

Verifications

Last Updated: 09/04/2018

Overview

Verifications can be added to evidence in two ways: individually or using functionality for adding multiple verifications. Using the multiple verifications feature makes it possible to add a verification that applies to more than one evidence record or to multiple participants. This job aid describes the steps involved in both approaches.

Step-by-Step Instructions

Individual Verifications

1. Navigate to the Income Support or Insurance Affordability application or case page.
2. Click the **Evidence** tab. The Evidence Dashboard displays. Add/update evidence.
3. Click the **Verifications** folder. The Outstanding Verifications page displays.
4. Click the **List Actions Menu** for the evidence to which verifications will be added. Click **Add Proof**.
5. The Add Proof pop-up appears. Enter and select applicable data then click **Save**.
6. The Outstanding Verifications page is updated and redisplayed and the outstanding verification is no longer listed as an item requiring verification.

Note: Repeat this process until all verifications are complete.

Multiple Verifications

NC FAST has enhanced the verification functionality. The verification wizard makes it possible to:

7. Add verifications that can be applied to more than one evidence record requiring verification.

For example: Client provides **Voter Registration Card** that can be used to verify both a participant's Identity and Residency. The verification item can be entered once and applied to both pieces of evidence on the case.

8. Add verifications for items that apply to one or multiple participants.

For example: If birth certificates are provided for several clients on a case, **Birth Certificate** can be entered once as a verification item then applied to multiple evidence types for multiple household members. A caseworker is required to have a copy of each client's birth certificate prior to adding the verification item in the wizard.

Both of these features of the verifications tool can function simultaneously, reduce steps to enter this information, and should result in time savings versus adding each verification item individually.

Scanning/Attaching Verifications

When scanning/attaching verifications in NC FAST it is highly recommended to complete this effort on the client's Person page. This process will maximize efficiencies gained by using the verification wizard. Caseworkers must have a copy/record of each verification item prior to adding it into the wizard.

1. Add/update evidence on the Evidence Dashboard.
2. Click the **Verifications** folder.
3. The Outstanding Verifications page displays. Click the **Verify** hyperlink.
4. The Verify Evidence pop-up appears.
 - a. Click the **Item** drop-down then select the verification to be entered.
 - b. Enter date received.
 - c. Enter the name of the person providing the verification item. Click **Next**.

Note: DO NOT enter attachment information on this pop-up.
5. The Verify Evidence pop-up appears, listing each evidence, evidence type, and case member for which the chosen verification item is valid.
 - a. Put a **check** in the checkbox next to each line for which the verification is applicable
 - b. Click **Save**.
6. The Outstanding Verifications page displays with the outstanding verifications removed.