

# **Operations Memorandum**

## **SNAP - Cash Assistance - Medicaid**

### **OPS120406**

**April 23, 2012**

**SUBJECT: Commonwealth of Pennsylvania Access to Social Services (COMPASS) Attach Scanned Documents (ASD)**  
**TO: Executive Directors**  
**FROM: Richard Wallace, Acting Director, Bureau of Operations**

#### **Purpose**

To inform County Assistance Offices (CAOs) of the statewide rollout of COMPASS ASD to Community Partners (CPs) and citizens.

#### **Background**

Currently, when CPs and citizens submit documents to the CAO, they must do so via fax, mail, or in person. ASD software allows individuals to scan and submit documents through COMPASS for online applications and ad hoc for recipients through the CP dashboard and My COMPASS Account (MCA). On August 1, 2011, COMPASS ASD began in pilot with three CPs who were submitting scanned documents to Philadelphia, Allegheny, Washington, Westmoreland counties, and the Central Unit.

#### **Discussion**

Effective April 30, 2012, COMPASS ASD will be expanded statewide. All counties may now receive scanned documents through COMPASS for online applications or for current recipients. At present, COMPASS ASD is compatible with web browser Internet Explorer only.

When scanned documents are submitted through COMPASS, they are sent directly into the eCIS Imaging Repository. Once the application is assigned to a caseworker, imaged verification will populate as a work item on the caseworker's Workload Dashboard under "Images." In keeping with the "48 Hour Rule" (OPS100905), the caseworker has 48 hours to attach the document before the work item populates on their supervisor's Workload Dashboard.

Prior to taking action on an application or existing case, the CAO worker must check for pending images related to the case record #/e-Form #. This will ensure that the application is not denied or benefits are not closed for failure to provide verification when verification is received and pending in the eCIS Imaging Repository. More information for this can be found in Helpful Hint #12 of the Scanning and Imaging

Playbook. The [Scanning and Imaging Playbook](#) can be accessed by going to the Modern Office tab on the OIM Web.

### **Next Steps**

1. Share and review this information with appropriate staff members.
2. If you have questions regarding this Operations Memorandum, please contact your Area Manager.
3. If you have questions about the images received, please contact the CIS Hotline at 1-866-620-5057.
4. If questions are received from the public, please direct them to contact the DPW Helpline at 1-800-692-7462.