

# Asset Verification Program (AVP) Actions

## AVP Actions Overview

This document is a component of the training and provides guidance on acting on AVP Interface information received.

## AVP Training Tools

Training for AVP is located on CO.Learn. Search for Asset Verification Program to access the training.

The CBMS Build Guide for the December 2017 Build also includes details. The CBMS Build Guide is located on *TrainColorado>Courses>CBMS Build Training*.

## Actions

There may be different actions that need to be taken in CBMS based on the information received. Information data entered into CBMS from the AVP will use verification source 'Collateral Contact'.

| Description       | Is action in CBMS required? (Yes/No) | Steps to take if action is required  |
|-------------------|--------------------------------------|--|
| Information Found | Yes                                  | <ol style="list-style-type: none"><li>1. From the Liquid Asset Summary page in CBMS, select the resource category and data enter the resource found on the Liquid Asset Summary page. Verification source will be 'Collateral Contact'.</li><li>2. Run EDBC and authorize the case.</li></ol>  |
| Duplicate Case    | Yes                                  | <ol style="list-style-type: none"><li>1. Follow your county procedures of determining the master case and ensuring all data is updated merge the case.</li><li>2. Once updated, data enter the new resource as above.</li><li>3. Run EDBC and authorize the correct case.</li></ol>  |
| No Account Found  | Yes                                  | <ol style="list-style-type: none"><li>1. Thoroughly complete the case comments section in CBMS noting that no accounts were found.</li></ol>   |
| Duplicate Account | Yes                                  | <ol style="list-style-type: none"><li>1. When a duplicate account is found, research to verify it is a duplicate case.</li><li>2. If the duplicates were provided by the AVP, only data enter the most up to date account and thoroughly case comment why the duplicate account was not entered in the Resource section. Follow the Information Found steps for the account you are going to data enter.</li></ol> |



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|  |     | <ol style="list-style-type: none"> <li>3. If the AVP account will result in a duplicate account entry, update the resource that was manually data entered with the most up-to-date information. Verification source will be 'Collateral Contact'.</li> <li>4. Run EDBC and authorize the case</li> </ol>  |
| Received but member declares not valid | Yes | <ol style="list-style-type: none"> <li>1. Use PPP and thoroughly case comment why the AVP response was not entered in the Resource section.</li> </ol>  |
| Processing VCL after 5 days*           | Yes | <ol style="list-style-type: none"> <li>1. Identify there is a VCL request for one of the 7 approved liquid asset resource types:               <ol style="list-style-type: none"> <li>a. Checking Account</li> <li>b. Savings Account</li> <li>c. Custodial Account</li> <li>d. Money Market Account</li> <li>e. Keogh Account</li> <li>f. Rent Securities</li> <li>g. Christmas Account</li> </ol> </li> <li>2. Verify the case is a MA only case.</li> <li>3. Verify that an AVP request has been made.</li> <li>4. Verify the denial due date is set as if eligibility is run 5 days later: 5 Calendar (delayed process date) + 1 Calendar (notice date) + 10 Business days + 5 Business days.</li> <li>5. If the requested verifications are received within the 5 delayed processing days the VCL will be removed and not sent.</li> <li>6. Run eligibility and authorize the case.</li> <li>7. If the requested verifications are not received within the 5 delayed processing days, after those 5 days the VCL will go out as per current functionality, (1 Calendar day + 10 business days + 5 business days).</li> <li>8. When the requested verifications have not been received after this timeframe the case will fail.</li> <li>9. If the missing verifications include missing verifications other than the 7 liquid asset types listed above, the VCL will be sent per current functionality.</li> </ol> |

