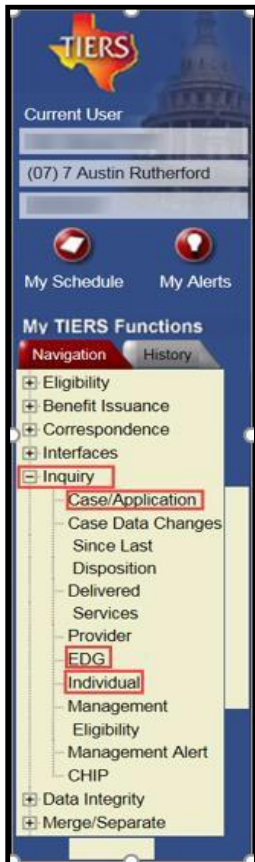


TIERS Inquiry Reference Guide



From the **HHSC Benefits Home** page, you can launch TIERS by clicking the TIERS hyperlink.



Use the *Inquiry* functional area to perform inquiry in TIERS for an individual, case/application or EDG.

Individual – Search

This LUW allows you to perform inquiry on an individual. You can access directly from the Left Navigation.

Enter the search criteria, click Search, and view any matches in the *Search Results* area.

If the individual exists (or previously existed) in more than one case, there will be multiple cases listed in the *Search Results* area. The *Case #* is a hyperlink. Clicking the hyperlink takes you to the **Case / Application Search-Summary** page.

The *Name* is also a hyperlink. Clicking the hyperlink takes you to the **Individual - Summary** page for more details about the individual and the EDGs in which the individual is a member.

The screenshot displays the 'Individual - Search' interface. On the left is a navigation menu with 'Inquiry' expanded to show 'Individual'. The main area has a search form with the following fields:

- Prefix: [Dropdown]
- First: [Text]
- Middle: [Text]
- Last: [Text]
- Suffix: [Dropdown]
- SSN: [Text]
- Individual #: [Text]
- SSCN: [Text]
- DOB: [mm/dd/yyyy]
- County: [Dropdown]
- Gender: [Dropdown]
- Case #: [Text]
- Create System: [Dropdown]
- DFPS Person Id#: [Text]

Below the search form is a 'Search Results' table:

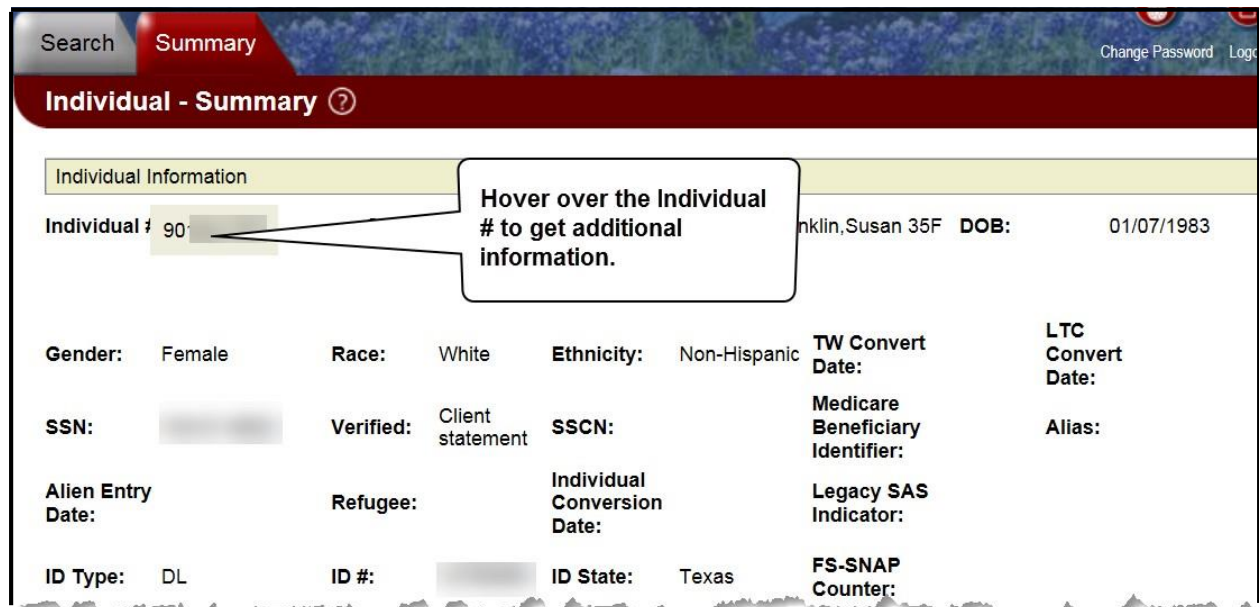
Name	DOB	SSN	Case #	Individual #	County	Create System	TW Conversion Status	LTC Conversion Status
Diaz, Maria 34F	05/12/1980	[Redacted]	[Redacted]	[Redacted]	Travis	TIERS	Conversion Complete	Conversion Complete

Note: We refer to using the hyperlinks to navigate from various pages within the *Inquiry* functional area as “drilling”. You can drill up or down, and back and forth.

Individual-Summary

This page contains details about the individual. This includes demographic information, used to verify the individual’s identity, such as DOB and ID information. Even more information for the individual is available by hovering over the *Individual #*, as illustrated in the image below.

Additionally, the *Current EDG Affiliations* area lists all EDGs in which the individual is a member. This may include EDGs from more than one case. The *EDG #* is a hyperlink. Clicking the hyperlink takes you to the **EDG Search/Summary** page for that EDG.



<p>Search Summary</p> <p>Individual - Summary</p>		<p>Individual Summary</p> <p>Exemptions</p> <p>Lock-In Enrollment</p> <p>Lock-In Tracking</p> <p>Medicaid/CHIP/CHIP perinatal History</p> <p>Third Party Resource</p> <p>Disqualification</p> <p>Managed Care</p> <p>Behavioral Managed Care</p> <p>THSTEPS / HCO</p> <p>Time Limit</p> <p>Hospice Recipient</p> <p>Hospice Physician</p> <p>Hospice Medicare Pay</p> <p>IPV Sanctions</p> <p>PNA Address</p> <p>Authorizing Agent</p> <p>Delivered Services</p> <p>Medical Necessity</p> <p>Service Authorization</p> <p>Medicare Claim Part A and B</p> <p>Medicare Claim Part C and D</p> <p>Medicaid/CHIP/CHIP perinatal Summary</p> <p>Diagnosis</p> <p>Service Plan</p> <p>Service Level</p> <p>Service Request</p> <p>Service Item</p> <p>Enrollment</p> <p>Copay</p> <p>SAS Triggers</p> <p>TMHP Errors</p> <p>TMHP Batch Form</p> <p>SAS Errors</p>		<p>Change Password</p>		
<p>Individual Information</p> <p>Individual # 901</p> <p>Gender: Female</p> <p>SSN: [REDACTED]</p> <p>Alien Entry Date:</p> <p>ID Type: DL</p> <p>Merged From:</p> <p>Separated From:</p> <p>Current Health Ins: No</p> <p>Medicaid Benefit Suspended:</p> <p>Reasonable Opportunity</p>		<p>Case #: 1760796207</p> <p>Name: Franklin, Susan 35F</p> <p>DOB: 01/07/1983</p> <p>Race: White</p> <p>Ethnicity: Non-Hispanic</p> <p>SSCN: [REDACTED]</p> <p>Individual Conversion Date:</p> <p>ID State: Texas</p> <p>Merged To:</p> <p>Separated To:</p> <p>Managed Care: No</p> <p>Lock-In: No</p> <p>SMIB: No</p>		<p>TW Convert Date:</p> <p>LTC Convert Date:</p> <p>Medicare Beneficiary Identifier:</p> <p>Alias:</p> <p>Legacy SAS Indicator:</p> <p>FS-SNAP Counter:</p>		
Received in TIERS	Texas Works	MEPD Case #	MEPD Begin Date	MEPD End Date	Has the Individual been granted in	How many months of C

In order to return to the **Individual-Summary** page, click on *Individual Summary*. Additionally, you can click the **Search** tab to return to the **Individual-Search** page and click the hyperlink for the case number.

Case / Application – Search / Summary

This LUW displays details for a TIERS case. You can access directly from the Left Navigation or by clicking a hyperlink on the **Individual-Summary** or **EDG Search/Summary** pages.

Case/Application - Search/Summary

Case/Application/EDG Search Criteria

Case/Application #: EDG #: Reset Search

Case Summary Information

Case #: Case Name: Diaz, Maria 34F

Case Status: Approved **Case Mode:** Ongoing

Current Residence County: Travis **Employee #:** TAA001 Mail Code: 0601TW

Case Residence Address: 7109 Dragon DR Austin, TX 78754 Home Phone#: 5124655555 Work Phone#:

Case Mailing Address: 15140 dragon DR austin, TX 78754 Authorized Representative: Application Date: 11/02/2009

Last Mass Update Date: Reason for Case Lock :

Application Search Results

Application #	Head of Household	Programs	Date Received	Application Status
<input type="text"/>	Diaz, Maria 34F	Medicaid, Food Stamps	11/02/2009	Disposed

Note these fields:

- *Case Status*—indicates whether the case is *Approved* (has at least one active EDG), *Denied* (no active EDGs), or *Pending* (waiting for Missing Information or another action).
- *Case Mode*—indicates the interview mode used in Data Collection. *Ongoing* means all actions are complete. Other modes, such as *Intake* or *Complete Action*, indicate the case is not processed.
- *Employee #*—indicates the number of the last employee to work on the case (usually the last employee to dispose EDGs).

The *Current Eligibility* area of the page lists the EDGs in the case, including past, current, and ongoing EDGs. An ongoing EDG always has an open *Eligibility End Date*.

This section lists EDGs by program and eligibility month.

Each *EDG #* is a hyperlink. Clicking the hyperlink takes you to the **EDG Search/Summary** page for that EDG.

TOA	EDG #	EDG Status	EDG Eligibility Begin Date	EDG Eligibility End Date	File Date	Last Disposition Date
FS - NPA	[redacted]	Approved	11/02/2009		11/02/2009	03/12/2010
MA - TANF Level Families	[redacted]	Approved	11/01/2009		11/02/2009	03/12/2010

Click the plus sign (+) next to FS-NPA to open the EDG benefit periods

TOA	EDG #	EDG Status	EDG Eligibility Begin Date	EDG Eligibility End Date	File Date	Last Disposition Date
FS - NPA	[redacted]	Approved	04/01/2010		11/02/2009	03/12/2010
	[redacted]	Approved	03/01/2010	03/31/2010	11/02/2009	03/12/2010

Click the hyperlink for the ongoing SNAP (FS-NPA) EDG

TOA	EDG #	EDG Status	EDG Eligibility Begin Date	EDG Eligibility End Date	File Date	Last Disposition Date
FS - NPA	[redacted]	Approved	04/01/2010		11/02/2009	03/12/2010
	[redacted]	Approved	03/01/2010	03/31/2010	11/02/2009	03/12/2010

EDG – Search/Summary

This LUW provides details for a specific EDG. Navigate here directly from the Left Navigation or by clicking a hyperlink on the **Individual Summary** or **Case/Application Search/Summary** pages.

The screenshot shows a web application interface for searching and summarizing EDG (Eligible Direct Grant) information. At the top, there are tabs for 'Search/Summary' and 'Details', and links for 'Change Password' and 'Logout'. The main header displays 'EDG - Search/Summary' with a help icon. Below this, a search bar shows 'EDG # : 901528151' and 'EDG Name : Diaz, Maria'. A section titled 'EDG Search Criteria' includes a search input field, a checkbox for 'Show Inactive EDGs', and 'Reset' and 'Search' buttons. The 'EDG Summary Information' section displays the following details:

EDG #:		Case #:		EDG Name:	Diaz, Maria 34F
Program:	Food Stamps	Type of Assistance:	FS - NPA	Status:	Approved
Owner Employee #:	TAA001	Last Disposed By Employee #:	trn24209	Case Mail Code:	0601
Certified Adults:	2	Certified Children:	1	TANF PRA Appeal with Continuous	

Current EDG Individuals

The *Current EDG Individuals* section is located at the bottom of the page. It shows details for the EDG's budget group. To get additional details for an individual, click the *Individual #* hyperlink.

Current EDG Individuals						
Individual #	Name	Date of Birth	Gender	SSN	Participation Status	Enrollment Status
	Diaz, Maria 34F	05/12/1980	Female		Eligible Adult	
	Diaz, Carmen 8F	06/03/2006	Female		Eligible Child	
	Diaz, Hector 12M	11/03/2002	Male		Eligible Child	
	Diaz, Juan 32M	05/12/1982	Male		Eligible Adult	