

II. MAINTENANCE MENU

The EPICS Maintenance Menu allows counties to transfer cases from one county to another, allows supervisors to manage county workers cases/caseloads and reassign as needed, and allows direct entry into the Name Search process to search, assign individual ID numbers, and change/update the individual's address/phone number.

A. Maintenance Menu Options

Option	Description
1. COUNTY TRANSFER	To transfer an individual's cases(s) from one county to another.
2. CASE REASSIGNMENT	To reassign an investigator's cases(s) to another investigator.
3. CASELOAD REASSIGNMENT	To reassign an investigator's case workload to another investigator
4. NAME SEARCH/NAME LIST	To search for an individual, assign individual ID number, and change/update address/phone number.

B. Maintenance Menu Function Keys

Function Key	Description
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu

III. COUNTY TRANSFER

If a client moves from one county to another, their claims will have to be transferred to the new county location. Only those cases in collection status, non-court ordered and select Medicaid cases*, can be transferred from one county to another. Any cases that have not completed the investigation phase must remain in the old county until a determination has been made. Once the determination has been made and the claim is in collection status, the case can be transferred to the new county location.

Transfers are not effective until the first day of the following month.

***Select Medicaid cases** is defined as: Any case(s) the county supervisor deems necessary to transfer. If for financial reasons the county supervisor does not want to transfer the case(s), the county is not required to transfer the Medicaid claim to another county.

A. County Transfer Field Descriptions

FIELD	DESCRIPTION	REQUIRED	SYSTEM GENERATED	OPTIONAL
INDIVIDUAL ID	10 digit individual ID of the person cases being transferred	X		
COUNTY	Three character code uniquely identifying the county the case is being transferred from		X	
NAME	The full name of the full individual whose case(s) is being transferred		X	
SSN	The SSN of the individual whose case(s) is being transferred		X	
DOB	The DOB of the individual whose case(s) is being transferred		X	
SEX	The sex of the individual whose case(s) is being transferred		X	
S	The selection field for viewing the details for a specified referral	X		
REFERRAL ID	10-digit number generated by the system upon creation of a referral		X	
ST	A code representing the status of the referral		X	
PROGRAM	The benefit program in which the individual currently has an overpayment		X	
INVESTIGATOR ID	A unique number assigned by the county to identify the investigator currently assigned to the case		X	
TRANSFER TO COUNTY	Three-character code uniquely identifying the county the case(s) is being transferred to	X		
EFFECTIVE DATE OF TRANSFER	The date the case(s) is to be effectively assigned to the new county	X		

B. County Transfer Function Keys

FUNCTION	Description
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To display a list
F7	To display the next screen (page down)
F8	To display the next screen (page up)
F11	To transfer cases
F12	To cancel and return to the previous screen

C. Transfer A Case (Referral) To Another County

- From the **Main Menu**, key the number 6 in the **Enter Option** field and press **Enter**. The MAINTENANCE MENU displays.

FR09 FRD0090	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM MAINTENANCE MENU	06/29/2004 11:32:38
<ol style="list-style-type: none"> 1. County Transfer 2. Case Reassignment 3. Caseload Reassignment 4. Name Search / Name List <p style="text-align: center; margin-top: 10px;">Enter Option: _</p> <p style="margin-top: 20px;">F1=HELP F3=EXIT</p>		

- From the **MAINTENANCE MENU**, key the number 1 in the **Enter Option** field and press **Enter**. The COUNTY TRANSFER screen displays.

FR49 FRD0490	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM COUNTY TRANSFER	06/29/2004 11:34:29																														
INDIVIDUAL ID _____ + COUNTY: ____ More: NAME: _____ SSN: _____ DOB: _____ SEX: _																																
<table style="width: 100%; border: none;"> <tr> <td style="width: 20%;">S REFERRAL</td> <td style="width: 10%;">ST PROG</td> <td style="width: 10%;">INVEST</td> <td style="width: 10%;">ASSIGNED</td> <td style="width: 10%;"></td> </tr> <tr> <td colspan="8"></td> <td style="text-align: center;">- EFFECTIVE TRANSFER(S) -</td> <td></td> </tr> <tr> <td colspan="8"></td> <td style="text-align: center;">COUNTY EFF DATE</td> <td></td> </tr> </table>			S REFERRAL	ST PROG	INVEST	ASSIGNED															- EFFECTIVE TRANSFER(S) -										COUNTY EFF DATE	
S REFERRAL	ST PROG	INVEST	ASSIGNED																													
								- EFFECTIVE TRANSFER(S) -																								
								COUNTY EFF DATE																								
<p style="margin-top: 20px;">TRANSFER TO COUNTY ____ + EFFECTIVE DATE OF TRANSFER _____</p> <p style="margin-top: 10px;">F1=HELP F3=EXIT F4=LIST F5=DETAIL F7=PREV F8=NEXT F11=TRANSFER F12=CANCEL</p>																																

3. In the **INDIVIDUAL ID** field, key the individual's ID you wish to transfer and press **Enter**. The individual's demographic information and all referrals for that county display.

NOTE: If you do not know the code or value for a field, you can use the **F4** function key, which displays a list of codes or values for selection. This field attribute is only available for those fields that contain a + (plus sign) to the right of the field.

If you wish to view a particular referral before you transfer the individual, place an "S" in the **S** column of the referral you wish to view and press the **F5** function key. The Referral Detail 1 screen displays with the referral you selected. Press the **F12** function key to return to the **COUNTY TRANSFER** screen.
4. In the **S** column, key an S beside the case(s) you wish to transfer.

NOTE: Only those cases with an S beside them will transfer.
5. In the **TRANSFER TO COUNTY** field, enter the county code the individual is being transferred to.
6. In the **EFFECTIVE DATE OF TRANSFER**, key the date the case(s) is to be effectively assigned to the new county.

NOTE: The referral appears on the new county's Referral list on the date of the effective transfer in a "TR" status. The referral is assigned to investigator XYZ and therefore, the county's supervisor will need to reassign the referral to the appropriate investigator via Case Reassignment.
7. Press the **F11** function key to transfer the individual. A message displays at the bottom of the screen: *Action completed successfully* and an "*" appears beside the case(s) you selected in the **S** column.
8. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

IV. CASE REASSIGNMENT

To effectively manage the workload assigned to the various investigators within the same county, there must be a mechanism for reassigning one or more cases from one investigator to another. This reassignment may be due to various reasons including workload balancing adjustments or conflict of interest. The Case Reassignment screen allows the supervisors and managers to perform this function.

Once you reassign a case, it does not show up on the new investigator's list until the actual effective date of the transfer. When you reassign a case in the future to an investigator, the current investigator continues to have access and control of the case until the effective date of transfer. You cannot reverse the reassignment until the new investigator has received it.

NOTE: You must reassign referrals before access to EPICS is terminated. You cannot reassign cases for a worker whose access has been terminated.

A. Case Reassignment Field Definitions

Table 1

FIELD	DESCRIPTION	REQUIRED	SYSTEM GENERATED	OPTIONAL
CURRENT INVESTIGATOR	A unique number assigned by the county to identify the investigator currently assigned to the case	X		
STARTING REFERRAL ID	10 digit Referral ID Number			X
S	The selection field for reassigning or viewing a specified referral	X		
REFERRAL	10-digit number generated by the system upon creation of a referral		X	
ST	A code representing the status of the referral		X	
PROGRAM	The benefit program in which the individual currently has an overpayment		X	
IND. ID	The Individual ID corresponding to the case head payee listed on the referral		X	
CLIENT NAME	The full name of the client listed on the referral		X	
NEW INVESTIGATOR	The investigator ID and full name of the new investigator being assigned to the case(s)	X		
EFFECTIVE DATE OF REASSIGNMENT	The date the case is to be effectively assigned to the new investigator	X		
COMMENTS	A description of why the transfer is occurring			X

B. Case Reassignment Function Keys

FUNCTION	Description
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To display a list
F5	To display the selected referral
F7	To display the previous screens (page up)
F8	To display the next screen (page down)
F11	To transfer the case(s) to a new investigator
F12	To cancel and return to the previous screen

C. Reassign A Case(s) To A New Investigator

- From the **Main Menu**, key the number 6 in the **Enter Option** field and press **Enter**. The MAINTENANCE MENU displays.

FR09	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM	
06/29/2004		
FRD0090	MAINTENANCE MENU 1	1:32:38
	1. County Transfer	
	2. Case Reassignment	
	3. Caseload Reassignment	
	4. Name Search / Name List	
	Enter Option: _	
F1=HELP F3=EXIT		

- From the MAINTENANCE MENU, key the number 2 in the **Enter Option** field and press **Enter**. The CASE REASSIGNMENT screen displays.

FR47	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM	02/24/2004
FRCR	CASE REASSIGNMENT	11:11:04
CURRENT INVESTIGATOR ____ + _____		
STARTING REFERRAL ID _____ CASE EFFECTIVE		
S REFERRAL ST PROG IND. ID CLIENT NAME ASSIGNED REASSIGNMENT		
NEW INVESTIGATOR ____ + _____		
EFFECTIVE DATE OF REASSIGNMENT _____		
COMMENTS:		

F1=HELP F3=EXIT F4=LIST F5=DETAIL F7=PREV F8=NEXT F11=REASSIGN F12=CANCEL		

3. In the **INVESTIGATOR ID** field, enter the investigator's ID whose case(s)s are being reassigned.

NOTE: If you do not know the code or value for a field, you can use the **F4** function key, which displays a list of codes or values for selection. This field attribute is only available for those fields that contain a + (plus sign) to the right of the field. If you choose this option, you will have to select the investigator from the **AUTHORIZED USER LIST** screen.

4. The **STARTING REFERRAL ID** field is an option field. You may enter the referral ID that you are reassigning or the referral ID you wish to begin with. The referral ID entered is displayed first in the list of referrals. If no **STARTING REFERRAL ID** is entered, all referrals are displayed. If the maximum number of scrollable pages is displayed, the error, 'FRDWR0C REACHED MAXIMUM NUMBER OF SCROLLABLE PAGES. PLEASE REQUERY' is displayed.

NOTE: You may enter the **STARTING REFERRAL ID** or remove the **STARTING REFERRAL ID** at any point; however, you must press the ENTER key after entering a new referral ID or removing the referral ID.

5. Use your **Tab** key to advance to the **NEW INVESTIGATOR** field.

6. In the **NEW INVESTIGATOR** field, enter the ID of the investigator who the case(s) are being reassigned to and press the **Enter** key. The full names of both investigators and the cases of the current investigator displays.

7. In the **S** column, key an S beside the case(s) to be reassigned.

NOTE: If you wish to view a particular referral before you transfer it to the new investigator, key an "s" in the **S** column of the referral you wish to view and press the **F5** function key. The Referral Detail 1 screen displays with the referral you selected. Press the **F12** function key to return to the **COUNTY TRANSFER** screen.

8. Use your **Tab** key to advance to the **EFFECTIVE DATE OF TRANSFER** field.

9. In the **EFFECTIVE DATE OF TRANSFER** field, key date the case(s) is to be effectively assigned to the new investigator.

10. In the **COMMENTS** field, enter any comments regarding the reassignment you wish to add.

11. Press the **F11** function key to transfer the case(s). A message displays at the bottom of the screen: *Action completed successfully* and an "0" will appear beside the case(s) you selected in the **S** column.
12. To exit and return to the **MAIN MENU**, press the **F3** function key. The **MAIN MENU** displays.

V. CASELOAD REASSIGNMENT

There will be circumstances, e.g. an investigator retires, moves on to other responsibilities within Program Integrity or elsewhere, leaves Program Integrity voluntarily or involuntarily, etc., that requires their entire workload to be transferred to another investigator. The Caseload Reassignment screen allows the supervisors to perform this function.

A. Caseload Reassignment Field Definitions

FIELD	DESCRIPTION	REQUIRED	SYSTEM GENERATED	OPTIONAL
TRANSFER FROM INVESTIGAOR	A unique number assigned by the county to identify the investigator currently assigned to the case.	X		
NAME (1ST TIME)	The full name of the investigator currently assigned to the case.		X	
TRANSFER TO INVESTIGATOR	A unique number assigned by the county to identify the investigator the case is being reassigned to.	X		
NAME (2ND TIME)	The full name of the investigator the case is being reassigned to.		X	
EFFECTIVE DATE OF TRANSFER	The date the caseload is to be effectively assigned to the new investigator.	X		
COMMENTS	A description of why the transfer is occurring.			X

B. Caseload Reassignment Function Keys

FUNCTION	Description
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To display a list
F11	To transfer the caseload to a new investigator
F12	To cancel and return to the previous screen

C. Reassign A Caseload To A New Investigator

- From the **MAIN MENU**, key the number 6 in the **ENTER OPTION** field and press **Enter**. The MAINTENANCE MENU displays.

FR09 FRD0090	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM MAINTENANCE MENU	06/29/2004 11:32:38
<ol style="list-style-type: none"> 1. County Transfer 2. Case Reassignment 3. Caseload Reassignment 4. Name Search / Name List <p style="text-align: center; margin-top: 10px;">Enter Option: _</p>		
F1=HELP F3=EXIT		

- From the **MAINTENANCE MENU**, key the number 3 in the **ENTER OPTION** field and press **Enter**. The CASELOAD REASSIGNMENT SCREEN displays.

FR51 FRLR	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM CASELOAD REASSIGNMENT	06/29/2004 11:37:46
REASSIGN FROM INVESTIGATOR ____ + NAME: _____		
REASSIGN TO INVESTIGATOR ____ + NAME: _____		
EFFECTIVE DATE OF REASSIGNMENT _____		
COMMENTS: _____ _____		
F1=HELP F3=EXIT F4=LIST F11=REASSIGN F12=CANCEL		

3. In the **TRANSFER FROM INVESTIGATOR** field, enter the investigator ID whose caseload you are reassigning.

NOTE: If you do not know the code or value for a field, you can use the = and **F4** function keys to display a list of codes or values for the selection. This field attribute is only available for those fields that contain a + (plus sign) to the right of the field. If you choose this option, you will have to select the investigator from the **AUTHORIZED USER LIST** screen.
4. Use your **Tab** key to advance to the **TRANSFER TO INVESTIGATOR** field.
5. In the **TRANSFER DATE TO INVESTIGATOR** field, enter the ID of the investigator who the caseload is being reassigned to and press the **Enter** key. The full names of both investigators display.
6. In the **EFFECTIVE DATE OF TRANSFER** field, key date the caseload is to be effectively assigned to the new investigator.
7. In the **COMMENTS** field, enter any comments regarding the reassignment you wish to add.
8. Press the **F11** function key to transfer the caseload. A message displays at the bottom of the screen: *Action completed successfully.*
9. To exit and return to the **MAIN MENU**, press the **F3** function key. The **MAIN MENU** displays.

VI. NAME SEARCH/NAME LIST

The Name Search/Name List option allows direct entry into the Name Search process. From the Maintenance Menu, enter option 4.

FR09	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM	08/
FRD0090	MAINTENANCE MENU	08:
1. County Transfer		
2. Case Reassignment		
3. Caseload Reassignment		
4. Name Search / Name List		
Enter Option: _		
F1=HELP F3=EXIT		

A. Assign An Individual ID Number

1. Complete a name search on the individual for which an individual ID number is required. You may search in one of four ways which is outlined on the screen.

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FR78          NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM
08/25/2004
FRD0750          Name Search          08:15:02

Last Name: _____ First Name: _____ Middle Initial: _
Sex Code: _ Date Of Birth: _____
SSN : _____ Individual ID: _____ _ Case ID: _____

To search, use either :-
1. Last Name, First Name, Sex Code and Date of Birth only
or, 2. SSN only
or, 3. Individual ID only
or, 4. Case ID only

F3=EXIT F4=CLEAR F12=CANCEL
    
```

2. Press Enter. The Name List screen displays.

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FR78          NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM
08/25/2004
FRD0770          NAME LIST          08:16:14

Results for: TEST REL F 19570921 _____

Sel SSN      Last Name  Suffix  First Name  MI  DOB      Sex  Indiv ID
EIS Cnty  FSIS Cnty  Program  Case ID    Race  Ethnicity  Language

F1=HELP F3=EXIT F7=PREV F8=NEXT F11=CLIENT F12=CANCEL
    
```

3. If the individual is not displayed, press the F11 function key to display the Maintain Client screen.

FR04 FRD0350	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM MAINTAIN CLIENT	08/25/2004 08:18:43
INDIVIDUAL ID: 000000000 _		
NAME: _____		
SSN: _____		
DOB: 00/00/0000 SEX: _ RACE: _ _ _ _ _ ETHNICITY: _ LANGUAGE: _ _ +		
ADDRESS:		
_____		TYPE: PHYS ____
_____		COUNTY CODE: ____
PHONE NUMBER:		
_____ EXT: ____ TYPE: HOME ____		
F1=HELP F2=CLEAR F3=EXIT F6=ADD F9=UPDATE F12=CANCEL		

4. From the Maintain Client screen, key:
 - a. Name (do not enter special characters)
 - (1) If a special character(s) is entered in the first name, the field is highlighted and the following error message is displayed:

FRDCL0C FIRST NAME CAN ONLY HAVE ALPHABETS (A-Z)
 - (2) If a special character(s) is entered in the last name, the field is highlighted and the following error message is displayed:

FRDCL0C LAST NAME CAN ONLY HAVE ALPHABETS (A-Z)
 - b. SSN (if no ssn, enter zeroes)
 - c. Date of Birth
 - d. Sex
 - e. Race – Up to 5 race codes may be entered.
 - (1) The valid race codes are:

Code	Description
A	Asian
B	Black or African American
I	American Indian or Alaska Native
P	Native Hawaiian Or Other Pacific Islander
U	Unknown
W	White

- (2) Multiple race codes are not allowed if one of the race codes is 'U'. The following error message is displayed:

MULTIPLE VALUES FOR RACE CODE IS NOT ALLOWED IF ONE OF THEM IS A 'U'

- (3) If no race code is entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

- (4) If an invalid race code is entered, the following error message is displayed:

INVALID RACE CODE CHECK MANUAL

f. **Ethnicity**

1. The valid Ethnicity codes are:

Code	Description
C	Hispanic Cuban
H	Hispanic Other
M	Hispanic Mexican American
N	Not Hispanic or Latino
P	Hispanic Puerto Rican
U	Unreported

2. If no Ethnicity code is entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

3. If an invalid Ethnicity code is entered, the following error message is displayed:

INVALID ETHNICITY CODE, CHECK MANUAL

g. Language

1. The valid Language codes are:

Code	Description
AR	Arabic
CA	Cambodian
CH	Chinese
EN	English
FC	French Creole
FR	French
GE	German
GR	Greek
GU	Gujarati
HI	Hindi
HM	Hmong
HU	Hungarian
IT	Italian
JA	Japanese
KO	Korean
LA	Laotian
MI	Miao
MK	Mon-Khmer
OT	Other
PC	Portuguese Creole
PE	Persian
PG	Portuguese
PO	Polish
RU	Russian
SC	Serbo-Croatian
SP	Spanish
TA	Tagalog
TH	Thai
UR	Urdu
VI	Vietnamese

2. If no Language code is entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

3. If an invalid Language code is entered, the field is highlighted and the following error message is displayed:

INVALID LANGUAGE PREF CODE, CHECK MANUAL

h. Address

If the address is not entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

i. Address Type

The Address Type field is populated by EPICS with PHYS and is protected.

j. County Code

If the three digit County Code is not entered, the field is highlighted and the following error message is displayed:

MANDATORY FIELD DATA IS MISSING

k. Phone Number

The Phone Number field is an optional field.

l. Phone Number Type

The Phone Number Type field is populated by EPICS with HOME and is protected.

m. Press the F6 function key to assign the individual ID number. When the assignment is successful, the individual ID number is displayed in the Individual ID field and following message is displayed:

Person and Address Created Successfully

n. Press the F12 function key twice to return to the Maintenance Menu. Press the F3 function key to return to the Main Menu.

B. Update of Individual Demographic Data

All demographic data is protected and **cannot** be changed/updated thru EPICS. Demographic data must be changed/updated in **NC FAST** thru the **EVIDENCE** screen.

C. Change Address And/Or Phone Number

1. From the Name Search screen, complete a Name Search using one of the four ways outlined on the Name Search Screen. Press Enter.

2. From the Name List screen, enter an 'S' under 'SEL' by the individual for which the change is needed and press the F11 function key.
3. From the Maintain Client screen, change the address and/or phone number. Press the F9 function key. When the update is successful, the following message is displayed:

Address Updated and Phone Created Successfully
4. Press the F12 function key twice to return to the Maintenance Menu. Press the F3 function key to return to the Main Menu.

VII. UTILIZING F4

If you do not know the code or value for a field, use the F4 function key to display a list of codes or values for the selection. This field attribute is not available for only those fields that contain a + (plus sign) to the right of the field.

To enter field details using F4:

1. In the field that contains a + (plus sign) to the right of the field, key = (equal sign) and press the **F4** function key. The specific code list screen displays.
2. To select a code or value, tab to the appropriate code/value in the **S** column and key s.
3. Press **Enter**. The previous screen displays with the field populated with the selected code or value.
4. Continue entering or updating the screen details.