Entering an Undue Hardship

CBMS | Process Manual | Revised: July 2021

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 all 4 Reasons are applied (moved from the left to the right box), the **'Yes'** button should be selected
    Note: Hardship shall not be approved unless all 4 reasons below are verified

        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

    b. If **ALL** Reasons are not applied in the Undue Hardship, the 'No' radio should be selected and at least one Reason for denial will be mandatory

Note: DO NOT use the reversal radio button, date field or reason field on this page

ACCESSIBILITY

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