ASSET CASE MANAGEMENT FUNCTION

3-11 ____MANAGE ALERTS____

A new menu item called **Manage Alerts** has been added to the ASSET menu. By clicking on this item the ASSET Alerts page is loaded.

MCI issues alerts to ASSET on a nightly basis. Alerts are based on the SSN verification outcome of records submitted to SSA for validation. They allow workers to quickly identify records that require follow-up.

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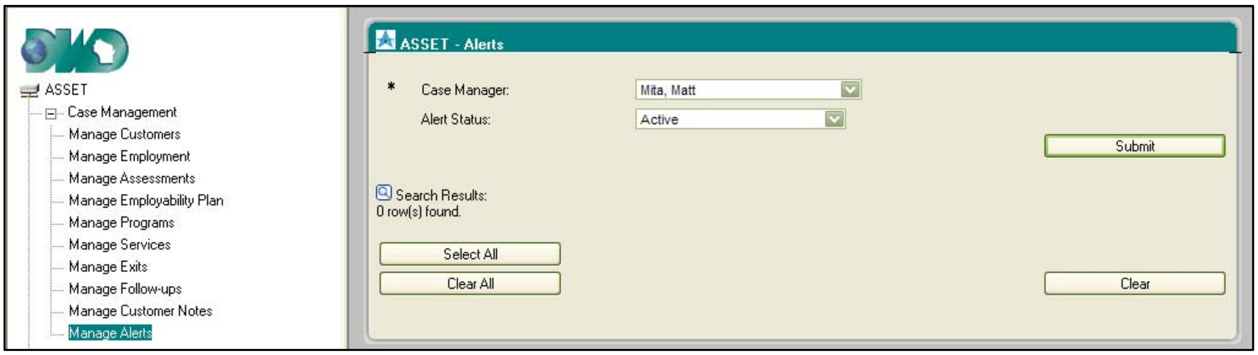


Alerts are issued for two reasons. First, to inform a worker that an SSN for a particular ASSET record was not verified and that worker intervention is required. Second, it informs workers that information on the ASSET record was modified during the SSN validation process. This type of alert generally doesn't require worker intervention.

If an ASSET record is verified by the validation process, the SSN Validation status on the Manage Customer screen is automatically updated to Verified and no alert will be displayed for this record.

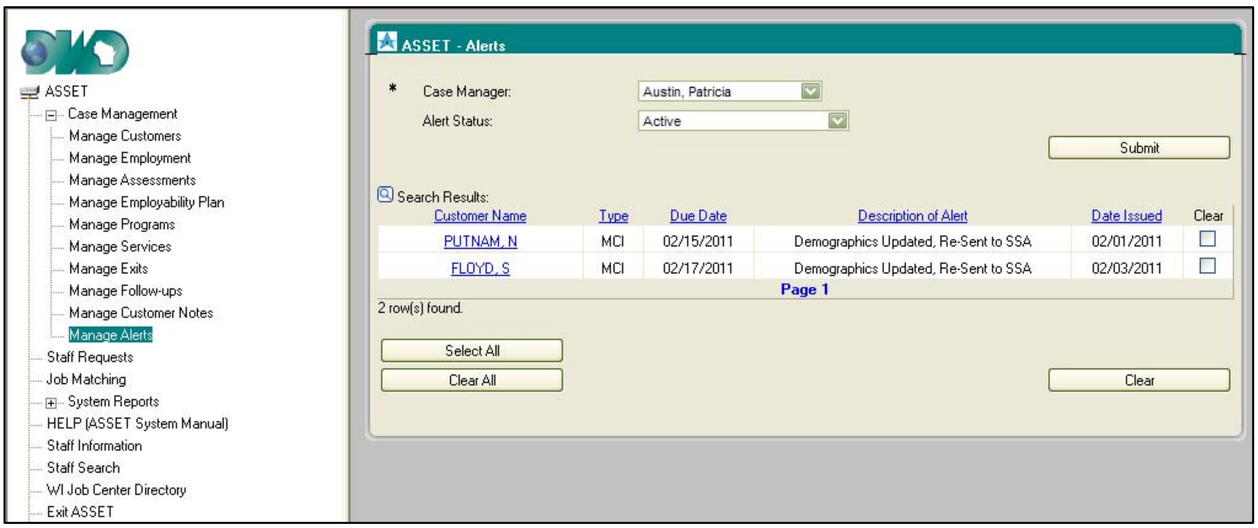
(Because alerts are issued to ASSET nightly, it is recommended that workers check their alerts daily).

There are two alert screens in ASSET, the Alert Listing Screen and Alert Details Screen.

ASSET CASE MANAGEMENT FUNCTION

3-11 ____MANAGE ALERTS____

Alert Listing Screen
On the Alert Listing screen, alerts are listed by case manager. Only the case manager and the case manager's supervisor(s) have the ability to clear alerts, but alerts for any case manager are viewable statewide. A case manager can view her alerts by selecting her name in the Case Manager drop-down field and then clicking the Submit button. If there are no alerts available for a worker, a message that 0 rows were found displays. Up to 20 alerts can be displayed per page, and there is no limit on how many pages of alerts can be generated.



There is an option to select Active alerts or alerts cleared within the past 90 days. Active alerts have not been cleared. Once an alert is cleared it is removed from the active list, but can be viewed up to 90 days after it was cleared by choosing this option.

ASSET Users' Guide

ASSET CASE MANAGEMENT FUNCTION

3-11 ____MANAGE ALERTS____

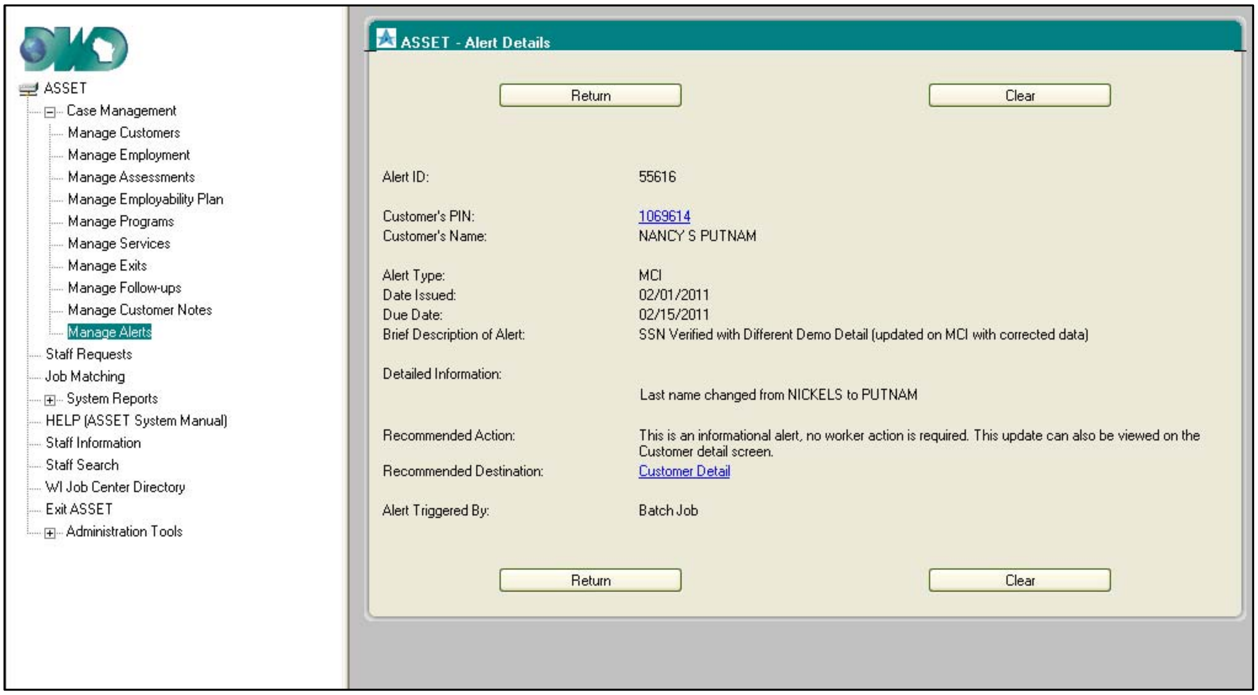
The field definitions are:

FIELD	FIELD DEFINTIONS
• **Customer Name**	Last name of customer for which the alert was issued.
• **Type**	Type of alert issued. At this time all ASSET alerts will be issued by MCI. In the future other processes will issue ASSET alerts.
• **Due Date**	Set for two weeks after the alert was issued. The due date is a target date to resolve the alert; it doesn't have system implications if it isn't cleared.
• **Description of Alert**	MCI alerts are issued for non-verified records and when an ASSET record is updated by the MCI process. The alert description will identify the type.
• **Date Issued**	Date the alert was issued by MCI.
• **Clear**	Alerts are cleared by clicking the Clear box for each alert. They can be cleared separately, several at a time, or all at once. A checked alert can be unchecked by simply re-clicking the clear box.

ASSET CASE MANAGEMENT FUNCTION

3-11 ____MANAGE ALERTS____

Alert Detail Page
Every alert will have an alert detail page. This page is accessed by clicking on the last name of the participant. The alert detail page provides information that should assist a worker in taking the appropriate steps to correct the problem identified by the alert.



The Field Definitions are:

FIELD	FIELD DEFINITION
• **Alert ID**	A system derived ID.
• **Customer PIN**	Number assigned to the participant for whom the alert was issued.
• **Customer Name**	Customer name.

ASSET CASE MANAGEMENT FUNCTION

3-11 ____MANAGE ALERTS____

FIELD	FIELD DEFINITION
• **Alert Type**	Currently all alerts will be issued by MCI. In the future other alerts will be issued and the process that generates the alert will be listed here.
• **Date Issued**	Date Alert was issued by MCI.
• **Due Date**	Set for two weeks after alert was issued. This is a target date to resolve the alert; there are no system implications if it is not cleared.
• **Detailed Information**	Detail about the alert and often provides the reason the SSN can't be validated by SSA.
• **Recommended Action**	Information to assist a worker in the appropriate action needed to resolve the alert.
• **Recommended Destination**	Appears as a link and takes a worker to the appropriate ASSET page where the data relevant to the Alert is located.
• **Alert Triggered By**	MCI Alerts are generated by a nightly batch program.
• **Return/Clear**	These two buttons (located at the top or bottom of the screen) can be used to either "Return to the Alert Listing" page or a worker can "Clear the Alert" directly from this screen.

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