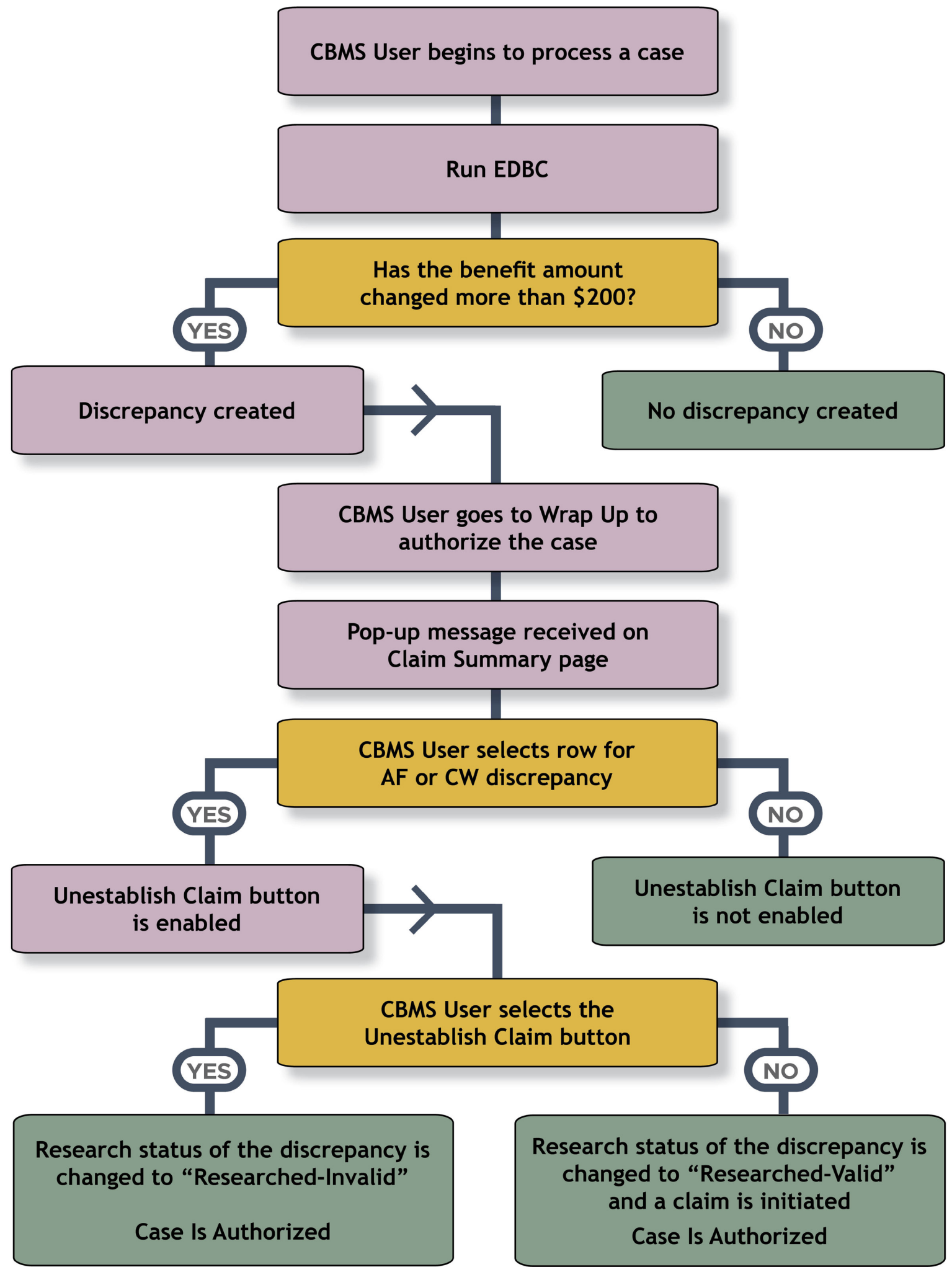# CASH DISCREPANCY/CLAIMS FLOWCHART

Adult Financial and Colorado Works

This document outlines the process for establishing (or invalidating) a claim for Cash Programs both as a flow chart and a process outline. For more detailed information on Colorado Works and Adult Financial claims and discrepancies, visit COLearn and search for the "Claims and Discrepancies" web based training (WBT).

CBMS User begins to process a case

Run EDBC

Has the benefit amount changed more than $200?

YES → Discrepancy created

NO → No discrepancy created

CBMS User goes to Wrap Up to authorize the case

Pop-up message received on Claim Summary page

CBMS User selects row for AF or CW discrepancy

YES → Unestablish Claim button is enabled

NO → Unestablish Claim button is not enabled

CBMS User selects the Unestablish Claim button

YES → Research status of the discrepancy is changed to "Researched-Invalid"

Case Is Authorized

NO → Research status of the discrepancy is changed to "Researched-Valid" and a claim is initiated

Case Is Authorized

COLORADO
Healthcare & Economic Security
Staff Development Division

Cash Discrepancy/Claims Flowchart
Version 3 | Release Date: April 2024

CASH DISCREPANCY/CLAIMS TEXT

Adult Financial and Colorado Works

1. CBMS User begins to process a case.
2. Run **EDBC**.
3. Has the benefit amount changed more than $200? If **No**, no discrepancy created. Stop here. If **Yes**, then go to the next step.
4. Discrepancy created.
5. CBMS User goes to **Wrap Up** to authorize the case.
6. Pop-up message received on Claim Summary page.
7. Did the CBMS user select row for AF or CW discrepancy? If **No**, Unestablish Claim button is not enabled. Stop here. If **Yes**, then go to the next step.
8. If the user did **NOT** select the Unestablish Claim button, research status of the discrepancy is changed to "Researched-Valid", and a claim is initiated. Case Is Authorized.
9. If the user **DID** select the Unestablish Claim button, research status of the discrepancy is changed to "Researched-Invalid". Case Is Authorized.