OVERRIDE DESK AID

PROCESS HELP 41.3

During the renewal process, for MA programs failing due to reason code 077, complete an override. Override must be completed in HOD using the **AIOE/AGOE** overrides. Remember, only a supervisor or a worker with a security level of 50 or more can approve the override.

Use F8 to move through the screens to get to the correct program and individual.

Step-by-step Process

1. Run eligibility in CWW for the month override is needed, continue until you get to the Confirm Benefits page in CWW. **Do NOT confirm.**

2. Go to Mainframe (HOD,darkside). Enter AIOE in TRAN and enter case # in PARMS, press Enter.
   Use F8 to get to the screen with the program and individual(s) you want to override.

   a) To change a "FAIL" to "PASS," change the "F" to **"S"** on the *Eligibility Results Override* field.
   b) If there are any failure reason codes in the *Reason Override* field, **delete** them.
   c) Tab to the *Override Reason CD* field and **enter "SYS".**
   d) Tab to the *Is Override Approved?* field and **enter "Y."**
   e) Press Enter OR use F8 to access screens for each person and **delete** CW Cost Share Override information.
   f) Repeat steps (a) through (e) for each individual override.

```
AIOE                    INDIVIDUAL ELIGIBILITY RESULTS OVERRIDE    03/28/19 14:16
CASE                 CAT: MAGA SEQ: 01          WORKER:
LAST                                       CASE STATUS: OPEN      CASE MODE: UNGOING

NUM: 01   NAME:                                          SSN:
DC:
PARTICIPATION STATUS: XA
   ELIGIBILITY RESULT: F   FAIL ──────► ELIGIBILITY RESULT OVERRIDE: S   FAIL
               REASONS:              ──────►      REASONS OVERRIDE: ___  ___  ___

      ELIG BEGIN DATE: 03 01 19            ELIG BEGIN DATE OVERRIDE: 03 01 19
        ELIG END DATE: 03 31 19              ELIG END DATE OVERRIDE: 03 31 19
    PAYMENT BEGIN DATE: 04 01 19
     PAYMENT END DATE: 04 30 19
        CW COST SHARE:              ──────►CW COST SHARE OVERRIDE: 0000000.00
                                    ──────►     OVERRIDE REASON CD: SYS
       SUPERVISOR ID:              ──────►IS OVERRIDE APPROVED? (Y/N): Y
COMMENT:
------------------------------------------     INDIVIDUALS



NEXT TRAN:          PARMS:                                               MORE...
065 - INVALID AMOUNT
1A +   a                                                              15/067
```

3. Press Enter after completing individual overrides, this takes you back to HOD home page.

4. AGOE is a two-part process
   Part 1: Enter AGOE in TRAN and case # in PARMS, press Enter.
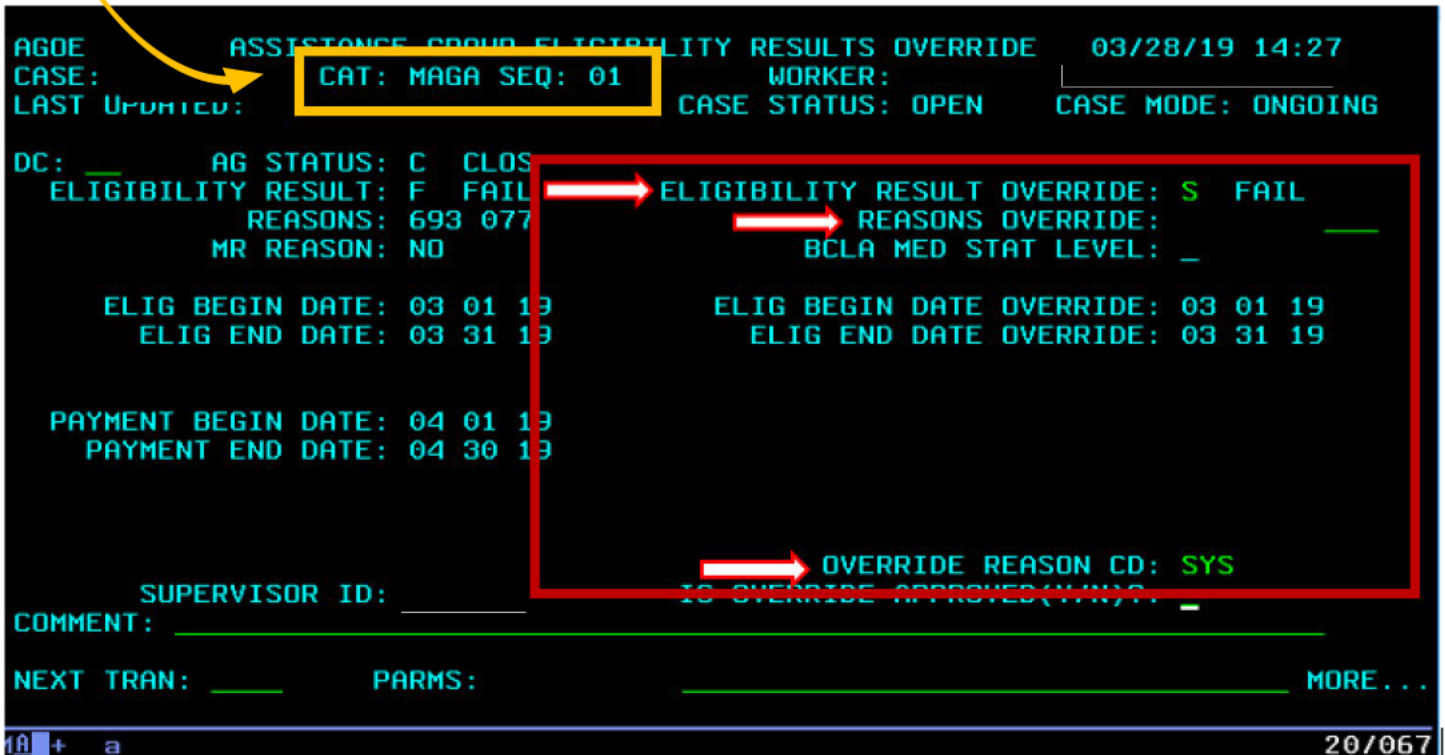   Use F8 to get to the appropriate category (FS, MA, etc.).

   a) To change a "FAIL" to a "PASS," change the "F" to **"S"** on the *Eligibility Results Override* field.
   b) If there are any failure reason codes on the *Reason Override* field, **delete** them.
   c) Tab to the *Override Reason CD* field and **enter "SYS"**.
      Do not approve AGOE.
   d) Use F8 to access screens for each AG and repeat (a) through (c).

```
AGOE             ASSISTANCE GROUP ELIGIBILITY RESULTS OVERRIDE      03/28/19 14:27
CASE:                 CAT: MAGA SEQ: 01              WORKER:
LAST UPDATED:                                CASE STATUS: OPEN      CASE MODE: ONGOING

DC: __       AG STATUS: C  CLOS
   ELIGIBILITY RESULT: F   FAIL        ELIGIBILITY RESULT OVERRIDE: S   FAIL
              REASONS: 693 077              REASONS OVERRIDE:
            MR REASON: NO                  BCLA MED STAT LEVEL: _

      ELIG BEGIN DATE: 03 01 19       ELIG BEGIN DATE OVERRIDE: 03 01 19
      ELIG END DATE: 03 31 19          ELIG END DATE OVERRIDE: 03 31 19


   PAYMENT BEGIN DATE: 04 01 19
     PAYMENT END DATE: 04 30 19




                                            OVERRIDE REASON CD: SYS
          SUPERVISOR ID:              IS OVERRIDE APPROVED(Y/N)?: _
COMMENT: _____

NEXT TRAN: ____      PARMS:          _____ MORE...

1A +   a                                                            20/067
```
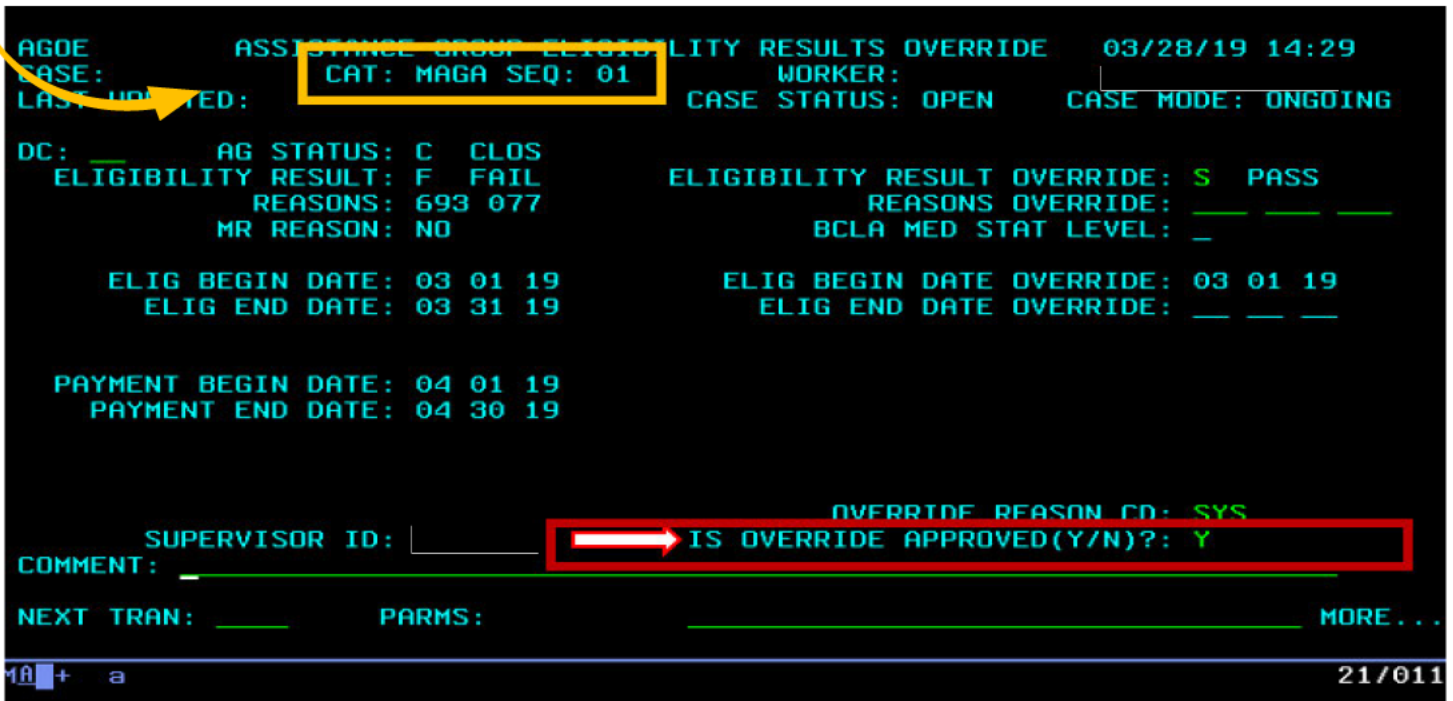
5. If more than one month of eligibility needs an override repeat steps 1 to 4. Only up to two months at a time can be overridden.

6. Press Enter after completing AG override, this takes you back to HOD home page.

7. **Part 2**: Enter AGOE in TRAN and case # in PARMS, press enter.
Use F8 until you get to the screen for the category that you have entered the overrides.

    a) Tab to *Is Override Approved?* and **enter "Y."**.
    b) Use F8 to access other months with eligibility overrides and complete step (a).

```
AGOE          ASSISTANCE GROUP ELIGIBILITY RESULTS OVERRIDE    03/28/19 14:29
CASE:               CAT: MAGA SEQ: 01          WORKER:
LAST UPDATED:                           CASE STATUS: OPEN     CASE MODE: ONGOING

DC: __         AG STATUS: C  CLOS
   ELIGIBILITY RESULT: F   FAIL      ELIGIBILITY RESULT OVERRIDE: S  PASS
            REASONS: 693 077                    REASONS OVERRIDE: ___ ___ ___
         MR REASON: NO                       BCLA MED STAT LEVEL: _

    ELIG BEGIN DATE: 03 01 19           ELIG BEGIN DATE OVERRIDE: 03 01 19
    ELIG END DATE: 03 31 19            ELIG END DATE OVERRIDE: __ __ __


   PAYMENT BEGIN DATE: 04 01 19
   PAYMENT END DATE: 04 30 19


                                         OVERRIDE REASON CD: SYS
         SUPERVISOR ID:              IS OVERRIDE APPROVED(Y/N)?: Y
COMMENT: __

NEXT TRAN: ____      PARMS:                                          MORE...

MA +   a                                                            21/011
```

8. Once all AG overrides have been approved, press Enter, this will take you back to HOD home page.

9. Return to CWW, **Do NOT** run eligibility. Navigate away from the Confirm Eligibility page (click on a different page in CWW).

10. Navigate back to the Confirm Eligibility page (you will see HC AGs passing) and confirm benefits.

11. Update Override AG Review Dates if necessary. This step must be done if an AG is overridden to passing to open.

12. Re-run eligibility in CWW BC+ should pass without overrides.

13. Document the override actions in case comments.

14. BC+ program override requires a manual certification in iC (ForwardHealth) for the months overrides were completed.