



Department of Health Care Services
Children's Medical Services Network



Application Status Screen

(Step-by-Step)

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1 INTRODUCTION

1.1 OVERVIEW

CCS user can do the following in the Application Status screen:

- Send 1st letter of series in CMSNet Legacy and complete in Web Correspondence on web.
- Have system auto generate the 2nd and/or 3rd series letters (Refer to Batch Correspondence manual for more information).
- Send 1st letter only from CMSNet Legacy or CMSNet Web.
- Use new option added to the menu: '1st letter only' for HF (*C-36HFO - Application letter #1 Healthy Families (non-series)*) and Medi-cal (*C-36MO - Application letter #1 Medi-Cal (non-series)*) type.
- User can delete letter created from both CMSNet Legacy and CMSNet Web.
 - a. If user delete letter from Legacy, letter will be removed from Web (if letter is not already completed)
 - b. If user delete letter from Web, letter will be removed from Legacy (if letter is not already completed)

GHPP user can do the following in the Application Status screen:

- Send 1st letter of series in CMSNet Legacy and complete in Web Correspondence on web.
- Have system auto generate the 2nd series letters (Refer to Batch Correspondence manual for more information).
- User can delete letter created from both CMSNet Legacy and CMSNet Web.
 - a. If user delete letter from Legacy, letter will be removed from Web (if letter is not already completed)
 - b. If user delete letter from Web, letter will be removed from Legacy (if letter is not already completed)

2 APPLICATION STATUS

2.1 ACCESSING APPLICATION STATUS

After CCS/GHPP user registers a new referral, user will have the option to select Application Status from the Patient Registration Branch Menu CMSOM-20 or via the Event Tracking or Eligibility menu option.

Select 'Application Status' and hit 'Enter'.

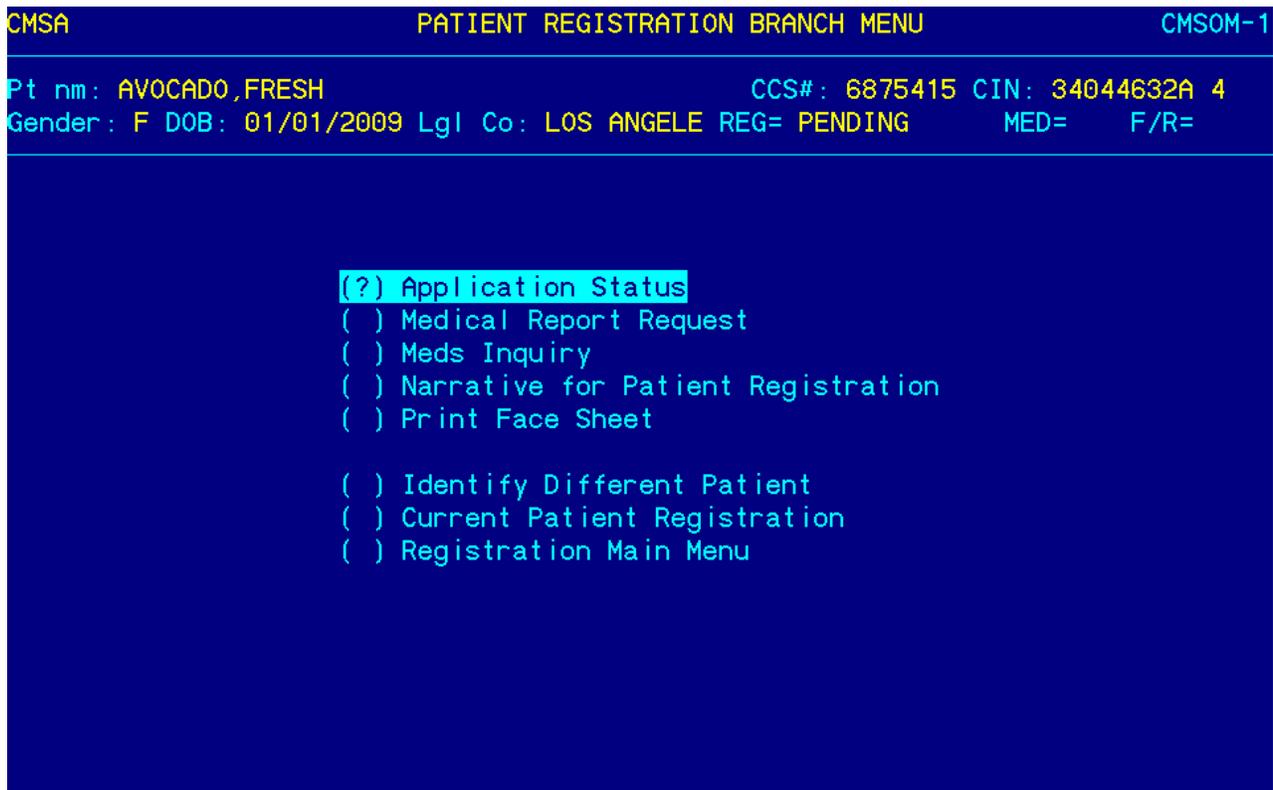


Figure 1 – Patient Registration Branch Menu

2.1.1 CMSAS -10 Application Status Screen

After selecting 'Application Status', system will take you to the Application Status Screen, CMSAS-10.

Below is the Application Status Screen.

```
CMSD                APPLICATION STATUS                CMSAS-10
Pt nm: AVOCADO,FRESH                CCS#: 6875415 CIN: 34044632A 4
Gender: F DOB: 01/01/2009 Lgl Co: LOS ANGELE REG= PENDING MED= F/R=

Application Type: ██████████                Action:
Appl Status:                                Date Signed Appl Recvd:
Reason no action:

Letter history
Status                Ltr type    Date                Corresp #    Due date

Comment:

Last update by:                Date:
```

Figure 2 – Application Status screen

2.1.2 Data Entry Fields

The following table identifies and defines the fields for data entry on the Application Status screen, CMSAS-10.

Table 1 - Data Entry Fields

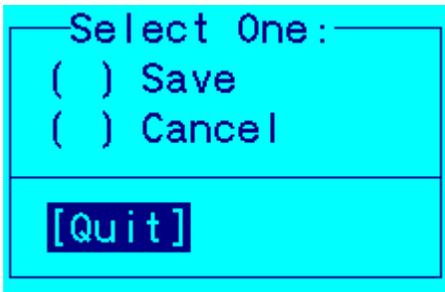
Field Name	Description
Application Type	<p>Required</p> <p>CCS Users Choose From:</p> <ul style="list-style-type: none"> • CCS-All clients except HF, Medi-cal, and MTU listed below • HF – Client is referred by Healthy Families (HF or currently covered by HF) • Medi-cal – Client is Medi-cal full-scope, no-share-of-cost • MTU - Referral is for Medical Therapy Program only <p>→ <u>Important</u>: Once you generate the 1st application letter and select an Application Type, the 2nd and Final Notice (3rd) will generate the same Application Type.</p> <p>GHPP Users Choose From:</p> <ul style="list-style-type: none"> • Annual • Incomplete • Initial
Action:	<p>Required</p> <p>Select from Picklist, choose from: 1st letter of series, 2nd letter of series, 3rd letter of series, No Action, 1st letter only, Signed App, Cancel 1st letter, Cancel 2nd letter, Cancel 3rd letter, Reissue 1st letter, Reissue 2nd letter, Reissue 3rd letter, Go Back One Status, Delete 1st Letter, Delete 2nd Letter, Delete 3rd Letter or Change Appl Type.</p> <p>Note: CCS has a three letter series. GHPP has a two letter series.</p>
Application Status	<p>Display Only, auto populated from 'Action' selection.</p> <p>Will populate one of the following: 1st letter sent, 2nd letter sent, 3rd letter sent, No Action, or Signed App.</p>
Date Signed Application Received	<p>Required</p> <p>Entered MM/DD/YYYY or "=" for today's date.</p>
Reason No Action	<p>Required</p> <p>Free text field that populates to automatic narrative.</p>
Status	<p>Display Only</p>

Application Status Screen

	Indicates application status history, will display 1 st letter, 3 rd letter, or 3 rd letter sent.
Ltr Type	Display Only Indicates application letter history, will display (ie. C-36A).
Date	Display Only Displays the date that the letter was generated
Corresp #	Display Only Displays the unique correspondence number for the letter generated.
Due Date	Display Only Displays the unique correspondence number for the letter generated.
Comment:	Optional Type in free text. These comments only display on the Application Status screen.
Last Update By:	Display Only Displays name of user that last updated the screen.
Date:	Display Only Displays the date that the user updated the screen.

2.1.3 To Exit Application Status Screen

To exit the Application Status screen, use <F1> to display the Action Menu.



Action Name	Description
Save	Save the Application Status entry and generates any letters necessary.
Cancel	Cancel the updated information you entered and exits the Application Status Screen.
Quit	Returns to the Application Status screen.

Step 2) After selecting the application type, select the 'Action' for application status (Appl Status). Use <F1> to display picklist.

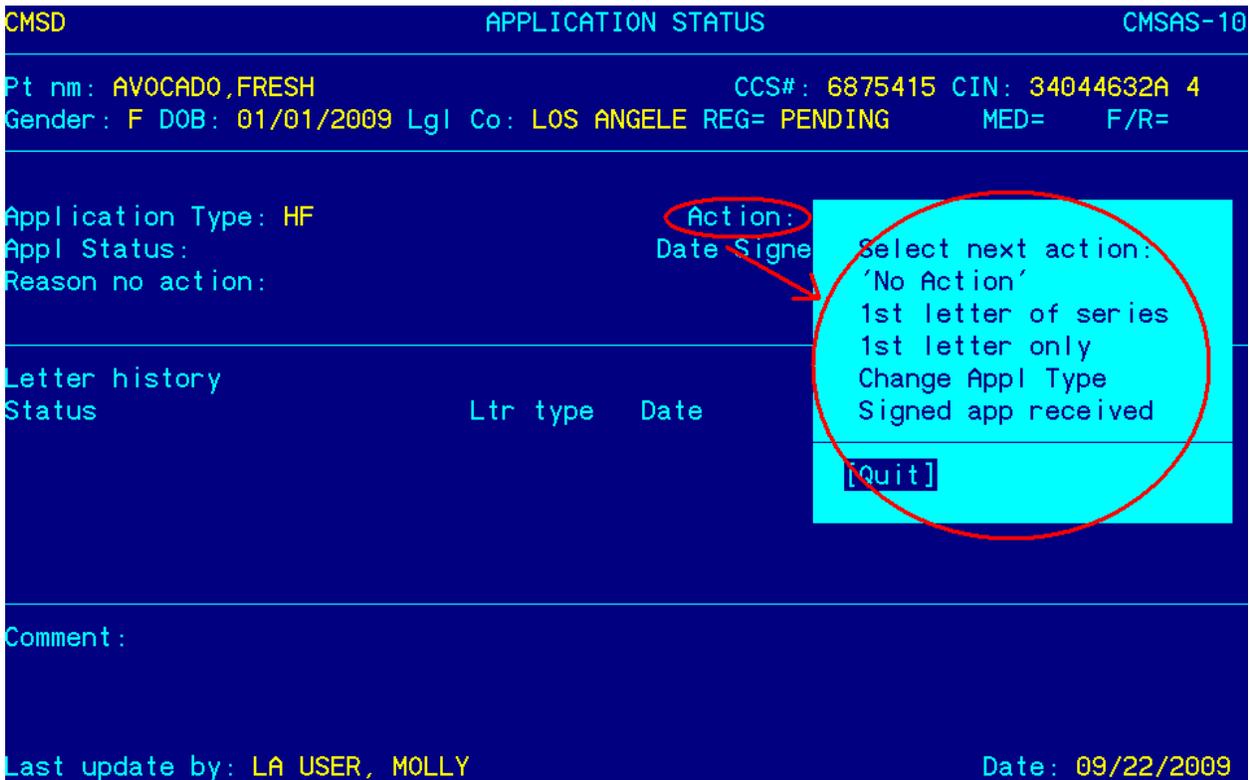


Figure 4 – Action Selection

Action Type	Definition
No Action	To be used if the case will not be opened for case management.
1st letter of series	To be used to generate the 1 st letter in a series and will begin the tickler/auto generation for the 2 nd and 3 rd letter in the series
Change Appl type	To be used to change the selection in the 'Application Type' field.
Signed app received	To be used when application is received

Table 2 – Action (Series Letters)

Step 3) To send 1st Letter of Series, select '1st letter of series' from the 'Action' field and hit 'Enter'.

After hitting 'Enter', system auto populates Action selection in the 'Appl Status' field.

Then select 'Save' from 'Action Menu' to save.

Step 4)

System then prompts you to complete and print correspondence in web-based Correspondence module as seen below. Hit 'Enter'.

The screenshot shows a terminal window titled 'APPLICATION STATUS' with the following content:

CMSD APPLICATION STATUS 0

Pt nm: AVOCADO,FRESH CCS#: 6875415
Gender: F DOB: 01/01/2009 Lgl Co: LOS ANGELE REG= PENDING

Application Type: CCS Action: 1st letter of series
Appl Status: 1st letter sent Date Signed Appl Recvd:
Reason no action:

Letter history	Ltr type	Date	Corresp #	Due date
Status				

You need to complete and/or print Correspondence type C-36
in the web-based Correspondence module for patient
AVOCADO,FRESH 370224-2009

(?) Press Enter

Figure 5 – Message

Step 6) Go to Web Correspondence and complete the correspondence letter (*If necessary, refer to the Web Correspondence Manual for instructions on completing correspondence letters*).



Figure 6 – Web Corr

Reminder:

You need to send 1st letter of series in CMSNet Legacy and complete in Web Correspondence module.

System will auto generate the 2nd and/or 3rd series letters (*Refer to Batch Correspondence manual for more information*).

2.3 LEGACY: SERIES LETTER IN APPLICATION STATUS SCREEN (GHPP USERS ONLY)

You can send the 1st series letter, follow the below steps.

Step 1) Select the 'Application Type'. Use <F1> to display picklist.

Application Status Screen

```
CMSS                               APPLICATION STATUS                               CMSAS-10
Pt nm: GHPP,TEST 0                 ANNUAL
Gender: F DOB: 12/                   INCOMPLETE
                                      INITIAL
                                      [Quit]
Case# 6544051 CIN: 36392372A 5
REG= PENDING MED= F/R=

Application Type:                    Action:
Appl Status:                          Date Signed Appl Recvd:
Reason no action:

Letter history
Status                                Ltr type  Date          Corresp #    Due date

Comment:

Last update by:                      Date:
```

Figure 7 – Application Type selection

Step 2) After selecting the application type, select the 'Action' for application status (Appl Status). Use <F1> to display picklist.

CMSS APPLICATION STATUS CMSAS-10

Pt nm: GHPP.TEST ONE Case# 6544051 CIN: 36392372A 5
 Gender: F DOB: 12/01/2009 Lgl Co: GHPP REG= PENDING MED= F/R=

Application Type: INITIAL Action:
 Appl Status: Date Signe
 Reason no action:

Letter history Status Ltr type Date

Comment:

Last update by: Date:

Select next action:
 'No Action'
 1st letter of series
 Change Appl Type
 Signed app received
 [Quit]

Figure 8 – Action Selection

Action Type	Definition
No Action	To be used if the case will not be opened for case management.
1 st letter of series	To be used to generate the 1 st letter in a series and will begin the tickler/auto generation for the 2 nd and 3 rd letter in the series
Change Appl type	To be used to change the selection in the 'Application Type' field.
Signed app received	To be used when application is received

Table 3 – Action (Series Letters)

Step 3) To send 1st Letter of Series, select '1st letter of series' from the 'Action' field and hit 'Enter'.

After hitting 'Enter', system auto populates Action selection in the 'Appl Status' field.

Then select 'Save' from 'Action Menu' to save.

Step 4)

System then prompts you to complete and print correspondence in web-based Correspondence module as seen below. Hit 'Enter'.

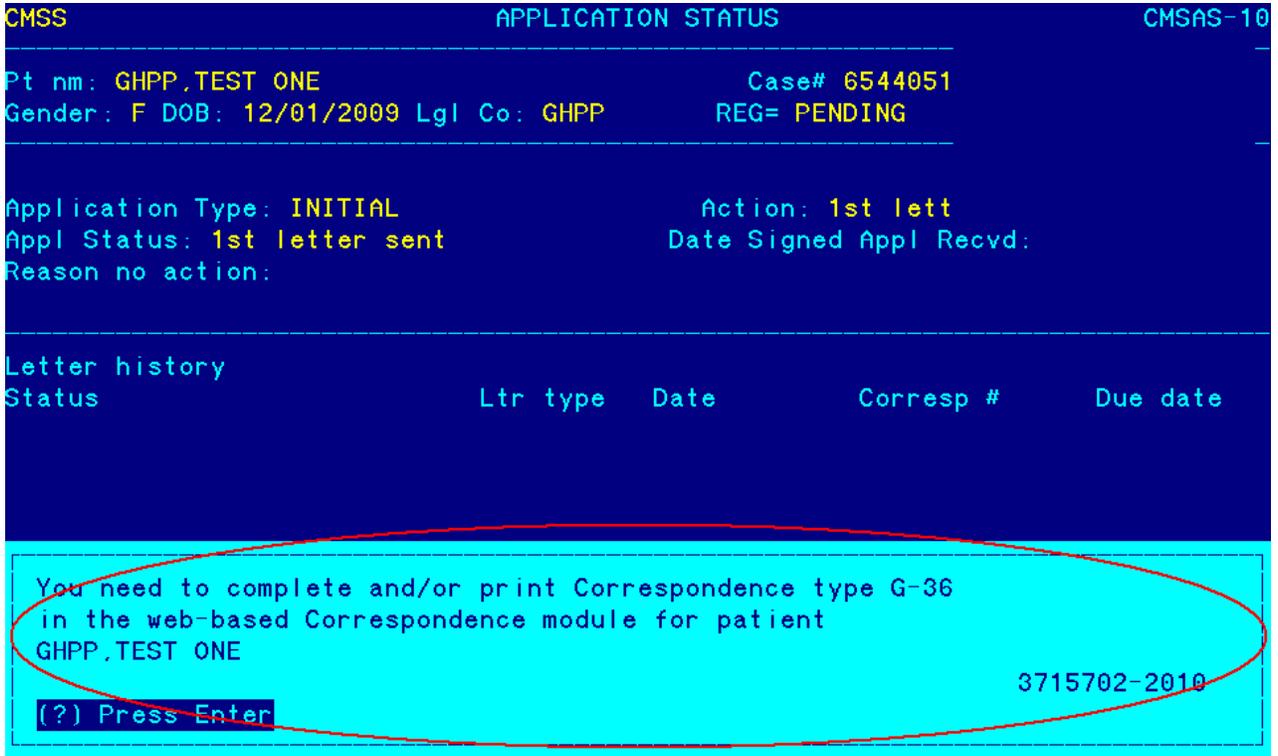


Figure 9 – Message

Step 6) Go to Web Correspondence and complete the correspondence letter (*If necessary, refer to the Web Correspondence Manual for instructions on completing correspondence letters*).

Select	Case#	Client Name	Created Dt	Corresp Description	Print Dt	Addressed To	Created By	Status
<input type="checkbox"/>	6544051	Ghpp, Test One	11/19/2010 5:14 PM	G-36 GHPP Initial application/financial packet #1 #3715702-2010		Mom And Dad 123 Test # 5 Sacramento, CA 95834	Phomsopha, Molly Incomple...	

Figure 10 – Web Corr

Reminder:

You need to send 1st letter of series in CMSNet Legacy and complete in Web Correspondence module.

System will auto generate the 2nd series letter (*Refer to Batch Correspondence manual for more information*).

2.4 LEGACY: 1ST LETTER ONLY IN APPLICATION STATUS SCREEN (CCS USERS ONLY)

You can send ‘1st letter only’.

The ‘1st letter only’ selection is only available if user selects HF or Medi-Cal as the ‘Application Type’.

- HF 1st letter only is the C-36HFO - Application letter #1 Healthy Families (non-series)
- Medi-cal 1st letter only is the C-36MO - Application letter #1 Medi-Cal (non-series)

Selecting ‘1st letter only’ does not set a tickler for the 2nd and/or 3rd series letters to be created.

Instructions:

Step 1) Select the ‘Application Status’ as either HF or Medi-Cal.

Step 2) Select ‘1st letter only’ from the Action field picklist. Use <F1> to display picklist.

CMSD	APPLICATION STATUS	CMSAS-10
Pt nm: AVOCADO, FRESH		CCS#: 6875415 CIN: 34044632A 4
Gender: F DOB: 01/01/2009 Lgl Co: LOS ANGELE REG= PENDING		MED= F/R=
Application Type: HF	Action:	Select next action: 'No Action' 1st letter of series ▶1st letter only Change Appi Type Signed app received
Appi Status:	Date Signe	
Reason no action:		
Letter history	Ltr type	Date
Status		
Comment:		
Last update by: LA USER, MOLLY		Date: 09/22/2009

Figure 11 – 1st Letter Only Selection

Action Type	Definition
No Action	To be used if the case will not be opened for case management.
1 st Letter of series	To be used to generate the 1 st letter in a series and will begin the tickler/auto generation for the 2 nd and 3 rd letter in the series
1 st Letter only	To be used to send ONLY the 1 st letter, which means the system will not set a tickler for the 2 nd and/or 3 rd letters. <i>This selection is only available if user selects HF or Medi-Cal as the 'Application Type'</i> <ul style="list-style-type: none"> • HF 1st letter only is the C-36HFO - Application letter #1 Healthy Families (non-series) • Medi-cal 1st letter only is the C-36MO - Application letter #1 Medi-Cal (non-series)
Change Appl type	To be used to change the selection in the 'Application Type' field.
Signed app received	To be used when application is received

Table 4 – Action (1st Letter Only)

Step 3) Select 'Save' from the Action Menu to save.

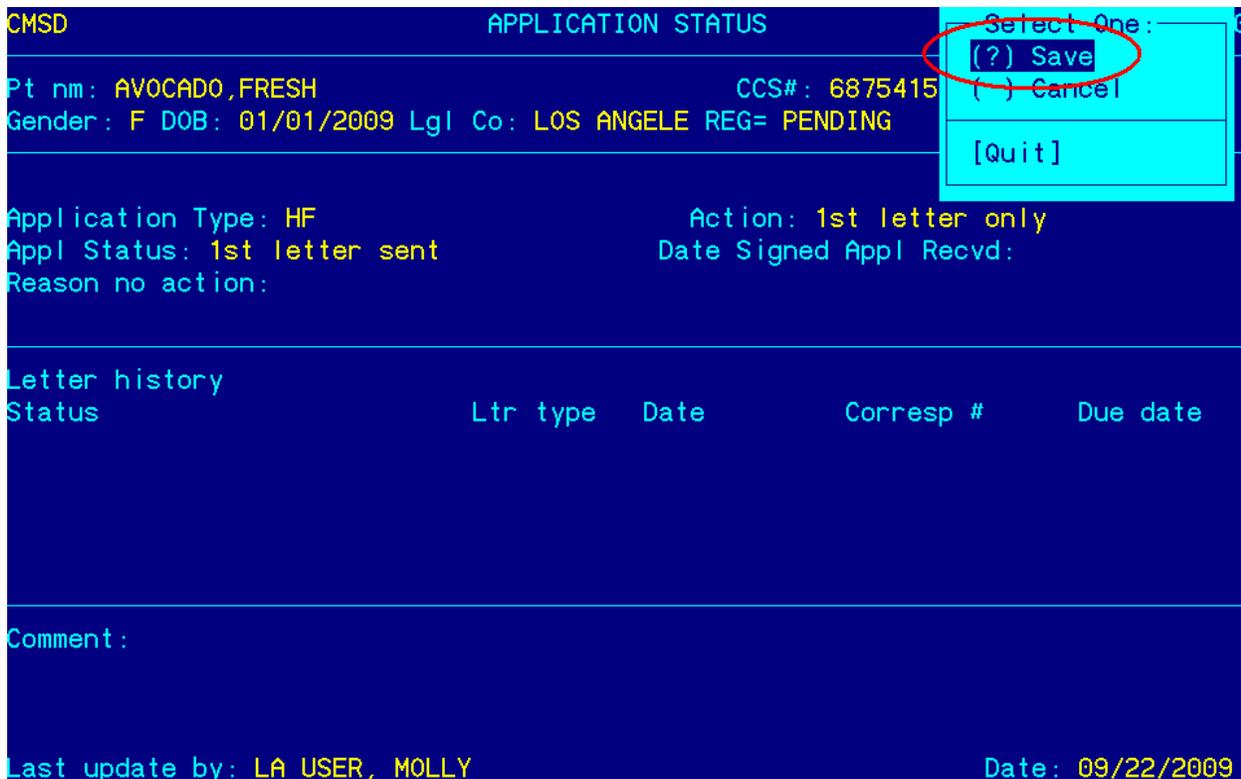


Figure 12 – Action Menu

Step 4) System then prompts you to complete and print correspondence in web-based Correspondence module as shown below. Hit 'Enter'.

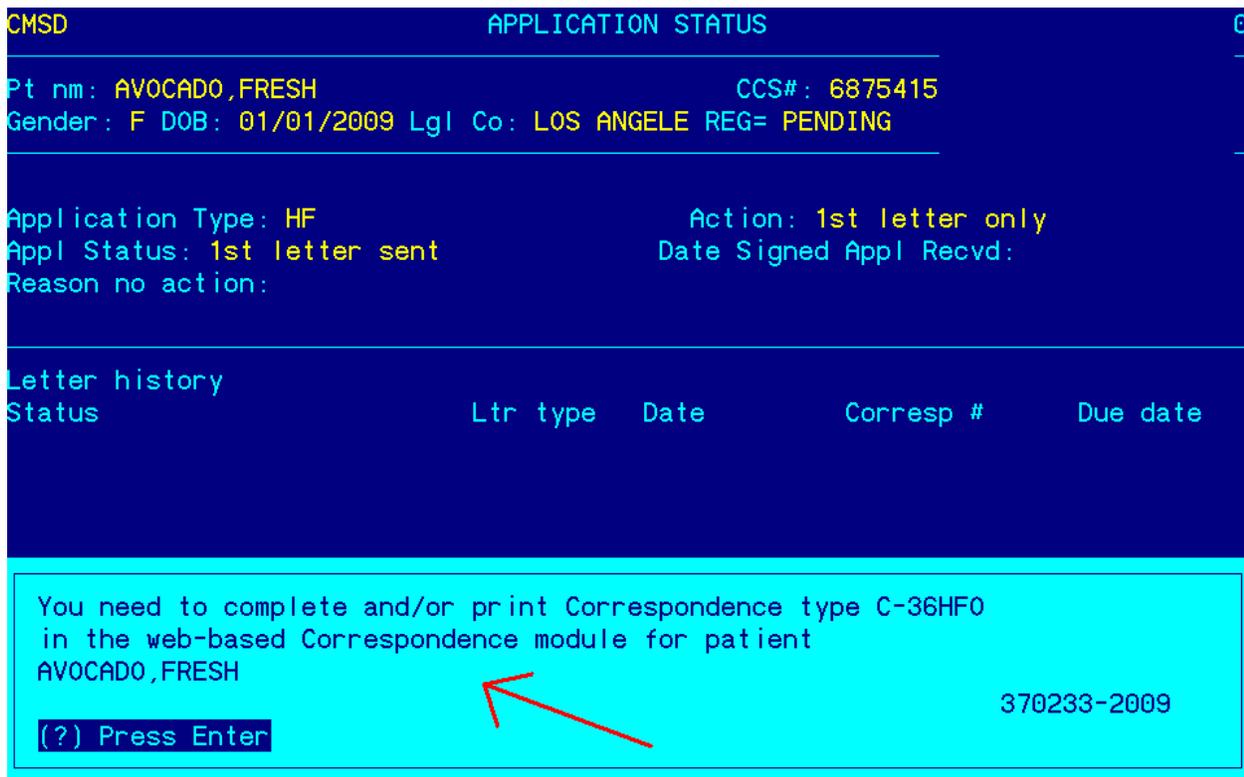


Figure 13 – Go to Web Corr Message

Step 6) Go to the web and complete the correspondence letter.

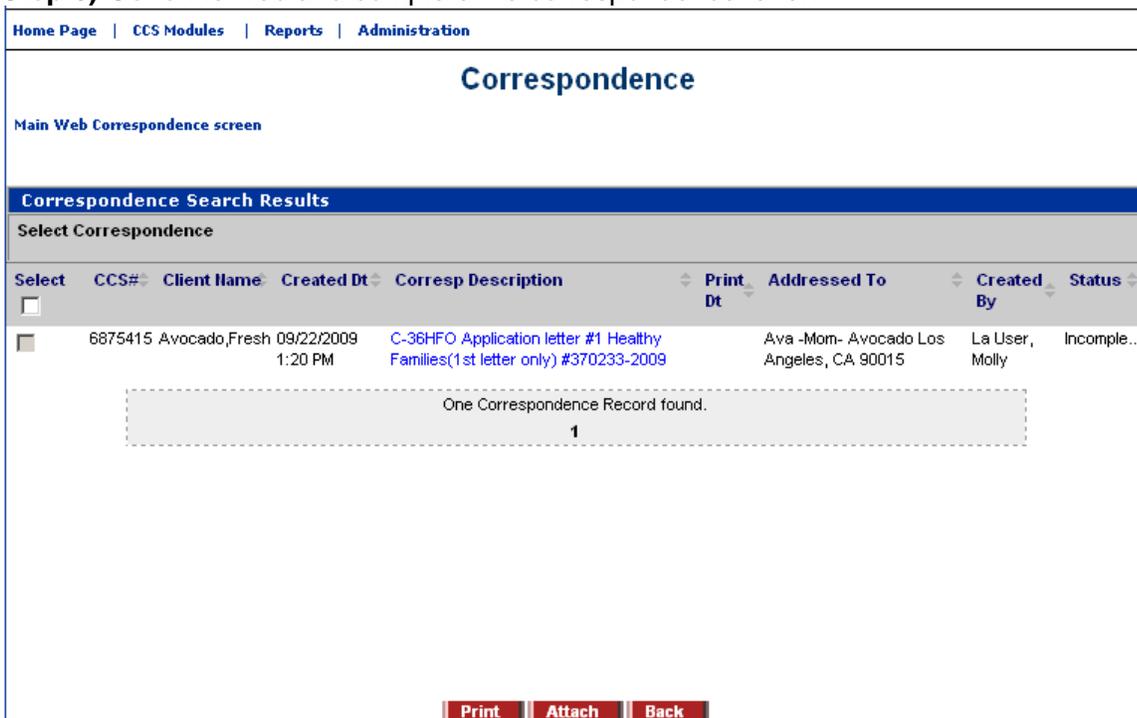


Figure 14 – Web Corr

2.5 WEB: 1ST LETTER ONLY USING 'CREATE MISC LETTER' (CCS USERS ONLY)

You can send '1st letter only' for HF or Medi-Cal client using the Web Correspondence module in CMSNet Web.

- HF 1st letter only is the C-36HFO - Application letter #1 Healthy Families (non-series)
- Medi-cal 1st letter only is the C-36MO - Application letter #1 Medi-Cal (non-series)

Important info: When you send the '1st letter only' from Web Correspondence, the system will update the Application Status screen in Legacy.

See below for steps for sending out '1st letter only' using Web Correspondence.

Step # 1) Go to Web Correspondence and select your client you want to send the '1st letter only' for.

Step # 2) Then click on 'Create misc letter'

CORRESPONDENCE
Required fields are marked in *

QUICK SEARCH OPTIONS

Incomplete letters **Ready to send** **Waiting for approval** **Letters waiting for my approval**

Print Queue

SEARCH OPTIONS

Begin Date: 8/25/2009 End Date: 9/24/2009

County or Region: Select

Search Client

<input type="checkbox"/>	Patient Name	CCS#	CIN	SSN	DOB	Gender	County	
<input type="checkbox"/>						Select	Select	find
<input checked="" type="checkbox"/>	BATCH,SF TWO	T660973	33465632A8		01/01/2008	FEMALE	38	X

Advanced Search Options

Create misc letter **Search for existing letters** **Reset**

Figure 15 – Create misc letter

Step # 3) Select the '1st letter only' non series letter type: C-36HFO or C-36MO

The screenshot shows the 'Edit Correspondence' interface. At the top, there is a 'Correspondence:' dropdown menu with 'C-36HFO - Application letter #1 Healthy Families (non-series)' selected. Below it is the 'Addressed To:' dropdown menu, which is open and shows a list of options. A red rectangle highlights the two options: 'C-36HFO - Application letter #1 Healthy Families (non-series)' and 'C-36MO - Application letter #1 Medi-Cal (non-series)'. Other options in the list include 'C-16HFO - Initial Program Eligibility Interview #1 Healthy Families (non-series)', 'C-16MO - Initial Program Eligibility letter #1 Medi-Cal (non-series)', 'C-17A - Provider Release of Information', 'C-38HFO - Annual Prog Elig Review letter #1 Healthy Families (non-series)', 'C-38MO - Annual Prog Elig Review letter #1 Medi-Cal (non-series)', 'DHS-4027 - CCS Consent for MTP Services', 'FREE1 - Free-text letter to Vendor', and 'FREE2 - Free-text letter to Family'. To the right of the dropdown is a '#' symbol. Below the dropdown is a 'Date Sent/Remove?' field. In the center, there is a red 'Add/Edit' button. Below that is the 'Other Details' section, which contains a 'Comments' text area. At the bottom, there is a 'Letter Status:' label and three buttons: 'Back', 'Save', and 'Save & Print'.

Figure 16 – Select non series letter type

Application Status Screen

Step # 4) Once the '1st letter only' non series letter type has been selected. Click 'Save & Print'.

The screenshot displays the 'Edit Correspondence' interface. At the top, a dropdown menu for 'Correspondence' is selected with 'C-36HFO - Application letter #1 Healthy Families (non-series)'. Below this, the 'Addressed To' field shows 'Parent Of Sf Two, 123 Sf Two, San Francisco, CA 94112'. To the right, fields for 'Date Issued:', 'Correspondence #', 'Auth #', and 'Date Printed:' are present. A 'Courtesy Copy History' table follows, with columns for 'Name', 'Address', and 'Date Sent/Remove?'. An 'Add/Edit' button is located below the table. The 'Other Details' section contains a 'Comments' text area. At the bottom, the 'Letter Status:' section features three buttons: 'Back', 'Save', and 'Save & Print'. The 'Save & Print' button is circled in red, with a red arrow pointing from the 'Correspondence' dropdown to it. Below the buttons are fields for 'Last Updated Date:' and 'Last Updated By:'.

Figure 17 – Save & Print

Step 5) System then displays 1st letter only letter.

CALIFORNIA CHILDREN'S SERVICES San Francisco County CCS Office 30 Van Ness, Room 210 San Francisco, CA 94102 (415) 575-5700		Original
		FIRST NOTICE 09/24/2009
Parent Of Sf Two 123 Sf Two San Francisco, CA 94112	RE: BIRTH DATE: CCS: COUNTY:	Sf Two Batch 01/01/2008 T660973 San Francisco
Dear Parent Of Sf Two:		
Sf Two Batch was referred to California Children Services (CCS) program by Molly. We have confirmed that Sf Two Batch is enrolled in the Healthy Families (HF) program.		
CCS is a special state program operated in each county for infants, children and adolescents. The program uses pediatric physicians, dentists, and special care centers who are expert in the diagnosis and treatment of certain medical and dental conditions. We believe your child would benefit from this expertise.		

Figure 18 – 1st Letter only

Step # 6) Optional: If you want to verify if the letter information is updated in Legacy, you can go to Application Status screen and view the letter info.

CMSA		APPLICATION STATUS			CMSAS-10
Pt nm: BATCH,SF TWO		CCS#: T660973			CIN: 33465632A 8
Gender: F DOB: 01/01/2008		Lgl Co: SAN FRANCI		REG= PENDING	MED= F/R= E
Application Type: XXXXXXXXXX		Action:			
AppI Status: 1st letter sent		Date Signed Appl Recvd:			
Reason no action:					
Letter history					
Status	Ltr type	Date	Corresp #	Due date	
1st letter sent	C-36HF0	09/24/2009	698251-2009		
Comment:					
Last update by:				Date:	

Figure 19 – Application Status Screen showing 1st letter only sent

Due date: The example screen above does not display a due date because it is the 1st letter only; therefore, a tickler will not be set for the 2nd or 3rd letter to be created.

Ltr type field displays the type of letter sent or ready to send. In the above example, you can tell that a user created the 1st letter only in web because the 'Ltr type' is C-36HF0.

2.6 DELETE LETTER

As stated earlier in the above Application Status section, you can delete an Application letter created from both CMSNet Legacy and CMSNet Web if not yet in 'Sent' status.

2.6.1 Delete Application Letter from Web

You can delete an unsent letter from Web by using the 'Delete Letter' button. Deleting the letter from the web will also remove it from the legacy system.

The screenshot shows the 'Edit Correspondence' interface. At the top, there is a dropdown menu for 'Correspondence' with the selected item 'C-36HFO - Application letter #1 Healthy Families(1st letter only)'. Below this, the 'Addressed To' field shows 'Ava -Mom- Avocado' and 'Los Angeles, CA 90015'. To the right, 'Date Issued' is '09/22/2009', 'Correspondence #' is '370254-2009', and 'Auth #' is present. A 'Date Printed' field is also visible. Below the correspondence details is a 'Courtesy Copy History' section with a table header: 'Name', 'Address', and 'Date Sent/Remove?'. An 'Add/Edit' button is located below the table. The 'Other Details' section contains a 'Comments' text area. At the bottom, the 'Letter Status' is 'Incomplete'. A row of buttons includes 'Back', 'Save', 'Save & Print', and 'Delete Letter', with the 'Delete Letter' button circled in red. The 'Last Updated Date' and 'Last Updated By: LA USER, MOLLY' are shown at the very bottom.

Figure 20 – Delete Letter

Action Type	Definition
Delete Letter	To be use in Web Correspondence Module to delete an unsent letter.

Table 5 – Delete Letter button

2.6.2 Delete Application Letter from Legacy

You can delete an unsent letter from Legacy by selecting 'Delete 1st letter' from the Action field. Deleting the letter from Legacy will also remove it from the Web.

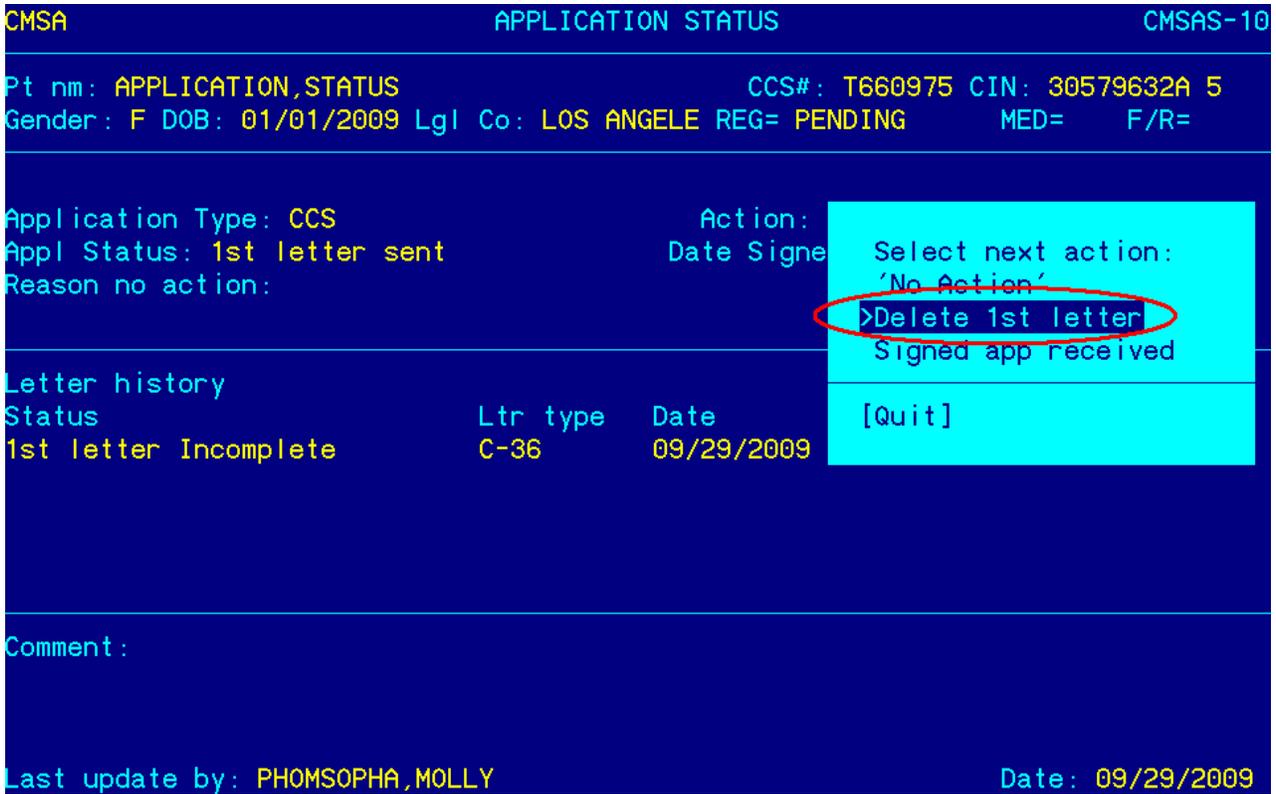


Figure 21 – Action (Delete 1st Letter)

Action Type	Definition
Delete 1 st Letter	To be used to delete the 1 st letter in CMSNet Legacy.

Table 6 – Action (Delete 1st Letter)

In the above screen, the Letter history is displaying the letter status as '1st letter Incomplete'. It will remain '1st letter Incomplete' until the letter is completed in Web Correspondence.

2.7 CANCEL 1ST LETTER / REISSUE 1ST LETTER

You can cancel or reissue a letter that is in 'Ready to Send' or 'Sent' status.

To cancel 1st letter, select 'Cancel 1st letter' from the 'Action' field.

Or

To reissue 1st letter, select 'Reissue 1st letter' from the 'Action' field.

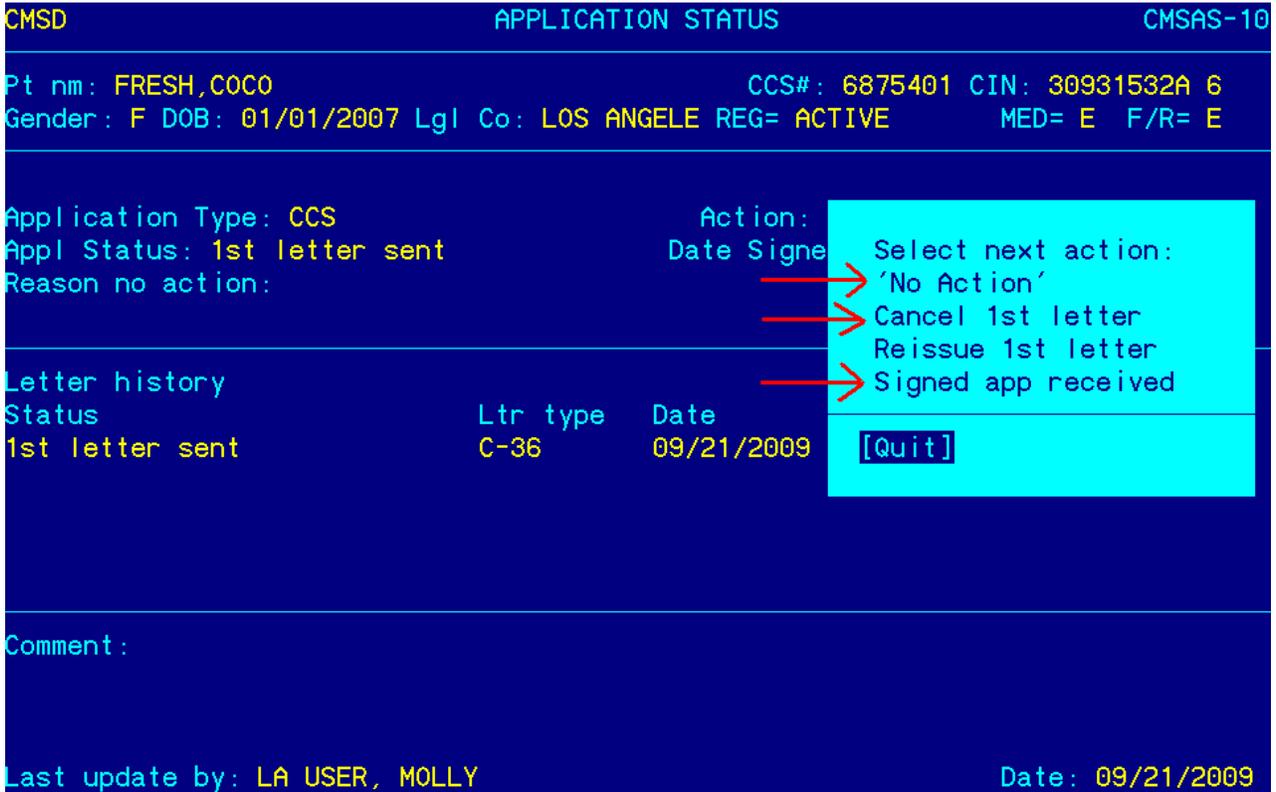


Figure 22 – Application Status Selection

Action Type	Definition
No Action	To be used if the case will not be opened for case management.
Cancel 1 st letter	To be used to cancel the 1 st letter and go back to the previous status. <i>Used to be called 'Go Back One Status'.</i>
Reissue 1 st letter	To be used to reissue the 1 st letter. This action will cancel the 1 st letter and reissue a new 1 st letter.
Signed app received	To be used when application is received.
Go Back One Status	To be used when 'Appl Status' is either 'Signed app received' or 'No Action'. Selecting 'Go Back One Status' will take user back to the previous status and remove the 'Signed app received' or 'No Action'.

Table 7 – Action (Cancel/Reissue 1st Letter)

2.8 RESTART NEW CYCLE

To restart a new cycle when the option '1st letter of series' is not available:

1. In the 'Action' field, select 'No Action'
2. In the 'Reason no action' field, enter the reason why you are not going to complete the rest of the current cycle. *For example: Reopen case, new cycle needed.*
3. Then page down to 'Save'
4. System will then take you to the APPLICATION STATUS BRANCH MENU. You can either enter a case note or quit out by selecting 'Return to Event Tracking Menu'.
5. Then go back to the 'Application Status' screen
6. Select F1 on the 'Action' field
7. Select '1st letter of series' to start new cycle.

2.9 CHANGE APPLICATION TYPE

To restart a new cycle when the option 'Change Appl Type' is not available:

1. In the 'Action' field, select 'No Action'
2. In the 'Reason no action' field, enter in free text explaining why you are not going to complete the current cycle. *For example: need to change app type*
3. Then page down to 'Save'
4. System will then take you to the APPLICATION STATUS BRANCH MENU. You can either enter a case note or quit out by selecting 'Return to Event Tracking Menu'.
5. Then go back to the 'Application Status' screen
6. Select F1 on the 'Action' field
7. Select 'Change Appl Type' and system will take you to the 'Application Type' field
8. In the 'Application Type' field, hit 'F1' and system will display three options: Annual, Incomplete, and Initial
9. Select the new type and hit 'Enter'
10. Continue to complete the required fields and 'page down' to save