# General Information Memorandum

## ISD-GI 16-42

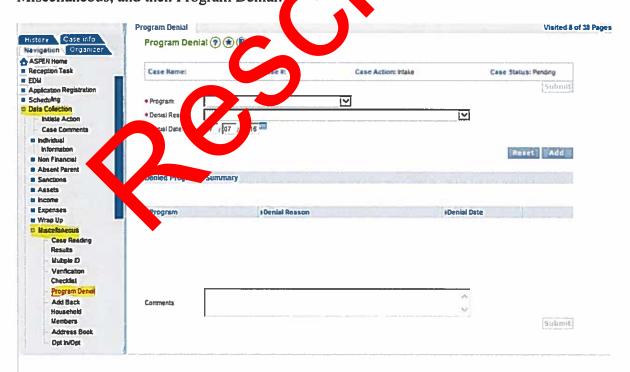| | |
|---|---|
| **TO:** | **ISD & SL Start Employees** |
| **FROM:** | **Sean Pearson, Deputy Secretary, Income Support Division** |
| **RE:** | **Application Registered in Error** |
| **DATE:** | **October 17, 2016** |

This GI is to serve as guidance to the field staff regarding the correct way to remove a requested program when a program has been registered in error in ASPEN.

The following steps will need to be taken prior to running EDBC if the caseworker discovers that a program was requested in error.
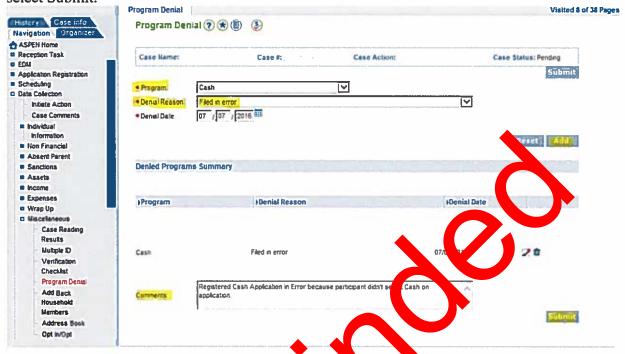
Prior to running EDBC, on the left navigation under Data Collection, the caseworker will select Miscellaneous, and then Program Denial:



The caseworker will select the Program for which they are removing and the "Denial Reason", which will be "filed in error".
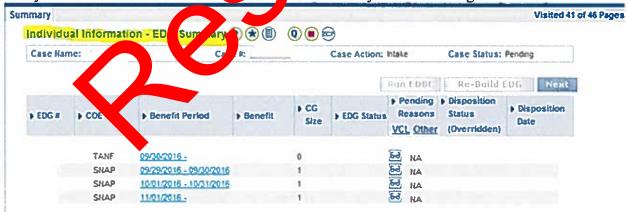
Then select Add, enter a comment to indicate why the application was filed in error and then select Submit.



Once this is done, the application will be removed correctly and no notice will be issued to participant as the program wasn't requested by participant.

Please note that once the case has been run through EDBC this will no longer be an option for removal and will result in an invalid denial. To ensure that the process is completed correctly, always review the Individual Information- EDG Summary before running EDBC.



If you have any questions regarding this GI, please contact Suzanne Duran-Vigil at 505-827-7289 or SuzanneP.Duran-Vigi@state.nm.us