



Michael R. Pence, Governor
State of Indiana

Division of Family Resources
402 W. WASHINGTON STREET, ROOM W392
INDIANAPOLIS, IN 46204-2747

MEMORANDUM

TO: Field Operations

FROM: Katie Hunter

RE: PAC Issues

DATE : July 30, 2015

If you have a member inquiry about being billed for more than their PAC in ICES, please e-mail the DFR HIP 2.0 Mailbox. This is a CST issue that we will work with HP to resolve.

Please screenshot or copy the AEADJ screen or AEBIP screens showing each change in PAC authorized and the effective dates. This will assist in resolving the PAC issue with the MCEAEADJ not always displaying accurate information. The budget screens may be the most useful if AEADJ is not reflecting the same or has more than one screen for the budget period.

