

HHSC Benefits Portal and TIERS Inquiry Desk Guide



Community Services Curriculum Development
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Table of Contents

Introduction to the Desk Guide	3
Completing Inquiries Using the HHSC Benefits Portal	4
Permissions	4
Logging Into the HHSC Benefits Portal:.....	5
Completing Inquiries in the HHSC Benefits Portal	6
Reviewing Case Assignment in the Portal	10
Reviewing TIERS Case Comments in the Portal	14
Completing Inquiries Using TIERS	17
Logging Into TIERS	19
Timing Out of TIERS.....	19
Completing Inquiry in TIERS - Individual	20
Completing Inquiry in TIERS - EDG.....	22
Locating Managed Care Information in TIERS	24
Using Hover Functionality – Another Method to Find Information.....	25
Reviewing Case Comments in TIERS	29
Reviewing Hearings and Appeal Information in TIERS.....	32
Reviewing Hearings Correspondence	34
Logging Out of TIERS.....	37

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:

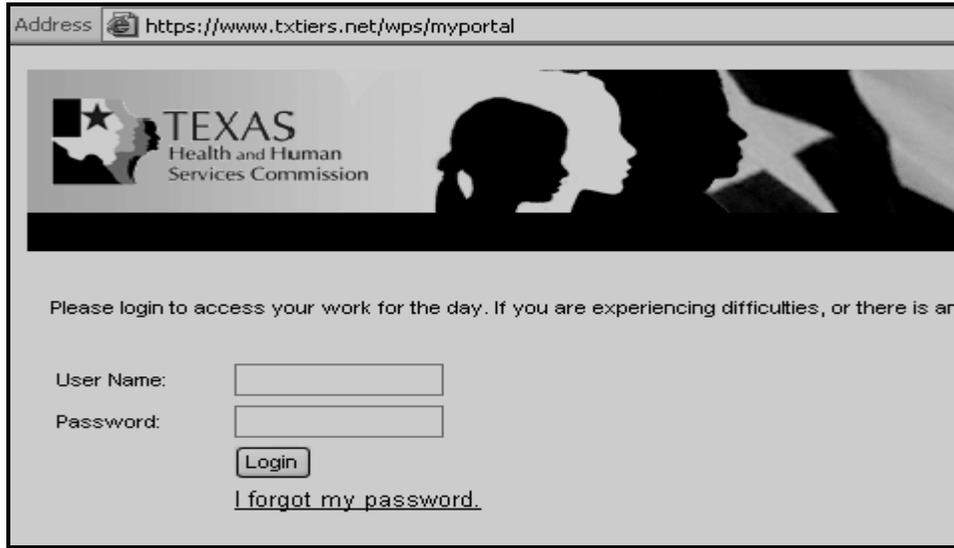
<https://www.txtiers.net/wps/myportal>

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.

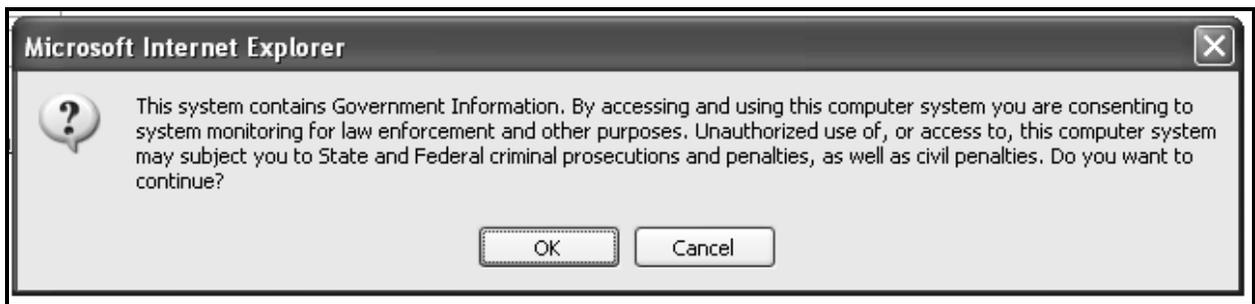


Logging Into the HHSC Benefits Portal:

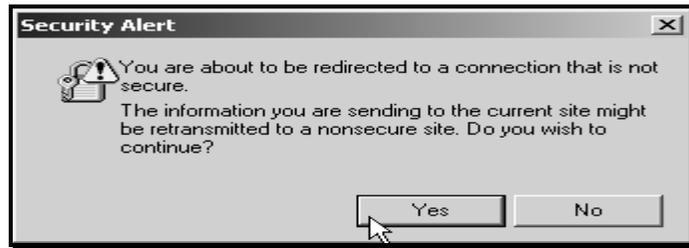
1. Access the HHSC Benefits Portal URL.
2. Enter your *User Name*.
3. Enter your *assigned password*.
4. Click *Login*.



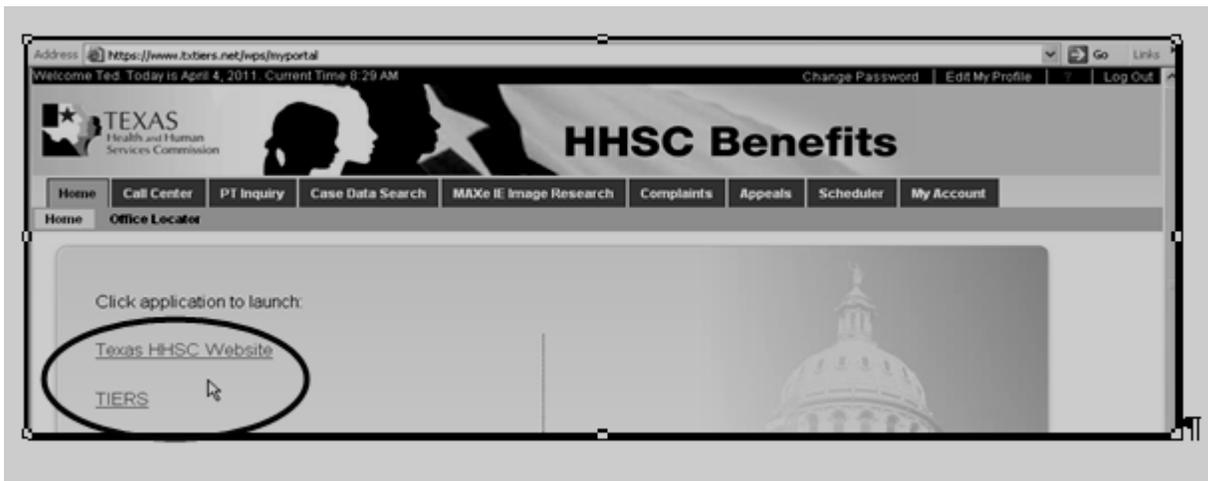
5. You will see the following Government Information alert. After reading the alert, click *OK*.



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.

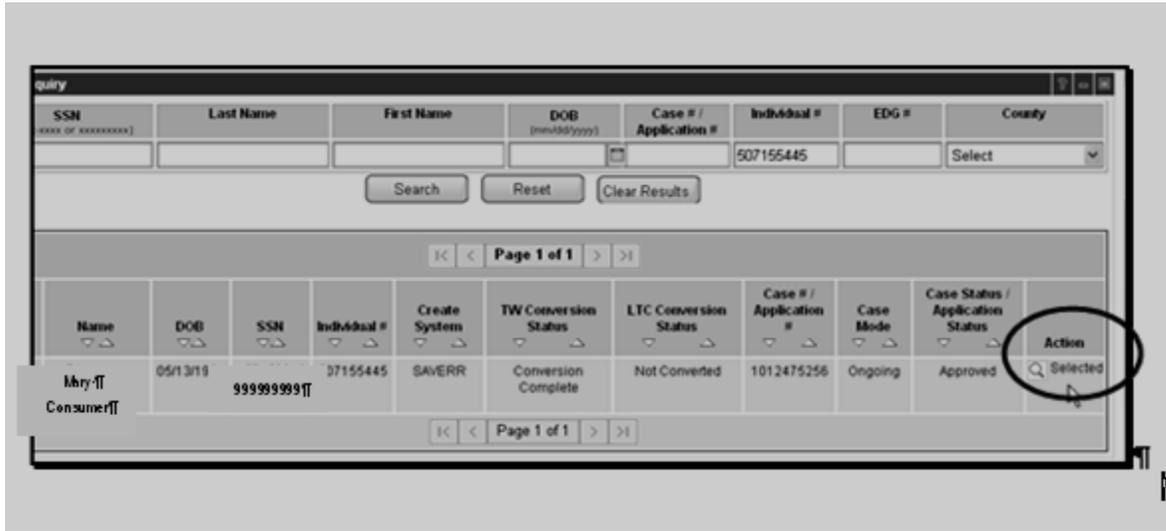
- Social Security Number (SSN)
- Last Name
- First Name
- Date of Birth (DOB)
- Case/Application Number
- Individual Number (DADS Consumer/Medicaid Number)
- Eligibility Determination Group (EDG) Number
- County

The screenshot shows a web form titled "App/Redet Inquiry". It contains several input fields for search criteria: SSN (with a mask of 000-00-0000 or 000000000), Last Name, First Name, DOB (with a mask of mm/dd/yyyy), Case # / Application #, Individual #, EDG #, and County. A "Select" button is located next to the County field. Below the input 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: 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".

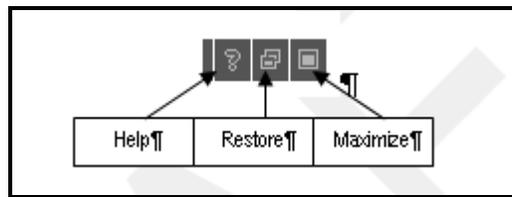
5. Review your search results. Under the action tab, click select if the individual pulled is the individual you were searching for. The line will turn green and the action will change to “Selected.”



You should see the following options:

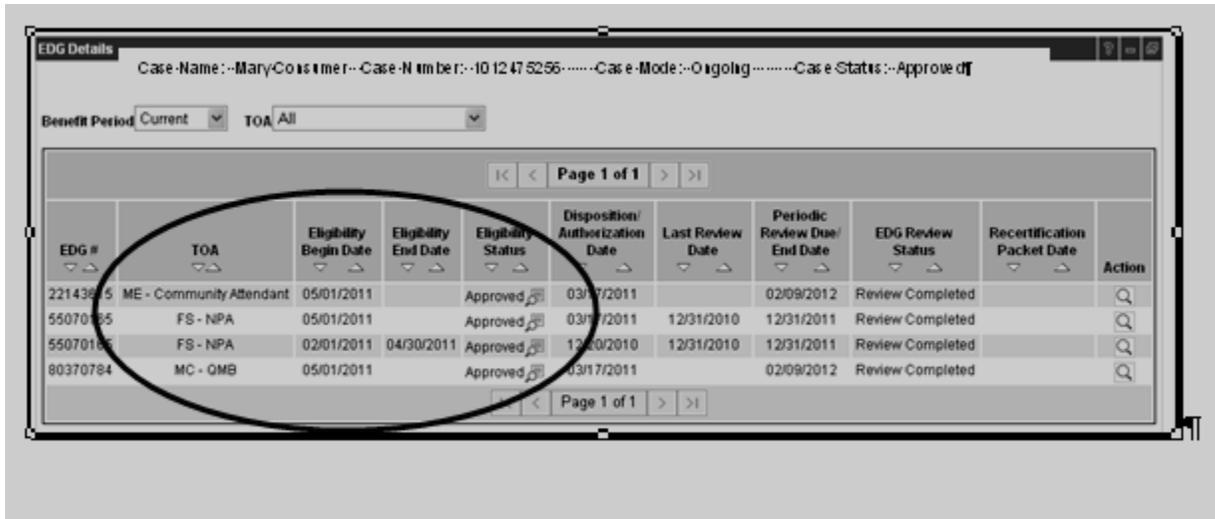


At the end of each row, you will see the options for viewing the particular item:



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.

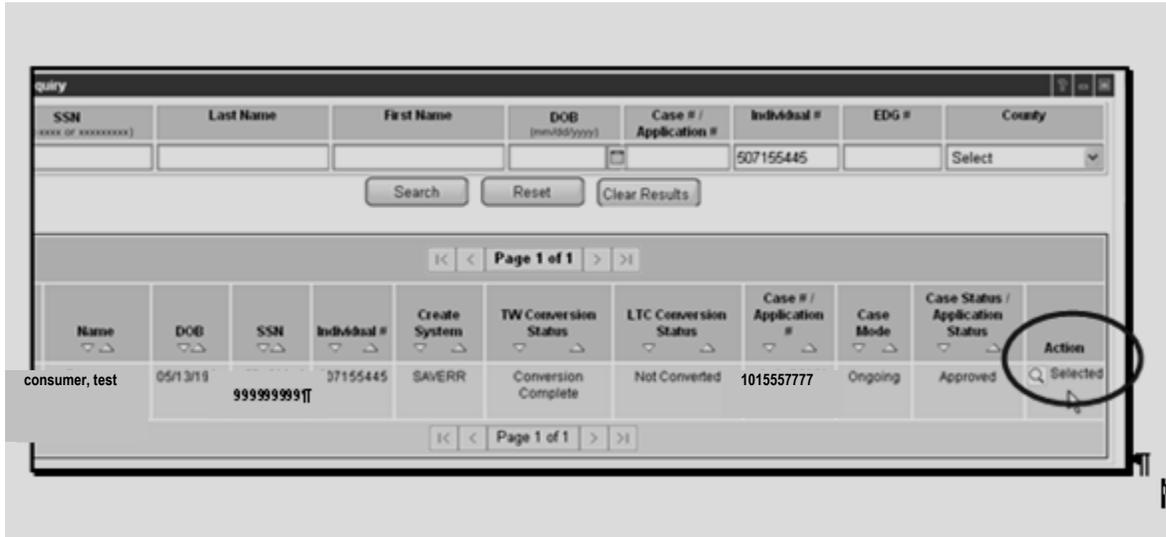
- Social Security Number (SSN)
- Last Name
- First Name
- Date of Birth (DOB)
- Case/Application Number
- Individual Number (DADS Consumer/Medicaid Number)
- EDG Number
- County

The screenshot shows the 'App/Redet Inquiry' search form. It features a table with the following columns: SSN (with a placeholder '(000-00-0000 or 000000000)'), Last Name, First Name, DOB (with a placeholder '(mm/dd/yyyy)'), Case # / Application #, Individual #, EDG #, and County. Below the table are three buttons: Search, Reset, and Clear Results. A mouse cursor is visible over the Search button.

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 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 the following 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.

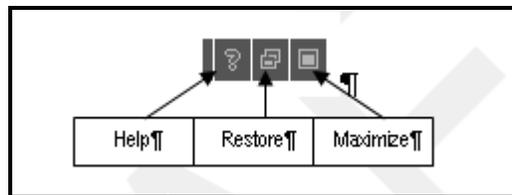
5. Review your search results and under the action tab, click select if the individual pulled is the individual you were searching for. The line will turn green and the action will change to “Selected.”



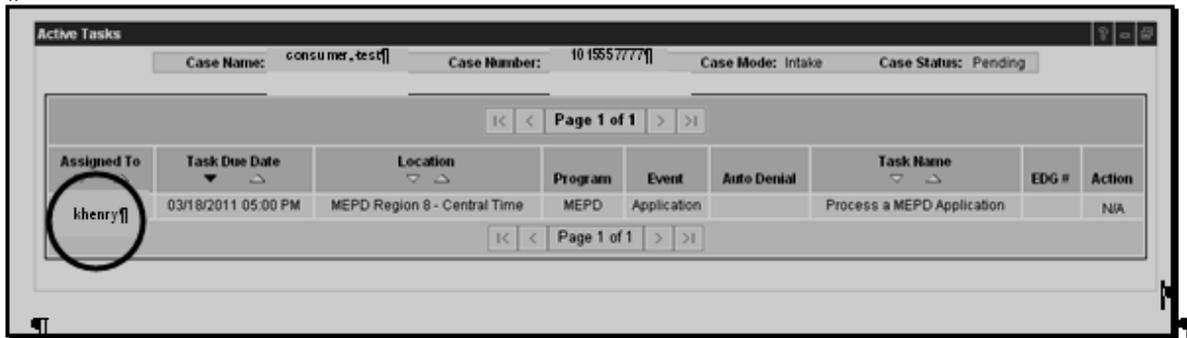
You should see the following options:



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.



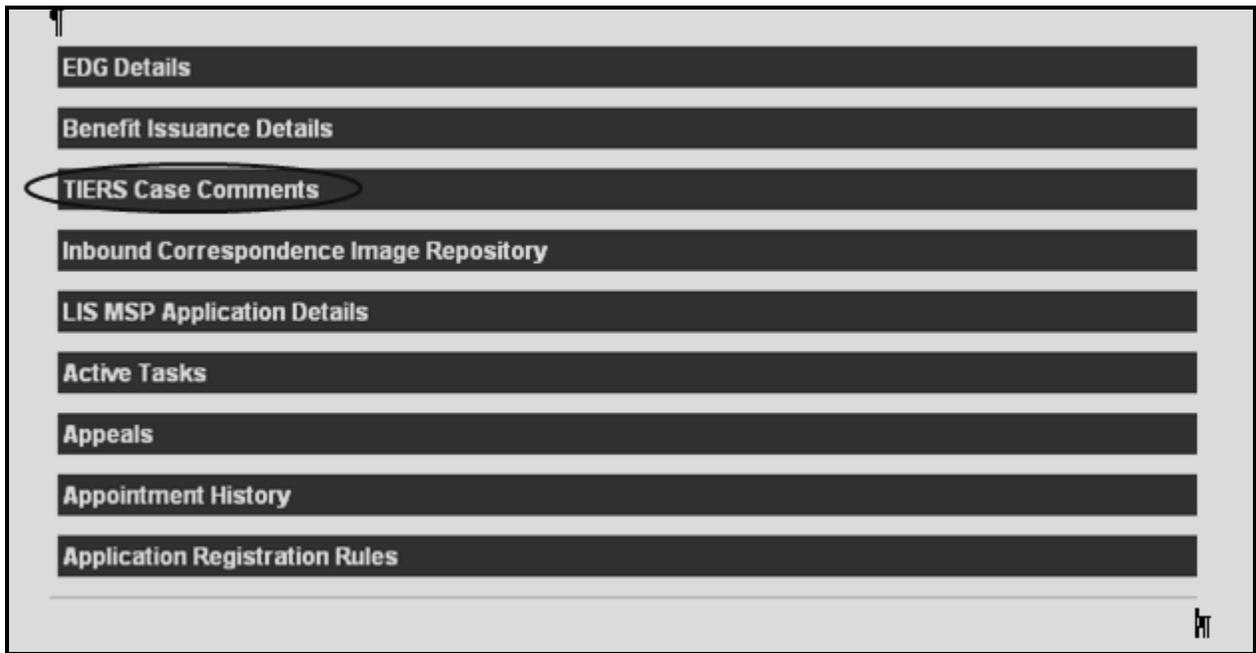
8. To clear the search and results, click on *Clear Results*.



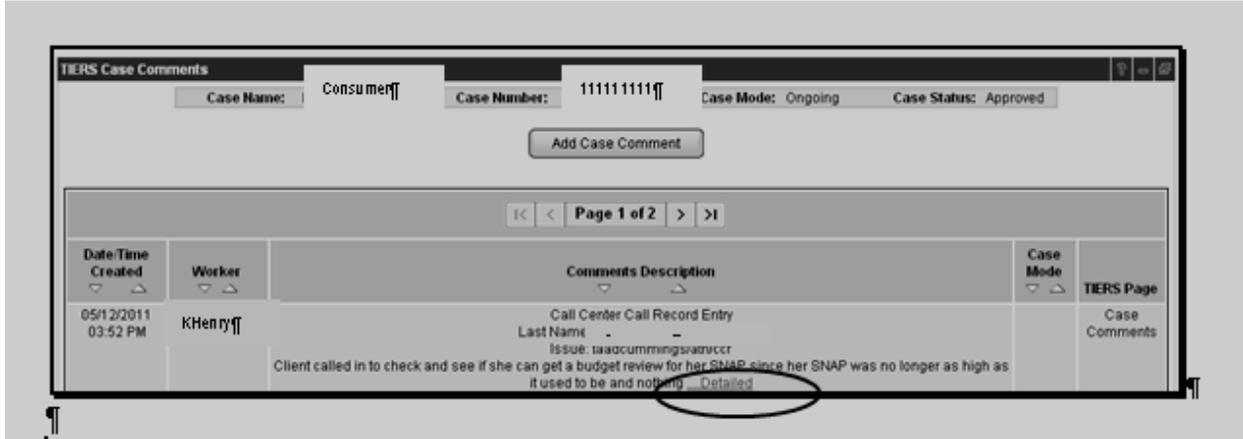
Reviewing TIERS Case Comments in the Portal

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: saaccummings/vanvccr 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

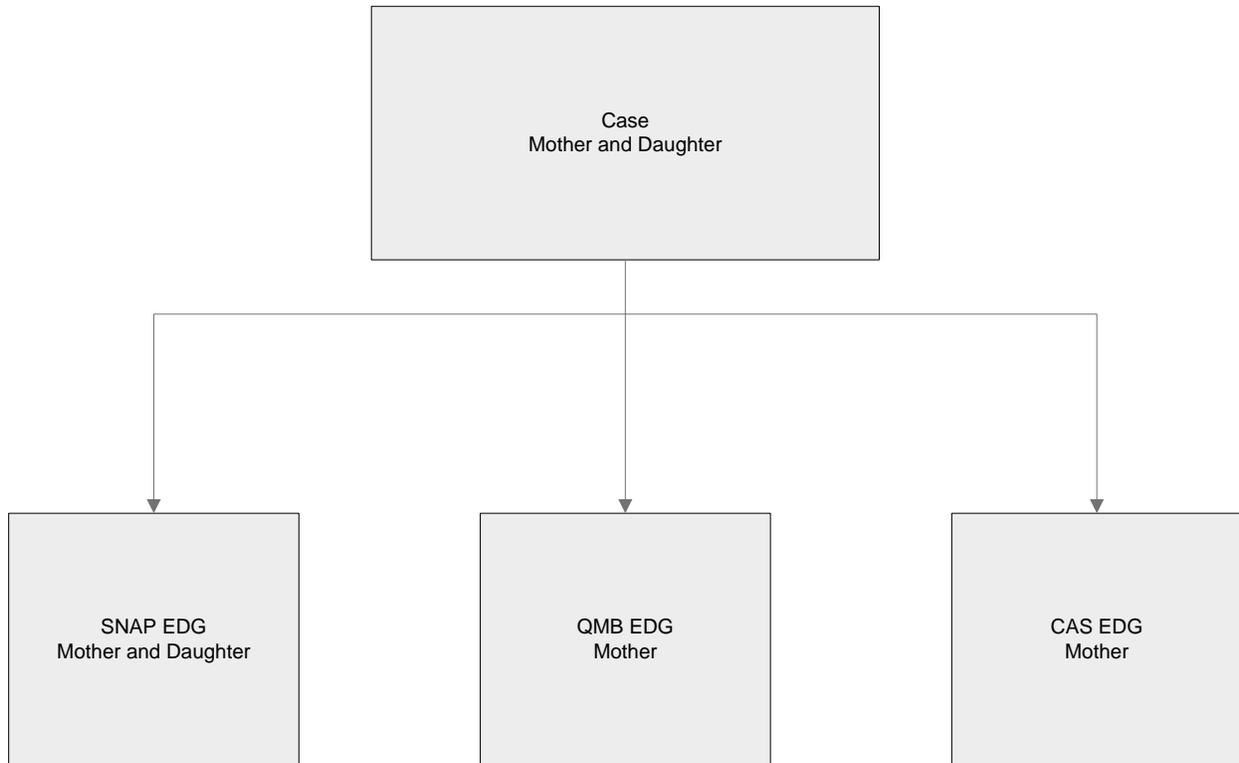
TIERS is a computer system used by HHSC staff. TIERS stores consumer and case information, determines eligibility for multiple programs based on data provided through direct data entry, interfaces with other systems, generates benefits and creates correspondence and reports.

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:

Term	Definition
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 visible, with the 'Individual' option under the 'Inquiry' section highlighted with a red circle. The main content area is titled 'Individual - Search' and contains a 'Search Results' section. This section includes a 'Individual 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 table with the following columns: Name, DOB, SSN, Case #, Individual #, County, Create System, TW Conversion Status, and LTC Conversion Status.

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 view of the 'Individual Search Criteria' form. The 'Individual #' field is circled in red and contains the value '514580576'. A mouse cursor is positioned over the field. The rest of the form and the table below are visible but not the focus of this specific screenshot.

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
Consumer, Mary-61F	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

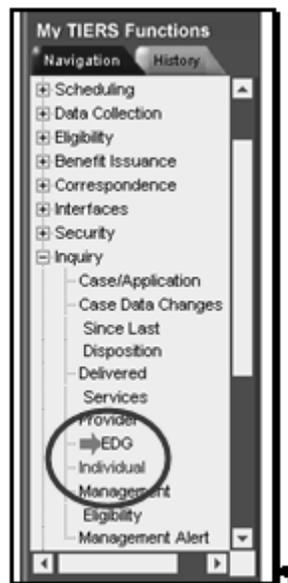
Current EDG Affiliations

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	22143615	Approved	Eligible Adult	05/01/2011		1000144195	Conversion Complete	03/16/2011
MC - QM	80370784	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' with a grid of fields including EDG #, Program, Owner Employee #, Certified Adults, Alternate Payee, Last Disposition Date, Periodic Review Due/End Date, Simplified Reporting Group, Case #, Type of Assistance, Last Disposed By Employee #, Certified Children, Type, Action Effective Date, Special Review Due, Short Certification Indicator, EDG Name, Status, Case Mail Code, Reason, Special Review Reason, Last Month of Cert. Period, and RASCL Switch; and 'EDG Address Information' with fields for Home Phone#, Work Phone#, EDG Mailing Address, EDG Residence County, Temporary Address, Case Mailing Address, Temporary Start Date, and End Date.

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 'EDG - Search/Summary' is present. The search criteria section shows 'EDG # : 22143615' and 'EDG Name : Consumer, Mary'. The 'EDG Summary Information' section is populated with the following data:

EDG #:	22143615	Case #:	1000144195	EDG Name:	Consumer, Mary
Program:	Medicaid Eligibility	Type of Assistance:	ME - Community Attendant	Status:	Approved
Owner Employee #:	TAA001	Last Disposed By Employee #:		Case Mail Code:	1209
Certified Adults:	1	Certified Children:	0	Reason:	Benefits sustained;
Alternate Payee:		Type:		Special Review Reason:	
Last Disposition Date:	03/17/2011	Action Effective Date:	05/01/2011	Last Month of Cert. Period:	
Periodic Review Due/End Date:	02/09/2012	Special Review Due:			

The 'EDG Address Information' section shows:

EDG Mailing Address:	29 North Bell Street MEXIA, Texas 76667	Home Phone#:	254-888-9999	Work Phone#:	
		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.

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.

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

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

Individual Information

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 Change Code: AUTO ENROLLMENT

Individual Managed Care History

Provider	Plan	Program	County	Begin Date	End Date	Status	Eligibility	Candidature
PCC Call Plan	Evercare	STARPLUS	Travis	01/01/2007		ENROLLED	Eligible	Yes No

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.

TERS Welcome to TERS.

Current User: Martha Strickland (12) LTSS Training Delivery

Good Morning, Martha Strickland Change Office? (12) LTSS Training Del

My Schedule (0)

Time	Client Name	Appointment Type
------	-------------	------------------

My Alerts (0)

Issued	Alert Text
--------	------------

My TERS Functions

- Navigation
- History
- Application Registration
- Scheduling
- Data Collection
- Eligibility
- Benefit Issuance
- Correspondence
- Interfaces
- Security
- Inquiry
 - Case/Application
 - Case Data Changes
 - Since Last
 - Disposition
 - Delivered
 - Services
 - Provider
 - EDG
 - Individual Management
 - Eligibility

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
Consumer, Mary 61F	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: 999999999 A Alias:

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

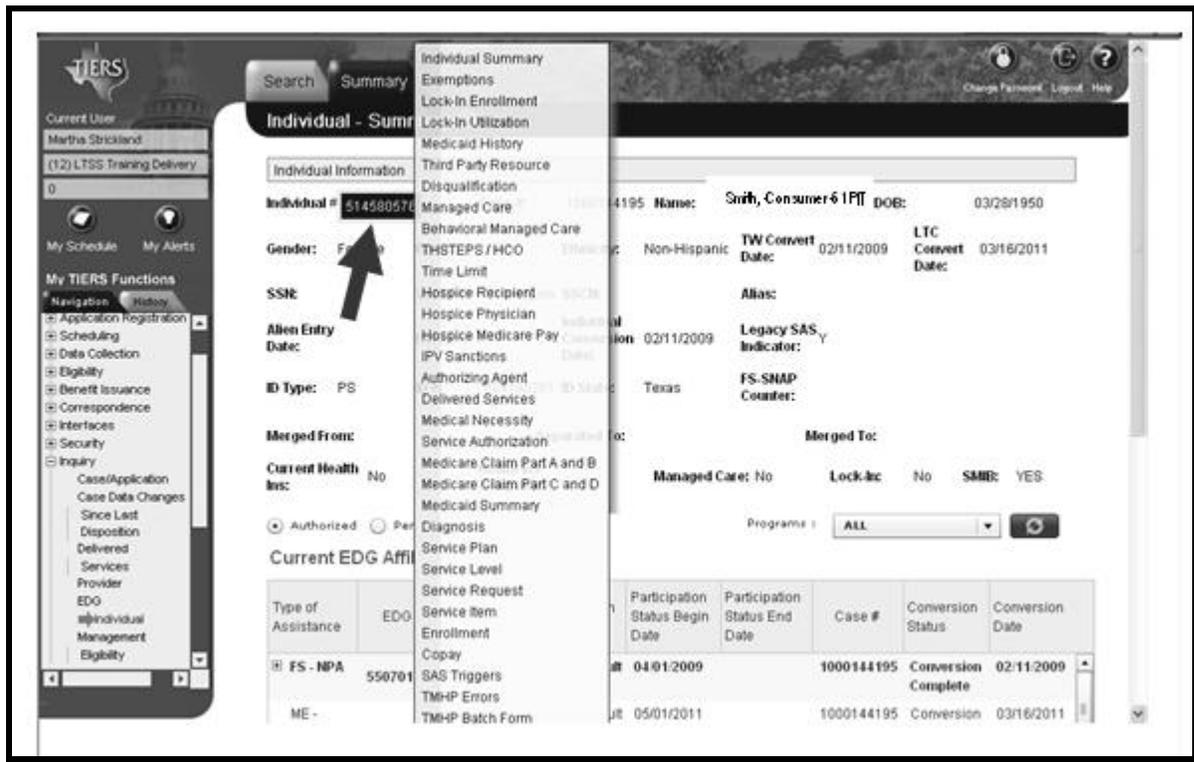
ID Type: PS ID #: 004180281 ID State: Texas FS-SNAP Counter:

Merged From: Separated To: Merged To:

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

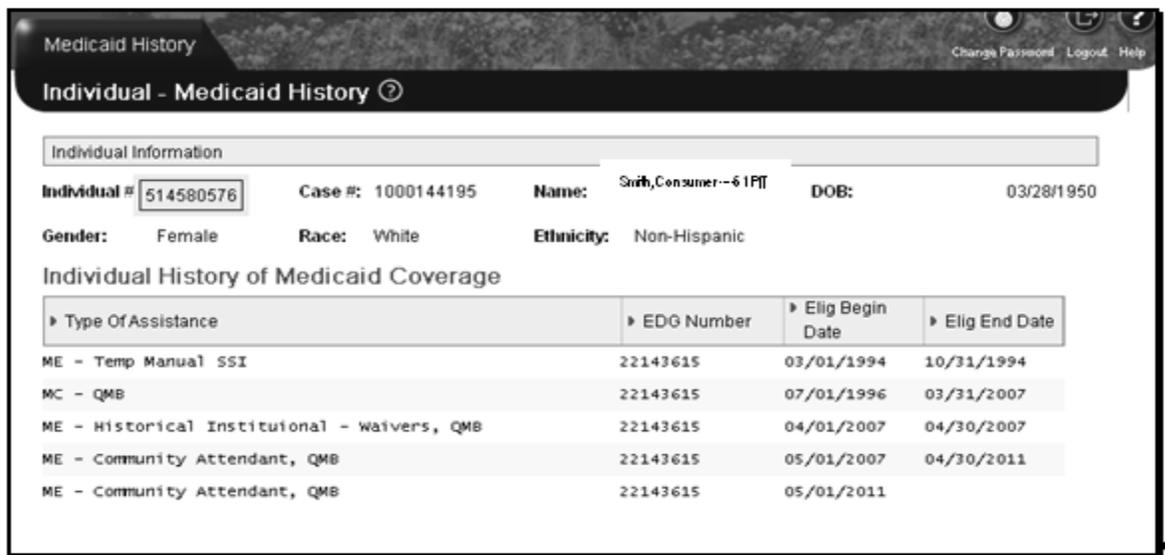
Authorized Pending Programs: Refresh

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 # 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 # 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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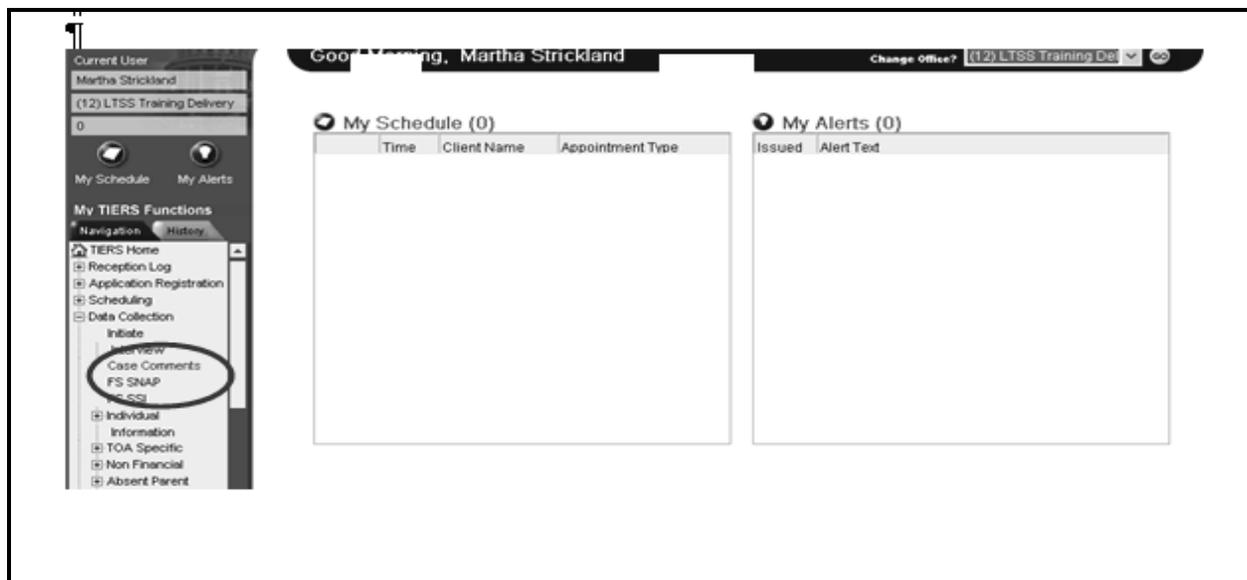
- Hospice Information can be viewed from this menu. Since the individual number does not display in this field, click on the person icon to return to the Individual Summary window.



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, there is a sub-header "Initiate Interview" with help, search, and stop icons. The main content area contains a form with the following fields and controls:

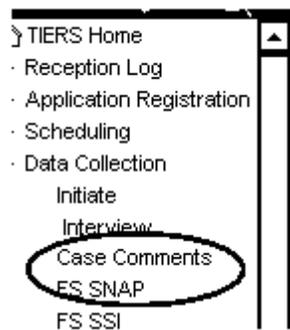
- Interview Mode:** A dropdown menu set to "Ongoing".
- Case or Application #:** A text input field containing "1010395476".
- Begin Date:** A date picker with fields for month (mm), day (dd), and year (yyyy).
- End Date:** A date picker with fields for month (mm), day (dd), and year (yyyy).
- View All 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 on the right side of the form area.

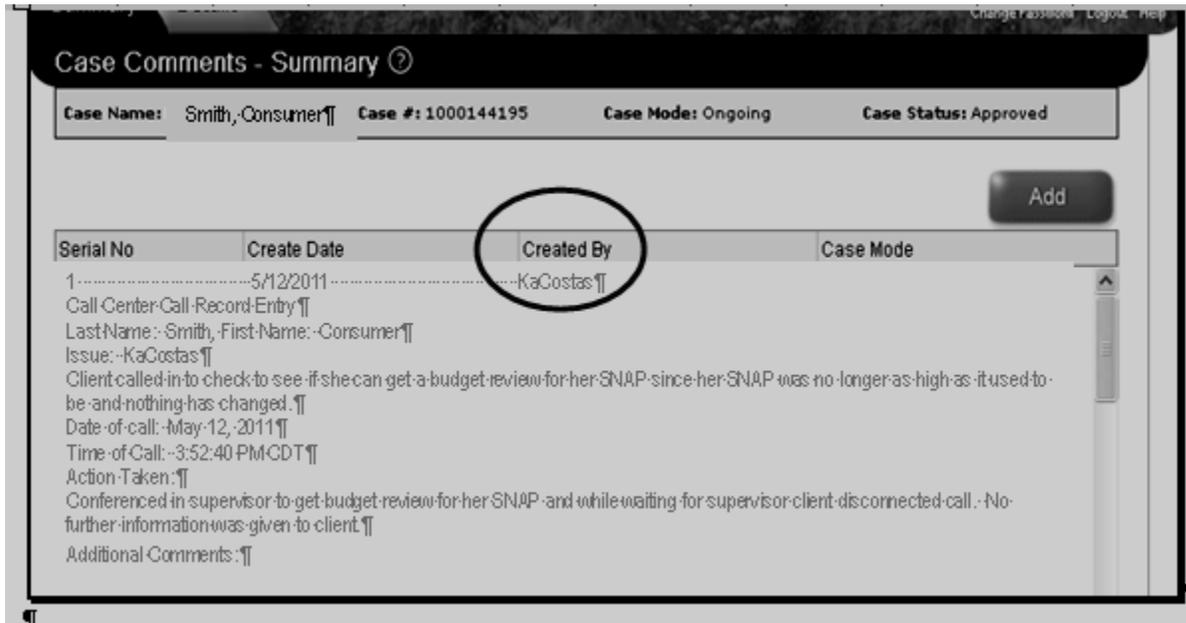
3. You will be taken to the *Read Only* household information page.

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 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.



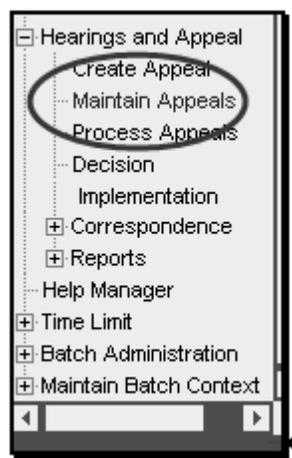
4. View Case Comments. Note the section – Created by. This will give you the name of the person who created the comments. This could be the MEPD specialist. The Outlook address book is a great tool for finding contact information for the employee.



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*.

Search Appeal ?

Search Results Reset Search

Appeal Information

Appeal Id: Case or Application #: EDG / Legacy Case #:

Appellant Information

Prefix: First: Middle: Last: Suffix:

SSN: - - Individual #:

Search Results Reset Search

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	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*.

Search Appeal ?

Search Results Reset Search

Appeal Information

Appeal Id: Case or Application #: EDG / Legacy Case #:

Appellant Information

Prefix: First: Middle: Last: Suffix:

SSN: - - Individual #:

Search Results Reset Search

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	Edit

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:

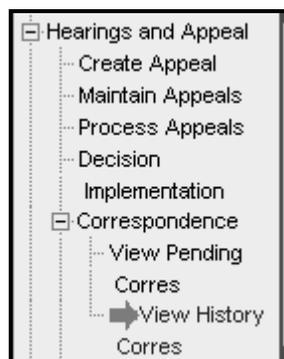
TMHP: YES Acute care under 21:

Reset Next

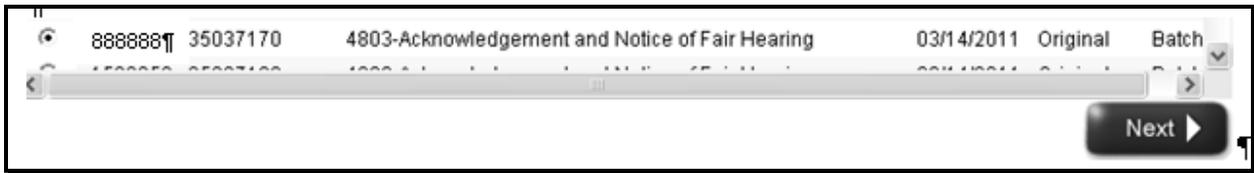
5. Clicking the *Next* button will take you to the other *Read Only* topics shown on the tabs at the top of the window.

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*.



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.

