

**Operations Memorandum**  
**Cash Assistance**  
**Medical Assistance**  
**Long Term Care**  
**Administrative**  
**LIHEAP**  
**OPS130405**

**April 26, 2013**

**SUBJECT: Electronic Notices (e-Notices)**  
**TO: Executive Directors**  
**FROM: Richard Wallace, Acting Director, Bureau of Operations**

**Purpose**

To inform County Assistance Offices (CAOs) that, effective April 28, 2013, individuals will have the option to enroll in e-Notices through implementation of the Commonwealth of Pennsylvania Access to Social Services (COMPASS) Service Delivery Transformation (SDT) initiative.

**Background**

Currently, individuals receive all correspondence by mail. With the implementation of the COMPASS SDT initiative, individuals that link their CIS case to their My COMPASS Account (MCA) will now have the option to enroll in e-Notices.

Individuals on Low-Income Home Energy Assistance Program (LIHEAP) only cases will not be able to enroll in e-Notices because LIHEAP benefit information is stored in eCIS. Individuals on combination LIHEAP cases will be able to enroll in e-Notices.

**Discussion**

On April 28, 2013, enhancements will be implemented in COMPASS. One of these enhancements is the availability of e-Notices. Individuals who are the Head of Household (Payment Name) for their CIS case will have the opportunity to opt into e-Notices in COMPASS. Enrolling in e-Notices will allow individuals to receive all notices that are stored in eCIS to their MCA instead of through the mail. Notices that are not stored in eCIS, such as the Semi-Annual Reporting (SAR) forms, renewals and certain other notices will continue to be mailed.

**Note:** Providers and individuals who are the Alternate Payment Name will continue to receive all applicable notices through the mail.

## E-Notice enrollment process for individuals:

- To begin receiving e-Notices, the Head of Household (Payment Name) of a CIS case must select 'Yes' to receiving e-Notices and provide a valid email address in COMPASS.
- An automated email from the Commonwealth will be sent to the individual and they must confirm that they received this email.
- Once confirmed, a confirmation letter is mailed to the individual and they are officially enrolled in e-Notices.
- E-Notices will be sent with the regular notice batch process and will be posted to the MCA after the batch has run.
- Each time a notice is posted, the individual will receive an email alert. To view the notice, the individual must log into their MCA. The notice will be available in a PDF and can be printed.
- If an email alert is undeliverable (e.g., email is full or no longer exists), the notice will be mailed with the next batch and the individual will automatically be enrolled back into paper notices. The mailed notice will have the same mailing date as the original notice.
- An individual can request that a copy of any notice that is posted to their MCA also be sent to them by regular mail.
- An individual can opt out of receiving e-Notices at any time by updating their notice preference in their MCA or by contacting their caseworker to update their preference.
- An individual's notice preference in eCIS will be updated with the next occurring notice batch. All notices generated the day the user updates their preference or the system switches their preference will be sent in the format selected.
- Notices will be retained in the MCA for three years.

### CAO impacts:

- A link to the MCA Summary was added to the Case Summary screen in Case Processing. The MCA Summary can also be accessed from the CM Inquiry screen.
- The MCA Summary was updated to include Notice Preferences section. If the Notice Preference displays “Mail Manual”, then the individual is not enrolled in e-Notices. If the Notice Preference displays “Online”, then the individual is enrolled in e-Notices.
- If the Notice Preference is set to “Online”, there will be an “Update to Paper” button available on the MCA Summary. Caseworkers can use this button to update the individual’s notice preference to paper. Caseworkers should only update the notice preference if the individual requests them to do so.

**Note:** Only individuals can update their notice preference to “Online”.

- If an individual enrolled in e-Notices requests that a copy of their notice be sent to them by regular mail, the caseworker will need to manually print and mail the notice and not just regenerate the notice through the system. Regenerated notices will be sent electronically to the MCA if the individual’s notice preference is set to “Online”.

**Note:** Notices stored in eCIS Correspondence will now be stored in their entirety (including inserts) and can easily be printed and mailed.

### Next Steps

1. Share and review this information with appropriate staff members.
2. Please contact your Area Manager if you have questions regarding this Operations Memorandum.
3. This Operations Memorandum becomes obsolete upon release of revised Handbook changes.