

# ASSET VERIFICATION PROGRAM (AVP) ACTION GUIDE

## AVP OVERVIEW

**AVP is a third party verification source within CBMS to verify liquid assets when processing Medicaid cases.**

The Asset Verification Program is a CBMS Interface that will verify Liquid Asset information from financial institutions such as banks and credit unions.

CBMS sends a data file to a third party that checks financial institutions. When that information comes back, the AVP will auto populate information in the Liquid Asset Summary or associated pages in CBMS.

## AVP ACCESS

- **Employees** - You will need security Profile 163 (AVP Interface Update) or Profile 164 (AVP Interface Inquiry) to access AVP information. Contact your supervisor/manager for assistance.
- **Supervisors/Managers** - Ensure workers have the correct profiles for AVP use. This includes contacting the appropriate party to ensure worker profiles are set-up correctly for AVP use.

## LOCATING AVP RESULTS

### CBMS

- You can access the AVP Results on the Asset Verification Program Summary Page (accessed from the Interfaces Summary Page, then AVP Interface Page, or, from Follow-Up Activities, Interfaces, AVP Response).

### EMAIL (If configured by your county)

- The email will alert that responses have been received.
- AVP results alerts can be emailed directly to the Eligibility Technician assigned to the case or to a general inbox.

### COGNOS

- A daily report will be available for all COGNOS users to access and will include individuals who had an AVP request sent prior to the report being generated.
- COGNOS Path: Public Folders > Eligibility Reports > Asset Verification Program.



# ACTING ON A MEMBER'S AVP INFORMATION

There are different actions that need to be taken based on the AVP information received:

- **INFORMATION FOUND**

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'.
2. Check the 'Verified by AVP' box on the Liquid Asset Resource Screen.
3. Run EDBC and authorize the case.

- **NO ACCOUNT FOUND**

1. 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.

- **DUPLICATE ACCOUNT**

1. When a duplicate account is found, research to verify it is a duplicate case.
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 above steps in 'Information Found' for data entering the account.
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'.
4. 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.
5. Run EDBC and authorize the case.

- **RECEIVED BUT MEMBER DECLARES NOT VALID**

1. Thoroughly case comment why the AVP response was not entered in the Resource section.

- **PROCESSING VCL AFTER 5 DAYS\***

1. Identify that there is a VCL request for one of the 7 approved liquid asset resource types:
  - a. Checking Account
  - b. Savings Account
  - c. Custodial Account
  - d. Money Market Account
  - e. Keogh Account
  - f. Rent Securities
  - g. Christmas Account
2. Verify the case is a MA only case.
3. Verify that an AVP request has been made.



## ACTING ON A MEMBER'S AVP INFORMATION (CONTINUED)

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.
5. If the requested verifications are received within the 5 delayed processing days the VCL will be removed and not sent.
6. Run eligibility and authorize the case.
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).
8. When the requested verifications have not been received after this timeframe the case will fail.
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.

