




HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Sidonie Squier, Secretary
Ted Roth, Director

INCOME SUPPORT DIVISION
INTERDEPARTMENTAL MEMORANDUM

ISD GI: 12-71
DATE: September 28, 2012

TO: ISD Field Staff

FROM:  Ted Roth, Director
Income Support Division

RE: New Report-HPLE 130 LIHEAP-ISD2 MISMATCH

Beginning October 1, 2012 a new data check between ISD2 and HLEA will be implemented. As HSD moves towards ASPEN implementation it is very important that data entered into the HLEA system during processing of LIHEAP applications be consistent with data in ISD2.

LIHEAP Application Processing

Field workers must take the following steps when processing a LIHEAP application:

1. If the applicant has received a benefit through ISD2, verify that last name, SSN and DOB are identical between ISD2 and HLEA.
2. If applicant has not received benefits through ISD2, submit a query request to HTPQ to verify name, SSN and DOB. Print the response and file it in the case record.

New Report

1. For staff that review LIHEAP applications follow-up daily if possible but at least once a week on the new report available in dispatch. The new report is titled HPLE130 LIHEAP- ISD2 mismatch. This report will show any discrepancies between ISD2 and HLEA after a case has been processed but before benefits are issued. The report will be available daily to show cases where names and DOB does not match between ISD2 and HLEA. For non-crisis applications where there is a mismatch, the case will be changed on HLEA from "active" to "pending" and **benefit issuance to the vendor or to the client will be delayed** until the discrepancy between ISD2 and HLEA is resolved. To correct the data,

the pending case must be opened and re-finalized. Central LIHEAP Office Staff will follow-up with reports to make sure reports are reviewed.

2. Crisis applications will be paid if there is a mismatch between ISD2 and HLEA .The HPLE130 dispatch report will identify the mismatch and case change in HLEA will need to be completed. Crisis records are identified on HPLE130 with a "C" in the end of the first column. Please note that currently only the LIHEAP central office staff can make changes to these paid cases. In the near future, additional personnel will be helping with the cleanup, however, the field should make every effort to match to ISD2 so that further clean-up is not required.

If you have any questions or comments, feel free to contact JoAnn Lapington at 505-827-7258 or by email at JoAnn.Lapington@state.nm.us.

RESCINDED