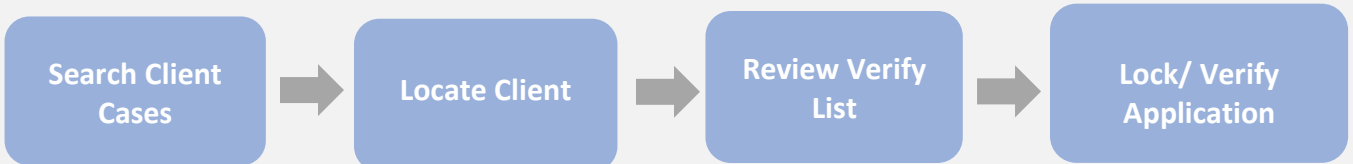


Summary

Use the My Cases quick access menu to track document updates, view application response details, and manage or review applications.



Search Client Cases

Use the **My Cases** quick access menu on the **Application** page to locate client cases.

- Enter information in selected dropdown fields.
 - Program
 - Case Worker
 - Status
- Filter your search further by selecting the following checkboxes:
 - The **Active** checkbox will display all active applications.
 - The **Review Needed** checkbox will only display all applications in need of review.

MY CASES

Program: Case Worker: Status: Active Review Needed

Applications


	Name	Date Of Birth	Program	Program Date	Last Review Date	App Response Date	D
<input type="button" value="Locate"/>	Mark Ross	1/1/1976	_HCRA	6/11/2021		9/16/2021 9:21:2...	6/
<input type="button" value="Locate"/>	German Team	1/1/2000	_HCRA	6/14/2021			6/
<input type="button" value="Locate"/>	Simon Blue	1/1/1911	_HCRA	6/14/2021			6/
<input type="button" value="Locate"/>	Zaid Jalajel	1/1/2010	_HCRA	6/16/2021		9/10/2021 11:56:...	
<input type="button" value="Locate"/>	Rush James	1/1/1983	_HCRA	6/24/2021			6/
<input type="button" value="Locate"/>	Jack Red	1/1/1984	HCRA	6/30/2021		10/19/2021 12:4...	

1 - 31 of 31 items



Tip: The My Cases quick access menu sorts each case by the latest review date. If that field is empty, it sorts the case by program date to acknowledge highest priority cases.









- **Last Review Date** will display information about when the application was last reviewed, and by whom it was reviewed.
 - Click on the  **Bell** icon to review a case. This will open the application in the applications tab and change the application status to under review.
 - Selected cases will be removed from the My Cases Review Needed filtered list.
- **App Response Date** shows the date of the most recent application response.
- **Doc Update Date** contains the date of uploaded documents. Dates in red denote a newly uploaded document in need of review.
- Select the desired client by selecting **LOCATE**.

MY CASES

Program: Select a program | Case Worker: HCOProject | Status: [] | Active | Review Needed | Search




Applications

Program Date	Last Review Date	App Response Date	Doc Update Date	Status	La
12/3/2021			12/3/2021 12:46:47 ...	Case Assigned	43
10/19/2021	 12/21/2021 3:14:2...	10/22/2021 10:53:5...		Under Review	24
10/22/2021	 12/21/2021 3:14:2...	11/2/2021 10:20:56 ...		Under Review	24
10/22/2021	 12/21/2021 3:14:3...		10/28/2021 1:48:33 ...	Under Review	24
10/26/2021	 12/21/2021 3:14:4...	11/3/2021 11:17:21 ...		Under Review	23
10/28/2021	 12/21/2021 3:14:4...		11/16/2021 9:52:08 ...	Under Review	23


1 - 14 of 14 items




Review the Verify List


Once you locate your client, the **Verify List** quick access menu will display below the My Cases quick access menu. Select the **Verify List** quick-access menu to view all program requirements needed to lock and verify the application.


- Use the **Verify Check** button to refresh the verify list.
- Click on  shortcut button to visit the tab of the missing verification requirements.
- Click on the red arrow  to expand correspondence regarding the verification requirement in question.
 - Add a new message or a response to your client's message by clicking the edit pencil .


VERIFY LIST | **Verify Check** | **Print** | **Exception**

Documents 

-  **Required Document Not Verified** []
 - Response 
No Response.
-  **Required Document not Provided [Residency, Proof of Identification, Resource, Income Self Declaration, Consolidated Form, Assets Assessment, PAP Release Form, Resource Questionnaire, Re-Enrollment Review Form-English]**

Application 

-  **Institutional County Resident** []

Comments 


Add Response

Description: [] Documents need to be verified for program eligibility.

Please provide documentation.

Save | **Close**



- In the Add response window, enter your message, and click **SAVE**.
- Create a comment by selecting the **Edit Pencil**  next to **Comments**.
 - In the Add Comment window, enter a comment then click **SAVE**.
- Request an **Exception** when needed by selecting **Exception**.
 - In the Request Exception window, select a reason and add a note then select **REQUEST EXCEPTION**.
 - The exception request is placed in Pending Exception Status for a supervisor to review.

Add Comments

Comment...

Save
Close

Request Exception

Reason: Pending Income Document ▼


Note: Pending Income Document as Client just Transferred Employment.


Request Exception
Close



Tip: An application can be locked once the verification requirements are completed.

Lock Application

After entering all required information for verification, you may lock your client's application. The application must be locked for them to begin receiving services. Lock your client's application by selecting the padlock  on the Applications tab.

Look-Up Search 




First Name Last Name Identifier SSN



Applications | HH Members | Income | Assets | Document | Case Notes

APPLICANT INFORMATION + ADD SERVICE HISTORY

Application Information | **Program Status** Enrollment Review Completed | **Apply HCOHealthC**

Hung Chung [2/28/1967]

HCOHealthCare_Reenrollment 11/2/2020   

OPERATION YEAR	2020	LOCATION	Hillsborough County Center	CONSENT	Organization	CASE MANAGER	
EXIT DATE		REFERRED BY		IDENTIFIER	0000801928		
COMMENTS	Auto Renew						
EXIT REASON							
ADDRESS	1916 E 151st Ave, Lutz, FL, 33549  			ZIP CODE	33549	UNIT	CC