

# HHSC Benefits Portal and TIERS Inquiry Desk Guide



Community Services Curriculum Development  
September 2011

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## **Introduction to the Desk Guide**

With the conversion of System for Applications, Verifications, Eligibility, Reports and Referral (SAVERR) cases into the Texas Integrated Eligibility Redesign System (TIERS), it becomes increasingly important that DADS staff, who currently conduct inquiries in the SAVERR system, become familiar with the inquiry process in TIERS.

Inquiries can be completed in two different ways. DADS staff may use the Health and Human Services Commission (HHSC) Benefits Portal or they may use TIERS.

This Desk Guide provides instruction for completing inquiries on applicants and consumers using both options.

## Completing Inquiries Using the HHSC Benefits Portal

When you sign into the system at the portal link below, the HHSC Benefits Portal is the first page you will see. This Portal is not part of TIERS. It is a tool that HHSC staff use to help manage tasks that relate to TIERS cases. Much of the information in the Portal comes from TIERS. Inquiry into this system provides basic information on the applicant's/consumer's program coverage. Note: In order to view Managed Care information and Medicaid History, you will need to use TIERS, not the Portal.

### Permissions

DADS staff must have permission to log into the HHSC Benefits Portal and TIERS. Therefore, you will work with your manager to determine permissions and profile. The profile determines the screens you will see when in the Portal and in TIERS.

In order to log into the HHSC Benefits Portal, you will need the URL, a user name and a password. The URL for the Portal is:

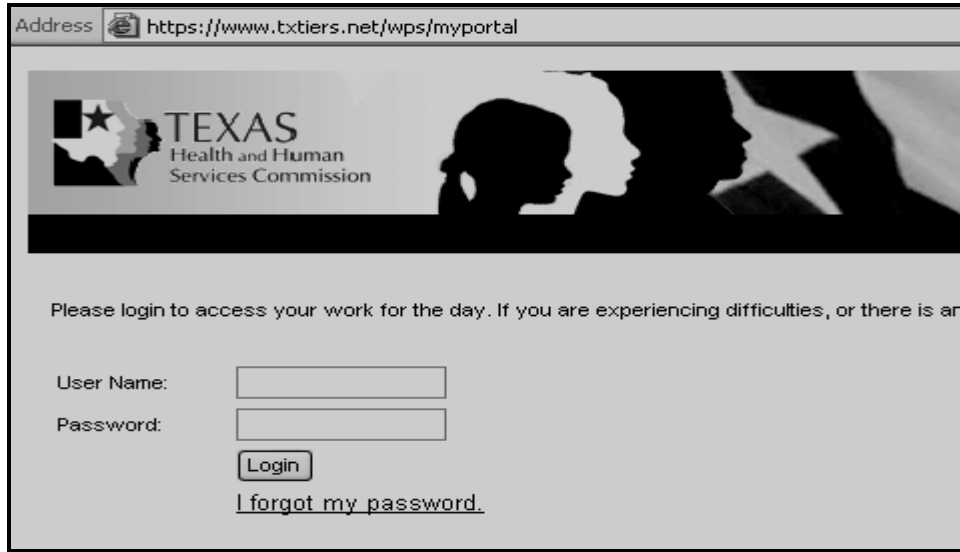
<https://www.txtiers.net/wps/myportal>

You will receive your sign-on information from the TIERS Provisioning Team. If you ever forget your password, you may click on the link "I forgot my password" to get your password reset. It is important to sign into the Portal at least once every 90 days to avoid losing your access.

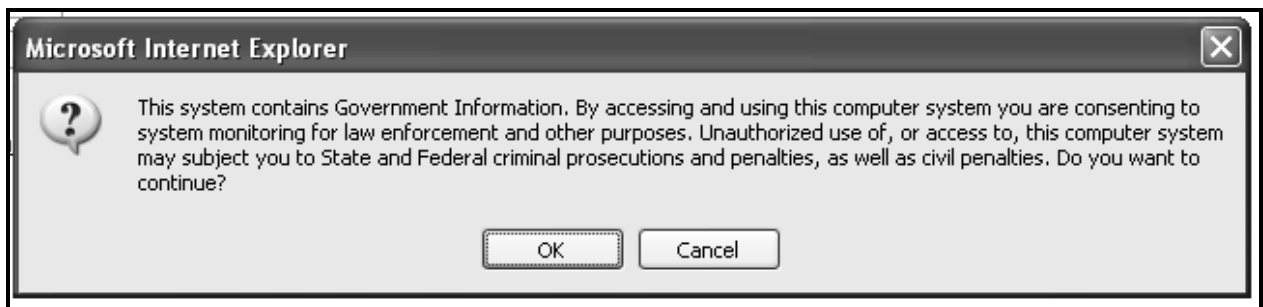


Logging Into the HHSC Benefits Portal:

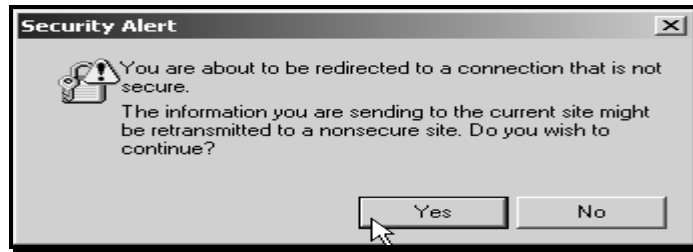
1. Access the HHSC Benefits Portal URL.
2. Enter your *User Name*.
3. Enter your *assigned password*.
4. Click *Login*.



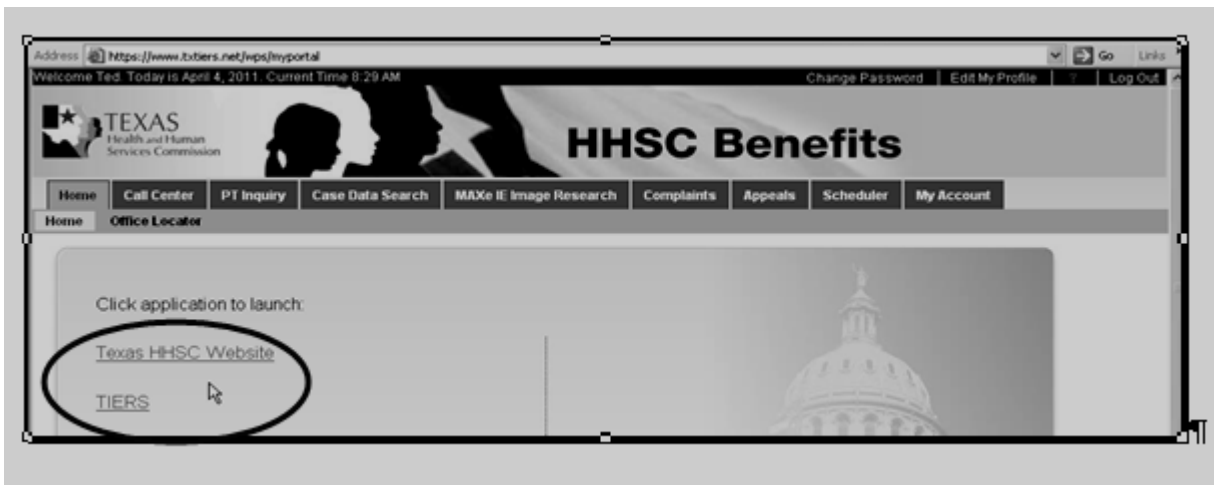
5. You will see the following Government Information alert. After reading the alert, click *OK*.



6. You will see a security alert after you log into the system. After reading the alert, click Yes.



7. You will see the HHSC Benefits Portal Welcome Page. You can access the Texas HHSC Website and TIERS from this Welcome page as well.



### Completing Inquiries in the HHSC Benefits Portal

1. To complete an inquiry in the HHSC Benefits Portal, click *PT Inquiry* tab.
2. Select *Application/Redet* subsection.



3. Complete the search using as many of the following search criteria fields as possible. This will limit the search results.

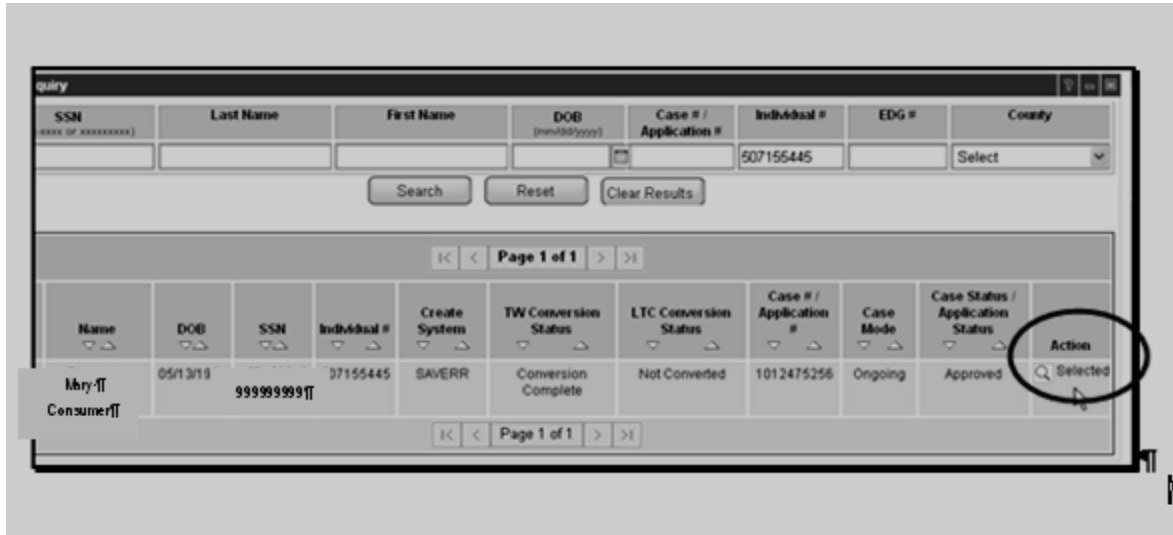
- Social Security Number (SSN)
- Last Name
- First Name
- Date of Birth (DOB)
- Case/Application Number
- Individual Number (DADS Consumer/Medicaid Number)
- Eligibility Determination Group (EDG) Number
- County

The screenshot shows a web form titled "App/Redet Inquiry". It features several input fields for search criteria: SSN (with a mask of 000-00-0000 or 000000000), Last Name, First Name, and DOB (with a mask of mm/dd/yyyy). There are also fields for Case # / Application #, Individual #, EDG #, and a dropdown for County. Below the fields are three buttons: "Search", "Reset", and "Clear Results".

4. After entering your consumer information, click *Search* to retrieve the information.

The screenshot shows the "App/Redet Inquiry" search results page. The search form is at the top, with the "Search" button circled in red. The "Individual #" field contains the value "507155445". Below the search form is a table with columns for Search Run, Name, DOB, SSN, Individual #, Create System, TW Conversion Status, LTC Conversion Status, Case # / Application #, Case Mode, and Case Status / Application Status. Below the table is a list of links for "EDG Details", "Benefit Issuance Details", "TIERS Case Comments", "MAXe IE Inbound Correspondence", "LIS MSP Application Details", "Active Tasks", "Appeals", "Appointment History", and "Application Registration Rules".

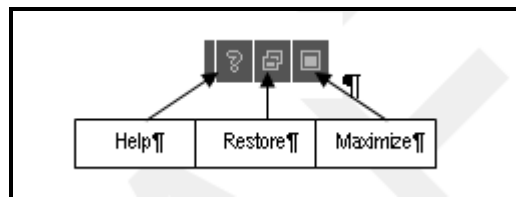
5. Review your search results. Under the action tab, click select if the individual pulled is the individual you were searching for. The line will turn green and the action will change to “Selected.”



You should see the following options:



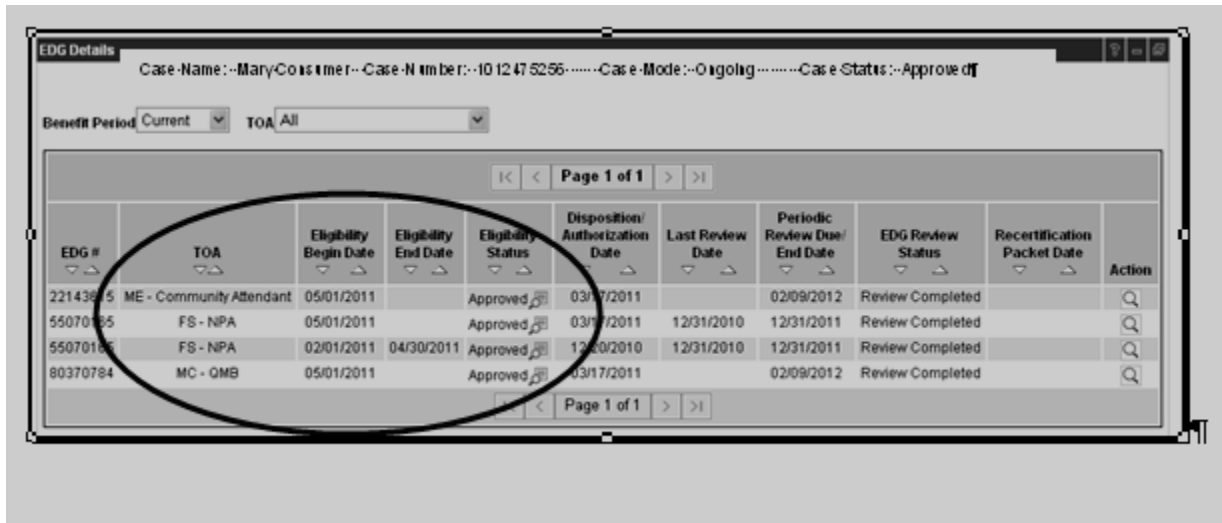
At the end of each row, you will see the options for viewing the particular item:





6. On the EDG Details line, click on the *Maximize* option. You will see the EDG(s) that belongs to your applicant/consumer. In the example below, the applicant/consumer is a part of Supplemental Nutrition Assistance Program (SNAP) shown as FS-NPA, ME-Community Attendant Services (CAS) Program and Qualified Medicare Beneficiaries (QMB) Program EDGs.

Look at the *Eligibility Begin Dates*. Notice there are no *Eligibility End Dates* and for each program, the *Eligibility Status* is "Approved," which indicates all three programs remain open.



7. When you have finished reviewing the information, click on the restore button at the end of the line to close the item.



8. To clear the search and results, click on *Clear Results*.



### Reviewing Case Assignment in the Portal

Identifying the MEPD specialist working on one of your applications is an important function. There are a couple of ways to do this in the Portal.

It is important to note that this process works better when you are looking for an assigned application. Since MEPD receives their assignments through the portal, you should be able to find the assignment there.

On a converted case that has had no case action taken since being converted to TIERS, you might not find any information on MEPD assignment, as there has been no tasks for them to complete.

To find case assignment in the Portal, you will begin by completing an inquiry as demonstrated earlier.

1. To complete an inquiry in the HHSC Benefits Portal, click *PT Inquiry* tab.
2. Select *Application/Redet* subsection.



3. Complete the search using as many of the following search criteria fields as possible. This will limit the search results.

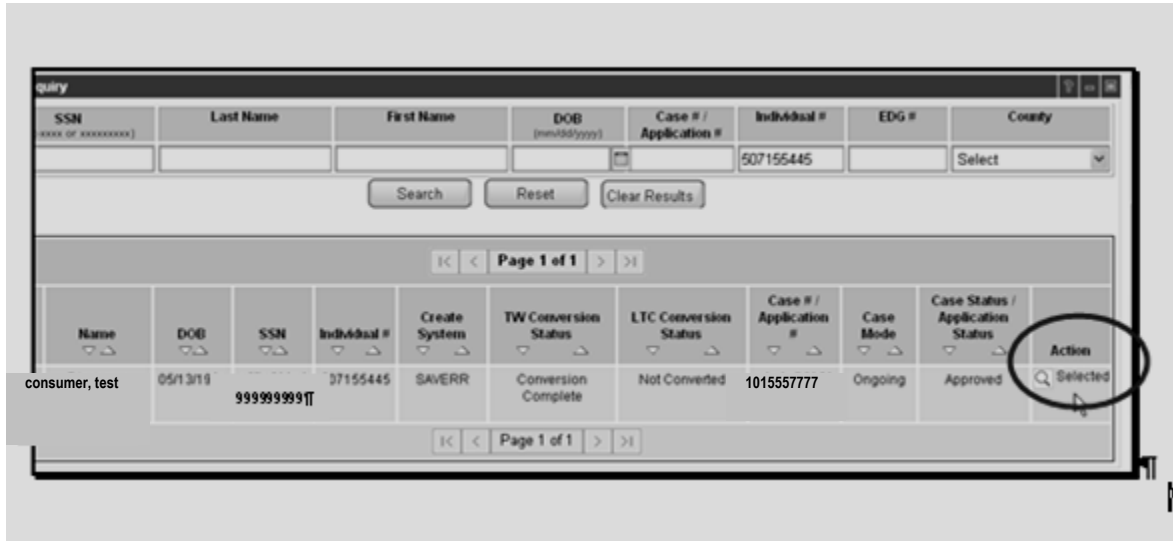
- Social Security Number (SSN)
- Last Name
- First Name
- Date of Birth (DOB)
- Case/Application Number
- Individual Number (DADS Consumer/Medicaid Number)
- EDG Number
- County

The screenshot shows a web form titled "App/Redet Inquiry". It contains several input fields for search criteria: SSN (with a placeholder "(000-00-0000 or 000000000)"), Last Name, First Name, and DOB (with a placeholder "(mm/dd/yyyy)"). There are also dropdown menus for "Case # / Application #", "Individual #", "EDG #", and "County". Below the fields are three buttons: "Search", "Reset", and "Clear Results".

4. After entering your consumer information, click *Search* to retrieve the information.

The screenshot shows the "App/Redet Inquiry" search results page. The search form is filled out with the following information: SSN (empty), Last Name (empty), First Name (empty), DOB (empty), Case # / Application # (empty), Individual # (507155445), EDG # (empty), and County (Select). The "Search" button is circled in red. Below the search form is a table with columns: Search Run, Name, DOB, SSN, Individual #, Create System, TW Conversion Status, LTC Conversion Status, Case # / Application #, Case Mode, and Case Status / Application Status. Below the table are several expandable sections: EDG Details, Benefit Issuance Details, TIERS Case Comments, MAXe E Inbound Correspondence, LIS MSP Application Details, Active Tasks, Appeals, Appointment History, and Application Registration Rules.

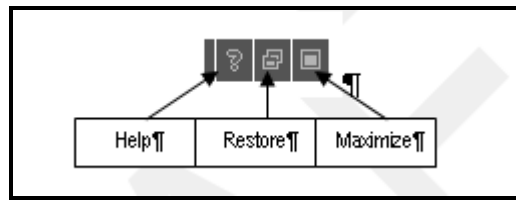
5. Review your search results and under the action tab, click select if the individual pulled is the individual you were searching for. The line will turn green and the action will change to “Selected.”



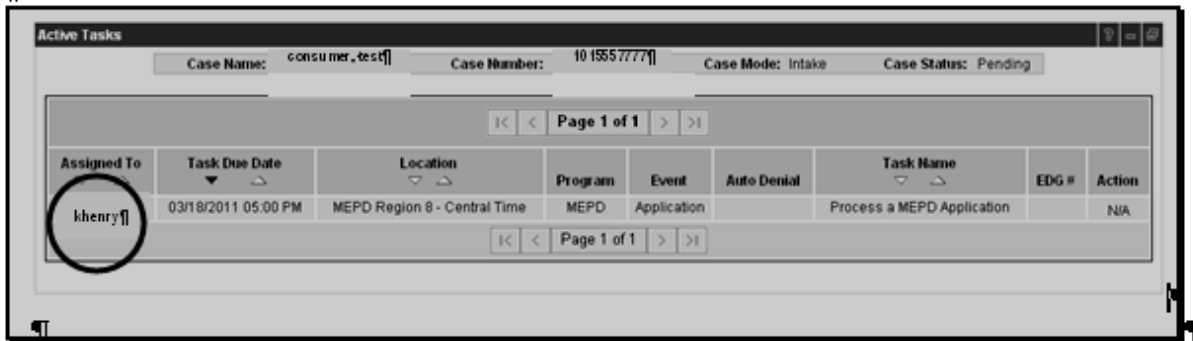
You should see the following options:



At the end of the line, you will see the options for viewing the particular item:



6. On the Active Tasks line, click on the *Maximize* option. You should see the following type of information if the application has been assigned. Note the person who received the assignment. Checking Outlook should provide you with more information on the employee's location.



7. When you are finished reviewing the information, click on the restore button at the end of the line to close the item.



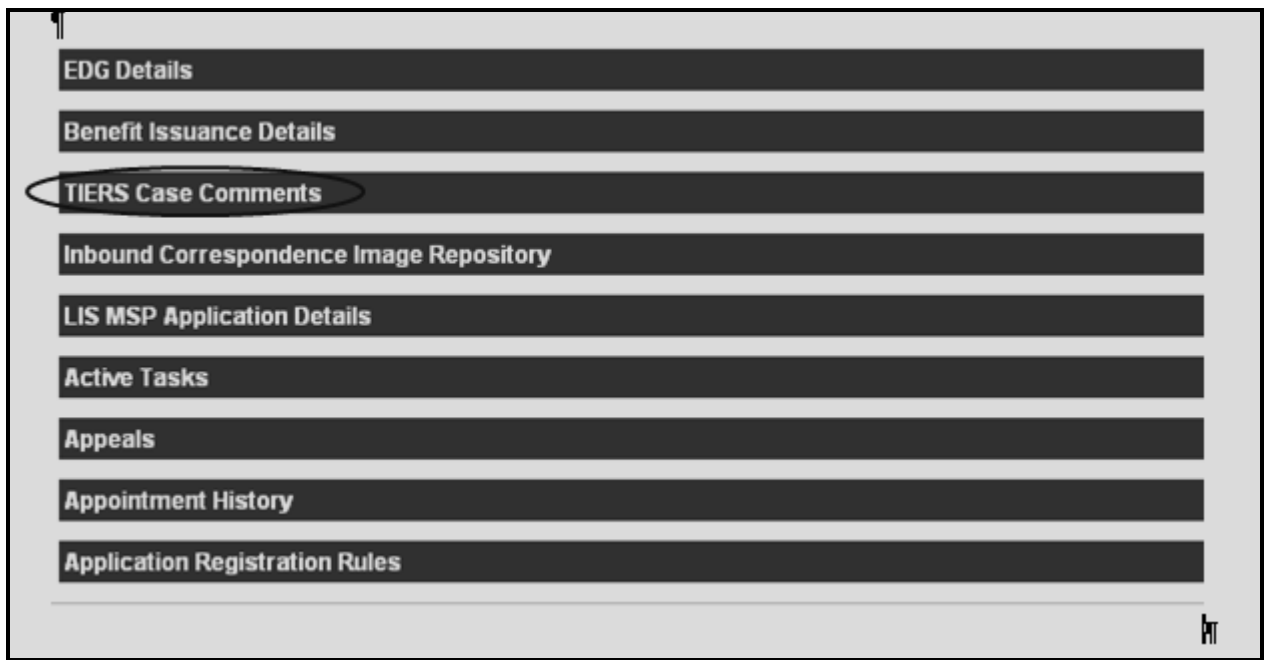
8. To clear the search and results, click on *Clear Results*.



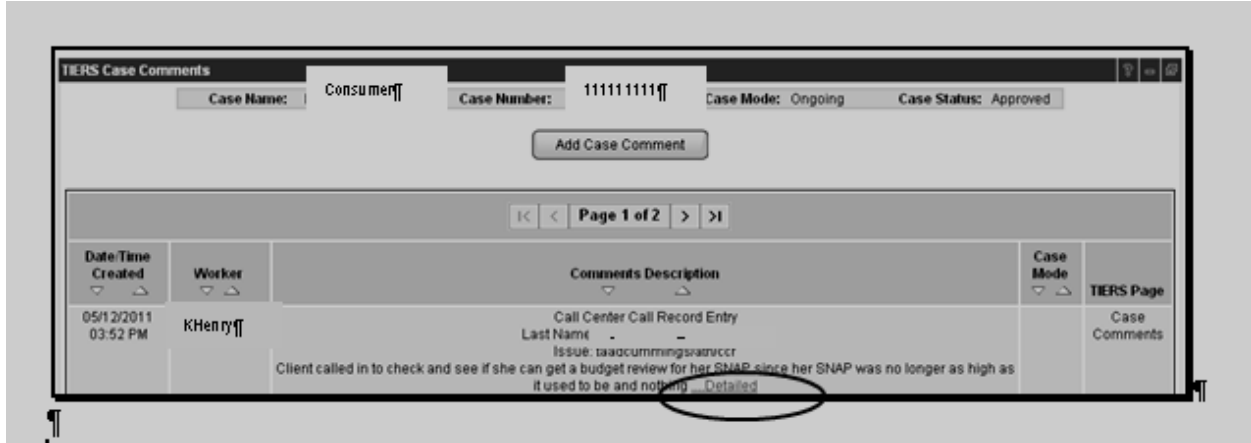
## Reviewing TIERS Case Comments in the Portal

There are times when reviewing the case comments will be helpful to you. The comments might reveal to you the status of an application (e.g., awaiting resource information). In addition, case comments are helpful for identifying who is working on the case. At the beginning of the line, you will see the MEPD specialist identified. To view case comments you will need the application, case number or consumer number.

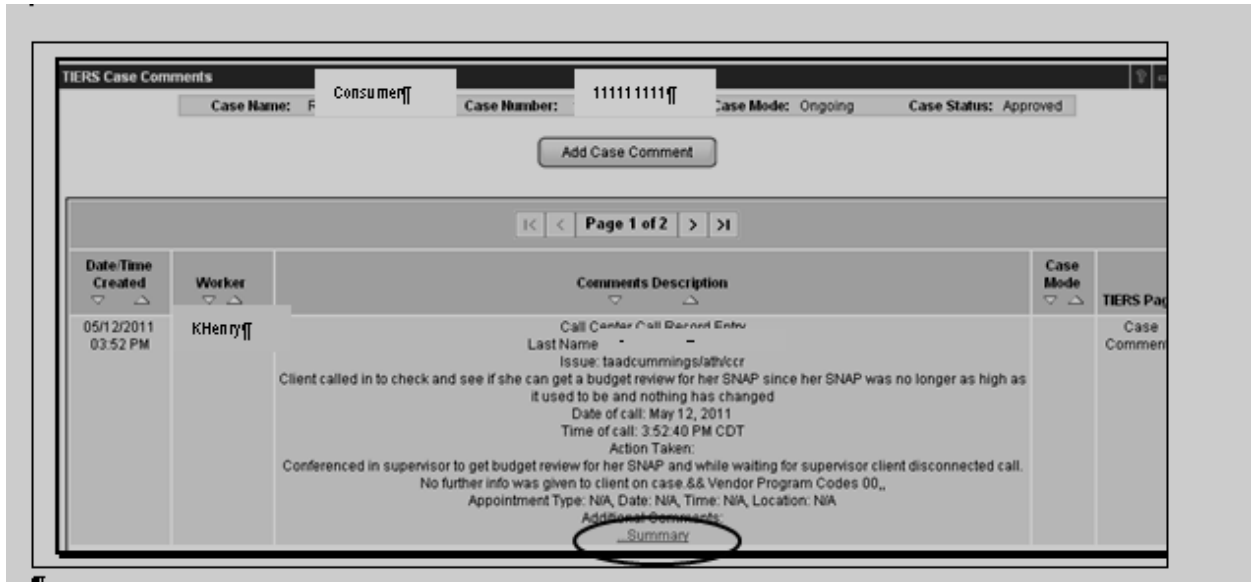
1. To view case comments, complete an inquiry, select your consumer and click on *Maximize* at the end of the TIERS Case Comments line.



2. You will see all the comments that are related to all the EDGs in the case. Note the worker name in the second column. To read the entire entry, click on the *Detailed* link.



3. When you are finished reviewing the details, click on the *Summary* link.



4. Click on the *Restore* icon to close the comments.

TIERS Case Comments

Case Name: Consumer Case Number: 111111111 Case Mode: Ongoing Case Status: Approved

Add Case Comment

<< Page 1 of 2 >>

Date/Time Created	Worker	Comments Description	Case Mode	TIERS Page
05/12/2011 03:52 PM	KHenry	Call Center Call Record Entry Last Name: - Issue: saaccummingsanvccr Client called in to check and see if she can get a budget review for her SNAP since her SNAP was no longer as high as it used to be and nothing ...Detailed		Case Comments



## Completing Inquiries Using TIERS

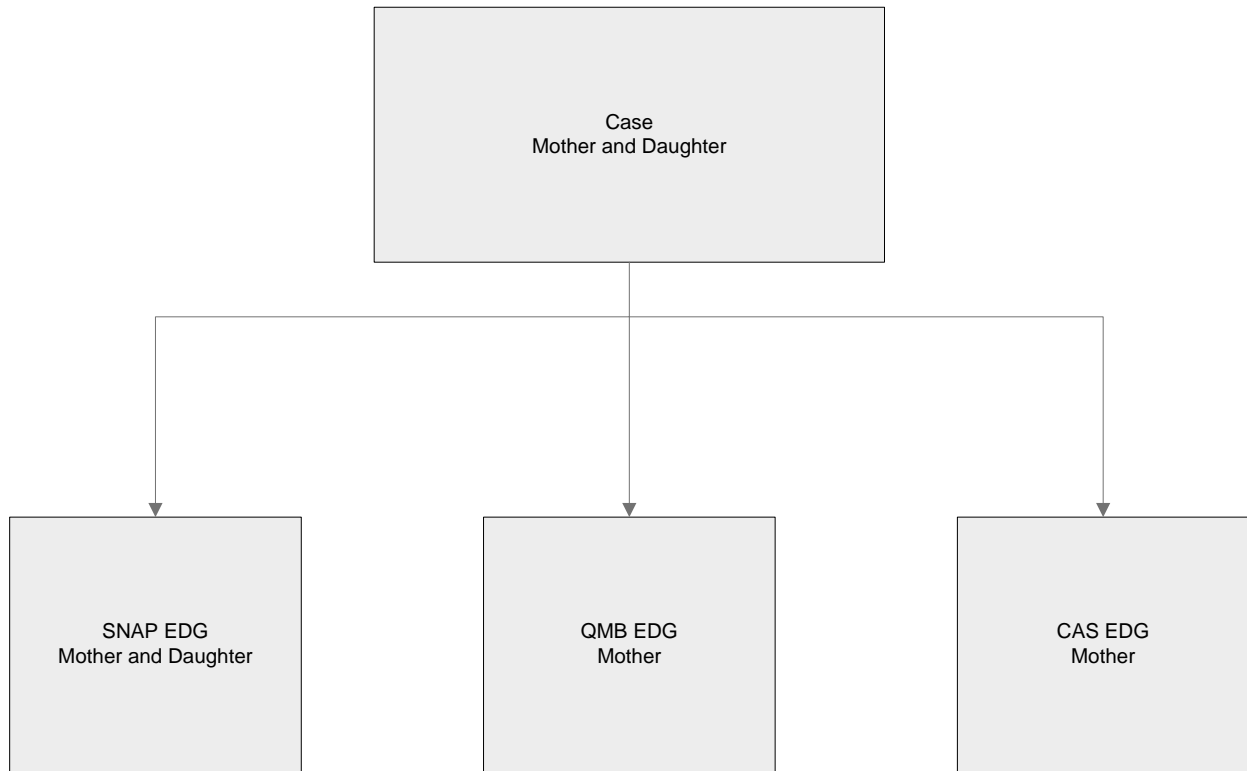
TIERS is a computer system used by HHSC staff. TIERS stores consumer and case information, determines eligibility for multiple programs based on data provided through direct data entry, interfaces with other systems, generates benefits and creates correspondence and reports.

TIERS is a real-time, online system that HHSC can use to provide benefits for Medicaid, Medicare Savings Programs, Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance to Needy Families (TANF).

Some *Terms to Remember* as you proceed through the TIERS portion of this desk guide are:

<b>Term</b>	<b>Definition</b>
Case	A case consists of all individuals who live together in a single household. A case may include outside members who have potential impact on eligibility.
Certified Group (CG)	A certified group is a group of individuals that are actually receiving a benefit.
Eligibility Determination Group (EDG)	The group of individuals used in the budgeting process.

It is important to note that one case can contain one or more EDGs. For example: A CAS consumer lives with her daughter who works part-time. The household receives SNAP benefits in addition to the CAS consumer receiving her attendant services and QMB. The case includes three EDGs – one for CAS, one for QMB and one for SNAP.



## Logging Into TIERS

1. From the HHSC Benefits Portal Welcome Page, select *TIERS*.



2. You will see the TIERS Welcome Page.



## Timing Out of TIERS

For security reasons, TIERS times out after 30 minutes of inactivity.

## Completing Inquiry in TIERS - Individual

1. Under *My TIERS Functions* in the Left Navigation Bar, click the *Navigation* tab. Under the *Inquiry* section of the Left Navigation Bar, click *Individual*. You will see the *Individual – Search* window.

The screenshot shows the TIERS Individual Search interface. On the left, the navigation menu is expanded to 'Individual' under the 'Inquiry' section. The main content area is titled 'Individual - Search' and contains two sections: 'Search Results' and 'Individual Search Criteria'. The search criteria section includes fields for Prefix, First, Middle, Last, Suffix, SSN, Individual #, SSCN, DOB, County, Gender, Case #, Create System, and DFPS Person ID#. Below this is a table with columns: Name, DOB, SSN, Case #, Individual #, County, Create System, TW Conversion Status, and LTC Conversion Status. The 'Individual #' field is highlighted with a red circle.

2. Enter your search criteria in the appropriate field. In this example, the *Individual #* field is used. (Note: The Individual number is the same as the DADS consumer ID number or the Medicaid recipient number.)

There may be times in which you only have a name and Social Security Number. You will use the information you have available to conduct your search.

This is a close-up of the 'Individual Search Criteria' section from the previous screenshot. The 'Individual #' field is circled in red and contains the value '514580576'. A mouse cursor is pointing at the end of the field. Other fields like SSN, DOB, County, and Gender are also visible.

3. The results of your search will appear. Note the Texas Works and LTC Conversion Status on this line. The status “conversion complete” indicates the case has been converted to TIERS.

**Individual - Search**

Search Results Reset Search

Individual Search Criteria

Prefix:  First:  Middle:  Last:  Suffix:

SSN:  -  -  Individual #: 514580576 SSCN:  -  -  -

DOB:  /  /  County:  Gender:

Case #:  Create System:  DFPS Person Id#:

Search Results Reset Search

Name	DOB	SSN	Case #	Individual #	County	Create System	TW Conversion Status	LTC Conversion Status
<a href="#">Consumer, Mary-61F</a>	03/28/1950	999-99-9999	1000144195	514580576	Limestone	SAVERR	Conversion Complete	Conversion Complete

4. If you click on the consumer name hyperlink, you will be taken to the *Individual – Summary* window. From this search, you can find the *Case #*, the identifying information for the consumer, the *LTC Convert Date* (from SAVERR to TIERS), the *SMIB* (Medicare) indicator and whether the consumer is enrolled in *Managed Care*.

**Individual - Summary**

Individual Information

Individual #: 514580576 Case #: 1000144195 Name: Consumer, Mary-61F DOB: 03/28/1950

Gender: Female Race: White Ethnicity: Non-Hispanic TW Convert Date: 02/11/2009 LTC Convert Date: 03/16/2011

SSN: 999-99-9999 Verified: Conversion SSCN: 999-99-9999 Alias:

Alien Entry Date: Refugee: Individual Conversion Date: 02/11/2009 Legacy SAS Indicator:

ID Type: PS ID #: 004180281 ID State: Texas FS-SNAP Counter:

Merged From: Merged To:

Separated From: Separated To:

Current Health Ins: No Health Ins Company: Managed Care: No Lock-In: No SMIB: YES

Authorized  Pending Programs: ALL Refresh

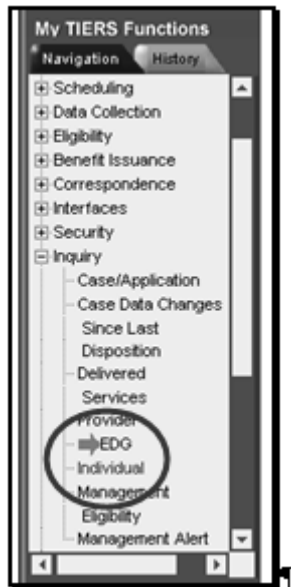
Current EDG Affiliations

5. If you wish to look at a specific program EDG, you can do so from the *Current EDG Affiliations* window. Click on the EDG hyperlink to be taken to that particular EDG.

Type of Assistance	EDG #	EDG Status	Participation Status	Participation Status Begin Date	Participation Status End Date	Case #	Conversion Status	Conversion Date
ME - Community Attendant	<a href="#">22143615</a>	Approved	Eligible Adult	05/01/2011		1000144195	Conversion Complete	03/16/2011
MC - QM	<a href="#">80370784</a>	Approved	Eligible Adult	05/01/2011		1000144195	Conversion Complete	03/16/2011

### Completing Inquiry in TIERS - EDG

1. Under *My TIERS Functions* in the Left Navigation Bar, click the *Navigation* tab. Under the *Inquiry* section of the Left Navigation Bar, click *EDG*. You will see the *EDG – Search* window. If you use this method, you will need the EDG number.



2. You will see the *EDG – Search/Summary*. Enter the EDG number to view the EDG.

The screenshot shows a web application interface for searching EDG records. At the top, there are tabs for 'Search/Summary' and 'Details'. Below the tabs is a header 'EDG - Search/Summary' with a help icon. The main form area is divided into sections: 'EDG Search Criteria' with a text input for 'EDG #' containing '22143615' and buttons for 'Reset' and 'Search'; 'EDG Summary Information' which is a table of fields; and 'EDG Address Information' with fields for mailing and temporary addresses.

EDG Summary Information			
EDG #:	Case #:	EDG Name:	
Program:	Type of Assistance:	Status:	
Owner Employee #:	Last Disposed By Employee #:	Case Mail Code:	
Certified Adults:	Certified Children:	Reason:	
Alternate Payee:	Type:	Special Review Reason:	
Last Disposition Date:	Action Effective Date:	Last Month of Cert. Period:	
Periodic Review Due/End Date:	Special Review Due:	RASCL Switch:	NO
Simplified Reporting Group:	Short Certification Indicator:		NO

3. You will then see the *EDG – Search/Summary* results. This window shows you the actual *Case Number*, the *Program* and *Type of Assistance*, the *Last Disposition Date* and *Due Date* for the next *Periodic Review*, the *Owner Employee #*, the *EDG Mailing Address* and *Home Phone*.

The screenshot shows the results page for the search. The header now displays the found EDG number and name: 'EDG # : 22143615' and 'EDG Name : Consumer, Mary'. The search criteria section is identical to the previous screenshot. The 'EDG Summary Information' section is populated with the following data:

EDG Summary Information			
EDG #:	22143615	Case #:	1000144195
Program:	Medicaid Eligibility	Type of Assistance:	ME - Community Attendant
Owner Employee #:	TAA001	Last Disposed By Employee #:	
Certified Adults:	1	Certified Children:	0
Alternate Payee:		Type:	
Last Disposition Date:	03/17/2011	Action Effective Date:	05/01/2011
Periodic Review Due/End Date:	02/09/2012	Special Review Due:	
		Reason:	Benefits sustained;
		Special Review Reason:	
		Last Month of Cert. Period:	

The 'EDG Address Information' section shows:

- EDG Mailing Address: 29 North Bell Street, MEXIA, Texas 76667
- Home Phone#: 254-888-9999
- Work Phone#: (blank)
- EDG Residence County: Limestone

## Locating Managed Care Information in TIERS

1. Under *My TIERS Functions* in the Left Navigation Bar, click the *Navigation* tab. Under the *Inquiry* section of the Left Navigation Bar, click *Individual*. You will see the *Individual – Search* window.

The screenshot shows the TIERS web application interface. On the left, the navigation menu is expanded to 'My TIERS Functions' > 'Navigation' > 'Inquiry' > 'Individual', which is circled in red. The main content area is titled 'Individual - Search'. It features a search criteria form with fields for Prefix, First, Middle, Last, Suffix, SSN, Individual #, SSCN, DOB, County, Gender, Case #, Create System, and DFPS Person ID#. Below the form is a 'Search Results' table with columns: Name, DOB, SSN, Case #, Individual #, County, Create System, TW Conversion Status, and LTC Conversion Status. The 'Search' button is highlighted.

2. Enter the individual information and click *Search*. The *Individual – Summary* information will appear. The consumer’s managed care status is shown on this window in the *Managed Care* section.

The screenshot shows the 'Individual - Summary' window. It displays the following information:

Individual Information							
<b>Individual #</b>	44444444	<b>Case #:</b>	0000055578	<b>Name:</b>	Jean Samuels, 72 F	<b>DOB:</b>	08/26/1934
<b>Gender:</b>	Female	<b>Race:</b>	Black or African American	<b>Ethnicity:</b>	Non-Hispanic	<b>TW Convert Date:</b>	06/18/2003
<b>SSN:</b>	555-55-5555	<b>Verified:</b>		<b>SSCN:</b>		<b>Alias:</b>	
<b>Alien Entry Date:</b>		<b>Refugee:</b>		<b>Individual Conversion Date:</b>	06/18/2003	<b>Legacy SAS Indicator:</b>	
<b>ID Type:</b>		<b>ID #:</b>		<b>ID State:</b>			
<b>Merged From:</b>		<b>Separated To:</b>		<b>Merged To:</b>			
<b>Current Health Ins:</b>	Yes - Included	<b>Health Ins Company:</b>	BLUE CROSS BLUE SHIELD OF TEXAS	<b>Managed Care:</b>	YES	<b>Lock-In:</b>	No
						<b>SMIB:</b>	No



3. Clicking on the Yes hyperlink takes you to the managed care details:

The screenshot shows a web application interface with two main sections. The top section, titled "Individual Information", contains the following data: Individual # 44444444, Case #: 0000055578, Name: Jean Samuels, 72 F, DOB: 08/26/1934, Gender: Female, Race: Black or African American, Ethnicity: Non-Hispanic, Last Managed Care Changed Date: 08/25/2006, and Change Code: AUTO ENROLLMENT. The bottom section, titled "Individual Managed Care History", contains a table with the following data:

Provider	Plan	Program	County	Begin Date	End Date	Status	Eligibility	Candidature
PCC Call Plan	Evercare	STARPLUS	Travis	01/01/2007		ENROLLED	Eligible	<a href="#">Yes</a> <a href="#">No</a>

### Using Hover Functionality – Another Method to Find Information

There is another method that will give you information that you need to determine if your applicant or consumer has Medicaid coverage. This method will also provide you with Medicaid history.

1. Click on Inquiry – Individual from the left navigation bar.

The screenshot shows the TERS web application interface. The top navigation bar includes the TERS logo, the text "Welcome to TERS.", and user information: "Good Morning, Martha Strickland" and "Change Office? (12) LTSS Training Del". The left navigation menu is expanded to show "Inquiry - Individual Management Eligibility". The main content area is divided into two sections: "My Schedule (0)" and "My Alerts (0)".

2. Conduct the inquiry using the consumer number or other identifying information.

**Individual - Search**

Search Results Reset Search

Individual Search Criteria

Prefix:  First:  Middle:  Last:  Suffix:

SSN:  -  -  Individual #:  SSCN:  -  -  -

DOB:  County:  Gender:

Case #:  Create System:  DFPS Person Id#:

Search Results Reset Search

Name	DOB	SSN	Case #	Individual #	County	Create System	TW Conversion Status	LTC Conversion Status
<a href="#">Consumer, Mary 61F</a>	03/28/1951	999999999	1000144195	514580576	Limestone	SAVERR	Conversion Complete	Conversion Complete

3. Click on the name hyperlink to see the individual summary.

**Individual - Summary**

Individual Information

Individual #: 514580576 Case #: 1000144195 Name: [Consumer, Mary 61F](#) DOB: 03/28/1950

Gender: Female Race: White Ethnicity: Non-Hispanic TW Convert Date: 02/11/2009 LTC Convert Date: 03/16/2011

SSN: 999-99-9999 Verified: Conversion SSCN: 999999999A Alias:

Alien Entry Date: Refugee: Individual Conversion Date: 02/11/2009 Legacy SAS Indicator: Y

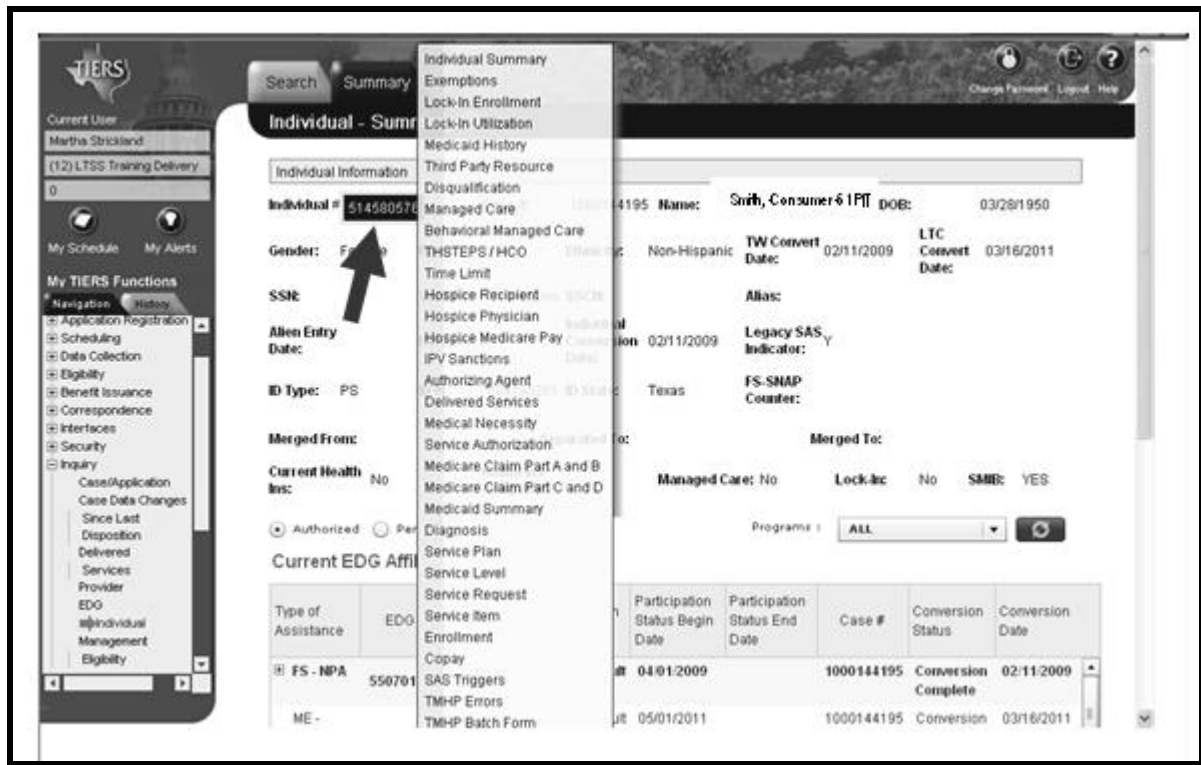
ID Type: PS ID #: 004180281 ID State: Texas FS-SNAP Counter:

Merged From: Separated To: Merged To:

Current Health Ins: No Health Ins Company: Managed Care: No Lock-In: No SMBB: YES

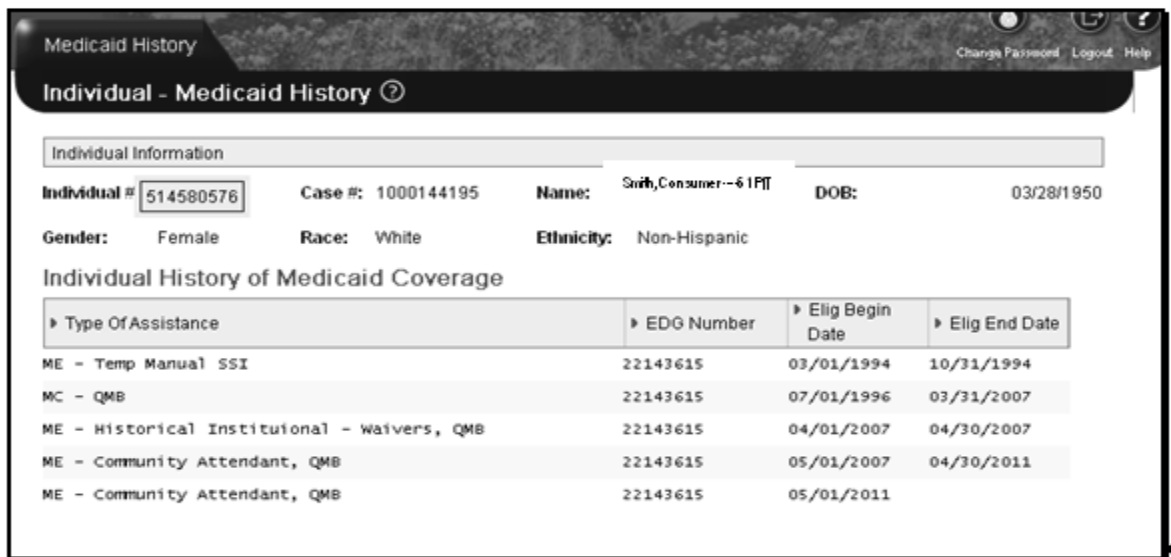
Authorized  Pending  Programs:  Refresh

4. This is where you will find the “hover menu.” Hover over the individual number to see the menu. You can see how helpful this hover menu can be.



5. Examples of useful tools in this hover menu are:

- Medicaid History – This field provides information on current eligibility. It would also be very useful for a Claims Management System (CMS) Coordinator to determine if Medicaid eligibility is present for a period of time.



- Third Party Resource – This field describes any private health insurance held by the consumer.

Third Party Resource Change Password Logout Help

**Individual - Third Party Resource** ?

20749: No Insurance Policy Information is available for this individual

Individual Information

**Individual #** 514580576    **Case #:** 1000144195    **Name:** Smith, Consumer--61PT    **DOB:** 03/28/1950

**Gender:** Female    **Race:** White    **Ethnicity:** Non-Hispanic

Individual Insurance Policy Information

Effective Begin Date	Effective End Date	Company Name	Policy #	Insurance Start Date	Insurance End Date	Group #	Employer/Union
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- Managed Care can also be viewed from this menu.

Managed Care Change Password Logout Help

**Individual - Managed Care** ?

20749: No Managed Care Information is available for this individual

Individual Information

**Individual #** 514580576    **Case #:** 1000144195    **Name:** Smith, Consumer--61PT    **DOB:** 03/28/1950

**Gender:** Female    **Race:** White    **Ethnicity:** Non-Hispanic

**Last Managed Care Changed Date:**    **Change Code:**

Individual Managed Care History

Provider	Plan	Program	County	Begin Date	End Date	Status	Eligibility	Candidature
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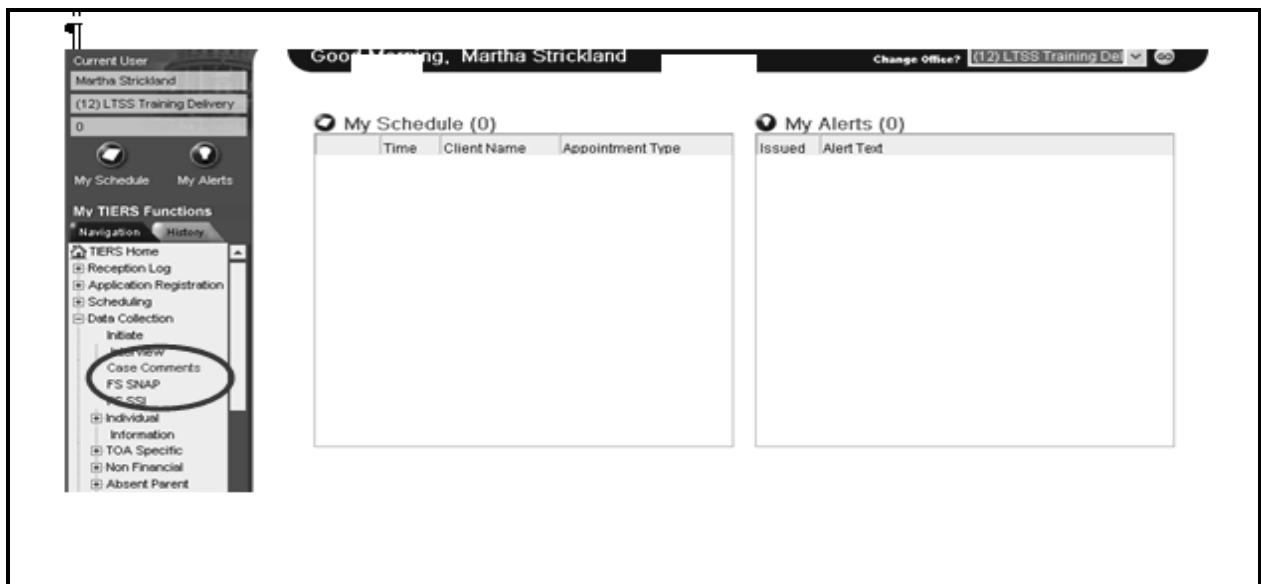
- Hospice Information can be viewed from this menu. Since the individual number does not display in this field, click on the person icon to return to the Individual Summary window.



### Reviewing Case Comments in TIERS

There are times when reviewing the case comments will be helpful to you. The comments might reveal to you the status of an application (e.g., awaiting resource information). In addition, case comments are helpful for identifying who is working on the case. At the beginning of the line, you will see the MEPD specialist identified. To view case comments you will need the application or case number:

1. From TIERS Home page, click on *Data Collection* and *Case Comments* in the left navigation bar.



2. You will be taken to the Initiate Interview window. Click the “ongoing” *Interview Mode*. Enter the application or case number you are wishing to view, and click the *Next* button.

The screenshot shows a web application interface for initiating an interview. At the top, there is a header with the text "Initiate Interview" and navigation links for "Change Password" and "Logout". Below the header, the main content area is titled "Initiate Interview" and contains several form fields:

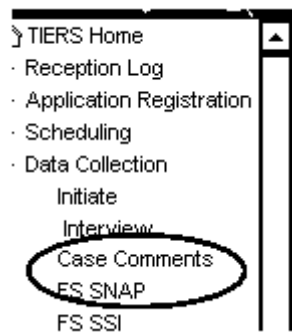
- Interview Mode:** A dropdown menu currently set to "Ongoing".
- Case or Application #:** A text input field containing the number "1010395476".
- Begin Date:** A date selection field with a calendar icon, showing the format "mm / dd / yyyy".
- End Date:** A date selection field with a calendar icon, showing the format "mm / dd / yyyy".
- View All Records:** A checkbox that is currently unchecked.
- View All Inactive Records:** A checkbox that is currently unchecked.
- MA Women's Health Program:** A dropdown menu set to "NO".
- FS SNAP:** A dropdown menu set to "NO".

There are two "Reset" buttons and two "Next" buttons (one with a right-pointing arrow) located in the top right and bottom right corners of the form area.

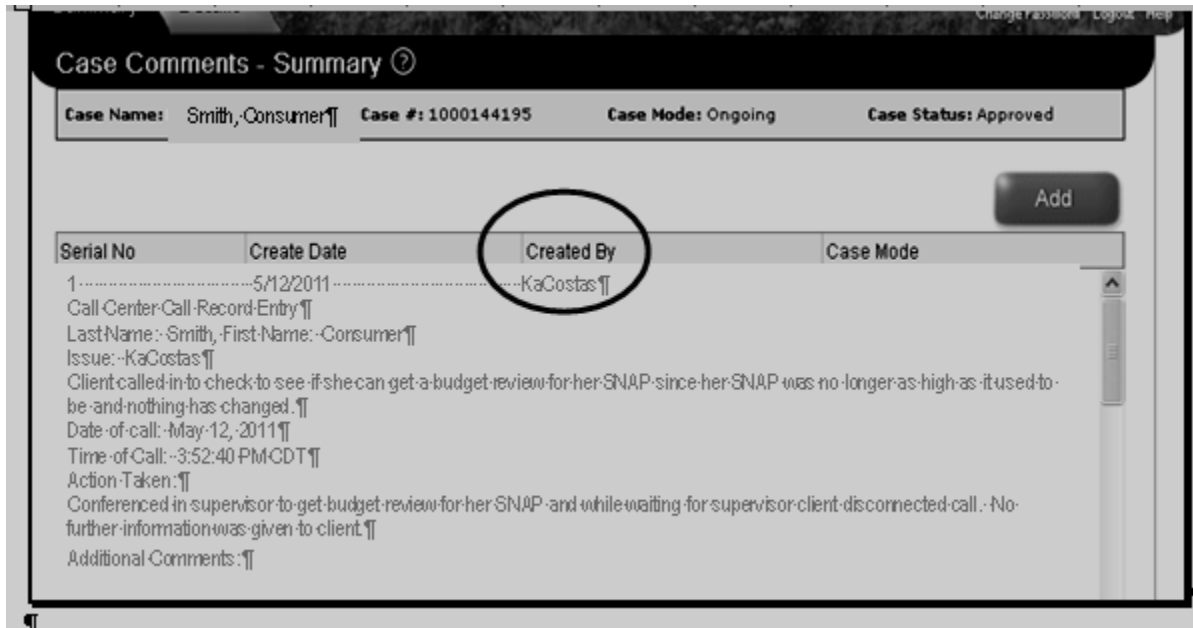
3. You will be taken to the *Read Only* household information page.

The screenshot shows a web form titled "Household Information" with a "Read Only" watermark. At the top, it displays case details: Case Name: Smith, Consumer; Case #: 1000144195; Case Mode: Ongoing; Case Status: Approved. Below this are "Reset" and "Next" buttons. The form is divided into sections: "Case Information" with fields for Date Received (05/14/1996), Time Received (12:00 AM), Notice Language (English), and Special Accommodations (Telephone Interview, Colonias, Designated Staff, Facility). The "Primary Applicant" section includes fields for Prefix (Ms.), First (Consumer), Middle, Last (Smith), and Suffix. The "Household Contact Information" section has fields for Home #, Work #, Other #, and E-Mail. At the bottom, there are three questions with "NO" dropdown answers: "Is there an authorized representative?", "Is the worker unable to locate the household?", and "Is this application submitted through a CBO?". "Reset" and "Next" buttons are also present at the bottom right.

4. From the left navigation bar, click on case comments again.



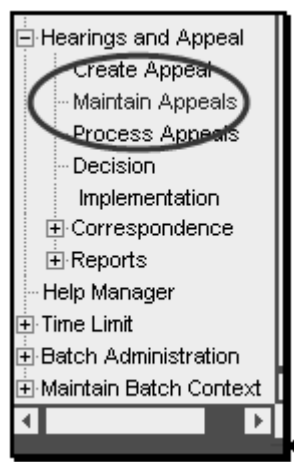
4. View Case Comments. Note the section – Created by. This will give you the name of the person who created the comments. This could be the MEPD specialist. The Outlook address book is a great tool for finding contact information for the employee.



## Reviewing Hearings and Appeal Information in TIERS

There may be times that you need to check the status of an appeal in TIERS.

1. From the TIERS Home Page, go to the left navigation bar and open *Hearings and Appeal*. Click on *Maintain Appeals*.





2. Enter the Appeal ID and click *search*.

The screenshot shows the 'Search Appeal' interface. At the top, there is a navigation bar with tabs: Search, Appeal Info, Appeal Details, Appellant Info, Agency Rep, Other Participants, and Send/Cancel Appeal. Below the navigation bar is a header 'Search Appeal' with a help icon. The main form area is titled 'Search Results' and contains two sections: 'Appeal Information' and 'Appellant Information'. In the 'Appeal Information' section, the 'Appeal Id:' field contains the value '875523' and is circled in red. Other fields include 'Case or Application #' and 'EDG / Legacy Case #'. The 'Appellant Information' section includes fields for 'Prefix', 'First', 'Middle', 'Last', 'Suffix', 'SSN', and 'Individual #'. Below the form are two 'Reset' and 'Search' buttons. At the bottom, there is a table with columns: Appeal Id, Appellant Name, Date of Birth, Hearing officer, Hearing Date, History, Status, and Edit.

3. The individual's name will appear as well as the current status of his appeal. If you need more information, clicking on the *Edit button* will open the record in *Read Only* mode.

This screenshot shows the same 'Search Appeal' interface, but now displaying search results. The 'Appeal Id:' field still contains '875523'. Below the form, a table displays the search results. The table has the following columns: Appeal Id, Appellant Name, Date of Birth, Hearing officer, Hearing Date, History, Status, and Edit. The first row of data is: 875523, Smith, Consumer, 02/20/1929, 60351, 09/13/2010, No, Closed. The 'Edit' button in the 'Edit' column of the first row is circled in red.

Appeal Id	Appellant Name	Date of Birth	Hearing officer	Hearing Date	History	Status	Edit
875523	Smith, Consumer	02/20/1929	60351	09/13/2010	No	Closed	

4. After clicking the edit icon, you will be taken to the first tab: Appeal Information.

Search Appeal Info Appeal Details Appellant Info Agency Rep Other Participants Send/Cancel Appeal Change Password Logout Help

**Appeal Information**

Appellant Name: Smith, Consumer Appellant Indv #: Appeal Id: 875523 Type Of Action: Non-TIERS

Reset Next

Appeal Information

Case #: Agency Action Date: 07/22/2010

Method of Appeal Request: Phone Appeal Request Date: 08 / 02 / 2010

Appeal Receipt Date: 08 / 02 / 2010 Hearing Telephone Contact#: 512-335-9977-X

Action Effective Date: 07 / 22 / 2010

Other Information

MCO: Provider Agency:

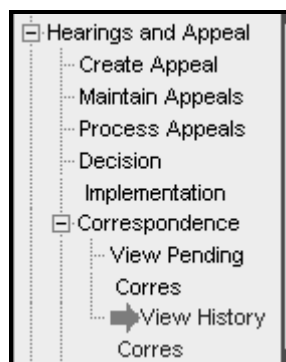
TMHP: YES Acute care under 21:

Reset Next

5. Clicking the *Next* button will take you to the other *Read Only* topics shown on the tabs at the top of the window.

### Reviewing Hearings Correspondence

1. From the left navigation bar, under *Hearings and Appeal*, select *Correspondence*. Depending on the status of the fair hearing, you might find correspondence under *View Pending Corres* or *View History Corres*.



2. You will need an Appeal ID number. Select the *Appeal Id* radio button, then enter the *Appeal Id* number. Remove the default dates that appear when you enter the page. Leave the *Print Mode* at the default *blank* and the *Document Title* at the default *all*. Select *Search*.

**View History Correspondence**

Next

Search Criteria

Case:  Application:  Appeal Id:  Print Begin Date: [ ]/[ ]/[ ]  
 Case# or Application# or Appeal Id: 888888 Print End Date: [ ]/[ ]/[ ]  
 Print Mode: [ ] Document Title: All [ ]  
 Reset Search

**Search Results**

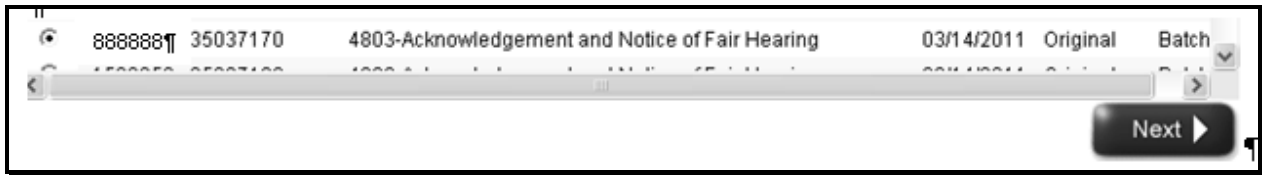
Select	Appeal ID	Correspondence ID	Document Description	Print Date	Print Type	Print Mode
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3. Your results will appear, and you can view all the associated correspondence. This inquiry process will be very helpful if you need to view the Form 4803, *Acknowledgement and Notice of Fair Hearing*.

**Search Results**

Select	Appeal ID	Correspondence ID	Document Description	Print Date	Print Type	Print Mode
<input type="radio"/>	888888	37694887	Withdrawn Decision - Favorable Action	04/20/2011	Reprint	Online
<input type="radio"/>	888888	37694887	Withdrawn Decision - Favorable Action	04/18/2011	Original	Online
<input type="radio"/>	888888	37031191	Full Hearing Packet	04/12/2011	Reprint	Online
<input type="radio"/>	888888	37031193	Partial Hearing Packet	04/12/2011	Reprint	Online
<input type="radio"/>	888888	37031192	Full Hearing Packet	04/11/2011	Original	Batch
<input type="radio"/>	888888	37031191	Full Hearing Packet	04/11/2011	Original	Batch
<input type="radio"/>	888888	37031193	Partial Hearing Packet	04/11/2011	Original	Batch
<input type="radio"/>	888888	35037167	Full Hearing Packet	03/15/2011	Reprint	Online
<input type="radio"/>	888888	35037170	4803-Acknowledgement and Notice of Fair Hearing	03/14/2011	Original	Batch

4. To view the correspondence, select a radio button and click Next.



5. You will come to the *History Correspondence Detail* Window. Select the *radio button* of the consumer whose correspondence you wish to view. Select *Preview*.



6. A PDF version of the correspondence will open.



Abby Summers¶  
19 N. Bell¶  
Austin, TX - 78750¶

Date/Fecha	03/14/2011
888888¶	ificación de apelación

**Notice of Hearing**

**Aviso sobre la audiencia**

**Hearing Appointment (Day, Date, Time)/Cita de la audiencia (día, fecha, hora):**

To participate in the hearing, all parties must call this toll-free number and code at the scheduled date and time.

Para participar en la audiencia, todas las partes tienen que llamar a este número telefónico gratis y código en el día y la hora programados.

Day/Día	Date/Fecha	Time/Hora	Toll-Free Number/Teléfono gratis	Code/Código
Monday/Lunes	04/18/2011	1 : 15 p.m. CST	1-(888) 225-6859	945719

THIS TOLL-FREE NUMBER AND CODE ARE AVAILABLE FOR USE ONLY AT THIS HEARING.

ESTE NÚMERO TELEFÓNICO GRATIS Y CÓDIGO ESTÁN DISPONIBLES PARA SER UTILIZADOS SOLO EN ESTA AUDIENCIA.

Logging Out of TIERS

When you are finished with your inquiry, you will need to log out of the system. You do this by clicking on the *Logout button* at the top right hand corner. Do not just use the browser button for closure.

