

# Use Existing Case Number vs. Create New Case Number

## Overview

The scenarios in this document were provided as examples, so users can understand when to add an Application to an existing case or request a new CBMS Case Number. This document is not intended to provide answers to all possible scenarios that may occur.

## Determine Whether the Customer is known to CBMS

A thorough Inquiry should be completed prior to taking action on an Application or adding an individual to an existing case. For instructions on how to complete an inquiry, refer to Field Definition Guide Index-Inquiry. This document is available via the CBMS Document Index on the CDHS Portal.

If the individual is known to CBMS, the individual will be associated to one or more cases or an application. The user must determine whether to add the individual to an existing case or create a new case. If there are multiple individuals in a case, the user may or may not need to create a new case.

An existing CBMS case should be used whenever possible. Even if the household composition has changed in any way, the existing case should be used, so history for the individual(s) can be maintained.

## Overview of Scenarios for Quick Review

To link directly to the table that discusses the circumstances for determining whether to use the existing case versus create a new a case, click on the link in each scenario.

- 1) Husband and wife receive Food Assistance (FA) benefits under the husband's name. Husband is the Case Payee. Both apply for Adult Financial/Old Age Pension (OAP). [Click here for details and directions on this scenario.](#)
- 2) Husband, wife, and children are in a case in CBMS in the husband's name. The husband and wife get a divorce. The husband applies for benefits with an Application in his name. [Click here for details and directions on this scenario.](#)
- 3) Husband, wife, and children in a case in CBMS in the husband's name. The husband and wife get a divorce. The wife applies for benefits with an Application in her name. [Click here for details and directions on this scenario.](#)
- 4) Customer/household receiving benefits for one HLPG (e.g., Food Assistance). Customer/household applies for benefits for another HLPG (e.g., Colorado Works). Case Payee for both HLPGs is the same. Note: There is only one cash program in this scenario. [Click here for details and directions on this scenario.](#)

# Use Existing Case Number vs. Create New Case Number

- 5) Customer/household receiving benefits for one HLPG (e.g., Food Assistance). Customer/household applies for benefits for another HLPG (e.g., Colorado Works). Case Payee is different for each HLPG. Note: There is only one cash program on this scenario. [Click here for details and directions on this scenario.](#)
- 6) An individual in the case receives cash assistance for one HLPG. Another individual in the case applies for cash assistance under a different HLPG. [Click here for details and directions on this scenario.](#)
- 7) Husband and wife receive Food Assistance (FA) benefits. The RRR is not due for several months. Head of Household passes away. Member wants to continue receiving benefits. [Click here for details and directions on this scenario.](#)
- 8) CBMS case (all HLPGs) is closed. Customer/household reapplies for assistance. Applicant is the same person as the previous Application. Household composition is the same as it was when the case was closed. [Click here for details and directions on this scenario.](#)
- 9) Customer/household applies for assistance in his/her name. Research is done, and the applicant was a member in a closed CBMS case. [Click here for details and directions on this scenario.](#)
- 10) CBMS case (all HLPGs) is closed. Customer/household reapplies for assistance for two individuals. When research is completed, both people applying for benefits have existing closed Cases with no other members. [Click here for details and directions on this scenario.](#)
- 11) CBMS case (all HLPGs) is closed. Customer/household reapplies for assistance for two individuals. When research is completed, both people applying for benefits have existing closed cases with other members. [Click here for details and directions on this scenario.](#)
- 12) Individual is receiving benefits as a member of a case (case is not in his/her name). The individual moves out of the home. The individual submits a new Application for assistance in his/her own name. [Click here for details and directions on this scenario.](#)
- 13) Customer/household applies for benefits, not Adult Protective Services (APS). Research is completed. The only case found in CBMS is for APS. [Click here for details and directions on this scenario.](#)
- 14) Customer/household applies for benefits. Research is completed. More than one Case Number is found for the customer. [Click here for details and directions on this scenario.](#)

# Use Existing Case Number vs. Create New Case Number

15) Customer/household is receiving benefits. The customer submits an Application for benefits in your county, which is different than the county in which benefits are active. [Click here for details and directions on this scenario.](#)

16) Customer and customer's child, age 21, receive Food Assistance benefits. Customer's child turns 22 and submits an Application for his/her own benefits. The 22-year-old still lives in the same home as the customer. [Click here for details and directions on this scenario.](#)

# Use Existing Case Number vs. Create New Case Number

Scenario	Scenario	Use Existing Case	Create New Case
<u>1.</u>	<p>Husband and wife receive Food Assistance (FA) benefits under the husband's name.</p> <p>Husband is the Case Payee.</p> <p>Both apply for Old Age Pension (OAP).</p>	<p>Yes.</p> <p>Use the existing FA case for the husband's OAP Application because he is the Case Payee.</p> <p>When the Application Initiation is entered, OAP is entered for both individuals. Use the existing Client IDs and State IDs.</p> <p>Case Individual page, Requesting Aid for Adult Financial needs to show</p> <ul style="list-style-type: none"> <li>• Y for the husband</li> <li>• N for the wife</li> </ul> <p>On Case Payee, husband is left as the Case Payee.</p>	<p>Yes.</p> <p>Create a new case for the wife as the HOH.</p> <p>When the Application Initiation is entered, AF/OAP is entered for both individuals. Use the existing Client IDs and State IDs.</p> <p>Case Individual page, Requesting Aid for Adult Financial needs to show:</p> <ul style="list-style-type: none"> <li>• Y for the wife</li> <li>• N for the husband</li> </ul> <p>On Case Payee, wife is selected as the Case Payee.</p>
<u>2.</u>	<p>Husband, wife, and children are on a closed case in CBMS in the husband's name.</p> <p>The husband and wife get a divorce.</p> <p>The husband applies for benefits with an Application in his name.</p>	<p>Yes.</p> <p>The existing case should be used in order to maintain history in the case, even though the ex-spouse's name will still show in CBMS on drop-downs.</p> <p>Case Individual page, Ex-Spouse should be marked as:</p> <ul style="list-style-type: none"> <li>• Requesting Aid = No</li> <li>• In the Home=No</li> </ul> <p>The ex-spouse's information will not be included on future correspondence.</p>	<p>No.</p>
<u>3.</u>	<p>Husband, wife, and children on a Case in CBMS in the husband's name.</p> <p>The husband and wife get a divorce.</p> <p>The wife applies for benefits with an Application in her name.</p>	<p>No.</p> <p>If the existing case is used, the case name and Case Payee details will be incorrect.</p>	<p>Yes.</p> <p>The wife's existing Client ID and State ID should be used when the new case is created.</p>

# Use Existing Case Number vs. Create New Case Number

Scenario	Scenario	Use Existing Case	Create New Case
<u>4.</u>	<p>Customer/household receiving benefits for one HLPG (e.g., Food Assistance).</p> <p>Customer/household applies for benefits for another HLPG (e.g., Colorado Works).</p> <p>Case Payee for both HLPGs is the same.</p> <p>Note: There is only one cash program on this scenario.</p>	Yes.	No.
<u>5.</u>	<p>Customer/household receiving benefits for one HLPG (e.g., Food Assistance).</p> <p>Customer/household applies for benefits for another HLPG (e.g., Colorado Works).</p> <p>Case Payee is different for each HLPG.</p> <p>Note: There is only one cash program in this scenario.</p>	<p>Yes.</p> <p>CBMS will allow multiple case payees in the same case. [Follow your county process for multiple payees.]</p>	No.
<u>6.</u>	<p>An individual in the case receives cash assistance for one HLPG.</p> <p>Another individual in the case applies for cash assistance under a different HLPG.</p>	No.	<p>Yes.</p> <p>CBMS has a requirement that there can only be one cash program per case. The existing Client ID and State ID should be used when the new case is created.</p>

# Use Existing Case Number vs. Create New Case Number

Scenario	Scenario	Use Existing Case	Create New Case
<u>7.</u>	<p>Husband and wife receive Food Assistance (FA) benefits.</p> <p>The RRR is not due for several months.</p> <p>Head Of Household passes away.</p> <p>Member wants to continue receiving benefits.</p>	<p>Yes.</p> <p><b>Refer to Simplified Reporting rules before proceeding.</b></p> <p>The existing case can be used, but the Head Of Household must be updated in order to continue receiving benefits.</p> <p>The Effective Begin Date, Case Name on Collect Case Summary, Head Of Household, and Case Payee fields must be reviewed and/or updated.</p>	No.
<u>8.</u>	<p>CBMS case (all HLPGs) is closed.</p> <p>Customer/household reapplies for assistance.</p> <p>Applicant is the same person as the previous Application.</p> <p>Household composition is the same as it was when the case was closed.</p>	<p>Yes.</p> <p>The same case should be used whether or not the household composition has changed. The type of HLPG applied for does not have any effect on the case.</p>	No.
<u>9.</u>	<p>Customer /household applies for assistance in his/her name.</p> <p>Research is done, and the applicant was a member in a closed CBMS case.</p>	No.	<p>Yes.</p> <p>A new Case Number should be requested with the customer as the applicant. The existing Client ID and State ID should be used.</p>
<u>10.</u>	<p>CBMS case (all HLPGs) is closed.</p> <p>Customer/household reapplies for assistance for two individuals.</p> <p>When research is completed, both people applying for benefits have existing closed cases with <b>no</b> other members.</p>	<p>Yes.</p> <p>One of the existing cases should be used. User may choose to use the Case that matches the name on the Application submitted.</p> <p>The existing Client IDs and State IDs should be used when the individual(s) is added to the existing case.</p>	No.



# Use Existing Case Number vs. Create New Case Number

Scenario	Scenario	Use Existing Case	Create New Case
<u>11.</u>	<p>CBMS case (all HLPGs) is closed.</p> <p>Customer/household reapplies for assistance for two individuals.</p> <p>When research is completed, both people applying for benefits have existing closed cases with <b>other</b> members.</p>	<p>Yes.</p> <p>The existing case for the person identified as the HOH should be used to maintain history with the case.</p> <p>The existing Client IDs and State IDs should be used when the individual(s) is added to the existing case.</p>	No.
<u>12.</u>	<p>Individual is receiving benefits as a member of a case (case is not in his/her name).</p> <p>The individual moves out of the home.</p> <p>The individual submits a new Application for assistance in his/her own name.</p>	<p>N/A.</p> <p>Action needs to be taken to remove the individual from the existing household by indicating the individual is no longer in the home.</p> <p>If the existing case is in another county, contact the other county to remove the individual from the household.</p> <p>Refer to Online Help (F1) to make sure you have the correct use months.</p>	<p>Yes.</p> <p>The same Client ID and State ID should be used when the new case is created.</p> <p>CBMS will determine if and when the customer is eligible for benefits depending on when/if benefits were received on another case.</p>
<u>13.</u>	<p>Customer/household applies for benefits, not Adult Protective Services (APS).</p> <p>Research is completed.</p> <p>The only case found in CBMS is for APS.</p>	No.	<p>Yes.</p> <p>The same Client ID and State ID should be used when the new case is created.</p>
<u>14.</u>	<p>Customer/household applies for benefits.</p> <p>Research is completed. More than one Case Number is found for the customer.</p>	<p>Yes.</p> <p>Determine which case is appropriate to use:</p> <ol style="list-style-type: none"> <li>1. Are any of the cases active? Select the already active case for the HOH.</li> <li>2. Is the household composition the same as the Application? If not, a new Case Number may be created.</li> </ol>	No.

# Use Existing Case Number vs. Create New Case Number

Scenario	Scenario	Use Existing Case	Create New Case
<u>15.</u>	<p>Customer/household is receiving benefits.</p> <p>The customer submits an Application for benefits in your county, which is different than the county in which benefits are active.</p>	<p>Yes.</p> <p>Contact the other county to complete an Inter-county transfer. If the case is due for RRR, use the Application provided to complete the RRR.</p> <p>If the case is not due for RRR, use the Application as you would a Change Report Form and update the case.</p>	No.
<u>16.</u>	<p>Customer and customer's child, age 21, receive Food Assistance benefits.</p> <p>Customer's child turns 22 and submits an Application for his/her own benefits.</p> <p>The 22-year-old still lives in the same home as the customer.</p>	<p>If the customer's child declares they do not Purchase and Prepare food separately, the individuals should remain on the same case.</p> <p>If the customer's child declares they do Purchase and Prepare food separately, action needs to be taken on the existing case to indicate that the customer's child, who has submitted the new Application, is no longer purchasing and preparing with the parent.</p> <p>In the existing case on the Case Individual page, the Effective Begin Date should be updated as instructed in the Navigating Effective Begin and End Dates document.</p> <p>Also, the 22-year-old must show as: Requesting Aid: N for Food Assistance. In the home: N for Food Assistance. Purchase and Prepare: end date the customer's child.</p> <p>A new case would then need to be created for the adult child after the above steps have been taken.</p> <p>Refer to Online Help (F1) to make sure you have the correct use months.</p>	<p>Yes.</p> <p>The same Client ID and State ID should be used when the new case is created.</p> <p>On Case Individual, the Effective Begin Date should be updated as instructed in the Navigating Effective Begin and End Dates document.</p> <p>The Decision Tables will determine if and when the customer is eligible for benefits in the new case.</p>

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