

TO: All Eligibility Staff

6/22/10

FROM: SysOps

SUBJECT: EIS ADDR screen

The Address Screen (ADDR) must be properly completed to ensure clients receive their benefits and notices. Several common problems with completing the ADDR screen are described below.

**1. Worker presses the PF-9 key after entering the address during registration**

- Pressing the PF-9 key exits the screen without saving the address
- When a case is newly registered, an address is required to send the IVR notice
- Workers will receive an email from SysOps Benefit PAA that the IVR notice was rejected if there is no address
- Workers need to input the address and the IVR notice will be sent out the following work day

**2. Worker enters an out- of- state address in the residence field for a Food Stamps case**

- Food Stamp cases must have an Alaskan residence to receive Alaskan Food Stamps
- If a worker uses an out-of-state address in the RESIDENCE field on the ADDR, the FS benefit will reject and the SysOps Benefit PAA will contact the worker
- When a client moves out of state, record the new out-of-state address in the MAILING ADDRESS field only; this allows notices to be mailed to the new out-of-state address
- Leave the prior Alaskan address in the RESIDENCE field
- Enter the Alaskan address on the ADD2 screen in the FS BEN ADDRESS field
- Both the RESIDENCE field and the FS BEN ADDRESS field must have an Alaskan address for Food Stamps to be issued

### **3. Worker receives returned mail with incorrect or incomplete address shown on the mail**

- When the client's mailing address is the same as that entered in the RESIDENCE field, you do not need to enter the mailing address
- EIS uses the residence address as the mailing address if the mailing address field is not completed
- There are two lines for a mailing address, you may enter up to 25 alphanumeric characters on each line; entry on the first line is required
- The client's Apt, Bldg, etc. should be listed on the first line, with entry of the street address on the second line
- Don't use any punctuation (periods, commas, etc.) in the RESIDENCE or the MAILING ADDRESS fields
- The address is compared to a listing of valid mailing addresses by the Federal FINALIST program, errors in addresses are listed on reports in SysOps

#### **GOOD EXAMPLE: (lists building or apartment on line 1)**

Line 1: Bldg C Apt 22

Line 2: 1313 Hollywood Ave

#### **GOOD EXAMPLE: (lists PO Box with no punctuation or spaces)**

Line 1: PO BOX 21

Line 2:

#### **GOOD EXAMPLE: (lists care off addressee without any punctuation)**

Line 1: C/O MR RICHARD D SMITH

Line 2: 3140 HAVITUR WAY

### **4. ADDR screen updates may not update other EIS screens**

- Updating the ADDR screen does NOT necessarily update an address on other EIS screens such as
  - GABS - GA BENEFIT SCREEN
  - RERF - RE-ISSUANCE REQUEST FOR WARRANTS LOST OR STOLEN (only when replacing a GA benefit)
  - UNAU - UNDERPAYMENT AUTHORIZATION (only when authorizing a GA underpayment)
- Once an EBT card has been issued from the EBPM, a change of address on the ADDR will not change the mailing address for the EBT card, a new card should be requested and Help Desk should be notified to "pull" the first EBT card giving the mailing address for the card to be pulled

**5. ADDR info is not used when making GA payments or reissuing GA warrants**

- When using the GABS, UNAU, and RERF screens for GA benefits, be sure to enter the correct address in the PAYEE/VENDOR field since these screens do not use data from ADDR
- GABS and UNAU may be corrected until the benefit has been issued
- RERF is not accessible once you leave the screen

**6. Using the ADD2 screen**

- ADD2 may be used when it is necessary to mail benefits to an address different than the mailing address shown on ADDR
- Access the second page screen, enter Y in the ENTER Y TO USE ANOTHER BENEFIT ADDRESS: field and <ENTER>, there is no other way to access the ADD2
- See out-of-state benefits above for more information

For more information contact SysOps via helpdesk at [EIShelp@Alaska.gov](mailto:EIShelp@Alaska.gov)