

Use Existing Case Number vs. Create New Case Number

Overview

The scenarios in this document are provided as examples, so users can understand when to add an application for Public Assistance to an existing CBMS Case or request a new CBMS Case Number. This document is not intended to provide answers to all possible scenarios that may arise.

Determine Whether the Member/Client is known to CBMS

A thorough **Inquiry** should be completed prior to acting on an application or adding an individual to an existing case.

If the individual is known to CBMS, the individual will be associated with one or more cases or an application. The user must determine whether to add the individual to an existing case or create a new case. If there are multiple individuals in a case, the user may or may not need to create a new case.

An existing CBMS case should be used whenever possible. Even if the household composition has changed in any way, or the case is closed, the existing case should be used to maintain history for the individual.

Overview of Scenarios for Quick Review

Click on the link below each summary to review the circumstances for determining whether to use the existing case versus creating a new case.

1. Husband and wife receive SNAP benefits under the husband's name. Husband is the Case Payee. Both apply for Adult Financial/Old Age Pension (OAP). [Go to this scenario.](#)
2. Husband, wife, and children are on a case in CBMS with the Husband listed as the head of household. The husband and wife get a divorce. The husband applies for benefits with an application in his name. [Go to this scenario.](#)
3. Husband, wife, and children are on a case in CBMS in with the Husband listed as the head of household. The husband and wife get a divorce. The wife applies for benefits with an application in her name. [Go to this scenario.](#)
4. Member/client is already receiving benefits for one HLPG (e.g., SNAP). The member/client applies for benefits for another HLPG (e.g., Colorado Works). The Case Payee for both HLPGs will remain the same. Note: There is only one cash program in this scenario. [Go to this scenario.](#)
5. Member/client receiving benefits for one HLPG (e.g., SNAP). The member/client applies for benefits for another HLPG (e.g., Colorado Works). The Case Payee is different for each HLPG. Note: There is only one cash program on this scenario. [Go to this scenario.](#)



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6. An individual in the case receives cash assistance for one HPLG. Another individual in the case applies for cash assistance under a different HPLG. [Go to this scenario.](#)
7. Husband and wife receive SNAP benefits. The RRR is not due for several months. Head of Household passes away. The wife wants to continue receiving benefits. [Go to this scenario.](#)
8. The CBMS case (all HPLGs) is closed. Member/client reapplies for assistance. Applicant is the same person as the previous Application. Household composition is the same as it was when the case was closed. [Go to this scenario.](#)
9. Member/client applies for assistance in his/her name. Research is done, and the applicant was a member in a closed CBMS case. [Go to this scenario.](#)
10. The CBMS case (all HPLGs) is closed. Member/client reapplies for assistance for two individuals. When research is completed, both people applying for benefits have existing closed Cases with no members. [Go to this scenario.](#)
11. The CBMS case (all HPLGs) is closed. Member/client reapplies for assistance for two individuals. When research is completed, both people applying for benefits have existing closed cases with other members. [Go to this scenario.](#)
12. Individual is receiving benefits as a member of a case (case is not in his/her name). The individual moves out of the home. The individual submits a new Application for assistance in his/her own name. [Go to this scenario.](#)
13. Member/client applies for benefits, not Adult Protective Services (APS). Research is completed. The only case found in CBMS is for APS. [Go to this scenario.](#)
14. Member/client applies for benefits. Research is completed. More than one Case Number is found for the applicant. [Go to this scenario.](#)
15. Member/client is receiving benefits. A new application is received for benefits in your county, which is different than the county in which benefits are active. [Go to this scenario.](#)
16. Client and their 21-year-old child are approved and receiving SNAP benefits. The client's child turns 22 and submits an application for his/her own benefits. The 22-year-old still lives in the same home as the client. [Go to this scenario.](#)



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	Scenario Specifics	Use Existing Case	Create New Case
1.	<p>Husband and wife receive SNAP benefits under the husband's name.</p> <ul style="list-style-type: none"> Husband is the Case Payee. Both apply for Old Age Pension (OAP). 	<p>Yes.</p> <p>Use the existing SNAP case for the husband's OAP application because he is the Case Payee. When the Application Initiation is entered, Adult Financial is selected for both individuals. Use the existing Client IDs and State IDs.</p> <p>Case Individual page, Requesting Aid for Adult Financial needs to show</p> <ul style="list-style-type: none"> Y for the husband N for the wife <p>Husband is left as the Case Payee.</p>	<p>Yes.</p> <p>Create a new case for the wife as the HOH. When the Application Initiation is entered, Adult Financial is selected for both individuals. Use the existing Client IDs and State IDs.</p> <p>Case Individual page, Requesting Aid for Adult Financial needs to show:</p> <ul style="list-style-type: none"> Y for the wife N for the husband <p>Wife is the Case Payee since she is the head of household on the new case.</p>
2.	<p>Husband, wife, and children are on a case in CBMS with the Husband listed as the head of household.</p> <ul style="list-style-type: none"> The husband and wife get a divorce. The husband applies for benefits with an application in his name. 	<p>Yes.</p> <p>The existing case should be used to maintain history in the case, even though the ex-spouse's name will still show in CBMS on dropdowns.</p> <p>Case Individual page, Ex-Spouse should be marked as:</p> <ul style="list-style-type: none"> Requesting Aid = No In the Home = No <p>The ex-spouse's information will not be included on future correspondence.</p>	<p>No.</p>

Companion Case Reminder: In scenarios like numbers 1, 2 (above) and 3 (next page) some actions in CBMS will follow the individual's profile to the other case. It is important that when action is taken on one case, that the worker run, review and authorize the Companion Case as well.

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3.	<p>Husband, wife, and children are on a case in CBMS with the Husband as the head of household.</p> <ul style="list-style-type: none"> The husband and wife get a divorce. The wife applies for benefits with an application in her name. 	<p>No.</p> <p>If the existing case is used, the case name and Case Payee details will be incorrect.</p>	<p>Yes.</p> <p>The wife's existing Client ID and State ID should be used when the new case is created.</p>
4.	<p>Member/client is already receiving benefits for one HLPG (e.g., SNAP).</p> <ul style="list-style-type: none"> The member/client applies for benefits for another HLPG (e.g., Colorado Works). The Case Payee for both HLPGs will remain the same. <p>Note: There is only one cash program in this scenario.</p>	<p>Yes.</p>	<p>No.</p>
5.	<p>Member/client receiving benefits for one HLPG (e.g., SNAP).</p> <ul style="list-style-type: none"> Member/client applies for benefits for another HLPG (e.g., Colorado Works). Case Payee is different for each HLPG. <p>Note: There is only one cash program in this scenario.</p>	<p>Yes.</p> <p>CBMS will allow multiple case payees in the same case. [Follow your county process for multiple payees.]</p>	<p>No.</p>
6.	<p>An individual in the case receives cash assistance for one HLPG.</p> <ul style="list-style-type: none"> Another individual in the case applies for cash assistance under a different HLPG. 	<p>No.</p>	<p>Yes.</p> <p>CBMS has a requirement that there can only be one cash program per case. The existing Client ID and State ID should be used when the new case is created.</p>

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7.	<p>Husband and wife receive SNAP benefits.</p> <ul style="list-style-type: none"> The RRR is not due for several months. Head Of Household passes away. The wife wants to continue receiving benefits. 	<p>Yes. Refer to Simplified Reporting rules before proceeding.</p> <p>The existing case can be used, but the Head of Household must be updated to continue receiving benefits.</p> <p>The Effective Begin Date, Case Name on Collect Case Summary, Head of Household, and Case Payee fields must be reviewed and/or updated.</p>	No.
8.	<p>The CBMS case (all HLPGs) is closed.</p> <ul style="list-style-type: none"> Member/client reapplies for assistance. Applicant is the same person as the previous Application. Household composition is the same as it was when the case was closed. 	<p>Yes.</p> <p>The same case should be used whether or not the household composition has changed. The type of HLPG applied for does not have any effect on the case.</p>	No.
9.	<p>Member/client applies for assistance in his/her name.</p> <ul style="list-style-type: none"> Research is done, and the applicant was a member in a closed CBMS case. 	No.	<p>Yes.</p> <p>A new Case Number should be requested with the applicant listed as the head of household. The existing Client ID and State ID should be used.</p>
10.	<p>The CBMS case (all HLPGs) is closed.</p> <ul style="list-style-type: none"> Member/client reapplies for assistance for two individuals. When research is completed, both people applying for benefits have existing closed cases with no members. 	<p>Yes.</p> <p>One of the existing cases should be used. User may choose to use the Case that matches the name on the Application submitted.</p> <p>The existing Client IDs and State IDs should be used when the individual(s) to the existing case.</p>	No.

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11.	<p>The CBMS case (all HLPGs) is closed.</p> <ul style="list-style-type: none"> Member/client reapplies for assistance for two individuals. When research is completed, both people applying for benefits have existing closed cases with other members. 	<p>Yes.</p> <p>The existing case for the person identified as the HOH should be used to maintain history with the case.</p> <p>The existing Client IDs and State IDs should be used when the individual(s) is added to the existing case.</p>	No.
12.	<p>Individual is receiving benefits as a member of a case (case is not in his/her name).</p> <ul style="list-style-type: none"> The individual moves out of the home. The individual submits a new Application for assistance in his/her own name. 	<p>N/A.</p> <p>Action needs to be taken to remove the individual from the existing household by indicating the individual is no longer in the home.</p> <p>If the existing case is in another county, contact the other county to remove the individual from the household.</p> <p>Refer to Online Help (F1) to make sure you have the correct use months.</p>	<p>Yes.</p> <p>The same Client ID and State ID should be used when the new case is created.</p> <p>CBMS will determine if and when the client is eligible for benefits depending on when/if benefits were received in another case.</p>
13.	<p>Member/client applies for benefits, not Adult Protective Services (APS).</p> <ul style="list-style-type: none"> Research is completed. The only case found in CBMS is for APS. 	No.	<p>Yes.</p> <p>The same Client ID and State ID should be used when the new case is created.</p>
14.	<p>Member/client applies for benefits.</p> <ul style="list-style-type: none"> Research is completed. More than one Case Number is found for the client. 	<p>Yes.</p> <p>Determine which case is appropriate to use:</p> <ul style="list-style-type: none"> Are any of the cases active? Select the already active case for the HOH. Is the household composition the same as the Application? If not, a new Case Number may be created. 	No.

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15.	<p>Member/client is receiving benefits.</p> <ul style="list-style-type: none"> The client submits an application for benefits in your county, which is different than the county in which benefits are active. 	<p>Yes.</p> <p>Contact the other county to complete an Inter- County transfer. If the case is due for RRR, use the Application provided to complete the RRR.</p> <p>If the case is not due for RRR, use the information provided on the application as reported changes and update the case.</p>	No.
16.	<p>Client and client's child, age 21, receive SNAP benefits.</p> <ul style="list-style-type: none"> Client's child turns 22 and submits an application for his/her own benefits. The 22-year-old still lives in the same home as the client. 	<p>If the client's child declares they do not Purchase and Prepare food separately, the individuals should remain on the same case.</p> <p>If the client's child declares they do Purchase and Prepare food separately, action needs to be taken on the existing case to indicate that the client's child, who has submitted the new Application, is no longer purchasing and preparing with the parent.</p> <p>A new case would then need to be created for the adult child after the above steps have been taken.</p> <p>Refer to Online Help (F1) to make sure you have the correct use months.</p>	<p>Yes.</p> <p>The same Client ID and State ID should be used when the new case is created.</p> <p>The Decision Tables will determine if and when the client is eligible for benefits in the new case.</p>

Do you have any questions or suggestions regarding this document? Please contact the SDD via email SOC_StaffDevelopment@state.co.us