
CASE LEVEL INQUIRY

EIS 1052 - CASE LEVEL INQUIRY
REVISED 02/01/11 - CHANGE NO. 03-11

I. GENERAL INFORMATION

Use the following selections to view case information for any active or terminated case. The information viewed in any Case Level Inquiry is the result of the data keyed into EIS using the DSS-8124, DSS-8125, and DSS-8126. Data keyed on the EIS Child Care Direct Pay Maintenance screen can be viewed in Case Data (CD) and Special Coverage (CS).

II. CURRENT CASE DATA (CD)

- A. Use this selection to view any current case data.
- B. From the EIS Inquiry Menu, key "CD" in the SELECTION field and the eight digit Case ID in the KEY field.
- C. Press ENTER. The following screen appears:

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                                EIS CURRENT CASE DATA

CASE-ID 12345678   CREATED 2010112   LAST-CHG 2010182   FORM-ID 4444444B
CO 36 CO-CASE           DIST SMC CO-REASSIGN 0 000000 TERM 00000000
HEAD/PAYEE JOHN      Q PUBLIC           ID 999999999 (EN) PH#
ADDRESS LINE 1 1209 RALEIGH RD      ADDRESS LINE 2
CITY RALEIGH      STATE NC ZIPCODE 22220  WORKER-NO SMC  NEEDS UNIT
SUB-PAY-CODE           SUB-PAYEE-NAME

APPLICATION-NO H777777           APPL-DATE 02122010           APPL-TYPE 1
ONGOING-DISP: DATE 04232010 REASON A1  RETRO-DISP: DATE 00000000 REASON
AID-PROG M AID-CATG AD CHILD ONLY RSN      SPOUSE IND N AUTH REP Y
PYMT-REVW-PERD 000000 000000 PYMT-TYPE 9  MO-PYMT-AMT 00000 PYMT-EFF 000000
MED-STAT A MED-EFF-DATE 08012010 MEDICAID-CERT-PERD 08012010 01312011
MED-DEDUCTIBLE-BAL 00000.00  MEDIC-CLASS N  PAT-MO-LIABILITY-AMT 00000

GROSS INC 00000.00  DISREGD 00000.00  TOT-UNEARN 00000.00  MAIN-AMT 00903.00
WORK-EXP 00000.00  NET-EARNED 00000.00  RSDI-AMT 00000.00  AMBULATORY-CAP
CHILD/ADULT-CARE 00000.00  SSI-AMT 00000.00  DOMICILIARY-RATE 0000.00
GRANT-RECOUP 0000 000000  OTH-UNEARN 00000.00  TOT-COUNT-MO-INC 00000.00

FOOD-STAMP           STEP-PARENT  PACE-ENRLL  EPICS CLM N  SSI N  VA-PAY N
SELECTION:           KEY: 12345678

                                PF12 AUTH REP INFO
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- D. The eight digit Case ID remains in the KEY field to facilitate additional case level inquiries.
- E. Case data may also be accessed using the Social Security Number or Name Search functions. Refer to [EIS 1056](#) for instructions on how to perform these inquiries.

NOTE: EIS displays the most current EPICS Claim Indicator in the EPICS CLAIM field for each individual. THE CLAIM INDICATOR MAY CHANGE EACH TIME AN INQUIRY IS PERFORMED.

 CASE LEVEL INQUIRY

REISSUED 02/01/11 - CHANGE NO. 03-11

III. CASE HISTORY (CH)

- A. Use this selection to view all cases associated by reapplication, county transfer, or aid program/category transfer with a particular Case ID.
- B. From the EIS Inquiry Menu, key "CH" in the SELECTION field and the eight digit Case ID in the KEY field.
- C. The following screen appears:

EIS CASE HISTORY FOR CASE-ID 99999999					
CASEID	CO	AID-PROG	AID-CATG	HIST-DTS	
ONGOING-DISP: DT		REASON	RETRO-DISP: DT		REASON
APPLICATION-DATE					
TERMINATION-DATE		TERM-REASON	TERM-DATE		
CASEID	CO	AID-PROG	AID-CATG	HIST-DTS	
ONGOING-DISP: DT		REASON	RETRO-DISP: DT		REASON
APPLICATION-DATE					
TERMINATION-DATE		TERM-REASON	TERM-DATE		
CASEID	CO	AID-PROG	AID-CATG	HIST-DTS	
ONGOING-DISP: DT		REASON	RETRO-DISP: DT		REASON
APPLICATION-DATE					
TERMINATION-DATE		TERM-REASON	TERM-DATE		
CASEID	CO	AID-PROG	AID-CATG	HIST-DTS	
ONGOING-DISP: DT		REASON	RETRO-DISP: DT		REASON
APPLICATION-DATE					
TERMINATION-DATE		TERM-REASON	TERM-DATE		
SELECTION	KEY	99999999			
609-CASE NOT ON FILE					

- D. If the Case ID entered is not the current ID, the current Case ID is displayed at the top of the screen.
- E. The current eight digit Case ID is displayed in the KEY field to facilitate additional inquiries.
- F. Press "PA1" to continue if there are additional screens.

IV. ALL INDIVIDUALS IN A CASE (CI)

- A. Use this selection to determine which individuals are in a case. Individuals are listed by Individual ID's. An open date is listed for every active individual. A closed date is listed when an individual no longer receives assistance.
- B. From the EIS Inquiry Menu, key "CI" in the SELECTION field and the eight digit Case ID in the KEY field.

 CASE LEVEL INQUIRY

REVISED 10/01/09 - CHANGE NO. 01-10

IV. (CONT'D)

C. Press ENTER. The following screen appears.

EIS INQUIRY							
INDIVIDUALS IN CASE 999-9999-9							
INDIVIDUAL ID	OPENED	CLOSED	CLM	INDIVIDUAL ID	OPENED	CLOSED	CLM
999-99-9999-S	09/17/2004	00/00/0000	N	999-99-9999-Q	09/17/2004	00/00/0000	N
999-99-9999-N	09/17/2004	00/00/0000	N				

D. The eight digit Case ID remains in the KEY field to facilitate additional inquiries.

E. Press "PF8" to scroll through the individuals in the case. The following screen appears:

NOTE: EIS displays the most current EPICS Claim Indicator in the CLM field for each individual. THE CLAIM INDICATOR MAY CHANGE EACH TIME AN INQUIRY IS PERFORMED.

EJA911		INDIVIDUAL INQUIRY SCREEN		DATE: 10/01/2009	
ID 00000000M	NAME XXXXXXXX	X	XXXXXXXXXX		
DATE OF BIRTH	01/15/1950	STATUS IN CASE	R	SSN	000000000
DATE OF DEATH		FAMILY STATUS	P	RSDI CLAIM NO	
SEX	M	LIVING ARR	10	PVDR NUMBER	
RACE	BXXXX	REF CODE/DATE	0000/00	TPR INS TYPE	
ETHNICITY	X	ALIEN ID		CITIZEN/ID	10 09/15/2006
LANGUAGE	XX				
GROSS EARN	00000.00	JOBS WORK REG		EMP&TRAIN	
CHILD ADULT	00000.00	SPEC RPT		EMP&TRAN DATE	0000/00
WORK EXPEN	00000.00	ED. LEVEL		MEDICARE DATE	
NET EARN	00000.00	ED. EMPL		MEDICARE A	
		IVD IND		MEDICARE B	
WF JOB BONUS		HMO ENROLLED		EPICS CLAIM	N
MA JOB BONUS		REL TO PAYEE		PACE ENROLLED	
CREATE DATE	06/18/2001	LATEST CASE ID	00000000	LATEST FORM ID	0000000B
TERM DATE		LATEST COUNTY	00	LATEST DTE UPDT	2006258
CRD ISSUE DTE					
SEL:	KEY 00000000M				
INQUIRY IS COMPLETE PF4=MED D PF5=MED ABC PF6=CASE PF9=INDV PROFILE					

This is the Individual Data for the first individual.

 CASE LEVEL INQUIRY

REISSUED 10/01/09 - CHANGE NO. 01-10

IV. E. (CONT'D)

From this screen:

Press "PF4" to go to the Medicare D Entitlement data, or
 Press "PF5" to go to the Medicare A/B data, or
 Press "PF8" to go to the next individual (ID) in the case, or
 Press "PF7" to go backward to a previous individual (ID), or
 Press "PF9" to go to the Individual Profile (IP), or

Press "PF6" to go to the current case data (CD).

NOTE: EIS displays the most current EPICS Claim Indicator in the EPICS CLAIM field for each individual. THE CLAIM INDICATOR MAY CHANGE EACH TIME AN INQUIRY IS PERFORMED.

F. Press PF9 to view the individual profile.

EJA067	INDIVIDUAL PROFILE		DATE: 10/28/2004
ID 99999999S	NAME XXXXXX	X XXXXXX	CURRENT IE
IVD SANC BEG DTE	CROSS REF IDS		HIST FROM 09/01/2004
IVD SANC END DTE			AUTH FROM 09/01/2004
MRA SANC BEG DTE			HIST TO 08/31/2005
MRA SANC END DTE			AID PROG MXX
WF JOB BONUS BEG			MED CLASS X
WF JOB BONUS END			SSI N
MA JOB BONUS BEG			CTY 99
MA JOB BONUS END	SPECIAL USE		PAY TP 9
STATUS IN CASE R			CASE ID 99999999
TEEN PARENT			DB/PML CD
TOT 12 MTHS USED			DB/PML AMT
TOT 24 MTHS USED			SPEC COV
TOT 60 MTHS USED			AMB CAP
TOT MTHS XFER IN			LIV ARR 10
BENEFIT DIVERSION			SPECL NEED
FV BEGIN DATE			CA PVDR #
END DATE			HMO PVDR
			AUTO ASSGN
			PVDR CHG
			DIST > PVDR
SEL: KEY 99999999S MSG:			
PF8=FORWARD	FIRST ID	PF2=INQUIRY MENU	PF9=INDV INQUIRY

From this screen:

Press "PF8" to go to the next individual profile (IP), or
 Press "PF7" to go backward to a previous individual profile (IP), or
 Press "PF9" to return to the individual inquiry screen (ID) for the individual.

 CASE LEVEL INQUIRY

REVISED 05/01/09 - CHANGE NO. 03-09

To view this individual's Medicaid Eligibility (IE), enter "IE" in SELECTION. Press ENTER. The following screen appears:

EIS INDIVIDUAL ELIGIBILITY HISTORY FOR 999999999S												
HIST FROM	AUTH FROM	HIST THRU	PGM	CLS	SSI	CO	PAY	CASE ID	LIV	CD	DB/PML	COV
SUBPGM-CDE-FPL		AMB	SN					PROVDR NUM	(AUTO	RSN	DIST)	
09/01/2004	09/01/2004	08/31/2005	MXX	X	N	81	9	99999999	10			
B1 3A												(
07/01/2003	07/01/2003	04/30/2004	MXX	X	N	81	9	99999999	10			
								9999999E		(N	L)
05/01/2003	05/01/2003	06/30/2003	MXX	X	N	81	9	99999999	10)
										()
SELECTION			KEY		999999999S							
604-INQUIRY IS COMPLETE												

From the IE screen:

Press "PF8" to go to the next individual (ID) in the case, or
 Press "PF7" to go backward to a previous individual (ID), or
 Press "PF6" to return to Current Case Data (CD).

When scrolling through individuals in a case, the scrolling options are indicated at the bottom of the screen. The first individual screen will have the following options listed:

PF8 Forward FIRST ID PF6 CASE

If you press PF7, the EIS INQUIRY MENU will appear with the following message:

PF8=FORWARD NO MORE IDS PF6=CASE

The last individual screen will have the following options listed:

LAST ID PF7 Backward PF6 Case

If you press PF8, the EIS INQUIRY MENU will appear with the following message:

NO MORE IDS PF7=BACKWARD PF6=CASE

V. CASE MULTI-VALUES (CM)

- A. Use this selection to view case level Special Use and Special Review Data for any case.
- B. From the EIS Inquiry Menu, key "CM" in the SELECTION field and the eight digit Case ID in the KEY field.

CASE LEVEL INQUIRY

REISSUED 09/01/01 - CHANGE NO. 03-02

V. (CONT'D)

C. Press ENTER. The following screen appears:

EIS CASE MULTI-VALUES FOR CASE-ID			99999999
INDIVIDUALS-IN-CASE	SPECIAL-USE	SPECIAL-REV	
999-99-9999-S		T	032004
SELECTION	KEY	99999999	
604-INQUIRY IS COMPLETE			

VI. DSS-8125/8126 AND NOTICE INQUIRY (5)

State, regional, and county staff have the capability to inquire into any DSS-8125/8126 that has been keyed. There are two different types of inquiry available.

One inquiry is used to view a DSS-8125/8126 that has been keyed on-line but has not yet processed in the nightly update. This is referred to as DSS-8125/8126 INQUIRY. This inquiry allows you to determine if the form has been keyed error-free or if the form is on hold with errors.

If the form is on hold with errors, you may view the error messages. Refer to the appropriate EIS Manual instructions to determine how the error should be corrected. Then, you may actually test the correction you make to the DSS-8125 and determine if there are other errors before returning the form to data entry. **Although corrected information you enter may cause the error messages to change or be removed in the inquiry function, the actual form is not altered and does not process until it is corrected in Selection 8 (8125 Process) by the worker.**

A second inquiry is used to view a DSS-8125/8126 that has processed but a timely action is on hold pending ten workdays due to notice requirements. This is referred to as **NOTICE INQUIRY**. This inquiry displays the date the form was keyed as well as the date the timely action will process.

To access either inquiry function, key selection "5" from the EIS Inquiry Menu or from any inquiry screen. Press ENTER. A screen identical to a DSS-8125/8126 data entry screen is displayed.

A. **DSS-8125/8126 INQUIRY**

1. To view a DSS-8125/8126 that has been keyed on-line but has not yet processed in the nightly update, key the following and press ENTER:
 - a. Form ID, including the "B"
 - b. County Number

CASE LEVEL INQUIRY

REISSUED 11/01/00 - CHANGE NO. 02-01

VI. A. (CONT'D)

2. If the DSS-8125 has not been keyed or if it has already processed, the following message is displayed at the bottom of the screen:

018 - FORM ID NOT ON PENDING APPLICATION DATA BASE.

To confirm that the form has processed, perform a Case Data (CD) inquiry using the 8 digit Case ID. If the form has processed, the Form ID of the DSS-8125 is indicated in the top right corner of the Case Data screen.

When error message #018 is displayed, press PF5 to perform another DSS-8125 Inquiry, or PF2 to obtain the EIS Inquiry Menu.

3. If the DSS-8125 has been keyed but has not yet processed in the nightly update, the first screen of the DSS-8125/8126 is displayed. This screen contains the information keyed by the worker as well as case information that is brought forward automatically in the data entry process. Press ENTER to determine if there are any errors on the first screen.
 - a. An English text error message and/or error message numbers may be displayed at the bottom of the screen. You may be allowed to move the cursor to the erroneous fields and enter data in order to determine if the data entered would correct the form. When you key new data, press ENTER. If the data entered is not correct, the same error messages or new error messages are displayed. If the data entered is the correct information, the error messages do not display again and the second screen of the DSS-8125/8126 is displayed. Press ENTER to determine if there are any errors on the second screen.

If there is erroneous data on the second screen, you may again be allowed to move the cursor to the erroneous fields to make corrections. Continue this procedure until all the individual data for the case has been displayed. At this time if errors still exist, the EIS Form 8125 Error Screen is displayed indicating the error numbers and a message for each error.

Enter "01" beside "PAGE NO" in the top left corner of the Error Screen to return to the first screen. This allows you to test additional corrections and repeat the above procedures.

When all errors have been corrected, you are returned to the first screen which displays the message "8125 Inquiry Completed".

CASE LEVEL INQUIRY

REISSUED 11/01/00 - CHANGE NO. 02-01

VI. A. 3. b. (CONT'D)

- b. The message "PF8 - Disregard Errors and Display Next Screen To Be Entered" may appear at the bottom of the screen. You may choose to press PF8 to bypass the errors and display the next screen. Follow the instructions at the bottom of each screen.

If the PF8 option is selected, you are required to press PF4 on the last individual screen. The EIS 8125 Error Screen appears. You are not able to return to the first screen to make corrections.

You may follow procedures in a. above for correcting erroneous information on each screen rather than using the PF8 procedure.

- c. If there are no errors indicated on the first screen, the second screen appears. Press ENTER to continue the process until all the individual data for the case has been displayed. If at any time error messages appear, follow instructions in a. or b. above.

If you pass all individual data screens with no errors, and the EIS Form 8125 Error Screen is displayed, you may enter "01" beside "PAGE NO" in the top left corner of the screen and press ENTER to return to the first screen. This time when you press ENTER for each screen, you may be allowed to move the cursor to the erroneous field to determine if your corrections would allow the form to process when keyed.

When you are returned to the first screen which displays the message "8125 Inquiry Completed", the DSS-8125 form is error-free.

4. When you have successfully completed a DSS-8125/8126 Inquiry, press ENTER to begin your next inquiry.
5. At any time, you may press PF5 to discontinue an inquiry. A blank DSS-8125 screen will appear.
6. You may inquire on the same form as many times as necessary; however, each time an inquiry is completed, the form reverts back to its original status as keyed.

REMEMBER: Although the corrected information you enter may cause the error messages to change or be removed in the inquiry function, the actual form is not altered until it is corrected in Selection 8 (8125 Process).

7. Press PF2 to return to the EIS Inquiry Menu.

CASE LEVEL INQUIRY

REISSUED 11/01/00 - CHANGE NO. 02-01

VI. (CONT'D)

B. NOTICE INQUIRY

1. To view a DSS-8125/8126 that has processed but the timely action is on hold pending ten workdays, key the following:
 - a. Case ID
 - b. County Number

Press ENTER. The first screen of the DSS-8125/8126 as it was keyed is displayed.
2. The date the form was keyed and the date the timely action processes are indicated at the bottom of the screen.
3. Using this function, you are not allowed to move the cursor to any field on the screen.
4. Press PF2 to return to the EIS Inquiry Menu.