

7/1/87
K-L

Bulletin No. 87-1F

P-2190

P-2190 Supervisory Case Review Procedures (Continued)

K. ALLOCATION OF DOLLAR AMOUNT OF ERROR (Continued)

When SCR data is entered into ACCESS (Quality Review Error Information Panel), a dollar amount be assigned any errors. In a case where there are multiple errors, the supervisor should enter a dollar amount for the first error. Subsequent errors can be left blank or have a dollar amount attached to them if the reviewer wishes to attribute dollar amounts to other areas of error.

1. Determining the Cause of Error

Agency Errors include but are not limited to:

- a. Applying policy incorrectly.
- b. Not using reported information incorrectly.
- c. Not following up on inconsistent information or impending changes.
- d. Not verifying required information or using inaccurate collateral information.

Client Errors include but are not limited to:

- a. Not reporting information.
- b. Reporting of incorrect or incomplete information.

2. Discovery Method

Indicate how the error was discovered; refer to the ACCESS (QUAL) procedures.

L. DEADLINES

Complete all supervisory case reviews for the sample month and enter the results into ACCESS by the date indicated on the label about 60 days from receipt of the sample). Initiate work on each sample to allow sufficient time for resolution of errors and administrative deficiencies. Resolution may require client contacts, verifications, computation of eligibility, initiating claims, and adjustment for underpayments. It is helpful before initiating the review to have the case file organized according to the instructions contained in Procedures at P-2113A, Standard Case File System.