

1/8/18

Bulletin No. 18-02

P-2347C

P-2347 Support Services (continued)

C. Stopping or canceling a check.

1. To stop a check from being issued on the same day.
  - a. Reach Up Case Manager sends an email to the Reach Up Supervisor indicating you want to void a support services check. Include the client name, social security number, and check transaction number.
    - i. Transaction number is found by going to INQD/D.

```
12/23/16 06:52                IV-A SELECT FUNCTION                ASTCAL

~~~~  Function Codes (FNX)  ~~~~                ~~~~  Function Codes (FNX)  ~~~~
ABWD - ABAWD Food Stamp History                MAIL - Send or Read Mail
APPL - Application                              MANA - Managed Care Maintenance
CASE - Case Status Display                     MONY - Financial Subsystem
CATN - Case Action Log                         NAME - User Name/Number Lookup
CATS - Cost Allocation/Time Study              PCOL - Premium Collections
EDS - Medicaid Management System              PERS - Person Search
ELIG - Eligibility Results/Approval           PMGT - Premium MGT Report
FIAT - Fiat Eligibility                       PREM - Premium Management
FUEL - Supplemental Fuel                      QUAL - Quality Review
GAEL - General Assistance                    RECO - Recoupment Schedule
IDEA - System Change Request                 REPT - Report Selection
INFC - Interfaces                           SPEC - Special Functions
INQB - Benefit History                       STAT - Statement of Need
INQD - Benefit Disbursement History          SUBS - Substitute Reporter/Payee
IV-D - IV-D Select Function                 TODO - Daily To-Do Report
JFIP - Jobs For Independence                UNLK - Releases Locked Cases
LOGO - Logoff                               VEND - Vendor Search

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USER: 310 FNX: INQD MODE: D RPTGRP: HOH SSN    PERIOD: 12 16 COMMAND:
                                           F8 = MORE
```

- ii. Hit enter.

```
****  M O N Y  INQUIRY - DISBURSEMENT HISTORY  ****                ASPSIB

For Reporting Group SSN (          )

Issued from ( MM / CCYY ) to ( MM / CCYY )
           ( 12 / 2016 ) to ( 12 / 2017 )

Indicate the types desired using an X

          ( X ) All types
( ) ANFC/RUFA including Family Bonus/Parent Share
( ) IVD PA                                ( ) PSE/RPSE
( ) Food Stamps                          ( ) CSE
( ) General Assistance                    ( ) Lund Home
( ) Medicaid                              ( ) DEFRA
( ) Essential Person                     ( ) EFA
( ) Fuel                                  ( ) Administration
( ) IV-D                                  ( ) E&T
( ) RCHP/WORK/ORNT/WTW                   ( ) CC
( ) TCC                                   ( ) DISP
( ) Premium Refund                       ( ) RA

USER:          FNX: INQD MODE: D RPTGRP: HOH SSN    PERIOD: 12 16 COMMAND:
```

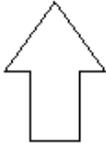
P-2347 Support Services

C. Stopping or canceling a check. (Continued)

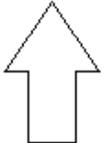
- iii. Determine which check you want to cancel. The Transaction number will be located on the left under “\*Tran Nbr\*”.

*** M O N Y    I N Q U I R Y   -   D I S B U R S E M E N T   H I S T O R Y   ***										ASPSIB	
For SSN:										Issued from: 12/16 - 12/17	
Name:											
S**Tran Nbr*	Issued	*Prog*	CC*	S*	Check No*	Amount	*Type*	From -	To	*E*A*Wrk	
-	12/01/16	RUFA	XS	E	DIR DEP	321.00	SO	12/01/16-12/15/16			
-	12/01/16	RCHP	53	I		17.50	DO	12/01/16-12/31/16			
x 99999999	12/08/16	RCHP	53	I	Z9999999	70.00	DO	12/01/16-12/31/16			
-	12/15/16	RUFA	XS	E		214.00	DO	12/01/16-12/31/16			
-	12/19/16	RCHP	53	I		52.50	DO	12/01/16-12/31/16			



Check transaction  
number



Check Number

\* Enter L for Link Detail, any other letter for Transaction Detail  
 USER:        FNX: INQD    MODE: D    RPTGRP: HOH    SSN        PERIOD: 12 16    COMMAND:

- b. The Reach Up Supervisor will e-mail COPS at [AHS.DCFESDCOPS@vermont.gov](mailto:AHS.DCFESDCOPS@vermont.gov)

- i. Do not assume you successfully voided the check unless you get a response back. Depending on the time of day your e-mail is sent and staffing on that day, COPS may or may not be able to fulfill your request. COPS will also make sure this issuance is voided from the participant’s support services issuance history in ACCESS.
2. If the request is not made the same day the check was written or if COPS is unable to cancel your check. Request a stop payment from the Electronic Benefits Unit.
    - a. Reach Up Case Manager sends an email to the Reach Up Supervisor stating payment for a support services check needs to be stopped. Include the client’s name, social security number, and check number. AND enter a CATN with an explanation of why the request was made to cancel the check.

P-2347 Support Services

C. Stopping or canceling a check. (Continued)

- i. Check number is found by going to INQD/D.

```
12/23/16 06:52          IV-A SELECT FUNCTION          ASTCAL

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IV-D  - IV-D Select Function          TODO - Daily To-Do Report
JFIP - Jobs For Independence          UNLK - Releases Locked Cases
LOGO  - Logoff                        VEND - Vendor Search
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USER: 310 FNX: INQD MODE: D RPTGRP: HOH SSN   PERIOD: 12 16 COMMAND:
                                           F8 = MORE
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- ii. Hit enter

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****  M O N Y  INQUIRY - DISBURSEMENT HISTORY  ****          ASPSIB

For Reporting Group SSN (          )

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( ) General Assistance                    ( ) Lund Home
( ) Medicaid                             ( ) DEFRA
( ) Essential Person                     ( ) EFA
( ) Fuel                                  ( ) Administration
( ) IV-D                                  ( ) E&T
( ) RCHP/WORK/ORNT/WTW                  ( ) CC
( ) TCC                                   ( ) DISP
( ) Premium Refund                       ( ) RA

USER:          FNX: INQD MODE: D RPTGRP: HOH SSN   PERIOD: 12 16 COMMAND:
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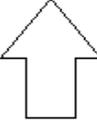
P-2347 Support Services

C. Stopping or canceling a check. (Continued)

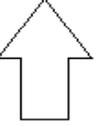
- iii. Determine which check you want to cancel. The Check number will be located in the middle under “\*Check No\*”.

*** M O N Y    I N Q U I R Y   -   D I S B U R S E M E N T   H I S T O R Y   ***										ASPSIB	
For SSN:										Issued from: 12/16 - 12/17	
Name:											
S**Tran Nbr*	Issued	*Prog*	CC*	S*	Check No*	Amount	*Type*	From -	To	*E*A*Wrk	
-	12/01/16	RUFA	XS	E	DIR DEP	321.00	SO	12/01/16-12/15/16			
-	12/01/16	RCHP	53	I		17.50	DO	12/01/16-12/31/16			
x	99999999	12/08/16	RCHP	53	I	Z9999999	70.00	DO	12/01/16-12/31/16		
-	12/15/16	RUFA	XS	E		214.00	DO	12/01/16-12/31/16			
-	12/19/16	RCHP	53	I		52.50	DO	12/01/16-12/31/16			



Check transaction  
number



Check Number

\* Enter L for Link Detail, any other letter for Transaction Detail  
 USER:        FNX: INQD MODE: D RPTGRP: HOH SSN        PERIOD: 12 16 COMMAND:

- b. The Reach Up Supervisor will send an e-mail to the EBT (Electronic Benefits Unit) at [ahs.dcfesdlockbox@vermont.gov](mailto:ahs.dcfesdlockbox@vermont.gov) and email COPS to have the transaction deleted from the participant’s support services issuance history.
3. To void checks, returned by the participant, the post office or a provider:
    - a. The Reach Up Case Manager documents in case notes and enters a CATN the check was returned. The case manager writes “void” on the check and gives the check to the Reach Up Supervisor.
    - b. The Reach Up Supervisor sends the check to the Business Office: DCF Business Office, EBT Unit, 280 State Drive, Waterbury, VT 05671-3711.
  4. Refund checks from service providers:
    - a. The Reach Up Case Manager documents in case notes and gives the check to the Reach Up Supervisor.
    - b. The Reach Up Supervisor sends the check to the Business Office: DCF Business Office, EBT Unit, 280 State Drive, Waterbury, VT 05671-3711.
      - i. Include a note indicating the check is a refund for a Reach Up support service.