



State of Florida
Department of Children and Families

Rick Scott
Governor

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Secretary

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TO: Economic Self-Sufficiency Operations Managers
Economic Self-Sufficiency Program Offices

FROM: Susan Thomas, Interim Chief, Program Policy
Suzanne Poirier, Chief, Technology and Project Management
(Signatures on File)

SUBJECT: FLORIDA Data Exchange Enhancement

EFFECTIVE: **September 26, 2016**

This memorandum is to notify staff about changes to the FLORIDA Data Exchange (DE) process.

Requirement to Review Data Exchange Responses Prior to Authorizing Benefits:

Effective 9/26/16, staff will no longer be able to authorize or deny benefits at application, renewal or when processing a change when there are un-reviewed/unworked or pending data exchange responses. There are some exceptions to this process and are described in the System Procedures below. Time standards for processing data exchanges are not changing. **Note:** When information received via Data Exchange conflicts with the information provided on the application, resolve the discrepancy per the instructions in manual passage 3010.0100. This may require contact with the individual, collection of additional verifications, correction of the information entered in the system, and/or a referral to the Benefit Recovery unit.

System Procedures:

There are four major data exchange enhancement changes.

1. Data exchanges must be completed prior to authorization

Prior to authorizing a case on AWAA staff must review and update all un-reviewed/unworked or pending data exchanges for any individuals included in any SFU. Staff will not be able to approve, deny, or close any assistance group (AG) until all data exchanges are worked. This will have an impact on Customer Call Center staff when processing changes, Case Maintenance Unit staff when completing bill tracking, as well as staff processing applications, renewals, additional benefits, closures, and changes.

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It is important for interviewers to check the Data Exchange Response List (DEPL) screen for responses in order to address data exchange information with the customer during the interview. Processing staff should review all data exchanges as they are completing the ASIA/ASRE/ASVR drivers to ensure timely action on DEs, if necessary, to avoid delay by waiting to review them at authorization.

If there are un-reviewed/unworked or pending data exchanges when staff attempt to authorize an AG on the FLORIDA AWAA screen, the system will display an error message that states: "Must review all DE responses: Press PF18".

Staff will now be able to navigate from AWAA directly to the DEPL screen for a specific case when un-reviewed/unworked or pending data exchanges exist, using the PF18 key.

Modifications to FLORIDA will now allow users to access and/or process data exchange responses regardless of the caseload assignment in the Data Exchange database. Staff must have a statewide worker type in order to access all data exchanges.

There are some exceptions when un-reviewed/unworked or pending DE responses will not affect authorization. These include assistance groups approved by TIP, auto updates, mass changes, automated renewals for Medicaid, and actions taken on SUNCAP, PEPW, ASEC, Presumptive Eligibility, and Food for Florida (FFF) cases.

2. PE (Pending) status will no longer be allowed

The "PE" status will no longer be an allowable entry in the "Disposition: Action Taken" field on the data exchange screen when processing responses. Instead of using "PE", staff must use either "U" to indicate that case action was required and the case has been updated, or "N" if no case action was required.

If there are any data exchanges that have a "PE" in the "Disposition Action Taken" field when staff attempt to authorize a case, they will need to change the "PE" to a "U" or "N" prior to disposing on AWAA.

With the removal of the "PE" code, the letter/printer function will be removed from the data exchanges.

3. Separation of the DEPI data exchange screen

The DEPI (Data Exchange Inquiry Project Independence) data exchange will be separated into three distinct data exchanges.

- The DEPI name will be changed to "Data Exchange Inquiry Impose Sanction" and will only display information related to imposing sanctions. There will not be any changes to the automatic update process for sanctions on DEPI.

There will be two new data exchange screens and corresponding help screens:

- DELS (Data Exchange Inquiry Lift Sanction) will display responses from the Department of Economic Opportunity (DEO) to lift imposed sanctions.
- DEJP (Data Exchange Inquiry Job Placement) will display job placement information.

The FLORIDA DEAL (DE Response by Worker Alerted) and DEPL (DE Response List) screens will be modified to display the responses generated by the DEPI, DELS and DEJP screens.

The new response codes DELS and DEJP will display in the MES Pending Work Summary and Detail Reports and in the MES Pending Data Exchange Summary and Detail Reports.

4. Purging of PE data exchanges and data exchanges 181 days or older

There will be a one-time purge of all “Pending” DE responses that are 31 days or older. This purge will occur prior to going live on September 26, 2016. The purge will be completed on data exchanges in “PE” status where the “Date Scheduled” field is equal to or greater than 31 days, regardless of the case status.

The existing data exchange purge process to purge all unreviewed/unworked data exchange responses at the end of one year was changed to purge unreviewed/unworked data exchanges that are 181 days or older.

If there are policy questions, Region offices may email Connie Mathers at Connie.Mathers@myflfamilies.com. For FLORIDA questions please contact Eileen.Schilling@myflfamilies.com.

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