

B Management Evaluation Review Case Reader Case Reads

Pull a random selection of cases from the CR Case Read Logs in **CATS** or **TarCATS** for the month prior to arrival. (See CAS(cas)) to access CATS and TARCATS) Ensure error and correct cases are selected that include a variety of actions. Read the same target areas the case readers have been instructed to read. Review for the following:

- Was there a payment error that the case reader failed to identify?
Was there a potential error that the case reader failed to identify?
Was there a procedural deficiency that the case reader failed to identify?
When necessary, obtain the corresponding Case Read Summaries from CATS or TarCATS.
- Report the percentage of cases containing payment errors, potential payment errors, and procedural deficiencies. Record the amount of dollars authorized in error.
- Identify the reasons the errors occurred, including, but not limited to, the following:
- Incorrect calculation of earned income Failure to follow through on reported information
When necessary, compare the Case Read Summary with the reviewer's findings.
- Can any error trends be established?
- Through discussion with management, determine the local office procedure for placing cases on Benefit Hold. When available, obtain the written plan.
- Through discussion with management, determine the number of case reads the case reader is required to read per month.
- Were cases reviewed prior to benefit issuance and mailing notices?
- Was the case read documented on **CADO**?