02   Eligibility Worker Alerts - Overview

Policy and procedures regarding EWAL are outlined as follows:

- Alert Reports
- AZTECS Generated Alerts
- EWAD

Eligibility Worker Alerts (EWAL) is designed to help with caseload management. EWAL displays all outstanding alerts for the case, listed by ascending DUE DATE. The list includes alerts not yet due.

AZTECS sets many different alerts based on the following:

- Case-specific information
- Interfaces with other computer systems

The EI to whom the case is assigned can key reminders of special actions that need to be taken on the case. Other EIs, Supervisors and Office Support Staff have the ability to add alerts to EWAL for a case. However, only the EI to whom the case is assigned has the ability to clear or change an alert on that case.

NOTE   Prior to transferring a case to another site code, work and then clear all due and overdue alerts.

Fields on EWAL provide case, caseload, and site code information. The alert fields consist of the following:

- MESSAGE for the alert (up to 30 characters per line)
- DUE DATE keyed by staff or generated by AZTECS

<div style="border:1px solid orange">

WARNING

AZTECS automatically changes the alert DUE DATE to the following workday(g) when the date keyed falls on any of the following days:

- Saturday
- Sunday
- A holiday

</div>

- CLEARED in which a Y may be keyed to delete the alert

- SENDER'S PCN to indicate alert originator

    NOTE   When AZTECS sets the alert, the SENDER'S PCN field remains empty.

Alerts for pended eligibility criteria verification are automatically removed by AZTECS when the verification is received and the Verification Codes are updated.

Alerts for outstanding notice situations are cleared when a notice is sent by keying Y in the MAIL? (Y) field on NOTI and pressing ENTER.

A notice situation is deleted when # is keyed in the DELETE (#) field on NORE.