

Process Manual
Entering an Undue Hardship

Overview

This document provides a step-by-step guide for how to complete the data entry for an Undue Hardship for a Long Term Care Period of Ineligibility.

Process

- 1) Log into CBMS
- 2) Navigate to the Case by entering the Case Number in the **Global Search** bar on the Home Page
- 3) Click on Case Number in the results table to access the **Members** page
- 4) From the Members page, hover over the **Actions** button
- 5) Select **Begin Interactive Interview** to initiate the II queue
- 6) Navigate to the **Sanctions and POIs** page
- 7) From the **Name** drop-down, select the person requesting an Undue Hardship
- 8) Click the **pencil/edit** icon to the right of the POI record to be updated
- 9) Select 'Yes' for Undue Hardship
- 10) Click **SAVE**
- 11) Navigate to the **Hardship Details** related list
- 12) Click the **plus (+)** sign in the blue header
- 13) Enter the appropriate Effective Begin Date
 - a) Refer to Online Help for which date to use
- 14) Enter the appropriate Effective End Date
 - a) Refer to Online Help for which date to use
- 15) Select the appropriate radio button for approved or denied **Undue Hardship**
 - a) If 'Yes' is selected, all 4 **Reasons** are applied (moved from the left to the right box)
 - i) Provided Evidence for Undue Hardship
 - ii) Provided Evidence for Reason to Transfer
 - iii) Provided Evidence for Attempts to Recover
 - iv) Provided Evidence is Sufficient

Note: Hardship shall not be approved unless all 4 above reasons are verified
 - b) If 'No' is selected at least one **Reason** for denial will be mandatory

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