

Acting on Asset Verification Program (AVP) Information

CBMS | Process Manual | Revised: May 2023

OVERVIEW

This document provides a step-by-step process for acting on AVP Interface information received.

PROCESS

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.’ The following list will cover several situations where action is required.

1. Information Found

- a. 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.’
- b. Check the ‘Verified by AVP’ box on the Liquid Asset Resource Screen.
- c. Run EDBC and authorize the case.

2. No Account Found

- a. If additional verification is required, send VCL to pend case. If no additional verification is required, thoroughly complete the case comments section in CBMS noting that no accounts were found.

3. Duplicate Account

- a. When a duplicate account is found, research to verify it is a duplicate case.

- b. 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 above steps in 'Information Found' for data entering the account.
 - c. 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.'
 - d. In a case comment note that fair market value was updated on the most recent information received from AVP and check the 'Verified by AVP' box.
 - e. Run EDBC and authorize the case.
- 4. Received But Member Declares Not Valid
 - a. Thoroughly case comment why the AVP response was not entered in the Resource section.
- 5. Processing VCL After 5 Days
 - a. Identify if there is a VCL request for one of the 7 approved liquid asset resource types:
 - i. Checking Account
 - ii. Savings Account
 - iii. Custodial Account
 - iv. Money Market Account
 - v. Keogh Account
 - vi. Rent Securities
 - vii. Christmas Account
 - b. Verify the case is a MA only case.
 - c. Verify that an AVP request has been made.

- d. 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.
 - e. If the requested verifications are received within the 5 delayed processing days the VCL will be removed and not sent.
 - f. Run eligibility and authorize the case.
 - g. 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).
 - h. When the requested verifications have not been received after this timeframe the case will fail.
 - i. If the missing verifications include missing verifications other than the 7 liquid asset types listed above, the VCL will be sent per current functionality.
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ACCESSIBILITY

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