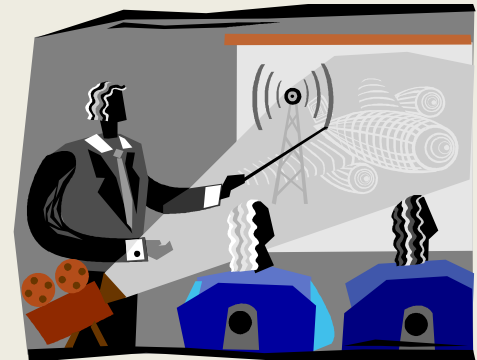
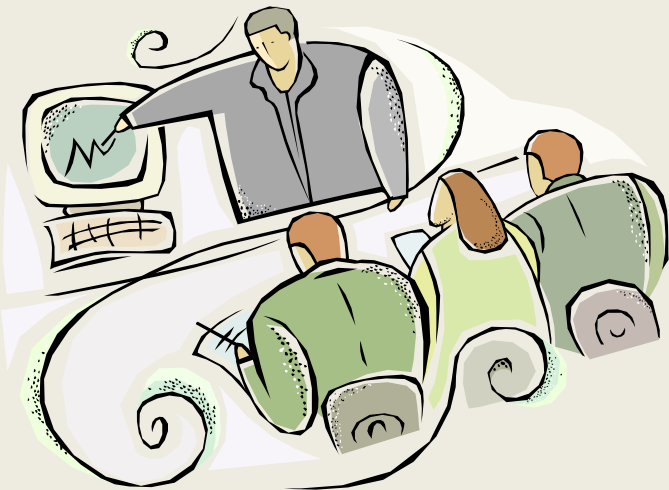
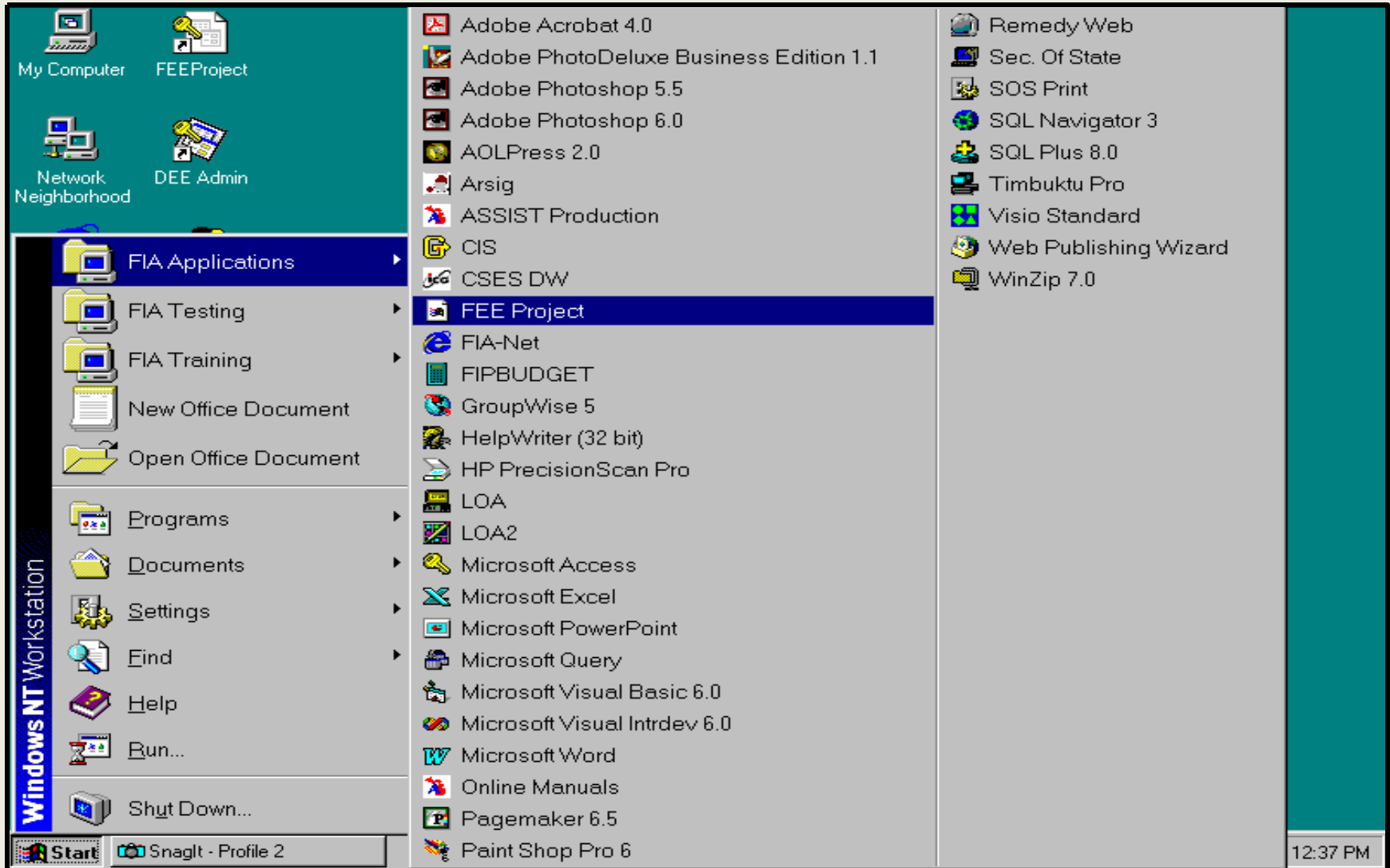


# FRONT END ELIGIBILITY USER'S GUIDE

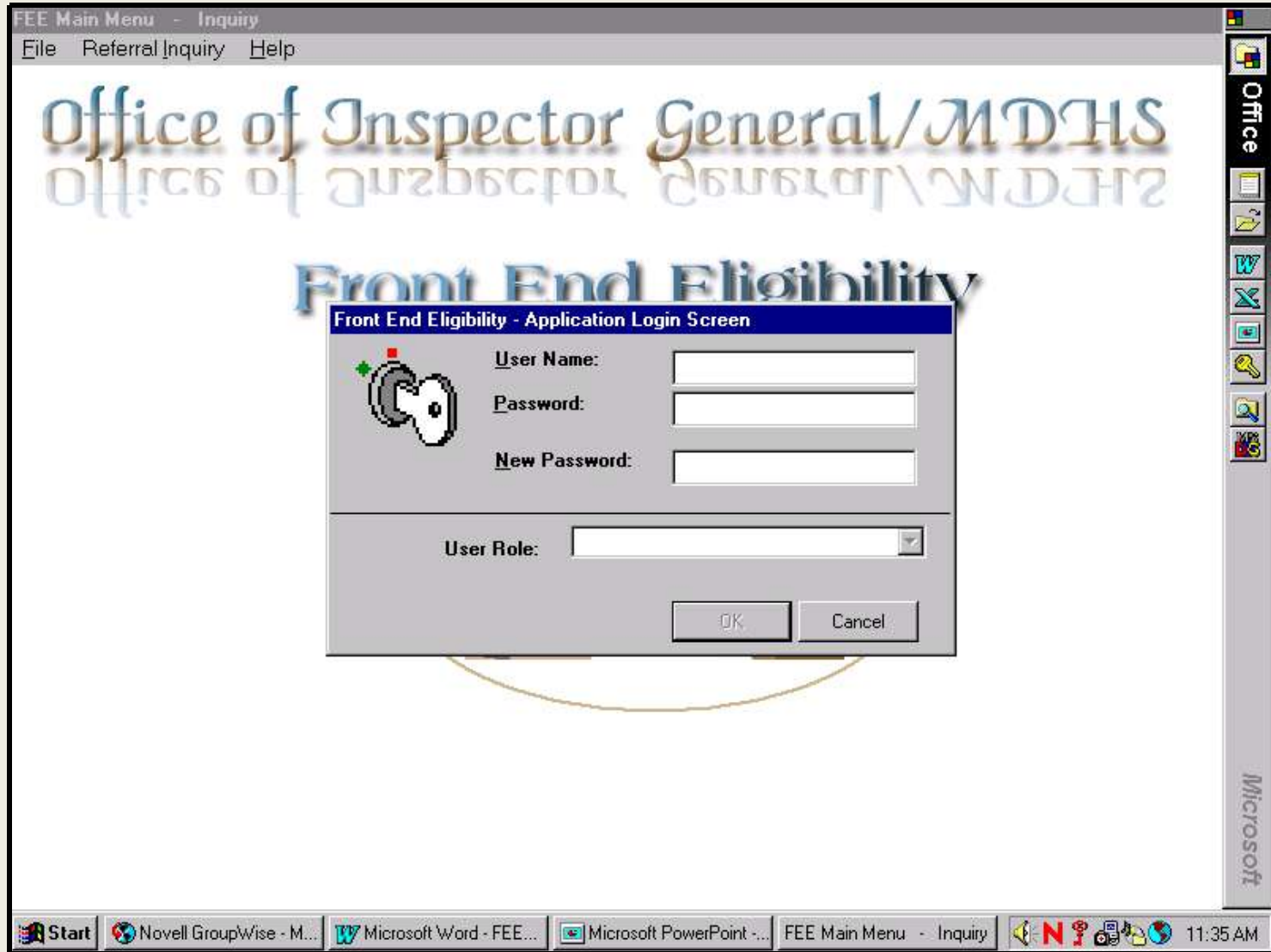


## FEE PROJECT DATABASE INSTRUCTIONS

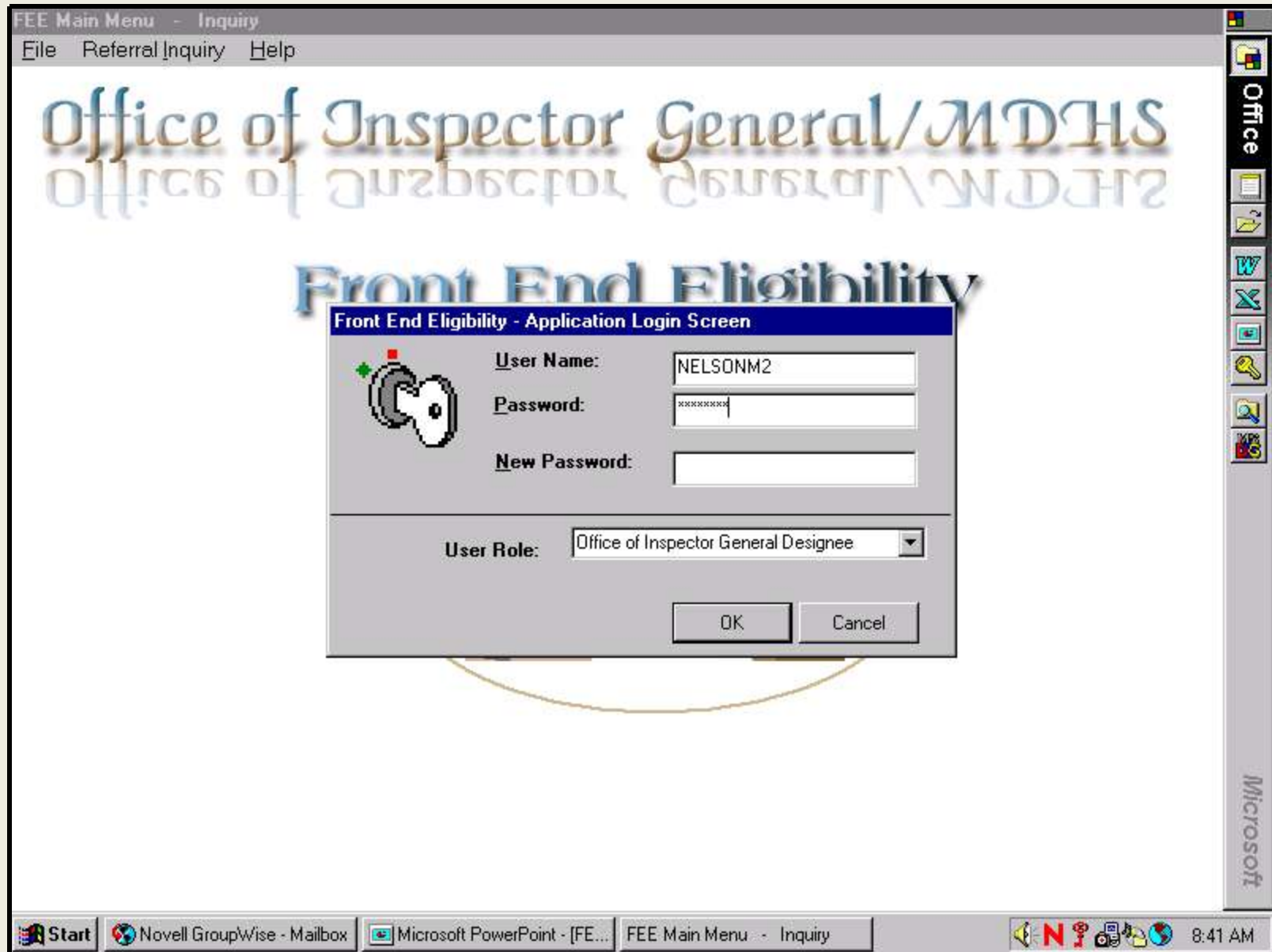
To open the FEE Program Application, click on Start, Programs, then FEE Project as shown in the Diagram below. *Note: DHS Application has been replaced w/ "Programs"*



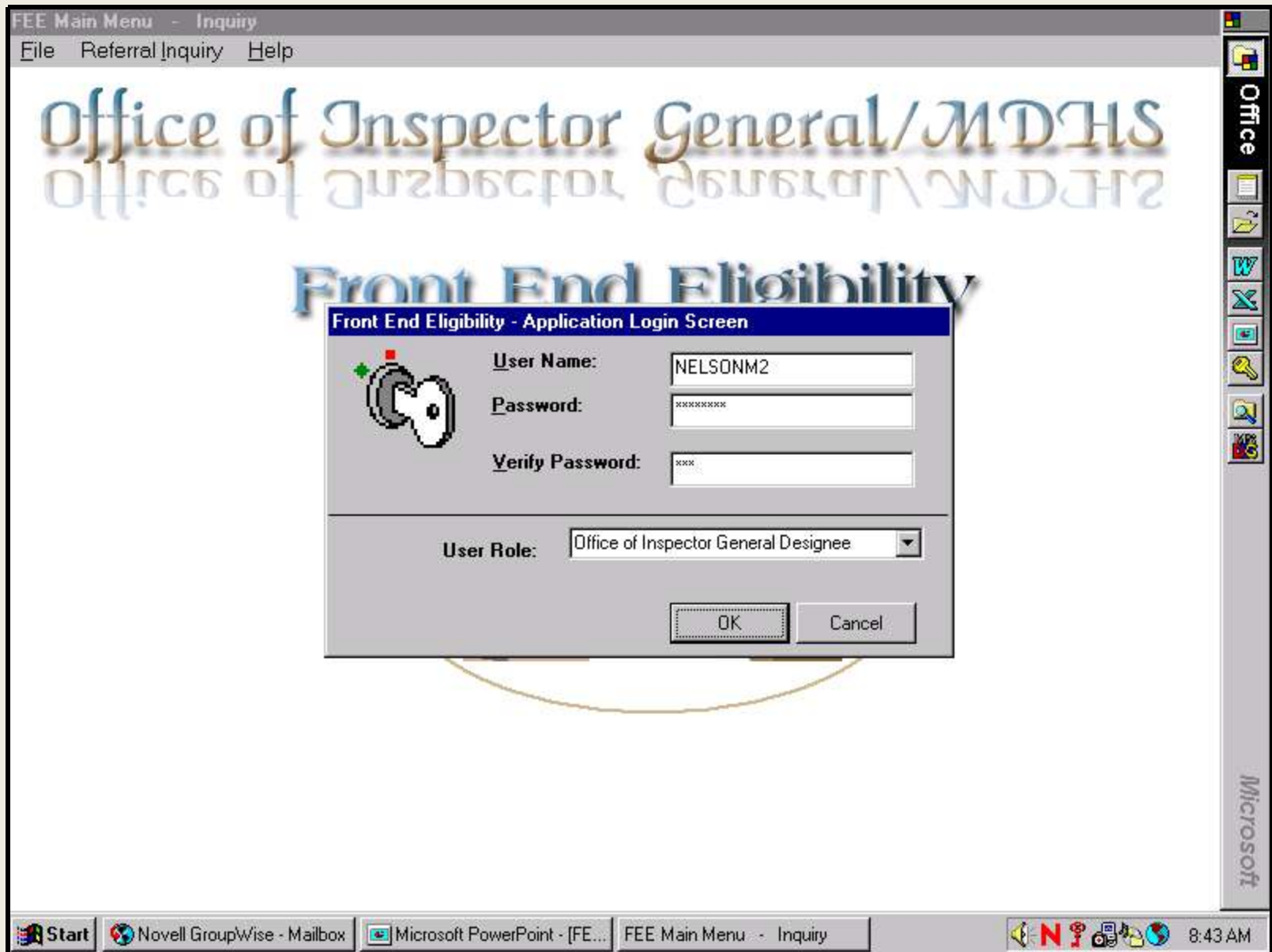
You will get a logon dialog box as pictured below. **Enter your Novell User Name in the User Name box.** (Your Last Name, First Initial and sometimes a number.) Press the **“Enter”** key and enter the password in the Password: box. Click the OK Button to Sign On. Make sure the “User Role” field shows the program function you wish to perform. If generating a referral click “Referrer”.



**Signing on to FEE for the first time:** Enter your User Name. Press the **“Enter”** key. Type your temporary password in the **“Password:”** field. Press the **“Enter”** Key, type your new password in the **“New Password”** field and press the **“Enter”** Key. (continued on next slide)



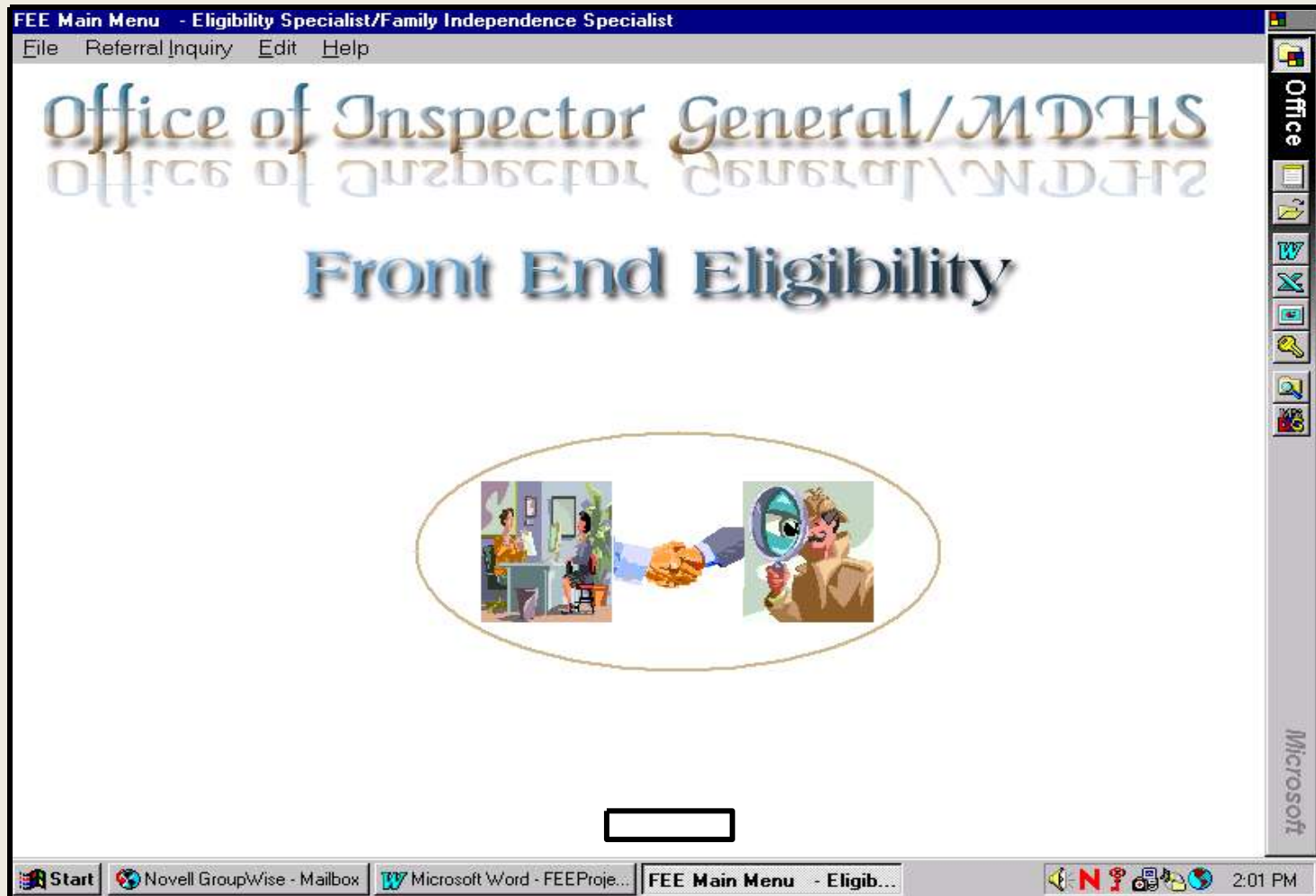
**If signing on for the first time:** Type your new password a 2nd time in the field labeled “Verify Password”, press the “**Enter**” Key and click the “**OK**” Button. You will get a message “Your password has been changed”.



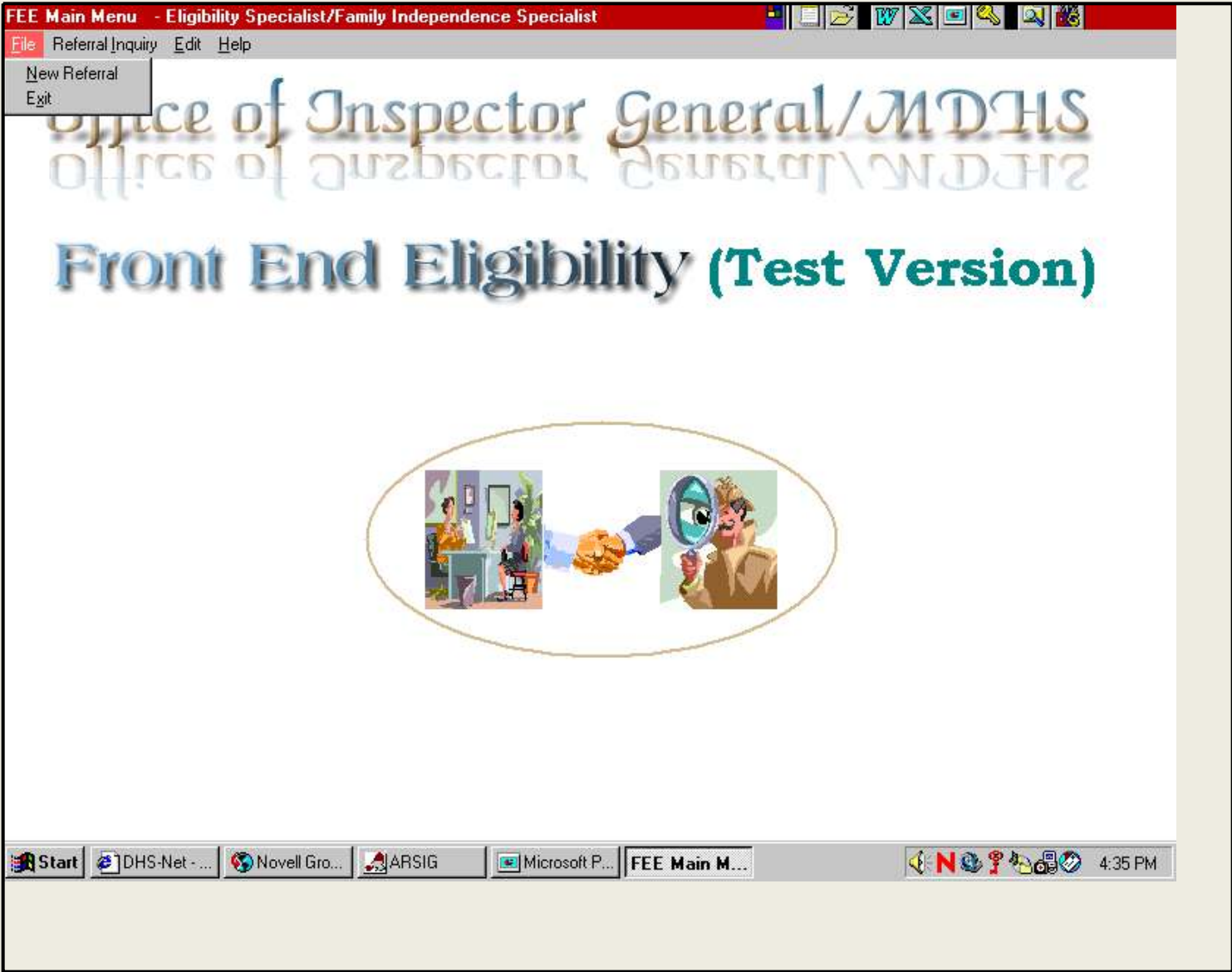
**Selecting a User- Role:** Click on the arrow across from User Role and a drop down will appear with selected Roles for your Log-in ID. For “Referrer” select the County & District from the appropriate drop downs in which you wish to generate/edit/review a Referral then Click “OK”. This will take you to the main Menu.



**The Main Menu screen is shown below.** Click on one of the Options on the Menu across the top of the screen. As a “Referrer” the options are “File” your drop down choices are “New Referral” and “Exit”, under Referral Inquiry your choices are “App/Recert Inquiry, Investigative Findings Inquiry & “Action Taken” Inquiry. Under Edit, you will find Application/Recertification and Action Taken. **Help is available.**



**Referrer:** to create a new referral click on “File” select “New Referral”, a sample view of the application/recert screen (Section I & II) will appear





Before data can be entered Referrer must Click on “**Create New Referral**”, a dialog box will appear (on next Page), enter Grantee’s 10 digit Recipient ID Number. The program searches to see if the Recipient ID has previously been entered in the FEE Database. If this is the first time this grantee has been entered , you will have a separate Grantee Form to complete. When creating a new referral all required fields are marked in **Red**.

**FEE Section I and II: APPLICATION/REFERRAL INFORMATION - Completed by FIS/ES**

File Help

Create New Referral  
Save/Update  
Cancel  
Main Menu

Investigation Referral ID

Grantee Last Name  First Name  3. SSN  4. Date of Birth

1a. NGA Recp. ID#  2b. NGA Last Name  2c. NGA First Name  3a. NGA SSN  4a. NGA DOB

Add Non-Grantee Adult(s)

5. Case Number  6. # in Applicant's Group  7. # of Adults  8. # of Children

9. Address  City  State  Zip Code

10. Program Type Code  10a. Application or Recertification?  11. Next Appt. Date

Add Program and Contact Type(s)

12. Load Number  13. Specialist Name  14. Referral Date to OIG

Section II

Reason(s) for Referral

1	Unreported/Under Reported Income
2	Being Supported by Family

Referral Reasons

COMMENTS

Microsoft Office

Start Novell GroupWi... Microsoft Word ... Microsoft Power... FEE Section I a... 11:45 AM

Enter Recipient ID# which **must be 10 digits**, if recip is only eight digits precede by two zeros.  
Click OK

FEE Section I and II: APPLICATION/REFERRAL INFORMATION - Completed by FIS/ES

File Help

Record Created Date:  Investigation Referral ID

**Section I**

<b>1. Recipient ID#</b> <input type="text"/>	<b>2. Grantee Last Name</b> <input type="text"/>	<b>2a. Grantee First Name</b> <input type="text"/>	<b>3. SSN</b> <input type="text"/>	<b>4. Date of Birth</b> <input type="text"/>
<b>1a. NGA Recp. ID#</b> <input type="text"/>	<b>2b. NGA La</b> <input type="text"/>	<input type="text"/>	<input type="text"/>	<b>4a. NGA DOB</b> <input type="text"/>
<input type="button" value="Add Non-Grantee Adult(s)"/>	<b>5. Case Number</b> <input type="text"/>			<b>8. # of Children</b> <input type="text"/>
<b>9. Address</b> <input type="text"/>		<b>City</b> <input type="text"/>	<b>State</b> <input type="text"/>	<b>Zip Code</b> <input type="text"/>
<b>10. Program Type Code</b> <input type="text"/>	<b>10a. Application or Recertification?</b> <input type="text"/>		<b>11. Next Appt. Date</b> <input type="text"/>	
<input type="button" value="Add Program and Contact Type(s)"/>	<b>12. Load Number</b> <input type="text"/>		<b>13. Specialist Name</b> <input type="text"/>	<b>14. Referral Date to OIG</b> <input type="text"/>

**Section II**

<b>Reason(s) for Referral</b> 1 Unreported/Under Reported Income 2 Being Supported by Family <input type="text"/>	<b>Referral Reasons</b> <input type="text"/>	<b>COMMENTS</b> <input type="text"/>
--	---	---

Start | DHS-Net - ... | Novell Gro... | ARSIG | Microsoft P... | Microsoft ... | FEE Sectio... | 1:59 PM

**Enter the Grantee s 10 Digit ID # and click OK**

The dialog box is informing the referrer that the Grantee's ID Number was not found i.e., no prior referrals, therefore, you may proceed by clicking OK

**FEE Section I and II: APPLICATION/REFERRAL INFORMATION - Completed by FIS/ES**

File Help

Record Created Date:  Investigation Referral ID

**Section I**

1. Recipient ID#	2. Grantee Last Name	2a. Grantee First Name	3. SSN	4. Date of Birth
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1a. NGA Recp. ID#	2b. NGA Last Name	2c. NGA First Name	3a. NGA SSN	4a. NGA DOB
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Add Non-Grantee Adult(s)

5. Case Number	6. # in Applicant's Group	7. # of Adults	8. # of Children
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9. Address	City	<input type="text"/>	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10. Program Type Code	10a. Applicati	<input type="text"/>	11. Next Appt. Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Add Program and Contact Type(s)

12. Load Number	13. Specialist Name	14. Referral Date to OIG
<input type="text"/>	<input type="text"/>	Refer to OIG? <input type="checkbox"/> <input type="text"/>

**Section II**

<b>Reason(s) for Referral</b>	<b>Referral Reasons</b>	<b>COMMENTS</b>
<ul style="list-style-type: none"><li>1 Unreported/Under Reported Income</li><li>2 Being Supported by Family</li></ul>		<input type="text"/>

Start | DHS-Net - Mic... | Novell GroupW... | ARSIG | Microsoft Powe... | FEE Section I ... | 2:06 PM

Click "Yes" To Create a New Referral.

FEE Section I and II: APPLICATION/REFERRAL INFORMATION - Completed by FIS/ES

File Help

Record Created Date:  Investigation Referral ID

**Section I**

<b>1. Recipient ID#</b> <input type="text"/>	<b>2. Grantee Last Name</b> <input type="text"/>	<b>2a. Grantee First Name</b> <input type="text"/>	<b>3. SSN</b> <input type="text"/>	<b>4. Date of Birth</b> <input type="text"/>
<b>1a. NGA Recp. ID#</b> <input type="text"/>	<b>2b. NGA Last Name</b> <input type="text"/>	<b>2c. NGA First Name</b> <input type="text"/>	<b>3a. NGA SSN</b> <input type="text"/>	<b>4a. NGA DOB</b> <input type="text"/>

<b>5. Case Number</b> <input type="text"/>	<b>6. # in Applicant's Group</b> <input type="text"/>	<b>7. # of Adults</b> <input type="text"/>	<b>8. # of Children</b> <input type="text"/>
<b>9. Address</b> <input type="text"/>	<b>City</b> <input type="text"/>	<b>Zip Code</b> <input type="text"/>	
<b>10. Program Type Code</b> <input type="text"/>	<b>10a. Applicant</b> <input type="text"/>	<b>11. Next Appt. Date</b> <input type="text"/>	

<b>12. Load Number</b> <input type="text"/>	<b>13. Specialist Name</b> <input type="text"/>	<b>14. Referral Date to OIG</b> <input type="text"/>
	<b>Refer to OIG?</b> <input type="checkbox"/>	

**Section II**

<b>Reason(s) for Referral</b> <ul style="list-style-type: none"><li>1 Unreported/Under Reported Income</li><li>2 Being Supported by Family</li></ul>	<b>Referral Reasons</b>	<b>COMMENTS</b> <input type="text"/>
---	-------------------------	---

Start | DHS-Ne... | Novell G... | ARSIG | Microsof... | FEE Secti... | Microsof... | 2:22 PM

If this is the first time that a referral has been entered for this Recipient ID Number, you will need to complete the Grantee's Form (seen below). If you don't know the grantee's DOB or SSN you can leave them blank. Dates should be entered in the following format: 01/02/1968. You should not enter any hyphens in the SSN field. The Effective Date will be entered automatically. After filling in the required information, click File, Update to save the Grantee Information. Then click **"Yes"** to the question "Do you want to Save"? Another dialog box will confirm "Grantee has been Saved" click **OK**.

The screenshot shows a Windows-style application window titled "Grantee Form". The window has a menu bar with "File" and "Help". The main area contains several input fields for recipient information:

Recipient ID:	2222222222	Effective Date:	11/04/2005
Last Name:	TEST	Date of Birth:	1/2/68
First Name:	IMA	Social Security Number:	2222222222
Address:	123 MAIN ST.	Case Number:	V2222222A
City:	DETROIT		
State Code:	MI		
Zip:	48123		

At the bottom of the form area, there is a text instruction: "After filling in the Grantee Information click on File, Update to save."

The window includes a vertical toolbar on the right side with icons for Office applications and a "Microsoft" logo at the bottom. The taskbar at the bottom shows the Start button and several open applications: Novell GroupWi..., Microsoft Word..., Microsoft Power..., FEE Section I and II..., and the active window "Grantee Form". The system clock shows 4:00 PM.

Grantee's data transfers to the new referral in the fields shaded gray. (you can not edit the gray areas).  
 If there are adults in the home other than the grantee, complete fields 1a, 2b, 2c, 3a and 4a.  
 Then click on the **Red** button labeled "Add Non-Grantee Adult(s)" for each adult.  
 If there are no other adults in the home, skip down to field 6 "# in Applicant's Group".  
 Enter the number in the group number of adults and # of children.

**FEE Section I and II: APPLICATION/REFERRAL INFORMATION - Completed by FIS/ES**

File Help

Record Created Date: 11/04/2005 Investigation Referral ID 1828

**Section I**

<b>1. Recipient ID#</b> 222222222	<b>2. Grantee Last Name</b> TEST	<b>2a. Grantee First Name</b> JMA	<b>3. SSN</b> 222222222	<b>4. Date of Birth</b> 01/02/1968
<b>1a. NGA Recp. ID#</b>	<b>2b. NGA Last Name</b>	<b>2c. NGA First Name</b>	<b>3a. NGA SSN</b>	<b>4a. NGA DOB</b>
<input type="button" value="Add Non-Grantee Adult(s)"/>				
<b>5. Case Number</b> V2222222A	<b>6. # in Applicant's Group</b> 2	<b>7. # of Adults</b> 1	<b>8. # of Children</b> 1	
<b>9. Address</b> 123 MAIN ST.	<b>City</b> DETROIT	<b>State</b> MI	<b>Zip Code</b> 48123	
<b>10. Program Type Code</b> FIP	<b>10a. Application or Recertification?</b> A		<b>11. Next Appt. Date</b>	
<input type="button" value="Add Program and Contact Type(s)"/> <div style="border: 1px solid black; padding: 5px; display: inline-block;">                 Select a program, select App or Recert and Click on the Add Program Button             </div>				
<b>12. Load Number</b> 82 25	<b>13. Specialist Name</b> NELSON, MARK	<b>14. Referral Date to OIG</b> Refer to OIG? <input type="checkbox"/>		

**Section II**

<b>Reason(s) for Referral</b>	<b>Referral Reasons</b>	<b>COMMENTS</b>
<ul style="list-style-type: none"> <li>1 Unreported/Under Reported Income</li> <li>2 Being Supported by Family</li> </ul>		

Start Novell GroupWi... Microsoft Word... Microsoft Power... FEE Section I a... 4:05 PM

Select at least one Program Type Code (**OIG select a Project Code via 10b**) from the drop down, then select "A" for Application or "R" for Recertification. Click on the **Red** "Add Program and Contact" Button. Click **OK** to confirm the program. Referrer's County#, District#, Section# & name will appear in Sections 12 & 13. Click on at least one Referral Reason, enter Comments. Click on the checkbox "Refer to OIG" then click "File, Save/Update." If the box "Refer to OIG" is not checked, OIG can not start the investigation.

**FEE Section I and II: APPLICATION/REFERRAL INFORMATION - Completed by FIS/ES**

File Help

Create New Referral  
**Save/Update**  
 Cancel  
 Main Menu

11/04/2005  
 Investigation Referral ID 1828

After this screen is complete click File, Save

222222222	TEST	2a. Grantee First Name IMA	3. SSN 222222222	4. Date of Birth 01/02/1968
1a. NGA Recp. ID#	2b. NGA Last Name	2c. NGA First Name	3a. NGA SSN	4a. NGA DOB

Add Non-Grantee Adult(s)

5. Case Number V2222222A	6. # in Applicant's Group 2	7. # of Adults 1	8. # of Children 1
-----------------------------	--------------------------------	---------------------	-----------------------

9. Address  
123 MAIN ST. DETROIT

Select a program

State MI Zip Code 48123

10. Program Type Code  
 10a. Application or Recertification?  
 Select App. Or Recert.

11. Next Appt. Date  
11/07/2005

INVESTIG_REFERRAL_ID	PROGRAM_TYPE_CODE	APPLIC_RECERT_IND
1828	FIP	A

Add Program and Contact Type(s)

Click here to check the box and send to OIG today.

12. Load Number  
82 25

13. Specialist Name  
NELSON, MARK

14. Referral Date to OIG  
Refer to OIG?

**Section II**  
 Click on a reason code

Reason(s) for Referral	Referral Reasons	COMMENTS
1 Unreported/Under Reported Income 2 Being Supported by Family	Referral ID Reason 1828 1	Always select at least one Program, one or more referral reasons and enter some comments here.

Start Novell GroupWi... Microsoft Word... Microsoft Power... FEE Section I a... 4:22 PM

Several dialog boxes will appear asking referrer to confirm the data entered, Click “Yes”. If you want to Cancel, click “File”, “Cancel” and the referral will not be saved and not sent to OIG. After you have clicked on “File”, “Save/Update” you will receive a message confirming referral was “Successfully” sent to OIG. Click “File”, “Print”( print 2 copies, 1 for Referrer and 1 for OIG/FEE Agent). You can now create another referral or go back to the Menu and Exit.

**FEE Section I and II: APPLICATION/REFERRAL INFORMATION - Completed by FIS/ES**

File Help

Create New Referral

Save/Update 11/04/2005 Investigation Referral ID 1828

Cancel

Main Menu

222222222	Grantee Last Name TEST	2a. Grantee First Name JMA	3. SSN 222222222	4. Date of Birth 01/02/1968
1a. NGA Recp. ID#	2b. NGA Last Name	2c. NGA First Name	3a. NGA SSN	4a. NGA DOB

Add Non-Grantee Adult(s)

5. Case Number V2222222A	6. # in Applicant's Group 2	7. # of Adults 1	8. # of Children 1
9. Address 123 MAIN ST.	City DETROIT	State MI	Zip Code 48123
10. Program Type Code	10a. Application or Recertification?	11. Next Appt. Date 11/07/2005	

INVESTIG_REFERRAL_ID	PROGRAM_TYPE_CODE	APPLIC_RECERT_IND
1828	FIP	A

Add Program and Contact Type(s)

12. Load Number 82 25	13. Specialist Name NELSON, MARK	14. Referral Date to OIG Refer to OIG? <input type="checkbox"/>
--------------------------	-------------------------------------	--

**Section II**

Reason(s) for Referral	Referral Reasons	COMMENTS
1 Unreported/Under Reported Income 2 Being Supported by Family	Referral ID Reason 1828 1	Always select at least one Program, one or more referral reasons and enter some comments here.

Start Novell GroupWi... Microsoft Word ... Microsoft Power... FEE Section I a... 4:22 PM



Referrer can go back and edit a referral if the “Refer to OIG” box has not been checked. A Referrer can edit a referral by clicking on “Edit”, “Application Recertification” from the Main Menu. To complete a FEE Case after OIG’s Investigation click “Edit”, “Action Taken”.

FEE Main Menu - Eligibility Specialist/Family Independence Specialist

File Referral Inquiry **Edit** Help

Application Recertification  
Action Taken

Office of Inspector General/MDHHS

Front End Eligibility

Microsoft

Start Novell GroupWise - M... Microsoft PowerPoint - ... Microsoft Word - FEE... FEE Main Menu - EI... 3:52 PM

Referrer: To edit a referral, click on “Find”, “Referral ID”. (You will not be able to edit a referral assigned to another district or edit the shaded Gray areas.) Enter the Referral ID Number and click “OK”. add a Program, a Referral Reason etc. When you are ready to submit to OIG, click the checkbox labeled “Refer to OIG” in the lower right. Then click “File”, “Update”.

**FEE EDIT Section I and II: APPLICATION/REFERRAL INFORMATION - Edited by FIS/FS**

File Change Address Find Help

Record Created Date:  Referral ID:  Closed Date:  Investigation Referral ID:

**Section I Information**

1. Recipient ID#  2. Grantee Last Name  2a. Grantee First Name  3. SSN  4. Date of Birth

1a. NGA Recp. ID#  2b. NGA Last Name  2c. NGA First Name  3a. NGA SSN  4a. NGA DOB

INVESTIG_REFERRAL_ID	APP_SEQ	RECIPIENT_ID	FIRST_NAME	LAST_NAME	SSN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

5. Case Number  6. # in Applicant's Group  7. # of Adults  8. # of Children

9. Address  City  State  Zip Code

10. Program Type Code  10a. Application Recertification IND  11. Next Appt. Date

INVESTIG_REFERRAL_ID	PROGRAM_TYPE_CODE	APPLIC_RECERT_IND
<input type="text"/>	<input type="text"/>	<input type="text"/>

12. Load Number  13. Specialist Name  Refer To OIG  14. Referral Date to OIG

**Section II Information**

Reason(s) for Referral

1	Unreported/Under Reported Income
2	Being Supported by Family

Reasons Selected

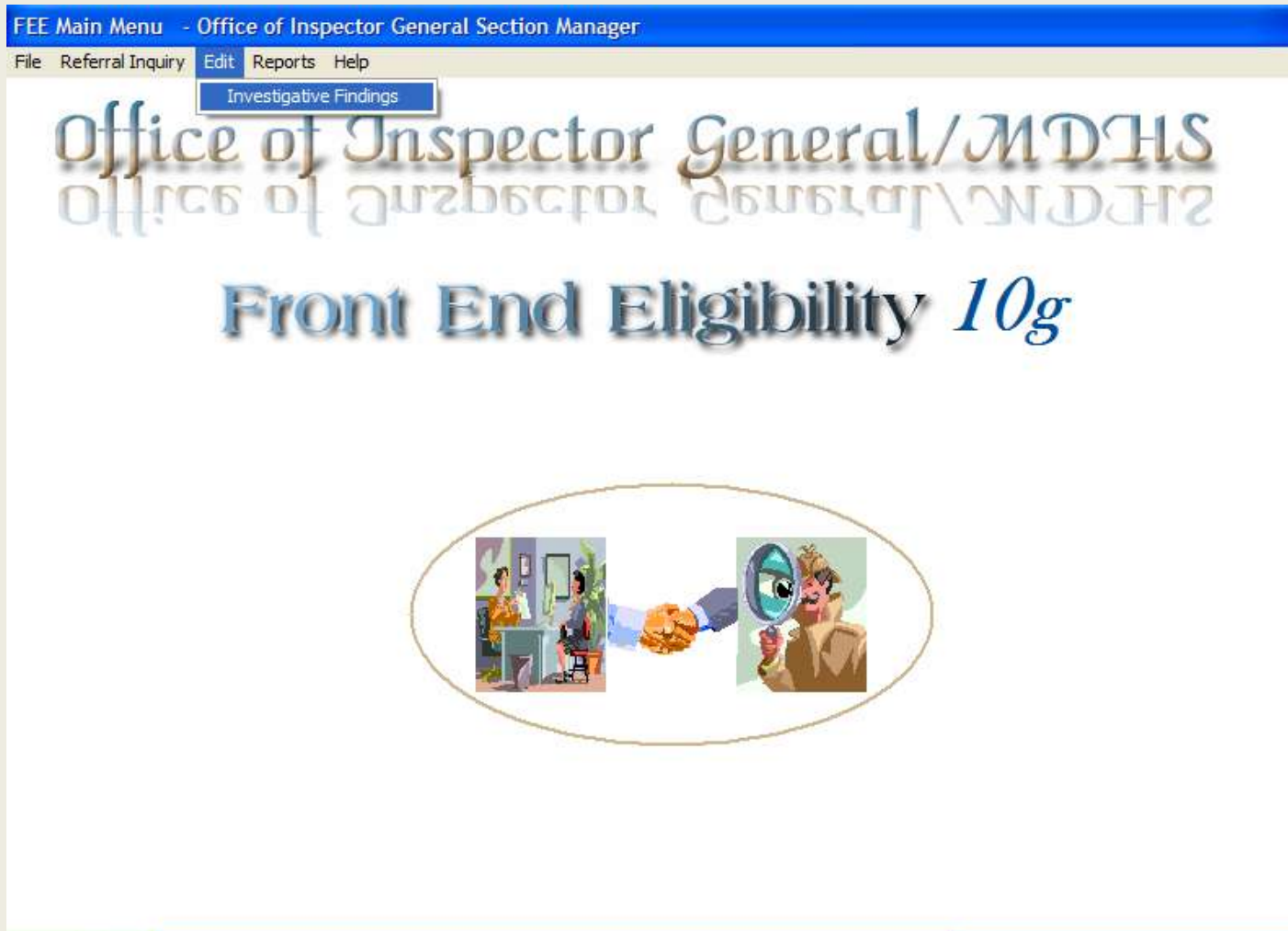
REFL ID	REASON CO
<input type="text"/>	<input type="text"/>

COMMENTS

Click here to send to OIG

Start Novell GroupWise - M... Microsoft PowerPoint - ... Microsoft Word - FEE... FEE EDIT Section I ... 3:59 PM

**Case Assignments: Mgrs./Leads** from the main menu click “Edit” & select “Investigative Findings”, a new screen will appear, click “Find” & a drop down list appears with three different search criteria i.e., “Recipient ID”, “Referral ID” or “Last Name” select one, enter data and click OK. Section III will appear w/fields populated with information from Section I.



**Case Assignments cont'd** Section III: #1. "Received by OIG?" click "box" and current date will populate field. #2. "Complaint Status" select "A" for Accepted or "R" for Rejected. #3. "Assigned by" will auto populate w/Mgr.'s name, 3a. Select Agent's name from drop down (#4 & #5=obsolete), 6. You can enter Comments, then click "File", "Update".

Section III: INVESTIGATIVE FINDINGS - Completed by OIG Agent

File Find Help

**Information from Section I**

Record Created Date: 06/10/2010      Closed Date:      Investigation Referral ID: 2395

1. Recipient ID #: 3215695213      2. Grantee Last: NELSON      2a. Grantee First: DARK

**Section III**

1. Date Received	2. Complaint Status	3. Assigned By:	3a. Agent's Name	4. FAIR Transaction	5. # of Fair Transactions
Received by OIG? <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

6. OIG Manager Comments:

6a. Investigative Findings  Characters entered of 8000 Maximum

OIG referred for Full Investigation (Code 60)

Signature of Agent: \_\_\_\_\_      Date Completed:

**OIG Agents:** On the Menu click “Edit”, “Investigative Findings”. On the screen shown below, click “Find”, “Referral ID”. Enter the Referral ID and click OK. Enter your Investigative Findings narrative. When your investigation is complete, check the check box labeled “Completed by OIG” and click “File”, “Update”. Note: you can type up to 8000 characters in your narrative. The program will show you how close you are to the maximum length of your narrative.

**Section III: INVESTIGATIVE FINDINGS - Completed by OIG Agent**

File Find Help

**Information from Section I**

Record Created Date: 11/04/2005 Closed Date: Investigation Referral ID: 1828

1. Recipient ID #: 222222222 2. Grantee Last: TEST 2a. Grantee First: IMA

**Section III**

1. Date Received	2. Complaint Status	3. Assigned By:	3a. Agent's Name	4. FAIR Transaction	5. # of Fair Transactions
11/07/2005	<input type="checkbox"/> <input type="checkbox"/> A	JOPLIND	JOPLIND	<input type="checkbox"/> <input type="checkbox"/>	

6. OIG Manager Comments:

6a. Investigative Findings 67 Characters entered of 8000 Maximum

This is a test record for training purposes. Investigation complete.

This is a running count of the # of keystrokes in your narrative.(8000 Max)

OIG referred for Full Investigation (Code 60)  N  N

Signature of Agent: \_\_\_\_\_ Date Completed: 11/07/2005

Office

Microsoft

Start Novell Grou... Microsoft W... Exploring - J... Microsoft P... FEEProject ... Section III: ... 4:35 PM

**Referrer:** Upon receipt of OIG/FEE Investigative Findings, respond by Clicking “Edit” & Select/complete “Action Taken” (Section IV). Locate case by Clicking on “Find”, “Referral ID”, enter the Referral ID and click OK.

**Section IV: ACTION TAKEN AS A RESULT OF INVESTIGATION - Completed by FIS/ES**

File Find Help To complete a referral you must find it first. Click Find Referral ID.

**Information from Section I**

Record Created Date:  Investigation Referral ID

1. Recipient ID #:  2. Grantee Last:  2a. Grantee First:

**Section IV**

Program Type  Action Taken Codes  Reason Code (Main Reason Code for Action Taken)  Load Number

ID	PROGRAM_TYPE_CODE	ACTION_CODE	Referral ID	Reason Code	(Code 66) Hearing Date

Comments (FAP, CDC, FIP): (Explain code #69, also other comments)

Program Type Code  Application or Recertification?  Full Benefits  Benefits Issued  Cost Avoided

ID	PROGRAM_TYPE_CODE	ACTION_CODE	FULL_BENEFITS	BENEFITS_ISSUED	COST_AVOIDED

Signature of FIS/ES: \_\_\_\_\_ Date FEE Case Closed

Microsoft

Start Novell GroupWi... Microsoft Power... Microsoft Word ... Section IV: AC... 4:11 PM

After locating referral, select the Program Type & Action Taken Codes (For all programs except FAP/FIP enter the benefit amount). All other Programs and benefit reductions require the referrer to “Manually” enter Benefits Amounts.) Enter an Action Taken Code for each program then click the **Red** “Add Action Taken” Button. After manually entering Full benefits & Benefits issued click the **Red** “Add Benefit Amount Button”. Once you have completed the case, check the box labeled “Close FEE Case?” and click File Update. The case is not complete until you check the box and “Update”. Once you check the box the case is locked and no further changes can be made.

**Section IV: ACTION TAKEN AS A RESULT OF INVESTIGATION - Completed by FIS/ES**

File Find Help

Information from Section I

Record Created Date: 11/04/2005 Investigation Referral ID: 1828

1. Select a Program Type and 2. Action Code 2a. 3. Select a Reason Code

**Section IV**

Program Type Action Taken Codes Reason Code (Main Reason Code for Action Taken) Load Number

82 25

(Code 66) Hearing Date

Add Action Taken Co

ID	PROGRAM_TYPE_CODE	ACTION_CODE	Referral ID	Reason Code
1828	FIP		1828	1

4. Click “Add Action Taken Code button”

Comments (FAP, CDC, FIP): (Explain code #69, also other comments)

Click “Add Benefit Amounts” button once for each program.

Enter benefits issued amount. For each program

Program Type Code	Application or Recertification?	Full Benefits	Benefits Issued	Cost Avoided

Add Benefit Amounts Information

ID	PROGRAM_TYPE_CODE	ACTION_CODE	FULL_BENEFITS	BENEFITS_ISSUED	COST_AVOIDED
1828	FIP		401	0	401

Signature of FIS/ES: \_\_\_\_\_ Close FEE Case?  Date FEE Case Closed \_\_\_\_\_

Click here once to close the FEE case when case is complete then click File, Update.

**Example:** An Action Taken Code of (Denied) was entered for FAP & FIP. “Benefits Issued” was \$0 for a Total Cost Avoided of \$1,188.00. Once the Referrer checks the box labeled “Close FEE Case”, the computer automatically enters the current date i.e., 08/24/2010. Select “File, Click Update” to finalize closure, (no other changes can be entered).

*Note: Screen identifies the Referrer who closed the case via Closed by:\_\_\_\_\_.*

**FEE INQUIRY - Section IV: ACTION TAKEN AS A RESULT OF INVESTIGATION**

File Find Help

---

**Information from Section I**

Record Created Date: 07/01/2010      Closed By: Martin, Joyce      Investigation Referral ID: 12991

1. Recipient ID #: 0007049189      2. Grantee Last: ALAMEERI      2a. Grantee First: ALYAA

---

**Section IV**

Program Type: [ ]      Action Taken Codes: [ ]      Reason Code (Main Reason Code for Action Taken): [ ]      Load Number: 82 | 17 | 1 | 66 | 8

ID	PROGRAM_TYPE_CODE	ACTION_CODE	REFERRAL ID	REASON COI
12991	FAP	65	12991	1
12991	MA	65	12991	9

(Code 66) Hearing Date: [ ]

Comments (FAP, CDC, FIP): (Explain code #69, also other comments)

[ ]

---

Program Type Code	Application or Recertification?	Full Benefits	Benefits Issued	Cost Avoided
[ ]	[ ]	[ ]	[ ]	[ ]

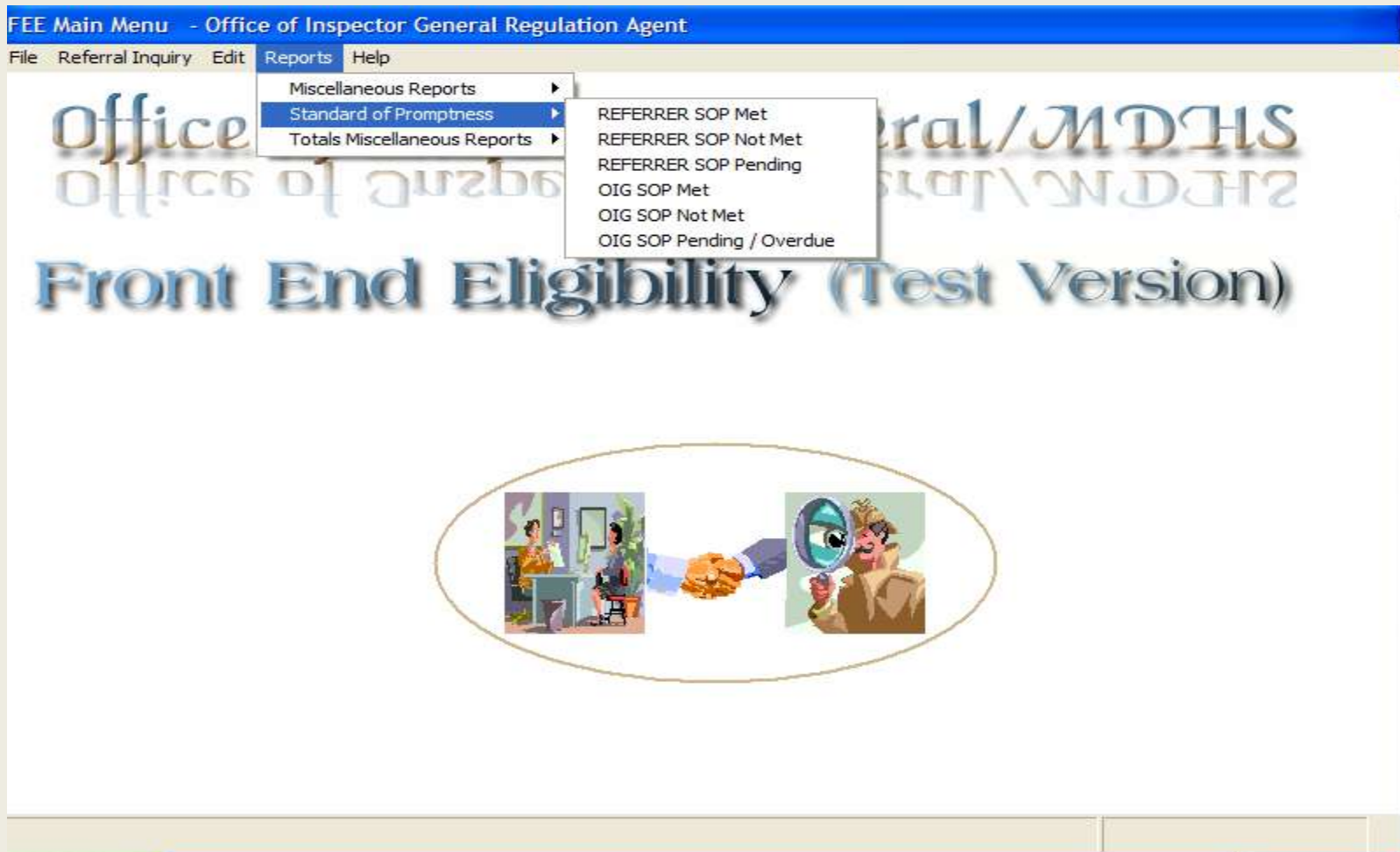
ID	PROGRAM_TYPE_CODE	ACTION_CODE	FULL_BENEFITS	BENEFITS_ISSUED	COST_AVOIDED
12991	FAP	65	588	0	588
12991	MA	65	600	0	600

Signature of FIS/ES: \_\_\_\_\_      Date FEE Case Closed: 08/24/2010

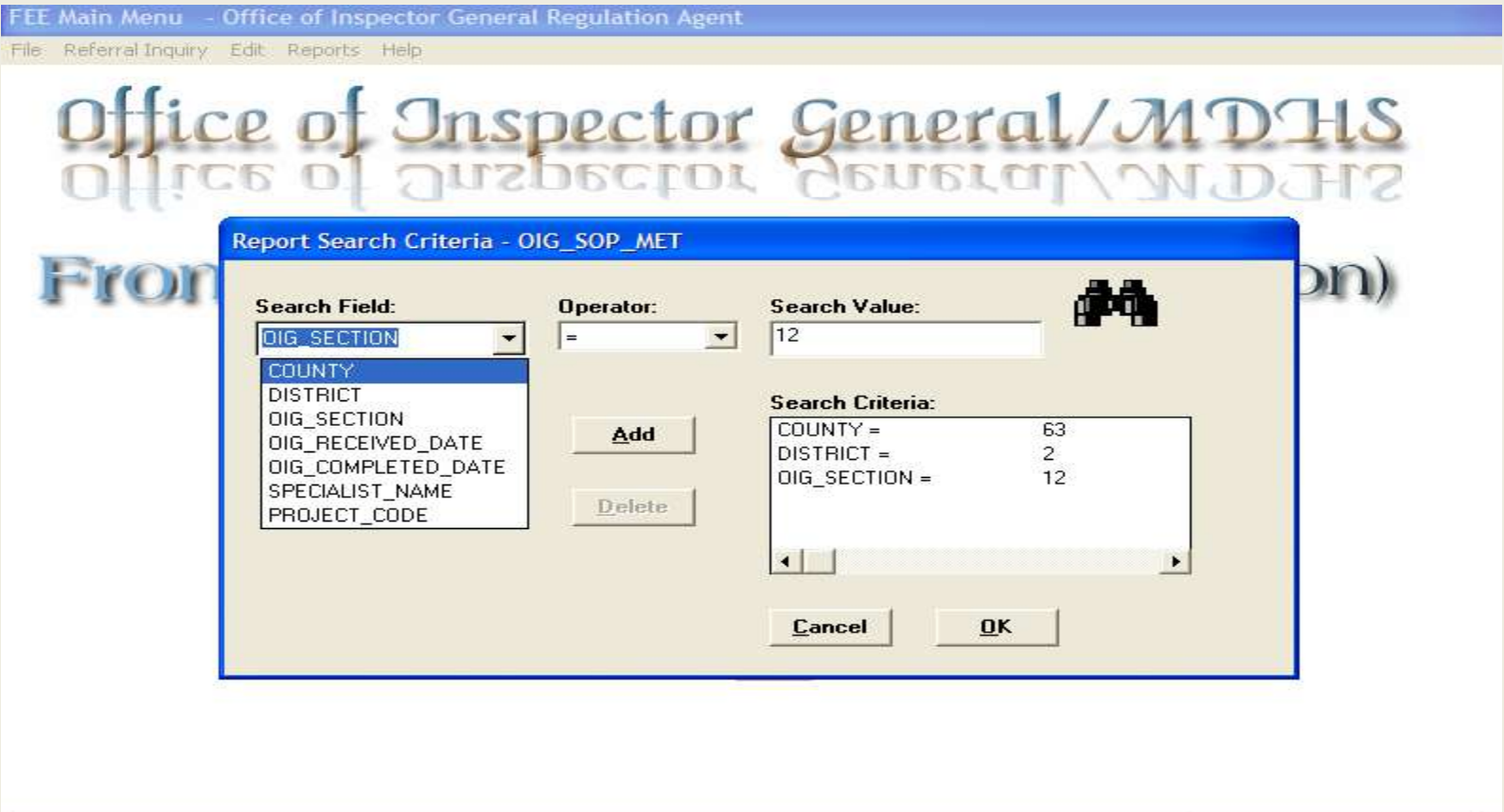


**Agent's Reports:** from the FEE Main Menu select "**Reports**"; each drop down contains a sub list. **Miscellaneous Reports** = "Cases Pending by Agent", **Standard of Promptness** = SOPs for Referrers and OIG Agents, **Total Miscellaneous Reports** = "Total Cost Avoided" i.e., \$\$\$\$\$\$

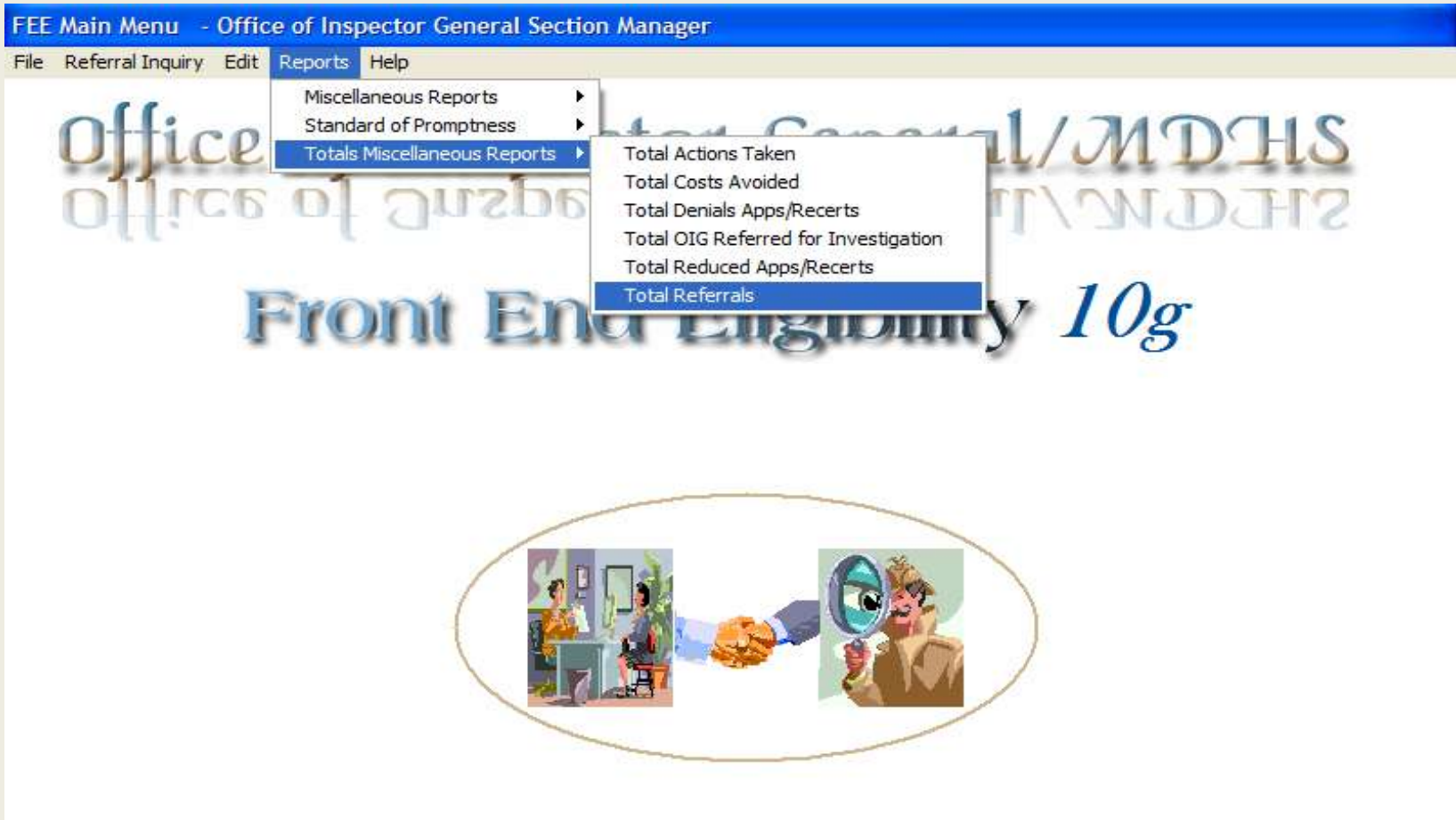
Once a report is selected a dialog box appears that mimics ARSIG Search (see next Page).



**Agents FEE Reports:** each report provides a new set of search options. The “**Search Field**” drop down identifies the origin of the report, use “**Operator**” to determine the parameters i.e., >= more than and equal to etc.. and “**Search Value**” defines the options selected in the Search Field i.e., **12 for OIG Section, 63 for County** etc..... After each selection click “**Add**” and the Search Criteria box will populate, click **OK** to generate your FEE Report or **Cancel** to reselect. Click the **X in the Red Box** in the upper right hand corner to return to Main Menu and repeat process for additional reports.



**OIG/FEE Mgrs.' Reports:** from the Main Menu select **“Reports”** each heading contains a sub list of reports. When desired Report is selected a dialog box that mimics an ARSIG Search will appear. Once Search criteria is selected click **“OK”** to generate FEE Reports. Click the **X in the Red Box** in the upper right hand corner to return to the FEE Main Menu and repeat process for additional reports.



**OIG Designee Role:** OIG Mgrs. has access to System Administration in order to activate or deactivate users pertaining to the **OIG Designees Role ONLY**. From the FEE Main Menu select “**Administration**” and click on the “**Add/Edit Users**” drop down (Upon activation the OIG Designees will have access to **ALL Reports**).

FEE Main Menu - Office of Inspector General Section Manager


File Referral Inquiry Edit Reports Administration Help

Add/Edit Users

# Office of Inspector General/MDHS

Office of Inspector General/MDHS

## Front End Eligibility (Test Version)



The image shows a screenshot of a software interface. At the top is a blue header bar with the text 'FEE Main Menu - Office of Inspector General Section Manager'. Below this is a navigation menu with items: 'File', 'Referral Inquiry', 'Edit', 'Reports', 'Administration', and 'Help'. The 'Administration' menu is expanded, showing a sub-menu with 'Add/Edit Users'. The main content area features the text 'Office of Inspector General/MDHS' in a large, stylized font, with a mirrored version below it. Below that is the text 'Front End Eligibility (Test Version)'. At the bottom, there is an oval containing three small illustrations: a person sitting at a desk, a handshake, and a person holding a magnifying glass.

Once the Mgr. clicks on “Add/Edit Users” the **Users Screen**” appears displaying the current User’s Role & Available Levels. Click on **Search** and the **Login\_Name** drop down to pull up the Search Box.

**Users**

File
Search

Login\_Name

### Users Information

User ID	Agent No.	Load Number City DistSect Unit Spec	Login Name	Last Name	First Name	Password	Active Ind
369	175	82 0 12	MARTINJ	Martin	Joyce	xxxxxx	A

Reset Password

#### Level Assignments

**Available Levels:**

DIT Administrator  
 Inquiry  
 Office of Inspector General Designe  
 OIG Administrator  
 OIG Analyst

Add Level >

< Remove Level

<< Remove All

**User Levels Assigned:**

Office of Inspector General Regulation /  
 Office of Inspector General Section Mar  
 Referrer

USER ID	ACTIVE IND	COUNTY NO	DISTRICT NO	LAST NAME	FIRST NAME	LOGIN NAME	CREAT
▶ 369	A	82	0	Martin	Joyce	MARTINJ	1

Type the Agent's (FEE Login Name) in the Search box and click OK

The Agent's name will appear within the top and bottom fields. In the Center of the Screen under **Level Assignments** see **Available Levels**, highlight "**Office of Inspector General Designee**" click **Add Level >** and **OIG Designee** will migrate to "**User Levels Assigned**". Go to **File** and click **Update or Cancel**. Once Update is selected the Designee can conduct assignments and generate reports. To Inactivate the Designee Role select **< Remove Level & Update**.

**Users**

File Search

Update  
Cancel  
Main Menu

Information

ID	No.	Load Number			Login Name	Last Name	First Name	Password	Active Ind
		Cty	Dist	Sect					
370	37	82	0	13	EVANSJ	Evans	Janice	XXXXXXXXXX	A

**Level Assignments**

**Available Levels:**

Office of Inspector General Designee

**User Levels Assigned:**

Office of Inspector General Regulation &  
Office of Inspector General Section Mar  
Referrer

USER ID	ACTIVE IND	COUNTY NO	DISTRICT NO	LAST NAME	FIRST NAME	LOGIN NAME	CREAT
▶ 370	A	82	0	Evans	Janice	EVANSJ	1
9	I	82	0	Evans	Janice	EVANSJ	1

## Inquiries:

Inquiries can be performed by Referrers, FIMs, OIG Agents & OIG Managers.

You can view the “Application Information”, “Investigative Findings” or “Action Taken Screens”. Click on “Referral Inquiry” then “App Recert Inquiry”, or “Investigative Findings” or “Action Taken Inquiry”.

Then click on “Find”, “Referral ID”, enter the Referral Id and click “OK”.

The screenshot shows a Microsoft Office application window titled "FEE Main Menu - Office of Inspector General Section Manager". The menu bar includes "File", "Referral Inquiry", "Edit", "Reports", and "Help". The "Referral Inquiry" menu is open, showing options for "App Recert Inquiry", "Investigative Findings Inquiry", and "Action Taken Inquiry". The main window content features the text "Inspector General/MDHS" and "Office of Inspector General/MDHS" in a stylized font, with "Front End Eligibility" prominently displayed below. At the bottom of the main content area, there is an oval graphic containing three illustrations: a person at a desk, a handshake, and a person with a magnifying glass. The Microsoft Office logo is visible in the bottom right corner of the application window. The Windows taskbar at the bottom shows the Start button, Novell GroupWise - Mailbox, Microsoft PowerPoint - [FE...], and FEE Main Menu - Offic... with a system tray showing the time as 2:19 PM.



**Performing “Find”** on the “Investigative Findings Inquiry” form **Note:** Inquiry Screens have Gray backgrounds to show that no changes can be made on these screens. Changes can be made on the **“Edit”** Screens identified by a **Blue** background. Start an inquiry by clicking on **“Find”** on the menu. You have the choice of three search criteria. Searching by Recipient ID#, you must enter the 10 digit Recipient ID#. A list of matching names will generate, place cursor on the left side of the row containing the correct recipient & double click. Section I & II will populate with information requested.

**FEE INQUIRY - Section III: INVESTIGATIVE FINDINGS**

File **Find** Help

Info Recipient ID Referral ID Recipient I

Rec Last Name Closed Date: Investigation Referral ID

1. Recipient ID #: 2. Grantee Last: 2a. Grantee First:

**Section III**

1. Date Received	2. Complaint Status	3. Assigned By:	3a. Agent's Name	4. FAIR Transaction	5. # of Fair Transactions

6. OIG Manager Comments:

6a. Investigative Findings Characters entered of 8000 Maximum

OIG referred for Full Investigation (Code 60)

Signature of Agent: Date Completed:

Office

Microsoft

Start Novell GroupWise - Mailbox Microsoft PowerPoint - [FE... FEE INQUIRY - Section ... 2:22 PM

Doing a Find on the Grantee's Last Name.

**FEE INQUIRY - Section III: INVESTIGATIVE FINDINGS**

File Find Help

**Information from Section I**

Record Created Date:  Closed Date:  Investigation Referral ID

1. Recipient ID #:  2. Grantee Last:  2a. Grantee First:

CLICK ON THE ROW YOU WISH TO SELECT

REFL ID	LASTNAME	FIRSTNAME	CREATE DATE	COUNTY	DISTRICT	RECIPIENT ID	...
1828	TEST	IMA	11/04/2005	82	25	222222222	1

Click on the left most gray column to go to and view that referral.

6a. Investigative Findings  Characters entered of 8000 Maximum

OIG referred for Full Investigation (Code 60)

Signature of Agent: \_\_\_\_\_ Date Completed:

Office

Microsoft

Start Novell GroupWise - Mailbox Microsoft PowerPoint - [FE... FEE INQUIRY - Section ... 2:35 PM



### **Reminders:**

The OIG Agent can not enter any changes using the FEE Program until the Referrer has checked the box “Refer to OIG?” and the OIG Section Manager has assigned referral to an agent.

Note: Until the OIG Agent clicks the box “Completed by OIG” and clicks “File”, “Update” the case is considered still pending in OIG and the OIG Agent can enter additional comments in the “Investigative Findings” field.

Once an OIG Agent checks the box “Completed by OIG” and clicks “File”, “Update” the computer will automatically enter today’s date in the “Completed Date” field. The case will be locked and OIG Agents can not enter any more comments in the “Investigative Findings” section. Then it is ready for the Referrer to process the referral on the “Action Taken” Screen.

Once you have clicked “File”, “Update” you can print the Findings Information, including your narrative by clicking “File”, “Print”. (Note: pressing the “Print Screen” button might not print the entire narrative.)

Once you start to edit a referral, your only choices are to enter changes and click “File”, “Update” or “File”, “Cancel”. If you are using the Edit Investigative findings Screen, have done a “Find” and decide to make no changes at this time, click “File”, “Cancel”.

When a referral is locked you can make no other changes to it except by contacting the “OIG Administrator”.