

Process Manual
Assigning a State ID

Overview

This document provides a step-by-step process for how to assign a State ID for an individual applying for public assistance. Before starting an application or creating a case, best practice is to complete a thorough search to determine if the person is known to CBMS.

Process in Application Initiation (AI)

In Application Initiation (AI) on the Individual Clearance tab, all household members will be shown in the table labeled 'Uncleared Household Members'. After the individual has been through the clearance process and assigned a Client ID, check to see if they have a State ID.

- 1) Click on the row for a household member and then click the **Search** button.
- 2) The **Search Results** will appear in a table below. To research more about a customer who shows up in the Search Results, click on the row to highlight the customer.
 - a) Click **Individual Detail** to review details about the customer. A pop-out box will appear to show Individual Details, Address, Individual History, etc.
 - b) Click **Case List** to view the cases that are associated with the customer. Any associated cases will show in a table below the Search Results in the Case Listing section.

Note: Cross reference the application information with information on this page such as the Name, Date of Birth, Social Security Number, Associated Case Numbers, etc. Scroll all the way across to compare all information.

- 3) If a State ID is not already assigned to the individual, click on the **Request State ID** button.
 - a) CBMS will assign a State ID to the individual right away and you will see a confirmation message at the top of the page indicating the State ID number assigned to the customer.
 - b) If CBMS does not assign a State ID, a message will appear that says:
"Error in retrieving State ID. CBP is unable to assign State ID. A SIDMOD override transaction has been submitted and will be approved or rejected within 24 hours. Re-request the State ID within 24 hours."
 - The State ID will be assigned automatically the next day.
 - Do not request the State ID multiple times in a 24-hour period.
 - Call the State Help Desk for assistance in cases where eligibility must be determined the same day.
 - The State Help Desk will review the overrides and determine if the individual is new to the system or not.
 - If you receive the Override Record Already Exists error message multiple times, or if it has been more than 24 hours since an override was submitted, call the State Service Desk or follow your Eligibility Site's process.

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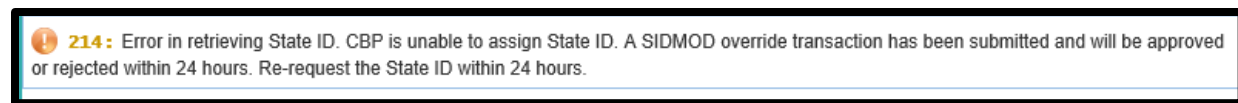
Process in Interactive Interview (II)

- 1) Navigate to the **Demographics** page.
- 2) Select the individual from the household member drop-down.
 - a) Click on the **Request State ID** button in the Birth Information section of the page.
 - i) CBMS will assign a State ID to the individual.
 - ii) If CBMS does not assign a State ID, a message will appear that says:
“Error in retrieving State ID. CBP is unable to assign State ID. A SIDMOD override transaction has been submitted and will be approved or rejected within 24 hours. Re-request the State ID within 24 hours.”
 - o The State ID should assign the next day automatically.
 - o Do not request the State ID multiple times in a 24-hour period.
 - o Call the State Help Desk for assistance in cases where eligibility must be determined the same day.
 - o The State Service Desk will review the overrides and determine if the individual is new to the system or not.
 - o If you receive the Override Record Already Exists error message multiple times, or if it has been more than 24 hours since an override was submitted, call the State Service Desk or follow your Eligibility Site’s process.

Note: When an individual has duplicate IDs (more than one ID assigned to them) a merge must be done to combine the records for the individual. Follow your Eligibility Site’s process for completing the merge.

Messages

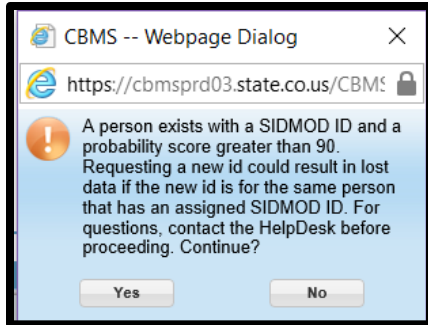
Below are examples of the messages you may receive during the process of requesting a State ID either in Application Initiation (AI) and/or Interactive Interview (II).



When you receive this message when requesting a State ID, SIDMOD requests it to run in a nightly batch process and will populate the State ID into the case automatically. If the batch process fails the first time, the process will be repeated in the next batch cycle for a maximum of three attempts. If the process fails after the third attempt, contact the Help Desk for assistance.

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If you try to select a new State ID for an individual who has a PF score of 90 or higher, you receive the following message. If you receive this message, click 'No' and contact the Help Desk to determine what the conflict is.



You will see this message when a State ID was already requested and someone makes changes or updates the demographics for the individual. Contact the Help Desk for assistance.

Reference Documents

There are many documents available on the CDHS Portal related to State IDs. Here are a few for your reference.

- *Tips for SIDMOD Overrides*
- *Merge Process - Client ID Webinar*
- *Merge Process - Desk Aid for Merging IDs*

Do you have any questions or suggestions regarding this process? Please contact the SDC via email SOC_StaffDevelopment@state.co.us