistance for parents to determine what county they live in? Will the system pick up from the address if the client has entered the incorrect county?	Parents will not receive assistance to determine their county of residence. There is no cross-reference between address and county.
1.66	Can "gross income" or something making it clear we do not want net or take home pay be added to COMPASS? Without this people will pass the screening process that shouldn't.	The questions in COMPASS are worded for enterprise-wide services. The language cannot be changed.
1.67	Why can't the text required for the missing information letter sent for simultaneous applications failed by the CAO be generated automatically in PELICAN? We should not have to type this lengthy supplemental text for each letter.	For now, the CCIS may wish to save the language in a Word document so it can be copied and pasted into the supplemental text field as needed. An enhancement PCR has been submitted by HQ Policy following a discussion with Deloitte. PCR #17543
1.68	Can only staff with the Application Manager role work in the Application Inbox or can anyone work with LI applications? Is the Application Manager role only for simultaneous applications?	Any user with access to the Inbox can process application with the exception of simultaneous applications. These must be processed by the Application Manager.
1.69	When the application is completed in COMPASS, will it be assigned a time/date to ensure proper placement on the WL?	As far as the application date is concerned, COMPASS is not sending the time portion in the batch. Within CCMIS it is stored as 12:00:00 AM. A PCR has been logged for this in COMPASS. PCR #12481
1.70	What happens if a CCIS cannot process and access eligibility on day 30?	CCIS will receive an alert on Day 30 and each day thereafter until the application is processed.
1.71	Can anyone go into COMPASS and print forms without going through the application/redetermination process?	Yes. COMPASS provides a link to the DPW site, where forms are located.

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1.72	If client does not have a SSN in PELICAN, when COMPASS informs them that they cannot complete the Redetermination, how will the client know that the reason is because of no SSN in PELICAN?	The Redetermination Letter clearly states that the parent must provide a SSN when completing a Redetermination online and informs the parent/caretaker that they will be unable to complete a Redetermination online if they have never provided a SSN to the CCIS. A PCR was submitted, PCR #12488 requesting that COMPASS be enhanced to provide the parent/caretaker with a more descriptive error message. In most cases, the parent will call the CCIS to inquire about the reason they are unable to complete a Redetermination. CCISs should review the Individual Info. Page.
1.73	Regarding the Application Manager role... If you have a CCIS Director role do you automatically have Application Manager role at a functional level? Do you also get all of the alerts? Asked another way, if we asked for the Application Manager role in the recent request made for staff to be included, will all these people be getting alerts as well as the functionality to do things?	Directors are not automatically included in this role. The Application Manager role is required to process the following four groups of applications: <ol style="list-style-type: none"> 1. Applications simultaneously submitted to CIS and CCIS for TANF/Cash benefits 2. Applications simultaneously submitted to CIS and CCIS for FS benefits 3. Applications indicating that the user is currently receiving TANF/Cash benefits 4. Applications indicating the user is currently receiving FS benefits The Application Manager role will not receive the alerts. The alerts will be sent to the case worker and supervisor that are associated with the caseload assigned to the application. If the application is not assigned to a workload, an alert will be sent to the supervisor of the default workload (0001).
1.74	In the COMPASS redetermination directions, please add a Due Date for documentation of changes (by date shown in the beginning of Letter)	The Redetermination Due Date is shown to the client on the "Submit e-Form" page in COMPASS as the date verification must be submitted to the CCIS.
1.75	If a case is marked Confidential, can the client still complete their redetermination from COMPASS?	Yes, as long as the correct SSN, Co/Rec. No. and Redetermination Date are provided.
1.76	Please add the ability to sort by caseload in the Redetermination Inbox. This is how workers will use this Inbox.	Redeterminations are caseload specific. Redeterminations will appear by caseload. A PCR has been submitted. PCR #17423
1.77	Is there a reason we are using the term Application in the Redetermination pages in PELICAN?	We agree that this term should read Redetermination and not Application. A PCR has been submitted. PCR #17478
1.78	On the Redetermination Summary page, it is a bit confusing to show both the adult and child disability in the same area, especially since nothing in that area tells you that one of them is the primary caretaker and one is the child.	The disability type column will have different values for the parent and child disability. Parent disability will have a type of permanent or temporary disability. Child disability will show developmental, physical or behavioral in the disability type column. Enhancement PCRs have been submitted. PCR #17474 and #12501

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1.79	Can the changed information be highlighted on the Redetermination Summary Form, rather than the CCIS comparing every item? Why can't you ask on the first page that indicates or summarizes changes?	Agreed. Like the Update Inbox which has an Updated column. A PCR has been submitted to add an Updated column to the Redetermination Summary Form. PCR #17479
1.80	When a case is under AA for redetermination information not being received in the required time frame, can they still submit from COMPASS?	No. It must be done manually at this point. COMPASS will not allow a redetermination to be completed after the Redetermination Due Date.
1.81	Why doesn't the system give the parent a notice that their redetermination submission has failed? Wouldn't it be more timely and efficient to let the parent know right away that there is an error with their COMPASS submission?	There is not way to provide notice to the parent. If a batch fails, COMPASS will continue to send the data nightly during the subsequent batches. If a single redetermination fails, the CCIS must review the Redetermination Summary page to determine what steps to take. See training documents for additional information.
1.82	Please explain the process from start to finish when a client submits a redetermination from COMPASS to when it is processed by the CCIS. We do not understand how this works or what mode the PELICAN case will be in if we are checking hyperlinks in the Redetermination Inbox.	Cases are not created or updated automatically when a new application or redetermination appears in the Inbox. Applications and redeterminations are processed (changes are made to PELICAN) only when all of the steps are complete to process. When all of the steps are complete, the case mode will change. For example, when a redetermination appears in the inbox and the worker clicks on the hyperlink which takes them to the Redetermination Summary Page, no information from that page (data from COMPASS) has been applied to the PELICAN case. The worker then proceeds from the Redetermination Summary page by clicking continue. Depending on changes that were reported in the redetermination e-Form, the worker will be taken to the next page (e.g.: Address Clearance page or Individual Selection page). When the redetermination changes are applied to the case, the worker will be taken back to the Redetermination Summary page and will receive a message "473: The case redetermination has been successfully applied". This indicates the case mode has changed to Open/Redetermination and all information from COMPASS has been updated with the corresponding information from PELICAN.
1.83	When a COMPASS redetermination is submitted that has failed (transfer of data) is the parent/caretaker aware of the failure?	The client is provided with language from COMPASS that their application/redetermination was submitted successfully. Clients can also view the status of their form through "My COMPASS Account" functionality. They are not advised if a redetermination fails completely until the CCIS contact them.
1.84	Will the redetermination mode be in Spanish?	No, no at this point. This is under research.
1.85	If a client submits a redetermination and it fails, how does the CCIS notify the client?	Follow the steps in slide 95. It will depend on why the failure occurs as to what steps must be taken.
1.86	Can a column be added to show the Redetermination Due Date in the Redetermination Inbox?	Yes. A PCR was submitted and will be discussed in the CCB. PCR #17423 .