

# Perceptive Experience Due Date Logic

## Overview

This document provides details on how Content Explorer will determine due dates for tasks.

## Process

After a document has been scanned, indexed, and a task created, Content Explorer will automatically determine the tasks due date. Content Explorer will pull data direct from CBMS to determine the due date(s). Content Explorer will check to see if the customer’s case has a pending Verification Checklist (VCL), and if so, the due date will default to the earliest VCL due date. It will also check to see if a program has discontinued within the past 30 days and or if a program will discontinue in the next 30 days - if that is the case, the due date will default to the same day for review.

The table below includes a breakdown of how various Doc Types, Doc Sub Types and how Due Dates will be assigned.

NOTE: The system will always assign the earliest date. Supervisors and Power Users can modify the due date if needed. However, it is advised that due date(s) are only shortened, not extended to ensure timely processing of all tasks.

Doc Type	Doc Sub Type	Due Date
Application	CW	45 calendar days
	AF	45 calendar days
	MA	45 calendar days
	FA	7 calendar days
Reporting	CRF	10 business days
	RRR	Last day of the doc submission month or RRR due date whichever is later
	PR	Last day of the doc submission month or PR due date whichever is later
Identification/Citizenship	Birth Certificate	Earliest VCL due date or 10 business days
	Photo ID	Earliest VCL due date or 10 business days
	SSN	Earliest VCL due date or 10 business days
	Other	Earliest VCL due date or 10 business days
Verification	School	Earliest VCL due date or 10 business days
	Income	Earliest VCL due date or 10 business days



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	Resource	Earliest VCL due date or 10 business days
	Expense	Earliest VCL due date or 10 business days
	Medical	Earliest VCL due date or 10 business days
	Marital Status	Earliest VCL due date or 10 business days
	SponsorIM-14	Earliest VCL due date or 10 business days
	Other	Earliest VCL due date or 10 business days
Documentation/Correspondence	100.2	Earliest VCL due date or 10 business days
	DSS1	Earliest VCL due date or 10 business days
	5615	5 business days
	Interfaces	Earliest VCL due date or 10 business days
	Communication	Earliest VCL due date or 10 business days
	Case Documentation	Earliest VCL due date or 10 business days
	Legal Rep	Earliest VCL due date or 10 business days
	Fraud	Earliest VCL due date or 10 business days
	IPV	Earliest VCL due date or 10 business days
	Claims	Earliest VCL due date or 10 business days
	Appeals	Same Day
	Other	Earliest VCL due date or 10 business days
Historical	Historical	10 business days
Work Programs	Licenses/Certification/Degree	Earliest VCL due date or 10 business days
	CW IP/Assessment	Earliest VCL due date or 10 business days
	Participation	Earliest VCL due date or 10 business days
	Sanction/Conciliation	Earliest VCL due date or 10 business days

*Do you have any questions or suggestions regarding this process? Please contact the SDC via email [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us)*

