# IEVS RESEARCH DESK AID

The Income Eligibility Verification System (IEVS) must be reviewed, researched, and resolved every time a case is touched in CBMS. It is important that you do not resolve/dispose of an IEVS alert until research has been completed.

Report Type	Due Date	Case #	SSN	Individual	Run Date	Case Name
CDoLE	06/13/2025				04/29/2025	

⌃ View IEVS BENDEX Discrepency Detail
⌃ View IEVS 5DX Discrepency Detail
⌄ View IEVS UIB Discrepency Detail

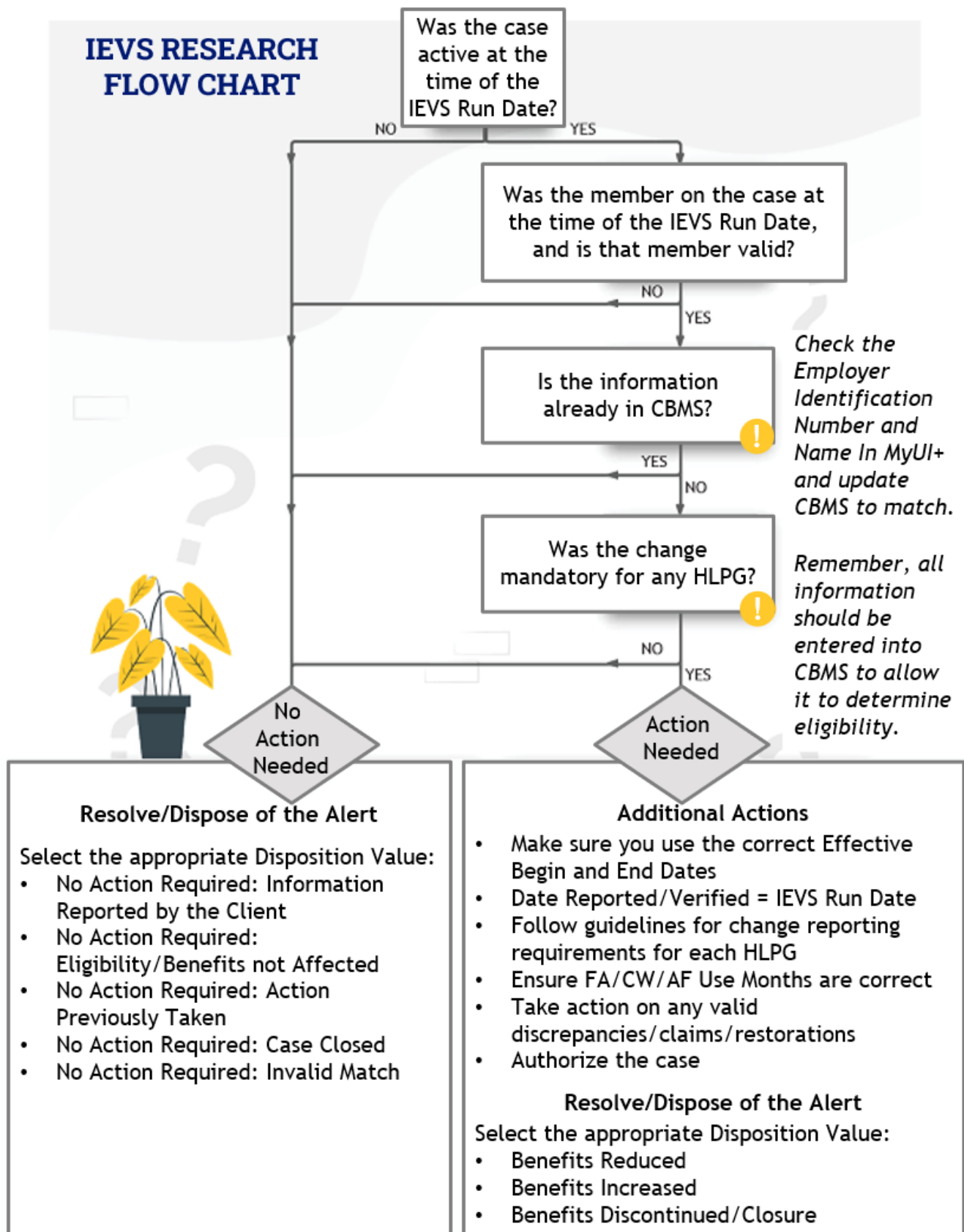| CBMS Amount	CDoLE Amount	Difference	
	4707	4707	

⌃ View IEVS Wage Discrepency Detail
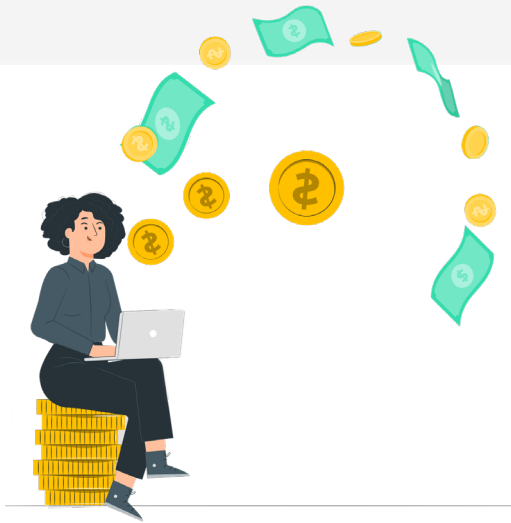
STEPS FOR RESEARCHING IEVS

1. IEVS alert is received
2. Review the alert. Do not dispose of the alert yet.
3. Research the case using the flowchart questions on page 2 to determine if your case needs action.
4. Take action (if needed) on the case to update the information.
5. Run EDBC/Authorize (if changes were made).
6. Resolve/Dispose of the alert.
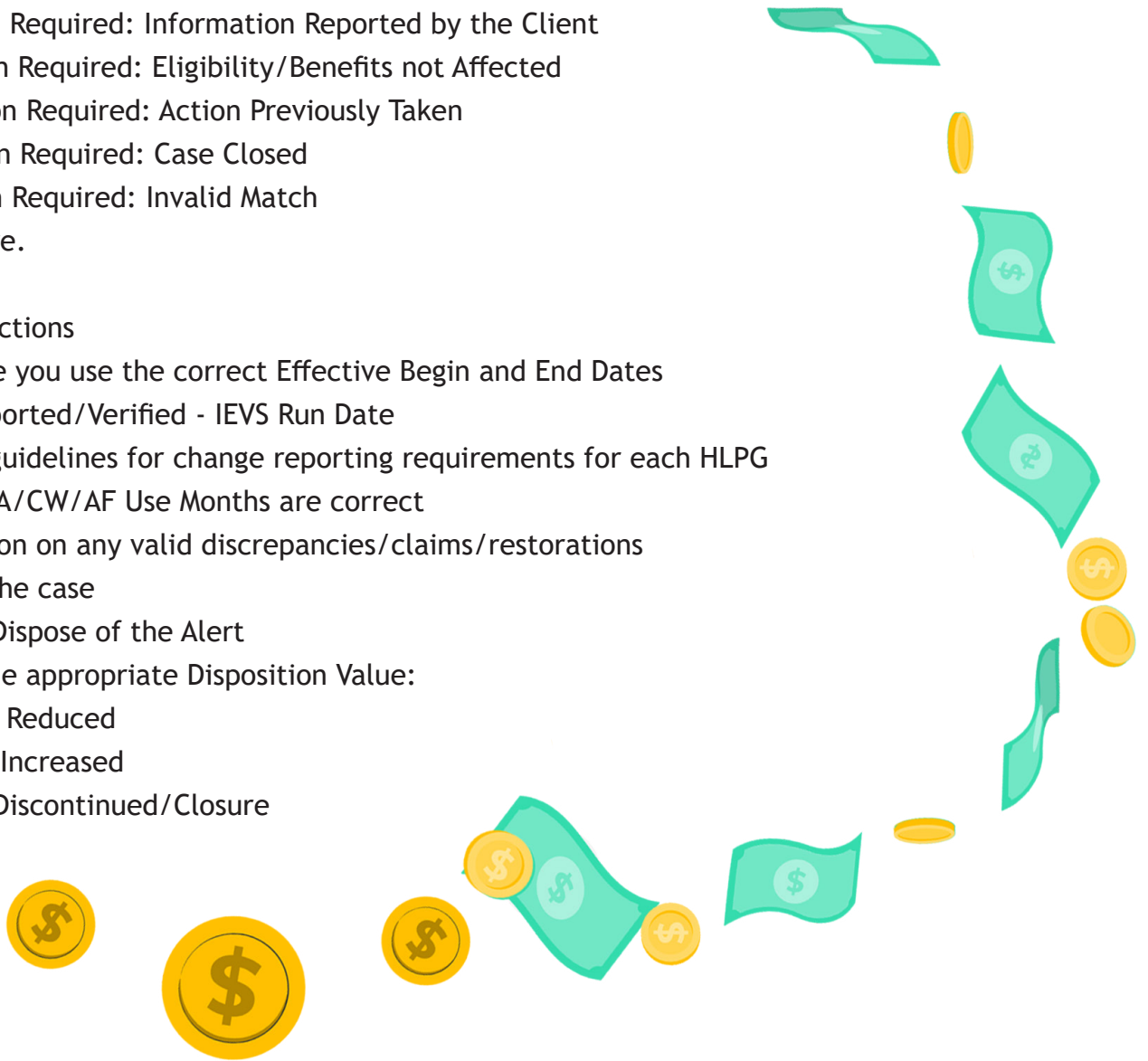7. Once the alert is resolved, enter a detailed case comment.

IEVS RESEARCH DESK AID FLOW CHART

A text version of the flow chart on this page can be found on the next page.

IEVS RESEARCH FLOW CHART

Was the case active at the time of the IEVS Run Date?

— NO
— YES

Was the member on the case at the time of the IEVS Run Date, and is that member valid?

— NO
— YES

Is the information already in CBMS?

— YES
— NO

Check the Employer Identification Number and Name In MyUI+ and update CBMS to match.

Was the change mandatory for any HLPG?

— NO
— YES

Remember, all information should be entered into CBMS to allow it to determine eligibility.

No Action Needed

Resolve/Dispose of the Alert

Select the appropriate Disposition Value:
- No Action Required: Information Reported by the Client
- No Action Required: Eligibility/Benefits not Affected
- No Action Required: Action Previously Taken
- No Action Required: Case Closed
- No Action Required: Invalid Match

Action Needed

Additional Actions
- Make sure you use the correct Effective Begin and End Dates
- Date Reported/Verified = IEVS Run Date
- Follow guidelines for change reporting requirements for each HLPG
- Ensure FA/CW/AF Use Months are correct
- Take action on any valid discrepancies/claims/restorations
- Authorize the case

Resolve/Dispose of the Alert

Select the appropriate Disposition Value:
- Benefits Reduced
- Benefits Increased
- Benefits Discontinued/Closure

IEVS RESEARCH DESK AID STEPS

1. Was the case active at the time of the IEVS? If NO, go to step 5; if YES go to the next step.
2. Was the member on the case at the time of the IEVS Run Date, and is that member valid? If NO, go to step 5; if YES go to the next step.
3. Check the Employer Identification Number and Name In MyUI+ and update CBMS to match. Is the information already in CBMS? If **YES**, go to step 5; if **NO** go to the next step.
4. All information should be entered into CBMS to allow it to determine eligibility. Was the change mandatory for any HLPG? If **NO**, go to the next step; if **YES** go to step 6.
5. No Action Needed: Resolve/Dispose of the Alert
    a. Select the appropriate Disposition Value:
        i. No Action Required: Information Reported by the Client
        ii. No Action Required: Eligibility/Benefits not Affected
        iii. No Action Required: Action Previously Taken
        iv. No Action Required: Case Closed
        v. No Action Required: Invalid Match
        vi. Stop here.
6. Action Needed
    a. Additional Actions
        i. Make sure you use the correct Effective Begin and End Dates
        ii. Date Reported/Verified - IEVS Run Date
        iii. Follow guidelines for change reporting requirements for each HLPG
        iv. Ensure FA/CW/AF Use Months are correct
        v. Take action on any valid discrepancies/claims/restorations
    b. Authorize the case
        i. Resolve/Dispose of the Alert
        ii. Select the appropriate Disposition Value:
        iii. Benefits Reduced
        iv. Benefits Increased
        v. Benefits Discontinued/Closure