

# Work Smarter

ALERTS

Training



# Not Harder!

Participant Handbook

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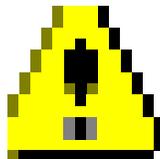
## Welcome to Alerts Training!

Alerts are SUCCESS produced messages/reminders that require action or attention. When used correctly, alerts will enhance your ability to effectively manage your caseload. This two hour workshop is designed to reinforce as well as increase your knowledge of the Alert process. This participant handbook can be used to assist you with caseload management now and in the future.

### OBJECTIVES

Participants will be able to:

- read and interpret an alert screen
- access alerts from designated SUCCESS screens
- identify the different types of alerts
- create worker generated alerts
- disposition alerts



## Alert Basics

Alerts are SUCCESS produced messages/reminders that require your action/attention. Alerts are attached to the AU and are sent to the caseload assigned to that AU. Case Managers should use their alerts to prioritize their work. Alerts notify the Case Manager of the actions needed and/or actions that SUCCESS performed during overnight batching.

TERMS	EXPLANATION
<b>ALERT CODES</b>	Each alert is assigned an alert code. The alert code identifies the alert to the system. Alert codes are assigned a number from 001 to 999.
<b>ALERT PRIORITY</b>	Alert priority indicates the relative importance of the alert. Alert priorities are assigned numerically from 001 to 999.
<b>PRIORITY ORDER</b>	When you see alerts listed in priority order, you will usually see alerts with the lowest numerical value alert codes listed first, followed by the higher ones. Within each alert code, you will see the earliest due dates listed first.
<b>DUE DATE</b>	Each alert is assigned a due date. This date indicates when the work specified by the alert must be completed. For a worker-generated alert, the worker must enter this date.
<b>DISPLAY DATE</b>	Each alert is assigned a display date. For a worker-generated alert, the worker must enter this date. This date indicates when the system will display the alert.
<b>SUMMARY GROUPS</b>	A high-level classification for types of alerts, such as system maintenance or interface.

### The alerts will appear in the following colors:

- **Hot Pink** means the alert is new today and has **NOT** been dispositioned.
- **Light Blue** means the alert has been on your alert listing more than one day and has **NOT** been dispositioned.
- **White** means you have just accessed that alert.
- **Yellow** means the alert has been transferred to another worker or you have dispositioned the alert today.

# How to Read an Alert Screen

- Alerts are listed on two lines.
- The first line has the alert code, due date, AU or Client number, and message text.
- The second line has the name of the Head of AU or specific client being referred to if it is a system generated alert.

UPDATE		PRIORITY DETAIL LIST - ALPR				ALPR
S	Cd	Due	Prg Cd	AU/Client	Load 000Z Message Text	001 More D
→	110	080706	FS	2826354967	Review Pending	
→	Ida Mae Customer					
<b>Message</b>						
13-tier 14-altr 15-amen 16-esme 17-svds 18-svqc						

## Definition of Fields

“**S**” field - allows the worker to select a specific alert and use the PF keys at the bottom of the screen to find out more information or access the case.

“**CD**” field - lists the code of the alert. **Note:** All Alert Codes are listed, with an explanation, in the SUCCESS User’s Manual.

“**Due**” field - lists the date the alert is due

“**PROG CD**” field - the program code for the AU/Client for which this alert is generated.

“**AU/Client**” field - the AU case number or client ID number for which this alert is generated.

**“MESSAGE TEXT”** field - text for the alert. This tells you what action the system has taken on this AU or client, or it tells you what action you need to take to review eligibility for this AU or client.

**“D”** field - in the far right column, is the field where you disposition the alert. SUCCESS will automatically disposition some alerts while some will have to be manually deleted by the FICM. Note: The alert description in the User’s Manual tells which is required for each alert.

### **Functions Located at the Bottom of the ALPR Screen**

**“13-tier”** - you want to obtain more detailed information on a two-tiered alert, type “Y” in the “S” field that is on the same line as the alert and press the **F13** key.

**“14-altr”** - Use Alert Transfer to transfer an alert to another load ID. **Only Supervisors are authorized** to transfer alerts. When an AU is transferred to another load ID, all current alerts are transferred automatically

**“15-amen”** - If you want to access a particular function that is listed on the **AMEN** screen, type the corresponding letter of the function in the “S” field that is on the same line as the alert then press **F15**. The system will transfer you to the function you entered for the AU or customer specified in the alert.

If you want to go from the alert into SUCCESS, place an “R” in the ‘Select Field’ and **F15**, this will take you to the ADDR screen, from there you can fast path to the appropriate screens. **This process will only allow you to work in the ongoing month**, therefore, if corrections need to be made in the current and/or historical months, you will have to make those corrections from the **AMEN** screen.

**“16-esme”** – to go into the Employment Services screens using the selections on PHME. If you want to access a particular function that is listed on the ESME screen, type the corresponding letter of the function in the “S” field that is on the same line as the alert then press **F16**.

The system will transfer you to the function you entered for the AU or customer specified in the alert. This process will only allow you to work in the ongoing month.

**“17-svds”** - If you want to obtain more detailed information on Alert 156 “SVES Discrepancy” type a “Y” in the “S” field that is on the same line as the alert and press **F17**.

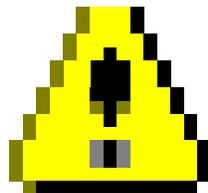
**“18-svqc”** - If you want to obtain more detailed information on Alert 157 “SVES Quarters of Coverage Have Been Returned”, type “Y” in the “S” field that is on the same line as the alert and press **F18**.

**NOTES:** 

# FOUR TYPES OF ALERTS

**Worker Generated**

**Case Tracking Alerts**



**Transaction Alerts**

**Interface Alerts**

# Worker Generated Alerts

- Through direct entry, the FICM can create an alert for themselves and other case managers as a reminder of actions due on a specific case which are not system generated.
- This alert may also be used by Case Managers to communicate changes to another worker. Worker-generated alerts are assigned a medium level of priority.
- The alert codes used for worker-generated alerts are 450-489.
- Worker-Generated Alerts must be manually dispositioned by the receiver of the alert.

**Example:** If you know that an A/R's job will end on a certain date, you can create an alert to confirm the end date with the A/R

The Create Worker-Generated Alert-ALWG screen displays the coding fields used to set up your alert.

UPDATE	CREATE WORKER-GENERATED ALERT - ALWG	ALWG
	From Load ID	
	To Load ID	
	Client ID	
	AU ID	
	Alert Code	
	Message Text	
	Display Date	
	Due Date	
	Message	
	13-nmin 14-omen 15-next	



## How to Create a Worker Generated Alert

**Step 1** From the SUCCESS Main Menu, Select “D” for Alerts press enter

**Step 2** From the Alerts Submenu - DMEN type “A” to select Create a Worker-Generated Alert; press enter

**Step 3** Type data as follows in the required fields on the ALWG screen:

- enter your caseload ID number (from)
- enter the caseload ID number in which you want the Alert to appear
- enter AU ID number in the AU ID field
- enter an alert code between 450 – 489
- enter message text  
Example: “Lee’s separation notice and last 2 check stubs due Dawn Cosner”
- enter the date you want the text to display on your alerts
- enter the date the alert is actually due
- press enter

### Using the Function Keys at the Bottom of the Screen

Press F13-nmiq to display the CRS Name/SSN Inquiry screen to locate a client ID. You can also find the AU’s that are associated with that A/R.

Press F14-omen to look up a load ID number

Press F15-next to create another alert

# Transaction Alerts

Transaction alerts are generated through batch processing and triggered by new data entered in the system, such as registering applications, interviews, reviews, various changes, financial exception transactions and transactions that are held incomplete or in error status.

**Example:** You register an application. During overnight processing, an alert will be generated to remind you that the application is pending and will give you a due date based on the standard of promptness (SOP) date for that specific program.

<b>ALERT CODE</b>	<b>ALERT TEXT</b>
<b>050</b>	<b>Review Appointments Scheduled- Please Review (W)</b> Appears the first day of the month that SUCCESS is up. Review schedule prior to notices being sent.
<b>051</b>	<b>Review notices will be sent tonight (S)</b> Generated the morning of the day on which review notices will be sent.
<b>102</b>	<b>Application Pending (S)</b>
<b>103</b>	<b>Verify the Application For or Receipt of SSN Applied For Date</b>
<b>106</b>	<b>ABD Reconciliation – Perform Recon (W)</b>
<b>107</b>	<b>Auto Review Processing Missed-FICM Initiate Review (W)</b> When a case is approved after the 1st of the month, and a review is due the next month.
<b>110</b>	<b>Review Pending (S)</b>
<b>111</b>	<b>Retro Medicaid Pending (3 months prior) (S)</b> Generated when a retro Medicaid month(s) were initiated but not finalized.
<b>112</b>	<b>Extended MA AU Needs Review (W)</b> Created when a case trickles to TMA and the MISC screen hasn't been completed by placing a "Y" in the 'Extend MA COA' and the date is over 30 days old.
<b>114</b>	<b>Child RSM Ineligible Due to Age- Complete DMD (W)</b> Month before eligible child in F22 case turns age one, six or nineteen
<b>118</b>	<b>Add-A-Person Pending (S)</b>
<b>120</b>	<b>Spa On Hold (Placed on Hold by Worker) (S)</b>
<b>125</b>	<b>Check 3 Month Prior Medicaid For AU (W)</b>

	When application was registered and on the CIRC screen has a "Y" for prior 3 months.
<b>126</b>	<b>SPA Held For Work In Progress</b> (Placed on Hold by System) <b>(W)</b>
	Data held in the scratch pad because it couldn't be committed to the data base because it was missing info needed to satisfy final edits. This code becomes Alert 320 if case is still pending on SPA at the end of the month.
<b>127</b>	<b>This AU Has Not Been Transferred</b> <b>(W)</b>
	When a "Y" is placed on the AU's MISC screen under the "Auto Reassign Override".
<b>133</b>	<b>Complete CMD For Closed/Denied MA Adult</b> <b>(W)</b>
	Any adult client who has a TANF AU that trickled to F22 (RSM) or F99 (Medically Needy Spenddown) in the batch cycle
<b>136</b>	<b>SSN Match Found by Employee File (New Hire)</b> <b>(W)</b>
<b>137</b>	<b>SDX Shows Earnings but SUCCESS Does Not</b> <b>(W)</b>
<b>202</b>	<b>Application Registered-Interview Not Started</b> <b>(S)</b>
	AU registration is performed and neither the intake interview nor an interim change started
<b>203</b>	<b>Interview Not Started-Denial In 5 Days</b> <b>(W)</b>
	Generated 5 days prior to SOP. If action isn't taken on case by the end of SOP, SUCCESS will deny the application.
<b>210</b>	<b>Scheduling Conflict, Required Review Not Auto Scheduled</b> <b>(W)</b>
	Generated when there aren't any available appointments on your calendar from the 1st to the 15th of the month. You will have to set up the appointment.
<b>212</b>	<b>Pregnant Client Closed</b> <b>(W)</b>
	<b>CMD needed for pregnant woman in a MA AU other than P01.</b>
<b>213</b>	<b>RSM-Preg Ending for Woman Under 19-Review RSM Child</b> <b>(W)</b>
	<b>When RSM Pregnant AU closes in batch and client is less than 19 years of age.</b>
<b>214</b>	<b>Review Period Expired-EW Close AU</b> <b>(S)</b>
	<b>ABD AU's POE ends today and a review has not been initiated.</b>
<b>217</b>	<b>Review Mail-in Notice Sent</b> <b>(S)</b>
<b>218</b>	<b>This AU Has Been Transferred To This Load ID</b> <b>(S)</b>
<b>219</b>	<b>This AU Has Been Transferred From This Load ID</b> <b>(S)</b>
<b>222</b>	<b>Child Turning 16 Not a Student-Check Employment Services Status</b> <b>(W)</b>
	Generated in the month begin cycle one month prior to a non-student client achieving their sixteenth birthday
<b>224</b>	<b>Client Turning – Check School Attendance</b> <b>(W)</b>
<b>226</b>	<b>Client Becomes Age 19 or Age 18 And Is Not A Student</b> <b>(W)</b>

<b>235</b>	<b>Review Case Due to Excess Child Support From CSE</b>	<b>(W)</b>
<b>236</b>	<b>Pregnancy in 8<sup>th</sup> Month or Later-Check Status</b>	<b>(W)</b>
<b>237</b>	<b>Client In Employment Services Entering Subsidized Work</b>	<b>(W)</b>
<b>238</b>	<b>Client Penalty Expires This Month</b>	<b>(W)</b>
<b>239</b>	<b>Client in Employment Services Leaving Subsidized Work</b>	<b>(W)</b>
<b>259</b>	<b>Process Spenddown Authorization</b>	<b>(W)</b>
	When SD expenses were entered, current SD amount is zero, but authorization not performed.	
<b>262</b>	<b>RevIntevw Ntc Not Sent-EW Must Send Maint Intvw Ntc.</b>	<b>(W)</b>
	System schedules a combo review and the Case Manager reschedules one and deletes the other, the AU with the deleted appointment gets this alert.	
<b>303</b>	<b>AU selected For Mass Mod But No Updates Made</b>	<b>(S)</b>
	Generated when AU is chosen for mass modification but detects no case changes.	
<b>304</b>	<b>Appl Due-Enter Delay Rsn On Misc If Unable To Complete</b>	<b>(W)</b>
	If the AU is in pending status five days prior to the end of SOP and the intake interview has started. If the case goes OSOP, the MISC screen needs to be coded in the 'Delay Reason'.	
<b>312</b>	<b>Review Scheduled On Last Working Day Not Initiated Online</b>	<b>(W)</b>
<b>314</b>	<b>Review Discontinuance Warning Notice Sen</b>	<b>(S)</b>
	Generated for AUs one day after the review appointment was missed for a Standard (including when SUCCESS was down for the appointment). For alternates an alert is generated on the 6th day of the review month if the review hasn't been initiated.	
<b>320</b>	<b>Spa Deleted Overnight</b>	<b>(S)</b>
<b>321</b>	<b>Reinstatement Not Completed-AU Is Not Active</b>	
<b>350</b>	<b>AU Denied-Failure To Cooperate With Application Process</b>	<b>(W)</b>
<b>351</b>	<b>AU Discontinued Overnight</b>	<b>(W)</b>
<b>353</b>	<b>RSM Pregnancy Case Needs Due or TerminationDate</b>	<b>(W)</b>
<b>377</b>	<b>Client Discontinued Overnight</b>	<b>(W)</b>
<b>388</b>	<b>Client Sanctioned Overnight</b>	<b>(W)</b>
<b>556</b>	<b>Client No Longer Has Earned Income</b>	<b>(W)</b>
<b>557</b>	<b>Client's TANF Case Reopened</b>	<b>(W)</b>

**This is not an all inclusive list!  
Refer to the SUCCESS User Manual  
Appendix A for more Alerts Listings**

# Interface Alerts

- Interface alerts are generated by certain interface matches or exchanges. Interface matches/exchanges tell the Case Manager about discrepancies/errors in data entry.
- Some of Interface alerts are ‘two-tiered’ which means the Case Manager can use a Function Key to display an additional screen, which allows the Case Manager to compare interface data and system data.
- The Income and Eligibility Verification System (IVES) is a federally operated system through which agencies request personal data, wage and benefit information on applicants and recipients from other state and federal agencies.
- Primary social security numbers entered in SUCCESS are matched with the SSNs contained in these other agencies.

**Example:** The CSE interface may cause an update which generates an alert such as non-cooperation or excess support collections. The receipt of the SSN discrepancy from SSA generates an alert to investigate the discrepancy.

SUCCESS performs IVES computer matches with the following files from other agencies:

1. SSA Beneficiary Earnings Exchange Record System (BEERS)
2. United States Internal Revenue Service (IRS)
3. Interstate Files
4. SSA Prisoner Verification Inquiry
5. SSA Death Verification Inquiry
6. SSA Bendex
7. DOL wage files
8. Unemployment Compensation Benefit files (UCB)

# Case Tracking Alerts

**Case Tracking Alerts** – SUCCESS examines certain cases for time-related activities and issues alerts, such as, disqualification, ES activities expiring, critical ages or reviews due.

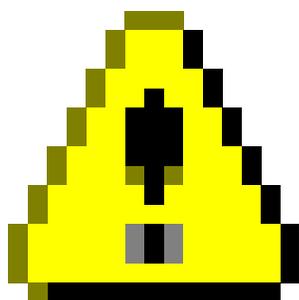
UPDATE	PRIORITY	DETAIL LIST - ALPR	ALPR		
S Cd	Due	Cd AU/Client	Message Text	Load 000Z	003 More
103 082905	MA 121212121	VERIFY THE APPL FOR OR RECPT OF SSN	APPLIED FOR DAT		D
GEORGIA CUSTOMER					
116 051305	MA 121212121	CHECK STUDENT STATUS-CHILD GRADUATING NEXT MONTH			
GEORGIA CUSTOMER					
212 110405	MA 121212121	PREGNANT CLIENT CLOSED			
GEORGIA CUSTOMER					
224 063005	MA 121212121	CLIENT TURNING AGE 18 - CHECK FOR SCHOOL ATTENDANCE			
GEORGIA CUSTOMER					
236 103105	MA 121212121	PREGNANCY IN 8TH MONTH OR LATER - CHECK STATUS			
GEORGIA CUSTOMER					
114 053005	MA 212121212	CHILD RSM INELIG DUE TO AGE - COMPLETE CMD			
GEORGIA CUSTOMER					
123 091205	MA 121212121	ENTER EXPENSES FOR MA SPENDDOWNM			
GEORGIA CUSTOMER					
115 103105	MA 121212121	LIMITED STAY EXPIRING-REVIEW FOR CONTINUED ELIG			
GEORGIA CUSTOMER					
213 100305	MA 121212121	RSM-PREG ENDING FOR WOMAN UNDER 19 - REVIEW RSM CHI			
GEORGIA CUSTOMER					
Message					
13-tier 14-altr 15-amen 16-esme 17-svds 18-svqc					

**Example:** If child is turning the critical age for ineligibility in TANF and you have not removed the child from the case, SUCCESS will:

- Remove the child
- Recalculate eligibility
- Send a notice to the A/R
- Generate an Alert to tell you what has been done

**NOTES:** 

# Caseload Management and Alerts



In order to effectively manage your caseload, Case Managers can use alerts to assist with everyday tasks. Alerts act as “reminders” for the Case Manager. The most effective way to use Alerts is to help manage your workload.

Alerts can be accessed from many of the SUCCESS screens where the **23-ALAU (press shift and F11)** appears at the bottom of the screen. These screens include ADDR, STAT, DEM1, DEM2, DEM3, RES1, RES2, ERN2, UINC, WORK, and MISC.

Alerts can also be accessed from the Main Menu, selection “D”, which will take you to the Alerts Submenu – DMEN.

SUCCESS allows you to view your alerts on any one of these four screens

ALERTS SUBMENU - DMEN	DMEN
Selection	
Load ID	
AU ID	
Alert Code	
From Date	
To Date	
A. Create Worker-Generated Alert	
<b>B. Priority Detail List</b>	
<b>C. Due Date Detail List</b>	
<b>D. Assistance Unit Detail List</b>	
<b>E. Load Alert Summary List</b>	
F. Supervisor Alert Summary List	
G. Assistance Unit Detail List Archive	
Message	

**The Priority Detail List, Due Date List, and Assistance Unit Detail Listing and Load Alert Summary are excellent tools which can be used to prioritize your work.**

**PRIORITY DETAIL LIST - ALPR** displays alerts by priority level from highest to lowest. A priority level from 001-700 is associated with each alert. **Use this alert listing as a prioritized “to do” list.**

Case Managers can go straight from this Alert screen to SUCCESS. The priority detail list screen can be accessed from most of the SUCCESS screens via a “function key” located at the bottom of the screen

**Example:** When Alert 210 comes up stating a review was not auto scheduled, the Case Manager can place an “R” next to the Alert and F15 and that will take them to ADDR on SUCCESS. The Case Manager can fast path to the correct MISC screen and schedule the appointment.

Utilizing your Priority Detail List would eliminate Case Managers from having to do worker cards (unless mandatory per Supervisor). **Working from the Priority Detail List-ALPR is one of the most effective approaches to managing your workload**

UPDATE	PRIORITY DETAIL LIST - ALPR	ALPR
Prg	Load 1973	001
S Cd Due Cd AU/Client Message Text		D
<b>210 101205FS 654783938</b>	<b>SCHEDULING CONFLICT,REQD REVIEW NOT AUTO SCHEDULED</b>	
<b>TAMMY TURNER</b>		
214 101605 FS 697360003	REVIEW HAS NOT BEEN INITIATED	
DAISY DARLINGTON		
553 101605 FS 597313500	AU MOVED, NEW ADDRESS	
VIOLET VANZANDT		
556 101605 FS 597320093	CLIENT NO LONGER HAS EARNED INCOME	
LILY LEE		
Message		
13-tier 14-altr 15-amen 16-phme 17-svds 18-svqc		

**NOTES:** 

**DUE DATE DETAIL LIST – ALDD** displays alerts chronologically by their assigned due date from earliest to latest. A due date is assigned to each alert. This date indicates when the work specified by the alert must be completed. **Use this alert listing as a pending and overdue “to do” list.**

UPDATE	DUE DATE DETAIL LIST - ALDD			ALDD
Prg	Load	1973	From Date	001
S Cd Due Cd	AU/Client Message Text			
102 091505 FS	687360003	APPLICATION PENDING		
FRANK HAYES				
120 091805 FS	645313500	SPA ON HOLD		
VANCE KING				
102 092105 FS	576420093	APPLICATION PENDING		
MARY MOORE				
Message				
13-tier 14-altr 15-amen 16-phme 17-svds 18-svqc				

**NOTES:** 

**ASSISTANCE UNIT DETAIL LIST - ALAU** displays all the alerts associated with a specific AU. The display will show those alerts that are currently outstanding or have been dispositioned and not yet purged. This detail listing helps you to make certain that there are no outstanding alerts which might affect eligibility when you begin to update an AU. **Use this alert listing to get a picture of the AU activity.**

INQUIRY	CURRENT ASSISTANCE UNIT DETAIL LIST - ALAU			ALAU
AU Num	197357255	Prog	001	
HOH DAWN		COSNER		
S Code	Due	Client ID	Message Text	D
462	102696		"LEE'S SEPARATION NOTICE AND LAST 2 CHECK STUBS DUE FOR DAWN COSNER CASE"	
Message				
13-tier 14-altr 15-amen 16-phme 17-svds 18-svqc				

**NOTES:** 

**LOAD ALERT SUMMARY - ALWS** displays a numerical count of all outstanding alerts which are not yet due, coming due in seven days, and overdue by priority within an individual load ID. The display is organized by summary grouping. **Use this list to get a picture of your current caseload activity.**

On the **ALWS** screen, your alerts are grouped according to these summary groups:

- **100**-Pending applications
- **200**-Pending maintenance activity
- **300**-Pending redetermination
- **400**-AUs discontinued by batch
- **500**-Customer discontinued/disqualified in batch
- **700**-Employment Services

**NOTE:** These numbers, 100-700, are Summary Group Numbers, not the Alert Codes.

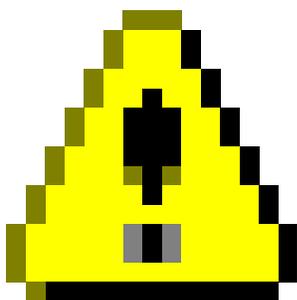
INQUIRY	LOAD ALERT SUMMARY LIST - ALWS	ALWS
	Load ID 000Z	01 More
Summary Group	Description	
	Count	
001	OUTSTANDING CONVERSION ALERTS	
001		OVERDUE
001		WITHIN 7
100	PENDING APPLICATIONS	
0023		
100		OVERDUE
0007		
100		WITHIN 7
200	PENDING MAINTENANCE ACTIVITIES	
0008		
Message		
13-alpr 14-aldd		

**F13-ALPR** takes you to Priority Detail List

**F14-ALDD** takes you to Due Date Detail List

**NOTES:** 

# Alert Disposition



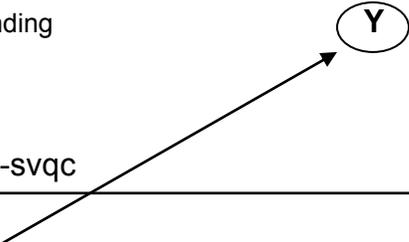
- **Disposition means that the alert is marked for removal.**
- Once you have completed the action called for by the alert, the alert is ready to be dispositioned.
- SUCCESS removes dispositioned alerts in an overnight batch run.
- You must disposition some alerts manually; others are dispositioned automatically by the system. (see “alert text chart”)

**The way an alert is dispositioned varies by the type of alert.**

IF THE ALERT IS....	THEN THE ALERT...
worker generated	must be manually dispositioned by the receiver of the alert.
a one-day informational alert	will be automatically dispositioned the day after the display date.
a system-generated alert with action required.	may be manually dispositioned once the required action has been taken or will be automatically dispositioned once the required action has been taken.
a system-generated alert with no action required.	must be manually dispositioned by the receiver of the alert.

**How to Manually Disposition an Alert:**

UPDATE	PRIORITY DETAIL LIST - ALPR				ALPR
	Prg	Load 000Z		001 More	
S	Cd	Due	Cd	AU/Client	Message Text
	110	080706	FS	2826354967	Review Pending
	Ida Mae Customer				
Message					
	13-tier	14-altr	15-amem	16-esme	17-svds 18-svqc



**To disposition an Alert, enter a “Y” here and press enter. Make sure you have completed any necessary actions before you disposition an alert.**

# Tips for "ALERT" SUCCESS

- Each morning access your alerts via the Priority Detail List – ALPR.
- Use Worker Generated Alerts to track verification due dates.
- Once you have taken action on an alert, disposition it! Do Not Wait. The longer you wait the more alerts you will have to find time to disposition later.
- If time is limited, choose 2 days per month to disposition alerts. Once per week is even better!
- When completing changes or reviews, stop to access the alerts for the AU from any of the screens listed on page 17 of this handbook.
- Become familiar with the Alert Text on pages 11 -13, this will make working with alerts much easier!

