General Information Memorandum

ISD-GI 13-18

TO:	**ISD Employees**
FROM:	**Ted Roth, Director, Income Support Division**
RE:	**Back Scanning**
DATE:	**February 28, 2013**
CC:	**ISD Employees**

RESCINDED

Back Scanning Field Operations

In preparation for ASPEN and Electronic Document Management (EDM) the Department has selected DataMark for the back scanning of our current case files. This effort will free up file space in the county offices and allow us to retain records electronically for the duration of eighty years, as required by State Records and Archives. DataMark will pick up all of the boxed files for back scanning beginning mid-April through June 2013. The back scanning of files will occur over a four year period, with an option to *scan on demand* for files that are needed immediately.

Boxing Files

Each field office will be responsible for boxing their files and registering each box with DataMark. All files must be boxed, with a few exceptions noted on page 3 under *EXCEPTIONS to Boxing Files*. Files do not need to be boxed in any particular order; every file must to be accounted for in DataMark's system. It is important to ensure that all files are boxed and registered; any file or box left behind will have to be scanned at the county office. Additional information will follow regarding the interim scanning solution.

Field offices need to bundle duplicate files. If all inserts fit into one folder, use only one folder for each file. If the file is too large to fit into one folder, or the file has several volumes, wrap the entire package with several rubber bands so it is clear to DataMark that this represents one file.

We do not need to "purge" any files. Boxes should only contain Client Case files, no other types of files should go into the boxes (NMW, contractor files, or personal files). Loose paperwork or waiting list applications, that are not located in a client case file at the time of boxing will not go to DataMark for scanning.

Point of Contact (POC)
Each office must designate one POC for the back scanning project. The POC will coordinate boxing timeframes and register each box with DataMark. When DataMark is ready to pick up the boxes, the POC will re-register any boxes in error. The POC will be responsible for ensuring no box is left behind, and fixing registration errors while DataMark is onsite. DataMark will not take a box if the contents do not match the registration.

Registering the Boxes
Each field office will use the attached Excel spreadsheet to register their boxes. No deviation or other formats of this spreadsheet will be accepted. It is important that ALL offices are using the same Excel spreadsheet. Offices will enter the Box Number, SSN, Client's Last Name, and Client's First Name into the spreadsheet.

There will only be one Excel Spreadsheet for each office. The spreadsheet should be saved as your county office location. Example: BernalilloCounty_NE.xlxs; CibolaCounty.xlxs; DonaAnaCounty_East.xlxs. Offices with sub-offices will be consolidated with the main office spreadsheet and name.

The box number will be generated through the DataMark website. Field offices will be given access to DataMark's website to generate the box number. A URL for generating box numbers will be sent out to the POC at each office along with instruction on how to generate the number.

When the website generates a box number, the user will be able to print the barcode for that box. The barcoded document will contain: the County Name; the Barcode with the Box ID Number; Verification Signature line, and Case file Count. This document along with a printout of the Excel Spreadsheet for that box should be placed in the box. The barcode document will also be affixed on the box in a document protector sheet cover and placed on the side of the box with the handle cut out, in landscape layout.

DataMark will later provide a log-in secure website to upload the spreadsheets. A User Name and Password will be provided to the POC to upload each county office spreadsheet to the website

Pick-Up of Boxes
DataMark will pick-up boxes from the field offices. They will verify that the contents in the box match the registration. If there are errors in the box they will be corrected by the POC, and DataMark will then re-verify the box. This process will verify the change of custody and DataMark will assume custody of the box.

Pending Action
If a file is pending action (e.g. pending HUMAD, processing, recertification, or a Fair Hearing) the paperwork associated with that action will be removed from the file. The original file will be boxed for DataMark to assume custody. A "mini" file will be created for the pending paperwork. The file will consist of only a folder with no inserts. The "mini" file will be maintained until the office is fairly confident that no other action will be taken on that case. The office will place it in a "ready to scan" file location until notified that the office can begin

scanning into storage. Additional information will follow regarding the interim scanning solution.

Quality Control (QC) Pulls
Files needed for QC prior to boxing will be pulled from the file room and sent to QC. If a file is pulled for QC during boxing, the file will be removed from the box and sent to QC and the box will need to be updated without the QC files to ensure correct inventory with DataMark. Files needed after the files have been taken will be requested as *scan on demand*. If DataMark has not picked up your boxes, the returned file will need to be added to a new or existing box and the inventory updated. If DataMark has already taken the boxes, the files will be sent to Central Scanning.

***Scan on Demand* Requests**
Each field office will designate a primary POC and a secondary (back up) for *scan on demand* requests. The primary and secondary POC will be management. Files that are requested from QC will be requested from DataMark directly, if the file has already been taken from the office. Fair Hearing requests, in which the action has already been incorporated into the permanent file that has been picked up by DataMark, can be requested for scan on demand. The POC will evaluate the request to ensure the documents needed are with the permanent file within DataMark's custody. Upon verification, the POC will follow the procedures outlined by DataMark. Only files involved in a Fair Hearing and determined to be necessary, and have already been registered with DataMark, can be requested by the field office POC. Any other file that the field feels needs to be requested, will need to go through the Shanita Harrison at central scanning with justification for the request.

Any change of POC or user login resets will be done through Shanita.

EXCEPTIONS to Boxing Files
Incapacity Review Unit, the North Processing Center, Medicaid Renewal Program and the South Processing Center will not be required to participate in this process.

Institutional Care cases that have an Income Diversion Trust will take part in this process.

Albuquerque office active files will not be picked up until April 1, 2014. However, closed files will be combined, labeled as an Albuquerque office and delivered to an office nearby for pick up by DataMark.