

PROBLEM	DESCRIPTION	WHAT TO DO
Worker/System Error	Rescind of Open HIP left conditional, HIP closed in error, 420 Fiat Transfers not completed correctly, 130 Message Errors	Send email to Central Authorization Unit Dianah.Burrress@fssa.in.gov and Monique.Parker@fssa.in.gov . Help desk ticket may be necessary in some situations.
Member not seen in other systems or member status does not match what we have in ICES	Disconnect between ICES and Core or between Core and the MCE is not determined. Verified that Core does not have same information as ICES.	Please escalate to CST. There are errors that are made at DFR that need to be checked first. Make sure that there is not a zero PAC on AEADJ or AEBIP. Make sure that second day process for restores and 420 fiat transfers have been completed. These issues if found should be corrected to resolve the issue and will not need escalated.
Member paid, but in Basic or closed	Nonpayment may be accurate if full month payments were not received in 60 days during benefit period. This would also include two months where only partial payments were	Before submitting on CST, the member should be advised to contact MCE with information on form of payment and date to make sure payment wasn't lost or misapplied. Make sure they understand late payments may be taken by the MCE to cover debt, but if made after 60 days even if before benefit closure effective date the closure is correct.
Member paid, but still conditional	Payment may be lost or a system error occurred.	Before submitting on CST, follow the above instruction to make sure the payment has not been lost or misapplied. Make sure they understand late payments may be taken, but if made after 60 days the nonpayment is correct. Payment will be refunded for applications. Check DEFT for the FTE Date Eligible Field to see when the 60 days are up for member.
ICES PAC does not match MCE invoice	Only current pac information is going over to Core. Previous system fixes put in place may not have captured the PAC in ICES. Per policy we are only correcting PAC if it is a lower amount in ICES.	Please take a screenshot of AEADJ to show the correct PAC and dates effective in ICES. Send the email to DFR HIP 2.0 Questions Mailbox (DFR.HIP.2.0questions@fssa.in.gov) with any information on what the MCE is billing. IF ICES is incorrect – Fix AEADJ (ES or SEC can adjust) first then when authorized (SEM can authorize) send screenshots
Showing 735 penalty on new application	Please verify that the 735 penalty is due to nonpayment or withdrawal. These are correct reasons for 735 reason code.	Send the lockout exemption form. If not returned, deny. If returned, fill out lockout screen and case will only be conditionally authorized. "Other" reason selected on form should not be used on the lock out screen unless PAL response is received.
Showing 735 penalty on an open HIP case or old penalty date showing on AEORH.	This is an error. Do not close open HIP cases for 735 reason code.	Email can be sent to Central Authorization Unit to remove the incorrect penalty or restore the case if closed in error. Penalty will not be removed for accurate codes by Central Authorization Unit.