

Processing Senior Benefits Program and Other GA/GM Cases

How many different GA case numbers can a client have? If you answered 4, you are correct. Although it's unlikely, it is possible for a client to have a history of General Relief, Diversion, PF Hold Harmless, and Senior Benefits Cash each on a separate case number in EIS. As new programs continue to be added to the system, GA (and to a lesser extent, GM) has expanded well beyond its original design. Here are some tips to help you handle these programs correctly in EIS.

Registering GA/GM Applications in EIS

Senior Benefits (GA/GM) Applications Received in a Non-Senior Benefits Office:

- Register as a request for service (RG or RR).
- Register to 030 full service office in EIS.
- Register to unique Senior Benefits case numbers-other GM and GA case numbers cannot be used.
- Forward the application to the Senior Benefits office.

Regular GA/GM Applications:

- Check the client's CLPM.
- If the client has no prior GA/GM case number, register the application to a new case number.
- If the client's only existing GA/GM case number is located in 030 full service office, DO NOT USE the 030 case number. Register the application using a new case number.
- If the client has a prior GA/GM case number located in another full service office, you may be able to register the new application using the existing number. Review the case by checking the issuance history and case notes to determine if the case is compatible with the new application.

Handling GA Address Changes in EIS

- The GA program is unique in EIS because the benefits are mailed to the payee address entered on the GABS instead of address listed on the ADDR.
- When making address changes, be sure to update both the ADDR and the GABS.
- When reissuing GA warrants on the RERF, double check the address information at the bottom of the screen and make any needed corrections.

If you have any system questions please contact the Help Desk at EISHelp@alaska.gov