

Completing a Client ID or State ID Merge

CBMS | Process Manual | Revised: December 2024

OVERVIEW

If an individual has more than one State ID or more than one CBMS Client ID, a merge must be completed. This document provides a step-by-step process for initiating a merge.

PROCESS

Phase 1: Research

1. Identify Duplicates

- a. Perform an extensive search. Research is necessary to determine which State ID or Client ID will remain associated with the client.

- i. Search Inquiry for all cases containing the client:

1. Open cases (all High-Level Program Groups)
 2. Closed cases
 3. Inactive clients
 4. Converted Needy Newborn cases
 5. Presumptive Eligibility (PE) cases
 6. Ancillary Members

- b. Conduct various searches.

- i. Search for duplicate State IDs and Client IDs by inquiring on your individual. Look at:

1. Maiden name (if available)

2. Each last name (individual, reversed, and together)
 3. Nicknames (e.g., Kate/Katherine, John/Jonathan)
 4. First Name, Last Name, DOB, Gender, and SSN
 5. First Name, Last Name, and DOB
 6. SSN
 - ii. Document the exact name spelling as it appears on the State ID once located.
 - c. If there are only duplicate Client IDs that need to be merged, you can skip to Step Four.
2. Determine if a State ID Merge is Necessary
- a. Use SIDMOD to check for multiple State IDs.
 - i. If the client has more than one State ID, a merge is necessary.
 - ii. If you don't have access to SIDMOD, consult someone who does or contact the OIT/CDHS Service Desk.
 - b. Follow the established State ID Hierarchy:
 - i. Trails Fiscal (Child Welfare payment issues, foster care and provider services)
 - ii. CBMS (Colorado Benefits Management System)
 - iii. ACSES (Automated Child Support Enforcement System)
 - iv. CHATS (Child Care Automated Tracking System)
 - v. Trails Non-Fiscal, DYC (Division of Youth Corrections) and CWEST (Child Welfare Eligibility and Services Tracking)
 - vi. LEAP (Low-Income Energy Assistance Program)
 - c. Identify the State ID to keep.
 - i. Ensure the selected State ID is on all CBMS cases the individual appears on.

3. Determine if a State ID Transfer Can Be Completed

- a. The **State ID Transfer** process is a type of merge that keeps a Client ID not associated with a **State ID**. There are some cases where this is necessary to preserve client data and converted information. These scenarios are instances in which you might complete a **State ID Transfer**:
 - i. For cases with active SNAP on the Client ID without the State ID, move the State ID to the Client ID with active benefits.
 - ii. If a Client ID assigned in CBMS (often for SNAP) was assigned a State ID from another SIDMOD program, the Client ID with benefits becomes the Merge to Client ID.
 - iii. For cases where a legacy system State ID was not converted to CBMS (often related to closed cases), ensure the Client ID with a State ID shows no records on the Case List (if inactive).
 - iv. If the State ID was replaced or removed from the case, the OIT/CDHS Service Desk must complete the transfer. The Name, Gender, and DOB on both Client IDs must match 100%.

4. Determine the Client ID that Should Be Kept

- a. Evaluate existing Client IDs.
 - i. It's recommended to retain the Client ID associated with the State ID, especially if:
 - 1. There are open Med Spans, Sanctions, Clocks, and/or Claims.
 - 2. The case is receiving active SNAP benefits, particularly for Simplified Reporting households.
 - ii. Take into account the amount of work involved and the needs/inputs from users across all program groups and cases attached to the Client ID.
- b. Identify the Client ID to keep.
 - i. Ensure the selected Client ID is on all CBMS cases the individual appears on.

5. Define Merge Roles

- a. Search CBMS Inquiry and SIDMOD.
- b. Determine client benefits.
 - i. Establish which name the client receives benefits under.
- c. Determine the Merge To ID and Merge From ID.
 - i. **Merge To ID:** The CBMS Client ID that will remain active after the merge(s) are complete. There should only be one at the of the merge.
 - ii. **Merge From ID:** The CBMS Client ID that will no longer be valid. This ID is for clients who are having their IDs merged into another ID. This is the client record that becomes inactive after the merge is completed and all data from this ID is no longer accessible in CBMS. There can be multiple Merge From IDs.

Phase 2: Data Entry

For data entry, the Effective Begin Date used should reflect the first of the month you are completing the merge. If working the merge after batch issuance, or if HDT won't be completed until after batch, use the first of the next month. Date Reported and Date Verified will be the day you are working the merge.

1. Add Merge To ID to All Cases

- a. Add the Merge To ID to all cases, even closed cases. (Do not add the Merge From ID to cases).
- b. Use the Add/Remove and Individual queues.
- c. Do not rescind or reopen closed cases.

2. Interactive Interview

- a. Case Information
 - i. If the Merge From ID is the HOH, review the Head of Household, Applicant Name, and Designated Case Addressee fields.
 - ii. Review Case Payee. For SNAP and/or Cash programs, ensure the client has an EBT card associated with the correct SSN or Client ID.

b. Demographics

- i. Select the Merge From ID that is not going to be kept.
- ii. Update the Effective Begin Date (first of the month being worked or first of next month if after batch issuance).
- iii. Type over the name that is currently entered, using all lowercase letters. This will help identify the Client ID that is being merged or has been merged.
 1. **Example:** smith, john
 2. **Note:** Do not enter other words, such as “duplicate” or “do not use.”
- iv. If there is an SSN, remove it from the individual.
- v. Select the Merge To ID that is going to be kept.
- vi. Update the Effective Begin Date.
- vii. Review verifications on Demographics and enter the most current valid verification.
 1. If DOB is listed as client statement, but is listed as DMV on the Merge From ID, update it to DMV.

c. Household Relationship Detail

- i. Select the Merge To ID that is going to be kept.
 1. Ensure relationships are accurate. The Merge To ID needs to be listed as unrelated to the Merge From ID.
- ii. Select the Merge From ID that is not going to be kept.
 1. Update the Effective Begin Date. Then update relationships to all other household members as unrelated.

d. Case Individual Program Request

- i. Select the Merge To ID that is going to be kept.
 1. Update the Effective Begin Date and select “Yes” for Requesting Assistance.
- ii. Select the Merge From ID that is not going to be kept.
 1. Update the Effective Begin Date and select “No” for Requesting Assistance.

- e. Case Individual
 - i. Select the Merge To ID that is going to be kept.
 - 1. Update the Effective Begin Date and select “Yes” for In the Home.
 - ii. Select the Merge From ID that is not going to be kept.
 - 1. Update the Effective Begin Date and select “No” for In the Home.
- f. Check other pages for information, including:
 - i. Purchase and Prepare, Residency, Attributes, and Tax Information.
 - 1. If there is information on these pages, review and update the data.
 - ii. Resources, Income, Expenses, Student Details, Pregnancy, Individual Clocks, Non-Citizens, Sanctions, Disquals, and POIs.
 - 1. If there is information on these pages, note this in the Help Desk ticket. It will then be moved automatically.
- g. Case Wrap Up
 - i. Select “No” for Data Entry Complete until the HDT process is completed.

Phase 3: Finalizing the Merge

- 1. Help Desk Ticket
 - a. Access the Service Hub Homepage.
 - i. Log into Service Hub.
 - 1. Authenticate with PingID.
 - ii. Select “Get Help.”
 - iii. Select “CBMS Issue.”
 - iv. Select “Client ID Correction” for Request Type.
 - 1. This will give you the correct HDT template or Merge Worksheet.
 - v. Fill out all required information, paying special attention to information to be moved.
 - vi. Add screenshots to the HDT and submit.
- 2. Run EDBC
 - a. **Do not run EDBC until the OIT/CDHS Service Desk completes the merge.**

- b. Once the merge has been completed, review the case(s) to make sure the Merge From ID is no longer listed.
- c. Run EDBC.
- d. Verify discrepancies:
 - i. Ensure household composition/size remains the same.
 - ii. Check for any changes in income, resources, and expenses.
 - iii. Confirm the correct Effective Begin and End Dates were used.
 - iv. Ensure demographic data is identical.
 - v. Authorize each active case once benefits are confirmed correct.

Note: Overpayment discrepancies do not become claims until validated and notified. Do not rescind or reopen any closed cases.

3. Client Correspondence

- a. All Client Correspondence related to the case should remain viewable in CBMS.
- b. If there's correspondence in the Print Queue generated from the merge, assess whether it should be sent. Suppress if it's not applicable to the client.

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