

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION Unemployment Insurance
	CORRESPONDENCE SYMBOL OUI/DPM
	DATE April 12, 2013

ADVISORY: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 16-13

TO: STATE WORKFORCE AGENCIES

FROM: JANE OATES
Assistant Secretary *Jane Oates*

SUBJECT: Reissuance of the State Unemployment Insurance (UI) Benefit Accuracy Measurement (BAM) Operations Guide (Employment and Training (ET) Operations Guide 400)

1. **Purpose.** To reissue the State UI BAM Operations Guide (ET Operations Guide 400).
2. **References.**
 - Employment and Training (ET) Handbook No. 400, 2nd edition, "Unemployment Insurance Benefits Quality Control ADP User Guide", ET Handbook No. 400, 2nd edition, change 1, and ET Handbook No. 400, 2nd edition, change 2; and
 - UI Data Validation (DV) Operations Guide (ET Handbook No. 411).
3. **Background.** Since the issuance of the 2nd edition of ET Handbook No. 400 in 1993 and subsequent editions in 1994 and 1995, there have been numerous changes to the BAM state software, which is installed on each state's Sun computer system. The most recent version of the software is BAM State Web Software Release 10.2.10. Release notes for all BAM state software releases are available by clicking the "Release Notes" tab on the Applications Menu of the UI software on the state Sun System. This handbook has been re-titled for consistency with other UI software user guides such as the UI DV Operations Guide.
3. **OMB Approval.** The Office of Management and Budget (OMB) has approved the UI BAM data collection through December 31, 2015. The approval is OMB No. 1205-0245. The reporting burden for the collection of the BAM information is 9.11 hours per sample case investigation.
4. **Action Requested.** Users should remove and destroy all previous editions and changes and replace them with the attached. States should review these changes and adjust their procedures, as necessary.
5. **Inquiries.** All questions should be directed to the appropriate Regional Office.
6. **Attachment.** ET Operations Guide 400, "UI Benefit Accuracy Measurement Operations Guide" (February 2013).

RESCISSIONS ET Handbook No. 400, 2 nd edition	EXPIRATION DATE Continuing
--	--------------------------------------

Unemployment Insurance Benefit Accuracy Measurement Operations Guide

ET Operations Guide 400 - 3rd Edition

U.S. Department of Labor
Employment and Training Administration
Office of Unemployment Insurance

February 2013

OMB No.: 1205-0245 **OMB Expiration Date:** 12/31/2015 **OMB Burden Hours:** 9.11
hours per investigation

OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is mandatory under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

TABLE OF CONTENTS

Chapter 1

INTRODUCTION 1-1

- About This Handbook 1-1
- Technical Support 1-1
- Typographic Conventions 1-1
- Software Requirements 1-2
- Benefit Accuracy Measurement (BAM) Program 1-2
- Program Scope 1-3
- Navigating the System 1-4

Chapter 2

LOGGING ON 2-1

Chapter 3

INVESTIGATOR CASE MANAGEMENT 3-1

- New Investigative Assignments 3-1
- Update Cases 3-5
- Update State Options 3-20
- Unlock Cases 3-25
- Data Collection Instrument (DCI) Report 3-28
- Case Review Report 3-32

Chapter 4

SUPERVISOR CASE MANAGEMENT 4-1

- Case Conversion – Automatic Conversion 4-1
- Case Conversion – Comparison Data Entry 4-6
- Case Conversion – Sample Case Entry 4-9
- Case Conversion – Update Comparison Data 4-12
- Case Conversion – Case Conversion Report 4-15
- Case Assignment – Assign Cases 4-20
- Case Assignment – Reassign Cases 4-23
- Case Assignment – Assignment Report 4-26

TABLE OF CONTENTS

Reopen Completed Cases	4-29
Fast Supervisory Sign Off	4-32
Change Control Information	4-36
Delete Cases.....	4-39
Stamp – Create/Update Stamp.....	4-41
Stamp – Stamp Status Report	4-44
Time Lapse Reports – Case Completion and Time Lapse Report	4-48
Time Lapse Reports – User Defined Time Lapse Report.....	4-51
Chapter 5	
ENVIRONMENT SETTINGS	5-1
Staff Management	5-1
Add Staff	5-1
Query/Update Staff	5-6
Delete Staff	5-10
Staff Report.....	5-13
Local Office Management.....	5-15
Add Local Office	5-16
Query/Update Local Office	5-20
Delete Local Office.....	5-23
Enter information for the local office(s) you want to delete and click Query.....	5-24
Local Office Report	5-26
Validation Limits	5-28
Update Validation Limits	5-29
Validation Limits Report	5-33
Case Review Control	5-35
State Options Control	5-38
Update State Options Table.....	5-38
Update Data Dictionary	5-49
Update Validations	5-51
State Options Control Report	5-54

TABLE OF CONTENTS

Chapter 6

STATISTICAL REPORTS.....	6-1
Sample Characteristics Report.....	6-1
Sample Validation Report.....	6-5
Denied Claims Accuracy - Error Rates Report.....	6-8
Denied Claims Accuracy - Improper Denials Rates Report.....	6-11
Denied Claims Accuracy - Responsibility for Improper Denials.....	6-14
Denied Claims Accuracy - Prior Agency Action for Improper Denials.....	6-17
Denied Claims Accuracy - Improper Denial Rates by Type of Separation.....	6-20
Denied Claims Accuracy - Improper Denial Rates by Type of Nonseparation.....	6-23
Denied Claims Accuracy - Sample Selection Report.....	6-26
Denied Claims Accuracy - Case Aging Report.....	6-30
Paid Claims Accuracy - Annual Report.....	6-33
Diagnostic Report.....	6-38
Diagnostic Report.....	6-39
Diagnostic Report.....	6-40
Diagnostic Report.....	6-42
Diagnostic Report - QT.....	6-43
Paid Claims Accuracy – Error Rates Report.....	6-44
Paid Claims Accuracy – Payment Status Report.....	6-49
Paid Claims Accuracy – Error Cause Report.....	6-52
Paid Claims Accuracy – Error Responsibility Summary.....	6-55
Paid Claims Accuracy – Point of Detection Payment Error Summary.....	6-58
Paid Claims Accuracy – Work Search Summary.....	6-61
Paid Claims Accuracy – BPW/WBA/MBA Report.....	6-64

Appendix A

Paid Claims Data Elements and Definitions.....	A-1
PART B -- CLAIMANT INFORMATION.....	A-2
PART C -- BENEFIT YEAR INFORMATION.....	A-8
PART D -- SEPARATION INFORMATION.....	A-12
PART ME -- MONETARY ELIGIBILITY.....	A-16

TABLE OF CONTENTS

PART F -- BENEFIT PAYMENT HISTORY	A-25
PART G – EMPLOYMENT SERVICES REGISTRATION/WORK SEARCH	A-30
PART H –ERROR CLASSIFICATION/CASE COMPLETION	A-37
Part I - ERROR ISSUE INFORMATION.....	A-43
Part R - REOPEN INFORMATION	A-55
Appendix B	
Denied Claims Data Elements and Definitions.....	B-1
Data Elements and Descriptions.....	B-2
Case Control and Claimant Information	B-3
Benefit Year Information	B-13
Monetary Information	B-21
Separation Information	B-29
Nonseparation Information	B-32
Case Action and Error Issue Information.....	B-47
Coding DCA Error Issues.....	B-51
Reopen Information.....	B-64

BAM OPERATIONS GUIDE

Chapter 1

INTRODUCTION

About This Handbook


This handbook explains how to navigate the Benefits Accuracy Measurement (BAM) application of the BAM State Web Software. The most recent version of the software at the time of publication of the guide is 10.2.10.

Technical Support



If any comments are encountered with the software, contact the Office of Unemployment Insurance (OUI) Technical Support Staff (Hotline) at 1-800-473-0188 or send email to hotline@uis.doleta.gov.

Typographic Conventions

This handbook uses the following typographic conventions.

Visual Cue	Meaning
1	Sequenced steps to follow when completing a task
2	
Black bold type	Button
Blue type	Box title
<u>Purple underlined type</u>	Links on the software that you can click on
<u>Blue underline type</u>	Web or email address
<i>Italics</i>	Documents, screen names and menu options
	Indicates where to click on the software screen

BAM OPERATIONS GUIDE

	Note with additional information
	Tip

Software Requirements

To use the Benefit Accuracy Measurement State Web Software you will need a computer with Internet Explorer Version 6.0 or later.

You will also need a user name and password which you should obtain from your system administrator for the Sun computer.

Benefit Accuracy Measurement (BAM) Program

Welcome to the world of BAM! This handbook is both an introduction to the BAM automated system and a reference source for continual use.

The Unemployment Insurance (UI) BAM system (formerly Quality Control [BAM]) provides the basis for assessing the accuracy of UI payments and denied claims. It is also a diagnostic tool for the use of Federal and State Workforce Agency (SWA) staff in identifying errors and their causes and in correcting and tracking solutions to these problems. Representative samples of UI payments and disqualifying eligibility determinations are drawn and examined intensively to determine whether they were properly decided and whether UI claimants were paid the proper amounts, or appropriately denied. Based on the errors identified and information gathered, states will be able to develop plans and implement corrective actions to ensure accurate administration of state law, rules, and procedures.

The major objectives of the BAM system are to:

- assess the accuracy of UI payments and denied claims
- assess improvements in program accuracy and integrity
- encourage more efficient administration of the UI program

The system is designed to be comprehensive in coverage by including all areas of the claims process where errors could occur.

BAM OPERATIONS GUIDE

Program Scope

State resources are targeted to perform detailed investigations of benefits paid and denied in the largest permanently authorized programs: State UI (including combined wage claims), Unemployment Compensation for Federal Employees (UCFE), and Unemployment Compensation for Ex-Servicemembers (UCX). Both intrastate and interstate claims are included in BAM. The accuracy of paid claims is determined through a comprehensive audit to ensure that all monetary, separation, and continued eligibility requirements (such as active work search, Employment Service registration, and “able and available” requirements) are met. These audits are conducted for randomly selected compensated weeks, referred to as “key weeks.” BAM assesses the accuracy of denials by conducting audits of monetary, separation, and nonseparation determinations that resulted in a denial of benefits. The BAM audits require new and original fact finding, which is accomplished through claimant interviews, examinations of agency records (including American Job Center Career Centers and the Employment Service), and contacts with employers and other parties such as, employer representatives, labor unions, and private employment agencies to verify all aspects of the claim that could affect eligibility for payments.

Each case investigated in BAM represents a large number within the UI population. It is very important that staff adhere to accepted methodology prescribed in the BAM State Operations Handbook (5th edition) to ensure the reliability of data and the accuracy of inferences made from the data collected through the BAM investigations.

The states have the responsibility to draw weekly samples of the prescribed size, perform investigations, identify errors, analyze error rates and other data, and initiate corrective action if appropriate. The primary federal responsibilities are to ensure system integrity through monitoring state practices and procedures, to analyze BAM data to assess performance and program integrity, and to provide the software, hardware, and technical assistance needed to support the program.

Data gathered on improper payments and disqualifying determinations include such information as amount of error, type of error, responsible party, and cause of error. States can tabulate and analyze these data to plan corrective action focused on those areas where trends have been identified. States can then track the impact of corrective action by monitoring the results of subsequent BAM samples.

- a. **Relationship with UI System.** BAM is different from other state efforts to control erroneous payments and disqualifying determinations. For example, while a Benefit Payment Control investigator tries to identify specific cases of fraud and

BAM OPERATIONS GUIDE

recapture any overpayments, the BAM investigator looks at sample cases to produce statistics on the UI program in general. Errors uncovered as a result of BAM are corrected where feasible; however, the primary purpose is to estimate the accuracy of UI payments and denials and identify system-wide problems, so that when corrected, future errors can be prevented. Likewise, the quality review of nonmonetary determinations accomplished under the Benefits Timeliness and Quality (BTQ) system provides an assessment of the adequacy of the state's fact-finding, application of law and policy, and the written determination, but does not inform the system about the accuracy of the determination.

BAM is part of the UI program. Therefore, the findings of BAM must be consistent with official rules and written policies of the state. The regulation that establishes the Quality Control program for UI (20 CFR 602), requires BAM to, "Conclude all findings of inaccuracy as detected through BAM investigations with appropriate official actions, in accordance with the applicable State and Federal laws."

b. Automation of BAM Data Collection. The BAM system has been designed to be as highly automated as possible. This system is designed to increase the accuracy of data flows by minimizing the number of paper transactions and simplifying data storage and retrieval; to increase the usefulness of the data by simplifying data retrieval and raising the sophistication with which it can be manipulated and combined with other data; and to reduce the amount of time BAM staff must spend in data handling. The system is also designed to allow for the development of state specific fields.

Navigating the System

The BAM software is a web-based application with certain characteristics that the user should be aware of.

- *Multiple Users.* The software supports multiple, concurrent users. However, it was not designed to allow, for example, update of a single table by multiple users at the same time.
- *Time Out.* You will be automatically logged out from the application if you are inactive for more than 60 minutes. Exception to this rule is Case Conversion and Update Cases modules which have 2 hour and 5 hour timeouts respectively. To maintain your session hit a keystroke or move your mouse. You should perform "save" operations frequently if there is a danger of work being lost due to inactivity.

BAM OPERATIONS GUIDE

- *Exit from Screens.* The user can exit from a secondary window within the application through use of the “X” in the upper right corner of the window. Be aware that the “X” at the extreme upper corner of the screen will exit the user from the entire application. This will require the user to sign on again and may result in lost data.
- *<Control End> and <Control Home>.* <Control End> will take you immediately to the bottom of any screen and <Control Home> to the top.
- Use of the **Back** button. The internet browser has a **Back** button that allows the user to return to a previous screen. Users should be aware that use of this button may result in unexpected results. The problem can be avoided by using the links on the software screens that were designed to navigate to other screens. For example, the [Home](#) link at the bottom of a screen will take you back to the *Application Menu*.
- *Print Function.* To print screens, use the print function on your browser or if available, the print button at the bottom of the screen. Some screen sizes exceed the width of a portrait print. In this case try the landscape option on your printer. You can also try copying the screen to MS Word, Excel or some other utility and print from there. Your Sun system administrator should be able to assist you if you encounter problems.
- *Save Function.* Use the **Save** button to save data in the BAM application.
- *Help Links.* The application has [Help](#) links on certain screens. The query field names and data entry field names provide links to the respective help files. Clicking on the label of a field name displays the corresponding field help information.
- *Action Buttons.* Various applications include action buttons. For example, the query screen has the following buttons:
 - Submit Query: Submits the user’s query request.
 - Clear Query: Resets all the query fields

BAM OPERATIONS GUIDE

Chapter 2

LOGGING ON

To log on to the benefit accuracy measurement software, follow the next steps.

1. Go to your state Unemployment Insurance *Applications Menu* screen, select [BAM \(Benefit Accuracy Measurement\) \(OMB No. 1205-0245\)](#).

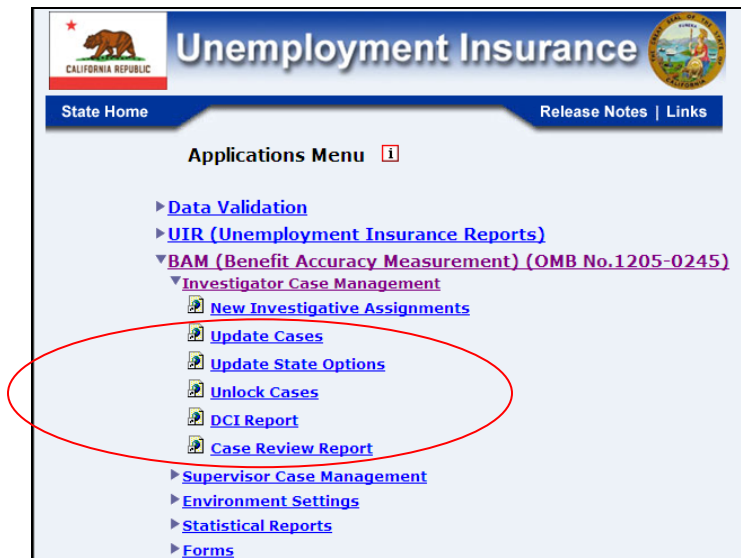


2. Select one of the *BAM* Functional applications: *Investigator Case Management*, *Supervisor Case Management*, *Environment Settings*, *Statistical Reports*, and *Forms*.



BAM OPERATIONS GUIDE

3. Next select one of the *Sub-functional* applications within the *Functional* application.



The BAM login screen does not appear until you have selected *BAM (Benefit Accuracy Measurement) (OMB No. 1205-0245)* from *Application Menu*; 2) selected a *Function Application*; 3) selected a *Sub-Function* application.

4. The **Benefit Accuracy Measurement** login screen will appear.

The screenshot displays the 'BENEFIT ACCURACY MEASUREMENT' login interface. It features a title at the top, followed by two input fields for 'Enter your Login ID' and 'Enter your Password'. Below these fields are 'Submit' and 'Clear' buttons. At the bottom of the form, there is a section for OMB No.: 1205-0245, OMB Expiration Date: 11/30/2012, and OMB Burden Minutes: 547. Below this information is a detailed OMB Burden Statement explaining the reporting requirements and providing contact information for the U.S. Department of Labor, Office of Workforce Security.



Screen shots in this handbook might look different (fonts and colors) than your screen due to your desktop and browser settings.

BAM OPERATIONS GUIDE


5. Enter your Login ID and Password.


BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547
OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

 Login ID and password are assigned by your state Sun system administrator.

 Passwords are case sensitive, i.e., the user must use capital letters or special characters such as (#, *, or %) if these are part of the password.

6. Click on the **Submit** button

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547
OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

7. The **Benefit Accuracy Measurement** screen, for application selected will appear.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

NEW INVESTIGATIVE ASSIGNMENTS ⓘ

[SORT BY INVESTIGATOR ID](#)

[SORT BY SOCIAL SECURITY NUMBER](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

8. The [Home](#) link at the bottom of the [Benefit Accuracy Measurement](#) screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information for all items and functions on the screen.

BENEFIT ACCURACY MEASUREMENT

NEW INVESTIGATIVE ASSIGNMENTS ⓘ

[SORT BY INVESTIGATOR ID](#)

[SORT BY SOCIAL SECURITY NUMBER](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

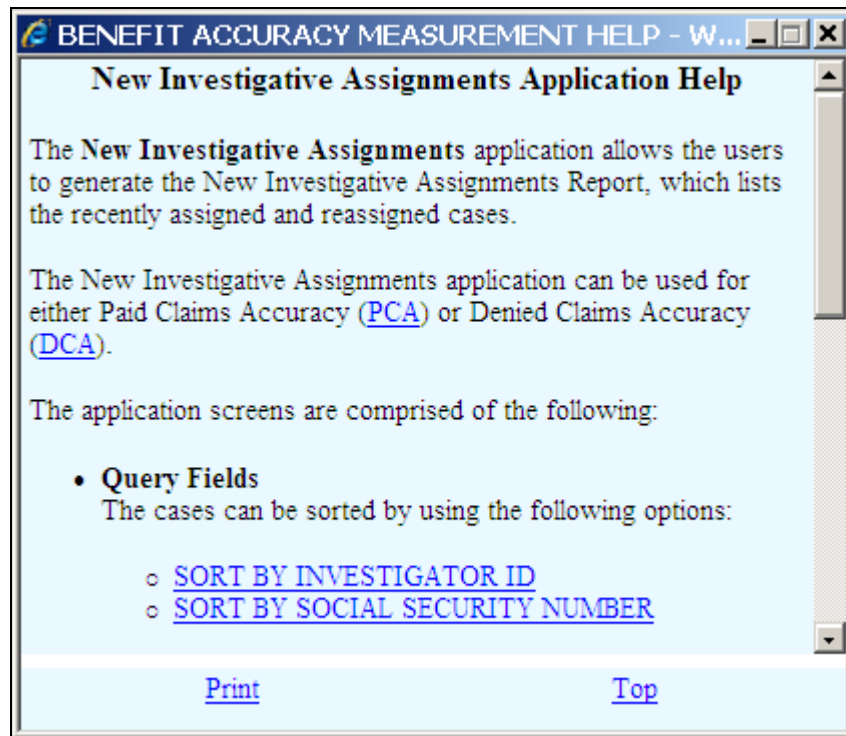
Feedback Information - Windows Internet Expl...

Feedback

If you have any comments or suggestions, please send feedback in the form of e-mail to "webmaster@uis.doleta.gov".

If any problems are encountered with the software, contact the Office of Unemployment Insurance (OUI) Technical Support Staff (Hotline) at:
1-800-473-0188.

BAM OPERATIONS GUIDE



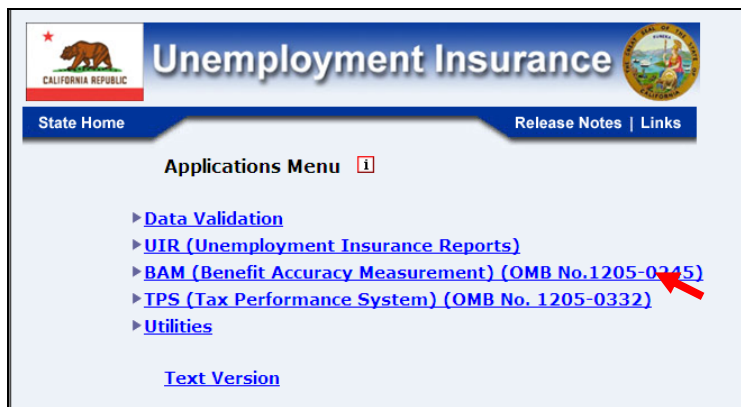
Chapter 3

INVESTIGATOR CASE MANAGEMENT

New Investigative Assignments

The *New Investigative Assignments* application allows the users to generate the *New Investigative Assignments Report*, which lists the recently assigned and reassigned cases. To access *New Investigative Assignments*, follow these steps:

1. Select BAM (Benefit Accuracy Measurement) from the Applications Menu.

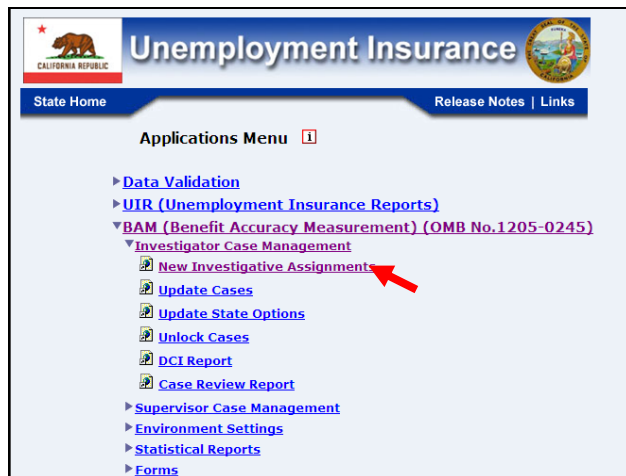


2. Select Investigator Case Management from the Applications Menu.

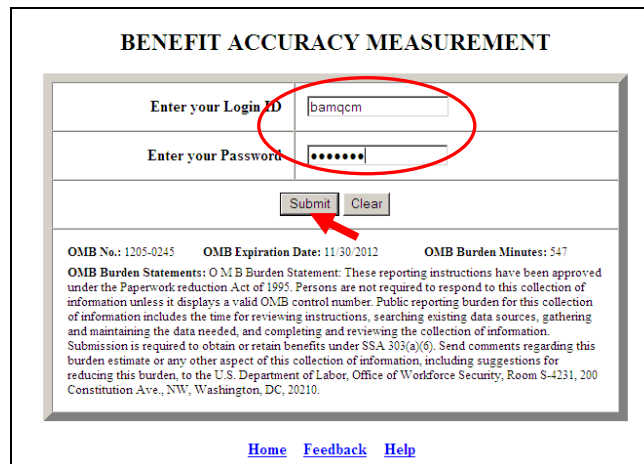


BAM OPERATIONS GUIDE

3. Select New Investigative Assignments from Application Menu



4. Benefit Accuracy Measurement login screen appears enter login ID and password and click Submit.



5. New Investigative Assignments screen appears.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

NEW INVESTIGATIVE ASSIGNMENTS i

[SORT BY INVESTIGATOR ID](#)

[SORT BY SOCIAL SECURITY NUMBER](#)

[PCA](#) [DCA](#)

Submit Clear

[Home](#) [Feedback](#) [Help](#)

This screen has two query selections. **Sort by Investigator ID** sorts the results by investigator identification number; this is the default selection. **Sort by Social Security Number** sorts the results by social security number.



PCA/DCA identifies the type of BAM cases the application will process. PCA: Paid Claims Accuracy identifies the Benefit Accuracy Measurement of UI Paid Claims. This will always be the default selection in all applications. DCA: Denied Claims Accuracy identifies the Benefit Accuracy Measurement of UI Denied Claims. The DCA cases include monetary, separation and nonseparation determinations. These determinations are identified by the 'Sample Type' as follows: **2** = Monetary, **3** = Separation, and **4** = Nonseparation. Denied Claims Accuracy is not a valid option for the following reports: Update State Options, Case Review Report, Official Time Lapse Report, State Options Control, and

6. Select query parameters and click the **Submit** button.

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

BENEFIT ACCURACY MEASUREMENT

NEW INVESTIGATIVE ASSIGNMENTS i

[SORT BY INVESTIGATOR ID](#)

[SORT BY SOCIAL SECURITY NUMBER](#)

[PCA](#) [DCA](#)

Submit Clear

[Home](#) [Feedback](#) [Help](#)

7. The *New Investigative Assignments* by ID or Social Security Number (PCA or DCA) will appear depending on the query selected.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY NEW INVESTIGATIVE ASSIGNMENTS

State: State Machine
Total Number of Assigned cases: 0
Total Number of Reassigned cases: 2

BAM SUPERVISOR: 5

Inv ID	SSN	Claim Date	Batch #	Seq #	Sample Type	Local Office	Assign/Reassign	
							Date	Status
4	999-00-9990	07/05/2008	200829	5	1	6181	02/13/2012	R
6	999-00-9991	10/23/2010	201149	2	1	7111	04/10/2012	R

Investigators with no assigned cases: 1, 7, 8, 9, 11, 12, 17, 21, 23, 25, 29, 30, 36, 40, 57, 88, 98

BAM SUPERVISOR: 6

Investigators with no assigned cases: 43

BENEFIT ACCURACY MEASUREMENT DENIED CLAIMS ACCURACY NEW INVESTIGATIVE ASSIGNMENTS

State: State Machine
Total Number of Assigned cases: 0
Total Number of Reassigned cases: 7

BAM SUPERVISOR: 5

Inv ID	SSN	Claim Date	Batch #	Seq #	Sample Type	Local Office	Assign/Reassign	
							Date	Status
5	999-00-9991	04/17/2011	201120	1	2	2600	03/30/2012	R
5	999-00-9992	05/08/2011	201123	1	2	9900	03/30/2012	R
5	999-00-9993	05/15/2011	201123	2	2	9600	03/30/2012	R
5	999-00-9994	05/08/2011	201123	2	3	9900	03/30/2012	R
5	999-00-9995	02/02/0002	201107	2	4	2600	03/30/2012	R
5	999-00-9996	02/02/0002	201113	2	4	3000	03/30/2012	R
5	999-00-9997	04/09/2011	201122	1	4	9900	03/30/2012	R

Investigators with no assigned cases: 1, 4, 6, 7, 8, 9, 11, 12, 17, 21, 23, 25, 29, 30, 36, 40, 57, 88, 98

BAM SUPERVISOR: 6

Investigators with no assigned cases: 43

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY NEW INVESTIGATIVE ASSIGNMENTS

State: State Machine
Total Number of Assigned cases: 0
Total Number of Reassigned cases: 2

BAM SUPERVISOR: 5

SSN	Inv ID	Claim Date	Batch #	Seq #	Sample Type	Local Office	Assign/Reassign	
							Date	Status
999-00-9990	4	07/05/2008	200829	5	1	6181	02/13/2012	R
999-00-9999	6	10/23/2010	201149	2	1	7111	04/10/2012	R

BAM SUPERVISOR: 6

BAM OPERATIONS GUIDE

**BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY
NEW INVESTIGATIVE ASSIGNMENTS**

State: **State Machine**
Total Number of Assigned cases: 0
Total Number of Reassigned cases: 7

BAM SUPERVISOR: 5

SSN	Inv ID	Claim Date	Batch #	Seq #	Sample Type	Local Office	Assign/Reassign	
							Date	Status
999-00-9991	5	02/02/0002	201107	2	4	2600	03/30/2012	R
999-00-9992	5	02/02/0002	201113	2	4	3000	03/30/2012	R
999-00-9993	5	04/17/2011	201120	1	2	2600	03/30/2012	R
999-00-9994	5	04/09/2011	201122	1	4	9900	03/30/2012	R
999-00-9995	5	05/08/2011	201123	1	2	9900	03/30/2012	R
999-00-9996	5	05/15/2011	201123	2	2	9600	03/30/2012	R
999-00-9997	5	05/08/2011	201123	2	3	9900	03/30/2012	R

BAM SUPERVISOR: 6

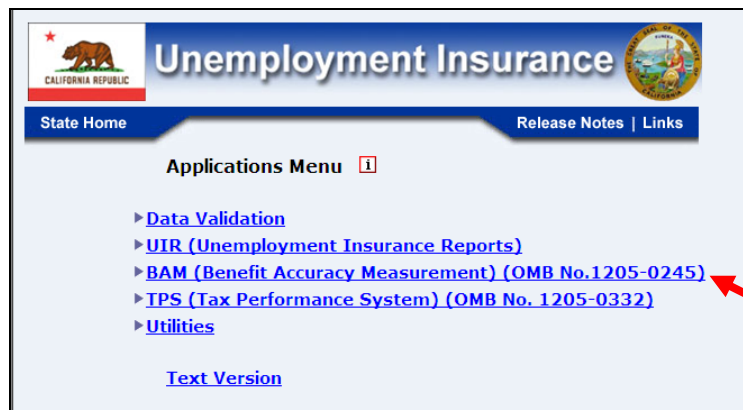


The *New Investigative Assignments* report should be printed for use as a reference and if the need arises for a case to be reassigned.

Update Cases

The *Update Cases* application allows supervisors and investigators to update the required Data Collection Instrument (DCI) items and complete the review of a case. The application allows the user to generate a DCI report. The application also generates a Case Review Report for Paid Claims Accuracy (PCA). When multiple cases are selected to update, the first case is displayed by default. The *Update Cases* application can be used for either PCA or DCA. To access the *Update Cases* application, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

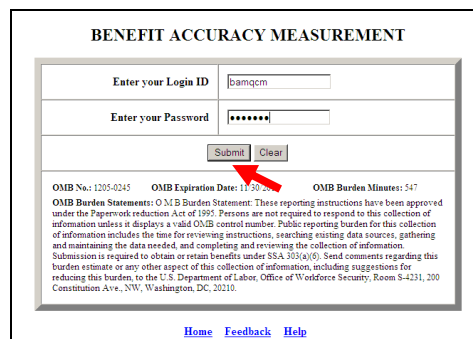
2. Select *Investigator Case Management* from the *Applications Menu*.



3. Select *Update Cases* from the *Applications Menu*.



4. *Benefit Accuracy Measurement* login screen appears enter login ID and password and click submit.



BAM OPERATIONS GUIDE



If logged in already you can skip steps 1 thru 4 and go directly to the *Applications Menu* and select *Update Cases* and the screen in step 5 below will appear.

5. *Update Cases* screen appears.

BENEFIT ACCURACY MEASUREMENT

UPDATE CASES i

[QUERY USING BATCH #, SEQ #](#)

[QUERY USING SSN, KEY WEEK](#)

[QUERY USING CRITERIA](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)



The *Update Cases* application can be used for either Paid Claim Accuracy (PCA) or Denied Claims Accuracy (DCA) and provide the following options: Query Using Batch #, SEQ # (PCA & DCA), Query Using SSN, Key Week (PCA only) and Query Using Criteria (PCA only).

6. Select query parameters and click the **Submit** button.

BENEFIT ACCURACY MEASUREMENT

UPDATE CASES i

[QUERY USING BATCH #, SEQ #](#)

[QUERY USING SSN, KEY WEEK](#)

[QUERY USING CRITERIA](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

7. The *Update Cases* screen will appear for the query selected.

Query Using Batch #, SEQ # (PCA Example)

UPDATE CASES - PCA

BATCH#	SEQUENCE#	SAMPLE TYPE
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1

[Home](#) [Feedback](#) [Help](#)

Query Using SSN (PCA Only)

UPDATE CASES - PCA

SSN	KEY WEEK	SAMPLE TYPE
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1

[Home](#) [Feedback](#) [Help](#)

Query Using Criteria (PCA only)

BAM OPERATIONS GUIDE

UPDATE CASES - PCA

SSN	<input type="text"/>
KEY WEEK	<input type="text"/> ~ <input type="text"/>
BATCH NUMBER	<input type="text"/> ~ <input type="text"/>
LOCAL OFFICE	<input type="text"/> ~ <input type="text"/>
INVESTIGATOR ID	<input type="text"/> ~ <input type="text"/>

[Home](#) [Feedback](#) [Help](#)

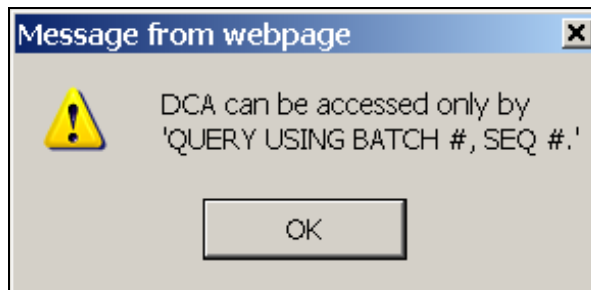
Query Using Batch #, SEQ # (DCA Example)

UPDATE CASES - DCA

BATCH#	SEQUENCE#	SAMPLE TYPE
<input type="text"/>	<input type="text"/>	2 - Monetary
<input type="text"/>	<input type="text"/>	2 - Monetary
<input type="text"/>	<input type="text"/>	2 - Monetary
<input type="text"/>	<input type="text"/>	2 - Monetary
<input type="text"/>	<input type="text"/>	2 - Monetary

[Home](#) [Feedback](#) [Help](#)

If the query selected for *Update Cases* is *SSN - Key Week* or *Criteria* for DCA you'll get the warning below.



8. Enter appropriate data for selected query (five cases may be entered) and click **Submit Query** button.

BAM OPERATIONS GUIDE

UPDATE CASES - PCA

BATCH#	SEQUENCE#	SAMPLE TYPE
<input type="text" value="201147"/>	<input type="text" value="7"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1

[Home](#) [Feedback](#) [Help](#)

9. The *Update Cases – PCA or DCA* for query selected will appear.

UPDATE CASES - PCA

<input type="button" value="B"/>	<input type="button" value="C"/>	<input type="button" value="D"/>	<input type="button" value="E"/>	<input type="button" value="F"/>	<input type="button" value="G"/>	<input type="button" value="H"/>	<input type="button" value="I"/>	<input type="button" value="S"/>	<input type="button" value="Save"/>	<input type="button" value="Report"/>	<input type="button" value="Next"/>	<input type="button" value="UC Menu"/>	(1 / 1)
Batch: 200829 Sequence: 5 Sample Type:1 SSN: 999-00-9990 KW: 07/05/2008													

[Home](#) [Feedback](#) [Help](#)

UPDATE CASES - DCA

<input type="button" value="1-CI"/>	<input type="button" value="2-BYI"/>	<input type="button" value="3-MD"/>	<input type="button" value="4-CA"/>	<input type="button" value="5-EI"/>	<input type="button" value="Save"/>	<input type="button" value="Report"/>	<input type="button" value="Next"/>	<input type="button" value="UC Menu"/>	(1 / 1)
Batch: 201123 Sequence: 2 Sample Type: 2 SSN: 999-00-999 Claim Date: 05/15/2011 1									

[Home](#) [Feedback](#) [Help](#)

10. Click on a *Data Entry Field*, and *Data Entry Screen* for the *Data Field* selected will appear.

UPDATE CASES - PCA

<input type="button" value="B"/>	<input type="button" value="C"/>	<input type="button" value="D"/>	<input type="button" value="E"/>	<input type="button" value="F"/>	<input type="button" value="G"/>	<input type="button" value="H"/>	<input type="button" value="I"/>	<input type="button" value="S"/>	<input type="button" value="Save"/>	<input type="button" value="Report"/>	<input type="button" value="Next"/>	<input type="button" value="UC Menu"/>	(1 / 1)
Batch: 200829 Sequence: 5 Sample Type:1 SSN: 999-00-9990 KW: 07/05/2008													

[Home](#) [Feedback](#) [Help](#)

11. *Update Cases – PCA/DCA Data Entry Screen* will appear.

(PCA Example)

BAM OPERATIONS GUIDE

UPDATE CASES - PCA

Validate Accept Cancel Previous Screen Next Screen

Batch: 200829 **Sequence:** 5 **Sample Type:** 1 **SSN:** 999-00-9990 **KW:** 07/05/2008

B: Claimant Information

b1	Method Information Obtained	NULL
b2	Citizenship	1
b3	Education	NULL
b4	Vocational or Technical School	NULL
b5	Training Status	NULL
b6	Occupation Code - Last	900
b7	Occupation Code - Usual	
b8	Normal Hourly Wage	S
b9	Occupational Code - Seeking	
b10	Lowest Acceptable Hourly Wage	S
b11	Date of Birth	06/13/1954
b12	Sex	2
b13	Ethnic Code	92

[Home](#) [Feedback](#) [Help](#)

When entering data if wrong format is used a message similar to the one below will appear.



Validate information and add any information that's missing. You can either proceed to the other *Data Entry Screens* by clicking **Next Screen** button or click the **Validate** button.

BAM OPERATIONS GUIDE

UPDATE CASES - PCA

Batch: 200829 Sequence: 5 Sample Type:1 SSN: 999-00-9990 KW: 07/05/2008

B: Claimant Information

b1	Method Information Obtained	NULL
b2	Citizenship	1
b3	Education	NULL
b4	Vocational or Technical School	NULL
b5	Training Status	NULL
b6	Occupation Code - Last	900
b7	Occupation Code - Usual	
b8	Normal Hourly Wage	S
b9	Occupational Code - Seeking	
b10	Lowest Acceptable Hourly Wage	S
b11	Date of Birth	06/13/1954
b12	Sex	2
b13	Ethnic Code	92

[Home](#) [Feedback](#) [Help](#)

Clicking the **Validate** button (which checks fields for proper format) the following screen appears.

UPDATE CASES - PCA

Batch: 200829 Sequence: 5 Sample Type:1 SSN: 999-00-9990 KW: 07/05/2008

B: Claimant Information

b1	Method Information Obtained	B
b2	Citizenship	3
b3	Education	16
b4	Vocational or Technical School	1
b5	Training Status	00
b6	Occupation Code - Last	131
b7	Occupation Code - Usual	131
b8	Normal Hourly Wage	S 24.50
b9	Occupational Code - Seeking	131
b10	Lowest Acceptable Hourly Wage	S 17.50
b11	Date of Birth	06/13/1954
b12	Sex	2
b13	Ethnic Code	92

All the fields on this screen have been validated.

[Home](#) [Feedback](#) [Help](#)

Clicking the **Accept** button allows the user to store the entries and go back to the main screen, which appears below.

UPDATE CASES - PCA

(1 / 1)

Batch: 200829 Sequence: 5 Sample Type:1 SSN: 999-00-9990 KW: 07/05/2008

[Home](#) [Feedback](#) [Help](#)



Investigator will go through all applicable *Data Entry Screens* remembering to click the **Validate** button, then the **Accept** button, on each *Data Entry Screen* where information is entered. Once all *Data Entry Screens* are validated and accepted remember to click **Save** button or all information entered will be lost and have to be re-entered. Also, if **UC Menu** button is clicked before the **Save** button all information is lost also.

BAM OPERATIONS GUIDE

Clicking the **Save** button, saves entries into the database and the screen below appears.


UPDATE CASES - PCA

(1 / 1)

Batch: 200829 Sequence: 5 Sample Type: 1 SSN: 999-00-9990 KW: 07/05/2008

It is saved successfully. (Case 1 of 1)

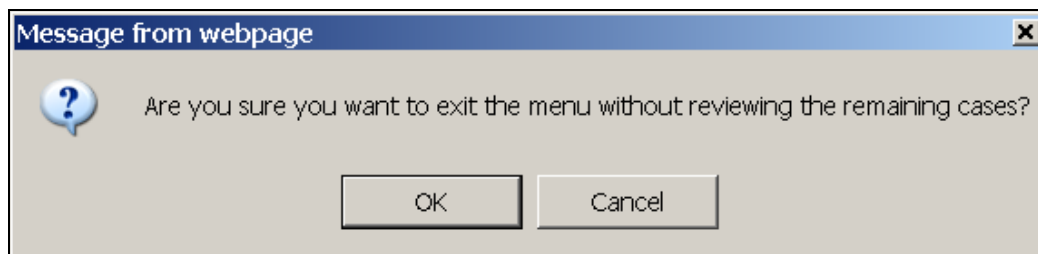
[Home](#) [Feedback](#) [Help](#)

 Investigator has the option now either to select **Report** button or **UC Menu** button. If **Report** is clicked, the *Data Collection Instrument (DCI) Report* will appear. A portion of the *DCI Report*, which will be discussed later in this chapter in full, is shown below. If the **UC Menu** button is clicked, it exits back to the *Update Cases* screen.

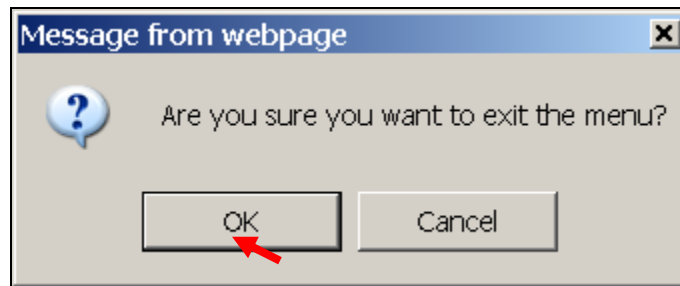
**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
DATA COLLECTION INSTRUMENT (DCI) REPORT**

State	QT	Batch #	200829	Sequence #	5	Sample Type	1
SSN	999-00-9990	Key Week	07/05/2008	Investigator ID	4	Local Office	6181
b1	Method Info Obtained	3		e15	Dep Allowance Before	N/A	
b2	U.S. Citizen	3		e16	Dep Allowance After	N/A	
b3	Education	16		e17	Ind Code Primary Empl.	0000	
b4	Voc/Tech School	1		e18	Mon. Redeterm. Before	2	
b5	Currently In Training	00		e19	Remain Balance	5....	
b6	Occ Code Last	131					
b7	Occ Code Usual	131		f1	KW Earnings Before	S...	
b8	Normal Hourly Wage	524.50		f2	KW Earnings After	S...	
b9	Occ Code Seeking	131		f3	Eam Deduct Before	S...	
b10	Lowest Hourly Wage	517.50		f4	Eam Deduct After	S...	
b11	Date of Birth	06/13/1954		f5	Other Income Before	S...	
b12	Gender	2		f6	Other Income After	S...	
b13	Race/Ethnic	92		f7	Other Deduct Before	S...	
				f8	Other Deduct After	S...	
c1	Program Code	1		f9	First CWK Date	05/03/2008	
c2	Combined Wage Claim	2		f10	Date First Pay	05/14/2008	
c3	Benefit Year Begin	04/20/2008		f11	KW File Method	4	
c4	Init Claim Filing Meth	.		f12	KW Certification	2	
c5	Benefit Rights Given		f13	Original Amount Paid	5....	
c6	ERPs	.					
c7	Last ERPs	././...		g1	WS Requirement	..	
c8	Prior Nonsep Issues	.		g2	LE Reg Required	..	
c9	Prior Nonsep Disq	.		g3	LE Reg/Services	..	
				g4	LE Deferred	..	
d1	Reason Sep Before	..		g5	LE Referrals	..	
d2	Reason Sep After	..		g6	Regis Private Agency	..	
d3	Date Sep Before	././...		g7	Priv Agency Refers	..	

12. If user has selected more than one case, they will have to click **Next** button after saving first case. If they click **UC Menu**, they will get a warning that they will not be able to review the additional cases selected. If you want to update more cases or exit program click on the **UC Menu** button and the following warning appears (click ok) then the *Update Cases* screen appears.



BAM OPERATIONS GUIDE



If you click OK, you will lose any changes that are not saved and will not be able to review any other cases selected. You will return to the entry screen and enter new cases.

UPDATE STATE OPTIONS - PCA ⓘ

BATCH#	SEQUENCE#	SAMPLE TYPE
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1

Submit Query Clear Query USO Menu

[Home](#) [Feedback](#) [Help](#)

The *Update Cases* application consists of multiple data entry screens for PCA and DCA which are listed below:

The PCA data entry screens consist of the following screens:

- **B:** Data Entry Screen for Claimant Information.

UPDATE CASES - PCA

Validate Accept Cancel Previous Screen Next Screen

Batch: 200829 Sequence: 5 Sample Type:1 SSN: 999-00-9990 KW: 07/05/2008

B: Claimant Information

b1	Method Information Obtained	NULL
b2	Citizenship	1
b3	Education	NULL
b4	Vocational or Technical School	NULL
b5	Training Status	NULL
b6	Occupation Code - Last	900
b7	Occupation Code - Usual	
b8	Normal Hourly Wage	S
b9	Occupational Code - Seeking	
b10	Lowest Acceptable Hourly Wage	S
b11	Date of Birth	06/13/1954
b12	Sex	2
b13	Ethnic Code	92

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

- **C: Data Entry Screen for Benefit Year Information.**

UPDATE CASES - PCA		
<input type="button" value="Validate"/> <input type="button" value="Accept"/> <input type="button" value="Cancel"/> <input type="button" value="Previous Screen"/> <input type="button" value="Next Screen"/>		
Batch: 200829 Sequence: 5 Sample Type: 1 SSN: 999-00-9990 KW: 07/05/2008		
C: Benefit Year Information		
c1	Program Code	1
c2	Combined Wage Claim	2
c3	Benefit Year Beginning	04/20/2008
c4	Initial Claim Filing Method	NULL
c5	Benefit Rights Given	
c6	Number of ERPs in Curr BY	NULL
c7	Last ERP Date	
c8	Prior Nonsep Determinations	
c9	Prior Nonsep Disqualifications	

[Home](#) [Feedback](#) [Help](#)

- **D: Data Entry Screen for Separation Information.**

UPDATE CASES - PCA				
<input type="button" value="Validate"/> <input type="button" value="Accept"/> <input type="button" value="Cancel"/> <input type="button" value="Previous Screen"/> <input type="button" value="Next Screen"/>				
Batch: 200829 Sequence: 5 Sample Type: 1 SSN: 999-00-9990 KW: 07/05/2008				
D: Separation Information				
	Before Investigation		After Investigation	
Reason for Separation	d1		d2	
Date of Separation	d3		d4	
Recall Status	d5	NULL	d6	NULL
Tax Rate - Last Employer	d7			%
Industry Code - Last Employer	d8			

[Home](#) [Feedback](#) [Help](#)

- **E: Data Entry Screen for Monetary Eligibility.**

UPDATE CASES - PCA				
<input type="button" value="Validate"/> <input type="button" value="Accept"/> <input type="button" value="Cancel"/> <input type="button" value="Previous Screen"/> <input type="button" value="Next Screen"/>				
Batch: 200829 Sequence: 5 Sample Type: 1 SSN: 999-00-9990 KW: 07/05/2008				
E: Monetary Eligibility				
	Before Investigation		After Investigation	
Number of Base Period Employers	e1	2	e2	
Base Period Wages	e3	\$ 24977	e4	\$
High Quarter Wages	e5	\$	e6	\$
Number of Weeks Worked	e7	-2	e8	-2
Weekly Benefit Amount	e9	\$ 387	e10	\$
Maximum Benefit Amount	e11	\$ 8195	e12	\$
Number of Dependents	e13	-2	e14	-2
Dependents' Allowance	e15	\$ -2	e16	\$ -2
Industry Code - Primary Employer	e17	0000		
Monetary Redetermination	e18	2		
Remaining Balance	e19	\$		

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

- **F:** Data Entry Screen for Benefit Payment Information.

UPDATE CASES - PCA

Validate	Accept	Cancel	Previous Screen	Next Screen
Batch: 200829 Sequence: 5 Sample Type:1 SSN: 999-00-9990 KW: 07/05/2008				
F: Benefit Payment Information				
	Before Investigation		After Investigation	
KW Earnings	f1	S	f2	S
KW Earnings Deduction	f3	S	f4	S
Total Other Deductible Income in KW	f5	S	f6	S
Other Income Deduction Amount for KW	f7	S	f8	S
First Compensated Week Ending Date	f9	05/03/2008		
Date of First Payment	f10	05/14/2008		
KW Filing Method	f11	4		
KW Certification Procedure	f12	2		
Original Amount Paid and/or Offset for KW	f13	S		
Home Feedback Help				

- **G:** Data Entry Screen for Registration/Work Search.

UPDATE CASES - PCA

Validate	Accept	Cancel	Previous Screen	Next Screen
Batch: 200829 Sequence: 5 Sample Type:1 SSN: 999-00-9990 KW: 07/05/2008				
G: Registration / Work Search				
g1	WS Requirements	NULL		
g2	LE Reg Req	NULL	g3	LE Reg/Services
g4	LE Defer	NULL	g5	LE Refers
g6	Regis Priv Agency	NULL	g7	Priv Agency Refers
g8	Union Status	NULL	g9	Union Refers
g10	KW Contacts		g11	Prior KW Contacts
g12	Contacts Inv			
g13	Contacts Acc			
g14	Contacts Unacc			
g15	Contacts Unver			
Home Feedback Help				

- **H:** Data Entry Screen for Error Classification/Case Completion.

UPDATE CASES - PCA

Validate	Accept	Cancel	Previous Screen	Next Screen
Batch: 200829 Sequence: 5 Sample Type:1 SSN: 999-00-9990 KW: 07/05/2008				
H: Error Classification				
h1	KW Action Code Flag	NULL		
h2	Amount That Claimant Should Have Been Paid	S		
h3	Total Dollar Amount of Overpayments	S		
h4	Total Dollar Amount of Underpayments	S		
h5	Total Overpayment Amount for the KW	S		
h6	Total Underpayment Amount for the KW	S		
h7	Investigation Completed	NULL		
h8	Investigation Completion Date			
h9	Supervisory Review Completed	NULL		
h10	Supervisor Completion Date			
h11	Supervisor Identification			
Home Feedback Help				

BAM OPERATIONS GUIDE

- **I:** Data Entry Screen for Error Issues.

UPDATE CASES - PCA

Batch: 201147 Sequence: 9 Sample Type:1 SSN: 999-00-9990 KW: 09/24/2011

I: Error Issues

eidx	ei1	ei2	ei3	ei4	ei5	ei6	ei7	ei8	ei9	
EII	Dollar Amount Error	KW Action	Error Cause	Error Resp.	Det'n Point	Prior SWA Action	Prior Empl. Action	Action Appealed	Prior Claimant Action	Delete
1	S	NULL						NULL		<input type="checkbox"/>

[Home](#) [Feedback](#) [Help](#)

- **S:** Data Entry Screen for State Options.

UPDATE STATE OPTIONS - PCA I

SSN: 999-00-9990 KW: 10/23/2010 Batch#: 201149 Sequence#: 2 Sample Type:1

Field ID	Name	Type	Size	Value
1	key	INTEGER	11	<input type="text"/>
2	wrcode	CHAR	2	<input type="text"/>
3	name	CHAR	16	<input type="text"/>
4	address	CHAR	20	<input type="text"/>
5	phone_number	CHAR	18	<input type="text"/>

[Home](#) [Feedback](#) [Help](#)

The DCA data entry screens consist of the following screens:

- **1-CI:** Data Entry Screen for Claimant Information.

UPDATE CASES - DCA

Batch: 999-00-9990 Sequence: 2 Sample Type: 2 SSN: 999-00-9990 Claim Date: 05/15/2011 1

1-CI: Claimant Information

10	Method Info Obt	<input type="text" value="NULL"/>
11	Citizen	<input type="text" value="1"/>
12	Birth Date	<input type="text" value="03/23/1961"/>
13	Gender	<input type="text" value="1"/>
14	Ethnic/Race	<input type="text" value="NULL"/>
15	Education	<input type="text" value="NULL"/>
16	Voc/Tech School	<input type="text" value="NULL"/>
17	Training Status	<input type="text" value="NULL"/>
18	Usual Occ Code	<input type="text"/>
19	Seeking Occ Code	<input type="text"/>
20	Normal Hr. Wage	<input type="text" value="S"/>
21	Lowest Hr. Wage	<input type="text" value="S"/>

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

- **2-BYI:** Data Entry Screen for Benefit Year Information.

UPDATE CASES - DCA

Batch: 201123 Sequence: 2 Sample Type: 2 SSN: 999-00-9990 Claim Date: 05/15/2011 1

2-BYI: Benefit Year Information

Program	22	<input type="text" value="1"/>	<input type="text" value=""/>	<input type="text" value=""/>
CWC	23	<input type="text" value="2"/>	<input type="text" value=""/>	<input type="text" value=""/>
Ben. Yr Beg	24	<input type="text" value="05/15/2011"/>	<input type="text" value=""/>	<input type="text" value=""/>
Init. Clm. File Method	25	<input type="text" value="1"/>	<input type="text" value=""/>	<input type="text" value=""/>
BRI	26	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Ind. Code Primary Emp	27	<input type="text" value="2201"/>	<input type="text" value=""/>	<input type="text" value=""/>
Ind. Code Last Emp	28	<input type="text" value="2382"/>	<input type="text" value=""/>	<input type="text" value=""/>
File Meth	29	<input type="text" value="NULL"/>	<input type="text" value=""/>	<input type="text" value=""/>
Org. Amt. Paid	30	<input type="text" value="S"/>	<input type="text" value=""/>	<input type="text" value=""/>
		Before Investigation		After Investigation
No. Wks. Denied	31	<input type="text" value=""/>	32	<input type="text" value=""/>
WBA	33	<input type="text" value="S0"/>	34	<input type="text" value="S"/>
MBA	35	<input type="text" value="S0"/>	36	<input type="text" value="S"/>

[Home](#) [Feedback](#) [Help](#)

- **3-MD:** Data Entry Screen for Monetary Data.

UPDATE CASES - DCA

Batch: 201123 Sequence: 2 Sample Type: 2 SSN: 999-00-9990 Claim Date: 05/15/2011 1

3-MD: Monetary Data

		Before Investigation		After Investigation
Reason Mon. Det.	42	<input type="text" value="10"/>	43	<input type="text" value=""/>
BP Emps.	44	<input type="text" value="2"/>	45	<input type="text" value=""/>
BP Wages	46	<input type="text" value="S31856"/>	47	<input type="text" value="S"/>
HQ Wages	48	<input type="text" value="S17198"/>	49	<input type="text" value="S"/>
Wks. Worked	50	<input type="text" value=""/>	51	<input type="text" value=""/>
Depend.	52	<input type="text" value=""/>	53	<input type="text" value=""/>
Depend. Allow	54	<input type="text" value="S"/>	55	<input type="text" value="S"/>
Mon. Redet.	56	<input type="text" value="2"/>	<input type="text" value=""/>	<input type="text" value=""/>

[Home](#) [Feedback](#) [Help](#)

- **4-CA:** Data Entry Screen for Case Action.

BAM OPERATIONS GUIDE

UPDATE CASES - DCA

Batch: 201123 Sequence: 2 Sample Type: 2 SSN: 999-00-9990 Claim Date: 05/15/2011 1

4-CA: Case Action

90	Action Flag	<input type="text" value="9"/>
91	Initial Det. Appealed	<input type="text" value="NULL"/>
92	Result of Init. App	<input type="text" value="NULL"/>
93	Inv. Completed	<input type="text" value="NULL"/>
94	Inv. Comp. Date	<input type="text"/>
95	Supv. Rev. Completed	<input type="text" value="NULL"/>
96	Supv. Comp. Date	<input type="text"/>
97	Supv. ID	<input type="text"/>

[Home](#) [Feedback](#) [Help](#)

- **5-EI: Data Entry Screen for Error Information.**

UPDATE CASES - DCA

Batch: 201123 Sequence: 2 Sample Type: 2 SSN: 999-00-9990 Claim Date: 05/15/2011 1

5-EI: Error Issue Information

index	98	99	100	101	102	103	104	105	106	
EII	Dollar Amount Error	Action Code	Cause	Responsibility	Detection Point	Prior Agency Action	Prior Employer Action	Action Appealed	Prior Claimant Action	Delete
1	<input type="text" value="50"/>	<input type="text" value="20"/>	<input type="text" value="210"/>	<input type="text" value="1030"/>	<input type="text" value="30"/>	<input type="text" value="50"/>	<input type="text" value="70"/>	<input type="text" value="10"/>	<input type="text" value="20"/>	<input type="checkbox"/>

[Home](#) [Feedback](#) [Help](#)

- **Separation Data Entry Screen Sample Type 3**

UPDATE CASES - DCA

Batch: 201147 Sequence: 1 Sample Type: 3 SSN: 999-00-9990 Claim Date: 11/02/2010 0

3-SD: Separation Data

Sep. Issue Number	57	<input type="text"/>
	Before Investigation	After Investigation
Reason for Sep.	58	59
Date of Sep.	60	61

[Home](#) [Feedback](#) [Help](#)

- **Nonseparation Data Entry Screen Sample Type 4**

BAM OPERATIONS GUIDE

UPDATE CASES - DCA

<input type="button" value="Validate"/> <input type="button" value="Accept"/> <input type="button" value="Cancel"/> <input type="button" value="Previous Screen"/> <input type="button" value="Next Screen"/>	
Batch: 201147 Sequence: 2 Sample Type: 4 SSN: 999-00-9990 Claim Date: 11/03/2010 0	
3-NON: Nonseparation Data	
Nonsep. Issue Number	62
Before Investigation	
Reason Nonsep.	63 70
Recall Stat.	65 NULL
Earnings	67 S
Earn. Deduct.	69 S
Other Deductible Inc.	71 S
Other Income Deductions	73 S
After Investigation	
	64
	66 NULL
	68 S
	70 S
	72 S
	74 S
75 WS Requirement	NULL
76 Contacts	77 Prior Contacts
78 Contacts Inv	79 Contacts Acc
80 Contacts Unacc	81 LE Reg. Req
82 LE Reg/Services	83 LE Defer
84 LE Referrals	85 Regis. Priv. Agency
86 Union Referral Status	87 Union Refers
88 Union Refers	89 Union Refers

[Home](#) [Feedback](#) [Help](#)

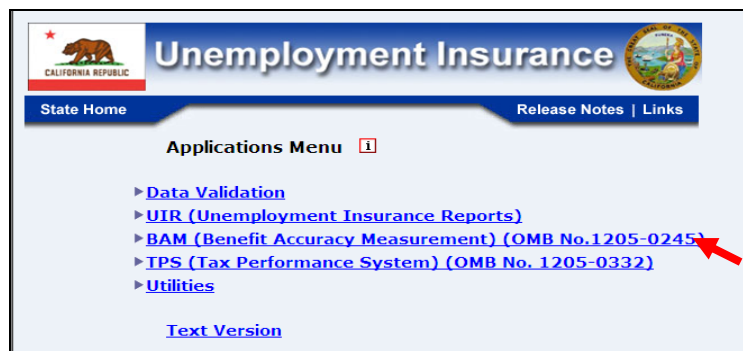
Update State Options

The *Update State Options* application allows users to update the State Options information for the selected cases. The users who have the required permissions may select either completed or open cases. The State Options are State specific and are optional.

The *Update State Options* can be used for Paid Claims Accuracy (PCA) only and provides the following options:

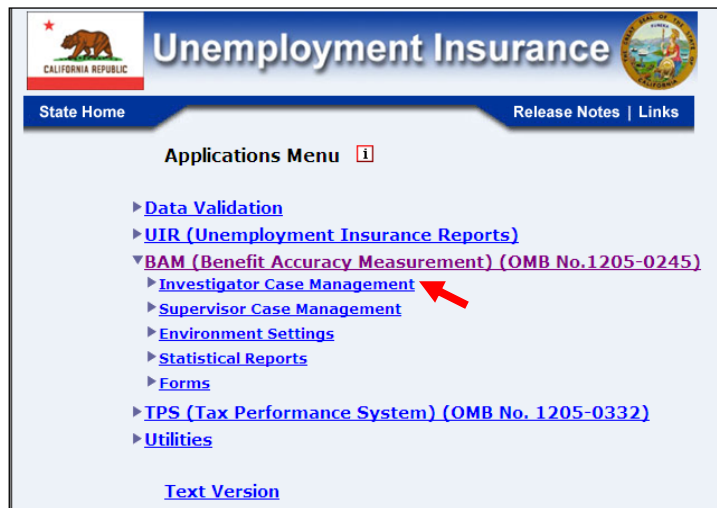
- QUERY USING BATCH #, SEQ #
- QUERY USING SSN, KEY WEEK

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.

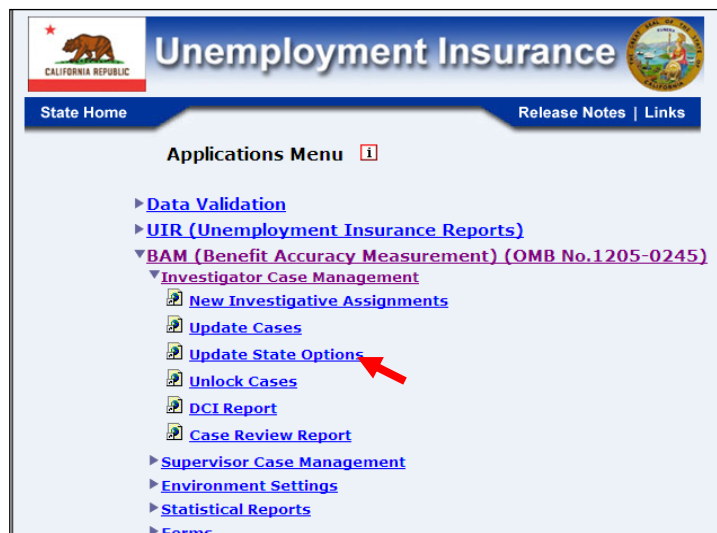


BAM OPERATIONS GUIDE

2. Select *Investigator Case Management* from the *Applications Menu*.



3. Select *Update State Options* from the *Applications Menu*.




4. *Benefit Accuracy Measurement* login screen appears enter login id and password and click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="....."/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	
<small>OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547 OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.</small>	
Home Feedback Help	

 If logged in already you can skip steps 1 thru 4 and go directly to the *Applications Menu* and select *Update State Options*. The screen in step 5 below will appear.

5. The *Update State Options* screen appears.

BENEFIT ACCURACY MEASUREMENT

UPDATE STATE OPTIONS ⓘ

<input checked="" type="radio"/> QUERY USING BATCH #, SEQ #
<input type="radio"/> QUERY USING SSN, KEY WEEK
<input checked="" type="radio"/> PCA <input type="radio"/> DCA
<input type="button" value="Submit"/> <input type="button" value="Clear"/>

[Home](#) [Feedback](#) [Help](#)

6. Select query parameters and click the **Submit** button. (Note: Update State Options is available only for PCA cases.)

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

UPDATE STATE OPTIONS 1

[QUERY USING BATCH #, SEQ #](#)

[QUERY USING SSN, KEY WEEK](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

7. Update State Options screen will appear for the query selected.

UPDATE STATE OPTIONS - PCA 1

BATCH#	SEQUENCE#	SAMPLE TYPE
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1

[Home](#) [Feedback](#) [Help](#)

UPDATE STATE OPTIONS - PCA 1

SSN	KEY WEEK	SAMPLE TYPE
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1

[Home](#) [Feedback](#) [Help](#)

8. Enter appropriate data for selected query and click **Submit Query** button.

UPDATE STATE OPTIONS - PCA 1

BATCH#	SEQUENCE#	SAMPLE TYPE
<input type="text" value="201147"/>	<input type="text" value="5"/>	1
<input type="text" value="201147"/>	<input type="text" value="7"/>	1
<input type="text" value="201147"/>	<input type="text" value="9"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1

[Home](#) [Feedback](#) [Help](#)

9. The Update State Options – PCA screen will appear.

BAM OPERATIONS GUIDE

UPDATE STATE OPTIONS - PCA ⓘ

SSN: 999-00-9990 KW: 10/23/2010 Batch#: 201149 Sequence#: 2 Sample Type:1

Field ID	Name	Type	Size	Value
1	key	INTEGER	11	<input type="text"/>
2	wrcode	CHAR	2	<input type="text"/>
3	name	CHAR	16	<input type="text"/>
4	address	CHAR	20	<input type="text"/>
5	phone_number	CHAR	18	<input type="text"/>

[Home](#) [Feedback](#) [Help](#)

- 10.** On the *Update State Options – PCA* screen fill in the **Field ID** rows 1 thru 7 under **Value** with correct information and click **Save**; then if more than one case is loaded click **Next**, until all cases loaded are completed remembering to save each case before clicking next. The number of Fields will vary, depending on the number of option fields your State has defined.

UPDATE STATE OPTIONS - PCA ⓘ

SSN: 999-00-9990 KW: 10/30/2010 Batch#: 201147 Sequence#: 5 Sample Type:1

Field ID	Name	Type	Size	Value
1	key	INTEGER	11	<input type="text"/>
2	wrcode	CHAR	2	<input type="text"/>
3	name	CHAR	16	Jackson
4	address	CHAR	20	222 Brooke Street
5	phone_number	CHAR	18	(111)-(222)-(3389)

[Home](#) [Feedback](#) [Help](#)

When **Save** is clicked and all **Values** are correctly formatted the following screen will appear.

UPDATE STATE OPTIONS - PCA ⓘ

SSN: 999-00-9990 KW: 10/30/2010 Batch#: 201147 Sequence#: 5 Sample Type:1

Field ID	Name	Type	Size	Value
1	key	INTEGER	11	<input type="text"/>
2	wrcode	CHAR	2	<input type="text"/>
3	name	CHAR	16	Jackson
4	address	CHAR	20	222 Brooke Street
5	phone_number	CHAR	18	(111)-(222)-(3389)

• State Options saved successfully.

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE



When filling in **Values** if format is incorrect a warning similar to the one below will appear. Also, remember every **Value** must have an entry and changes must be saved before selecting **Next**, if you have more than one case to complete.



Unlock Cases

The *Unlock Cases* application allows privileged users to unlock the cases that have been locked and provides access to the cases to continue with the investigations/review process.

The *Unlock Cases* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA).

If trying to access a *BAM Application* from the *Application Menu* and a screen appears similar to the ones below with the statement that is circled you will follow the steps provided to unlock the cases.

UPDATE CASES - PCA

<u>BATCH#</u>	<u>SEQUENCE#</u>	<u>SAMPLE TYPE</u>
201147	3	1
		1
		1
		1
		1

Submit Query Clear Query UC Menu

(Batch:201147 Seq:3) This case is locked by bamqcm , staff id:5

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

UPDATE CASES - DCA

BATCH#	SEQUENCE#	SAMPLE TYPE
201147	3	2 - Monetary
		2 - Monetary
		2 - Monetary
		2 - Monetary
		2 - Monetary

(Batch:201147 Seq:3 Samptype:2) This case is locked by bamqcm , staff id:5.

[Home](#) [Feedback](#) [Help](#)

1. From the *BAM* application screen click **Home**.

UPDATE CASES - PCA

BATCH#	SEQUENCE#	SAMPLE TYPE
201147	3	1
		1
		1
		1
		1

(Batch:201147 Seq:3) This case is locked by bamqcm , staff id:5.

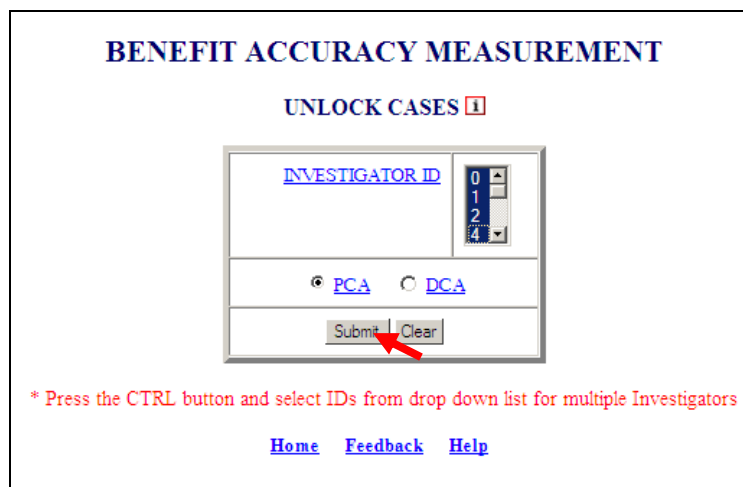
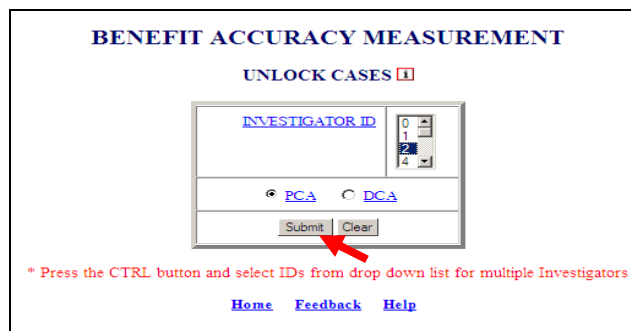
[Home](#) [Feedback](#) [Help](#)

2. Click *Unlock Cases* from the *Application Menu*.

BAM OPERATIONS GUIDE



3. Select the Investigator ID(s) for the cases that need to be unlocked and either PCA or DCA, then click **Submit**. Either a single investigator or multiple investigators can be selected.



4. If case is successfully unlocked the screen below will appear.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY UNLOCK CASES
Cases successfully unlocked for Investigator(s):
5

If an Investigator ID was selected for which cases are not locked, the screen below will appear.

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY UNLOCK CASES
No Cases found to be unlocked for Investigator(s):
2

Data Collection Instrument (DCI) Report

The *DCI Report* generates and displays the case information from the database in usable and concise format, for the selected query parameters. The case information includes the master information; reopen information, error issues, case assignment information, and state options information, if available.

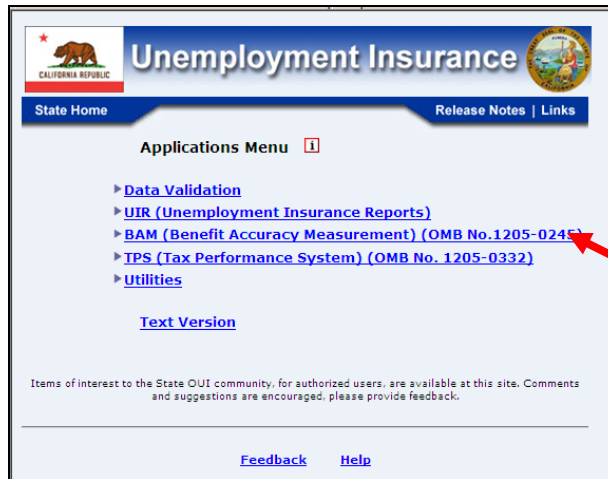
The *DCI Report* can be generated for either PCA or DCA using the following options:

- Query using Batch #, SEQ #
- Query using SSN, Key Week (for PCA only)

To access the *DCI Report* application, follow the steps below.

- 1.** Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.

BAM OPERATIONS GUIDE



2. Select *Investigator Case Management* from the *Applications Menu*.



3. Select *DCI Report* from the *Applications Menu*.



BAM OPERATIONS GUIDE

4. *Benefit Accuracy Measurement* login screen appears enter login ID and password and click submit.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID: banqom

Enter your Password: *****

OMB No.: 1205-0145 OMB Expiration Date: 11/30/2014 OMB Burden Minutes: 547
OMB Burden Statement: O 1219 Burden Statement: These reporting instructions have been approved under the Paperwork Reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under 50A-203(a)(5). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room 3-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)



If logged in already, you can skip steps 1 thru 4 and go directly to *Applications Menu* and select *DCI Report*. The screen in step 5 below will appear.

5. *Data Collection Instrument (DCI) Report* query menu appears.

BENEFIT ACCURACY MEASUREMENT

DATA COLLECTION INSTRUMENT (DCI) REPORT

[QUERY USING BATCH #, SEQ #](#)

[QUERY USING SSN, KEY WEEK](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

6. Select query parameters and click the **Submit** button.

BENEFIT ACCURACY MEASUREMENT

DATA COLLECTION INSTRUMENT (DCI) REPORT

[QUERY USING BATCH #, SEQ #](#)

[QUERY USING SSN, KEY WEEK](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

7. The *DCI Report – PCA query input screen* will appear depending on query selected. The user will fill in the required information and click **Submit Query**.

DCI REPORT - PCA

BATCH #	SEQUENCE #	SAMPLE TYPE
201147	8	1
		1
		1
		1
		1

[Home](#)
[Feedback](#)
[Help](#)

8. The *BAM PCA DCI Report* will appear.

**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
DATA COLLECTION INSTRUMENT (DCI) REPORT**

State	QT	Batch #	201149	Sequence #	2	Sample Type	1
SSN	999-00-9990	Key Week	10/23/2010	Investigator ID	6	Local Office	7111
b1	Method Info Obtained	.		e15	Dep Allowance Before	N/A	
b2	U.S. Citizen	1		e16	Dep Allowance After	N/A	
b3	Education	..		e17	Ind Code Primary Empl.	0	
b4	Voc/Tech School	.		e18	Mon. Redetem. Before	2	
b5	Currently In Training	..		e19	Remain Balance	\$.....	
b6	Occ Code Last	411					
b7	Occ Code Usual	...		f1	KW Earnings Before	\$...	
b8	Normal Hourly Wage	\$.....		f2	KW Earnings After	\$...	
b9	Occ Code Seeking	...		f3	Eam Deduct Before	\$...	
b10	Lowest Hourly Wage	\$.....		f4	Eam Deduct After	\$...	
b11	Date of Birth	07/10/1962		f5	Other Income Before	\$...	
b12	Gender	2		f6	Other Income After	\$...	
b13	Race/Ethnic	93		f7	Other Deduct Before	\$...	
				f8	Other Deduct After	\$...	
c1	Program Code	1		f9	First CWK Date	07/31/2010	
c2	Combined Wage Claim	2		f10	Date First Pay	08/08/2010	
c3	Benefit Year Begin	07/11/2010		f11	KW File Method	..	
c4	Init Claim Filing Meth	.		f12	KW Certification	2	
c5	Benefit Rights Given		f13	Original Amount Paid	\$.....	
c6	ERPs	...					
c7	Last ERPs	..J..		g1	WS Requirement	..	
c8	Prior Nonsep Issues	.		g2	LE Reg Required	..	
c9	Prior Nonsep Disq	.		g3	LE Reg/Services	..	
				g4	LE Deferred	..	
d1	Reason Sep Before	..		g5	LE Referrals	..	
d2	Reason Sep After	..		g6	Regis Private Agency	..	
d3	Date Sep Before	/ /		g7	Priv Agency Refers	..	

**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
DATA COLLECTION INSTRUMENT (DCI) REPORT**

State	QT	Batch #	201149	Sequence #	2	Sample Type	1
SSN	999-00-9990	Key Week	10/23/2010	Investigator ID	6	Local Office	7111

ERROR ISSUES

No Error Issues to report for this case.

REOPENED

No Reopen Activity to report for this case.

ASSIGNMENT

Assignment #: 1

ag1	Assignment Date	01/18/2012	ag3	Supervisor ID	5
ag2	Investigator ID	5	ag4	Assignment Flag	0

Assignment #: 2

ag1	Assignment Date	04/10/2012	ag3	Supervisor ID	5
ag2	Investigator ID	6	ag4	Assignment Flag	1

BAM OPERATIONS GUIDE

Case Review Report

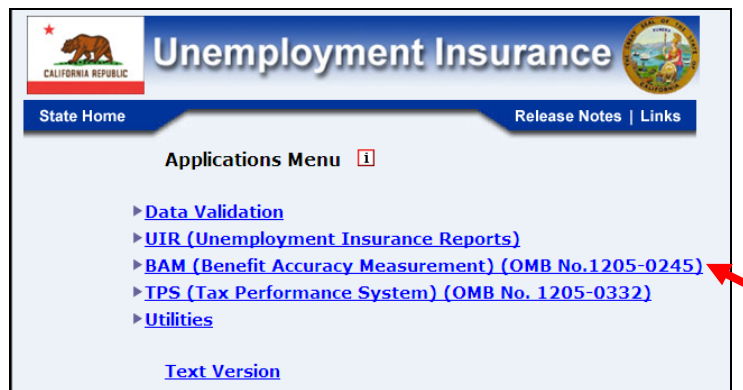
The *Case Review Report* generates and displays a listing of all the possible coding inconsistencies found, in relation to the State's laws and policies or other data elements, for the selected query parameters.

The *Case Review Report* is available for only PCA, and can be generated using the following options:

- Query Using Batch #, Seq #
- Query Using SSN, Key Week

To access *Case Review Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.

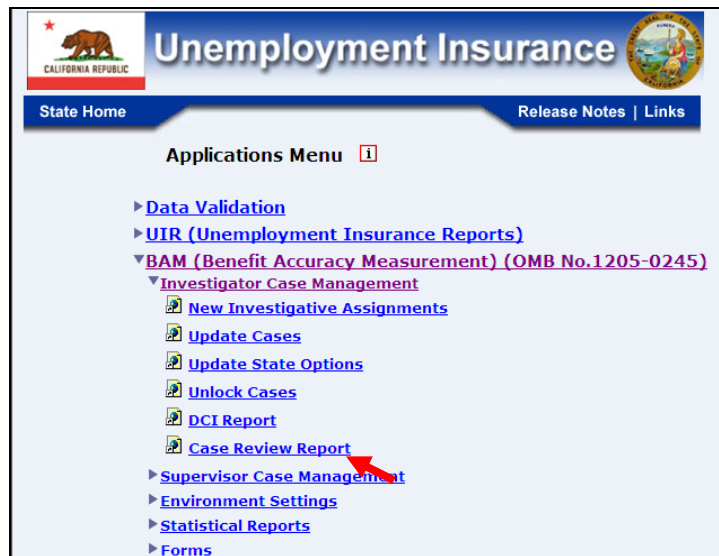


2. Select *Investigator Case Management* from the *Applications Menu*.



BAM OPERATIONS GUIDE

3. Select *Case Review Report* from the *Applications Menu*.



4. *Benefit Accuracy Measurement* login screen appears enter login ID and password and click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. The login ID field contains 'bamqcm' and the password field contains '*****'. The 'Submit' button is highlighted with a red arrow.



If logged in already, you can skip steps 1 thru 4 and go directly to *Applications Menu* and select *Case Review Report*. The screen in step 5 below will appear.

5. *Case Review Report* screen appears.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

CASE REVIEW REPORT

[QUERY USING BATCH #, SEQ #](#)

[QUERY USING SSN, KEY WEEK](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)



The *Case Review Report* is only available for PCA and provides the following options Query Using Batch #, SEQ # and Query Using SSN, Key Week. The selections on the screen shot above are the default settings.

6. Select query parameters and click the **Submit** button.

BENEFIT ACCURACY MEASUREMENT

CASE REVIEW REPORT

[QUERY USING BATCH #, SEQ #](#)

[QUERY USING SSN, KEY WEEK](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

7. The *Case Review Report – PCA query input screen* will appear depending on query selected. The user will fill in the required information and click **Submit Query**.

DCI REPORT - PCA

BATCH #	SEQUENCE #	SAMPLE TYPE
201147	8	1
		1
		1
		1
		1

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

- 8.** The *Case Review Report* by Batch #, SEQ # or SSN, Key Week will appear depending on the query selected.

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY CASE REVIEW REPORT					
State:	QT	SSN:	999-00-9990	Key Week Date:	07/05/2008
Batch #:	200829	Sequence #:	5	Sample Type:	1
No inconsistencies or Edit Controls not set.					
BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY CASE REVIEW REPORT					
State:	QT	SSN:	999-00-9991	Key Week Date:	05/07/2011
Batch #:	201120	Sequence #:	1	Sample Type:	1
No inconsistencies or Edit Controls not set.					



If no inconsistencies are found report will be similar to the report above, if inconsistencies are found report will be similar to the report below.

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY CASE REVIEW REPORT					
State:	QT	SSN:	999-00-9990	Key Week Date:	11/19/2011
Batch #:	201148	Sequence #:	1	Sample Type:	1
WARNING - Reason for Separation Before (d1) equals 60 series and Date of Separation Before (d3) did not occur during the Key Week.					
WARNING - Reason for Separation After (d2) equals 60 series and Date of Separation After (d4) did not occur during the Key Week.					
WARNING - Reason for Separation Before (d1) equals 60 series and Key Week Earnings Before (f1) is equal to zero.					
WARNING - Reason for Separation After (d2) equals 60 series and Key Week Earnings After (f2) is equal to zero.					
BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY CASE REVIEW REPORT					
State:	QT	SSN:	999-00-9991	Key Week Date:	08/21/2010
Batch #:	201035	Sequence #:	5	Sample Type:	1
WARNING - Weekly Benefit Amount Before (e9) is not equal to Weekly Benefit Amount After (e10), but High Quarter Wages Before (e5) is equal to High Quarter Wages After (e6).					

If the user enters query data and no case is available for *Batch #, SEQ # or SSN, Key Week entered*; also, if the wrong format is used, messages similar to the following will appear.

BAM OPERATIONS GUIDE

CASE REVIEW REPORT - PCA 1

BATCH #	SEQUENCE #	SAMPLE TYPE
201130	5	1
		1
		1
		1
		1

No Case Available for Batch: 201130 / Seq: 5 / Sample Type: 1

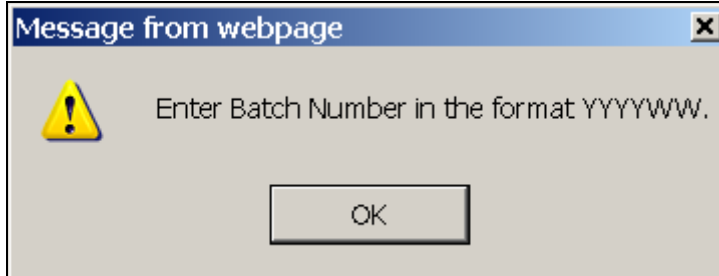
[Home](#) [Feedback](#) [Help](#)

CASE REVIEW REPORT - PCA 1

SSN	KEY WEEK	SAMPLE TYPE
999-00-9990	10/30/2010	1
		1
		1
		1
		1

No Case Available for SSN: 999-00-9990 / Key Week: 10/30/2010 / Sample Type: 1

[Home](#) [Feedback](#) [Help](#)



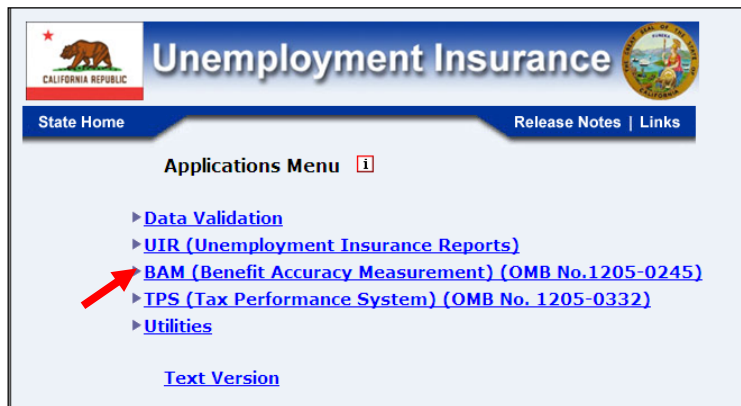
Chapter 4

SUPERVISOR CASE MANAGEMENT

Case Conversion – Automatic Conversion

Use *Automatic Conversion* to automatically transfer UI summary data, from the sfsum.dat file, and claimant data, from the rec1.dat file, to the Benefit Accuracy Measurement database. The *Automatic Conversion* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Automatic Conversion*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.



BAM OPERATIONS GUIDE

3. Select *Case Conversion* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. The form includes the following elements:

- Header: BENEFIT ACCURACY MEASUREMENT
- Form fields:
 - Enter your Login ID: bamqcm (circled in red)
 - Enter your Password: ***** (circled in red)
- Buttons: Submit, Clear (a red arrow points to the Submit button)
- Footer information:
 - OMB No.: 1205-0245
 - OMB Expiration Date: 11/30/2012
 - OMB Burden Minutes: 547
 - OMB Burden Statements: O.M.B. Burden Statement. These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.
- Links: Home, Feedback, Help

5. The *Case Conversion* screen appears. Select *Automatic Conversion*. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

CASE CONVERSION i

AUTOMATIC CONVERSION

COMPARISON DATA ENTRY

SAMPLE CASE ENTRY

UPDATE COMPARISON DATA

CASE CONVERSION REPORT

PCA DCA

Submit Clear

[Home](#) [Feedback](#) [Help](#)



PCA/DCA identifies the type of BAM cases the application will process. PCA: Paid Claims Accuracy identifies the Benefit Accuracy Measurement of UI Paid Claims. This will always be the default selection in all applications. DCA: Denied Claims Accuracy identifies the Benefit Accuracy Measurement of UI Denied Claims. The DCA cases include monetary, separation and nonseparation determinations. These determinations are identified by the 'Sample Type' as follows: **2** = Monetary, **3** = Separation and **4** = Nonseparation. Denied Claims Accuracy is not a valid option for the following reports: Update State Options, Case Review Report, Official Time Lapse Report, State Options Control, and Sample Validation Report.

- 6.** The *Automatic Conversion* screen appears, providing batch number information. Click **Continue**.

Last Batch Loaded is the highest batch number in the comparison table. **Current Batch** is the batch number of the system's current week. **Available Batch** identifies the batch available for conversion (currently populating the sfsun.dat and rec1.dat files).

AUTOMATIC CONVERSION - PCA i

LAST BATCH LOADED	201218
CURRENT BATCH	201223
AVAILABLE BATCH	201219

Continue CC Menu

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

BAM OPERATIONS GUIDE

7. The Case Conversion Report appears displaying the comparison and sample data that have been transferred to records in the BAM database. Click on the back arrow button on your browser to return to the *Automatic Conversion* screen.

**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
CASE CONVERSION REPORT (COMPARISON)**

State: State Machine

Batch Number: 201219

Group	Sample	Population
Size	10	29649
Dollars	\$2386	\$6748885
Variance	7213.60	7471.95
Male	6	15586
Female	4	14063
Sex Missing	0	0
White	4	15182
Non-White	6	14012
Race Missing	0	455
Age < 25	0	3236
Age 25 - 34	4	7315
Age 35 - 44	4	6713
Age 45 - 64	2	11175
Age 65+	0	1029

BAM OPERATIONS GUIDE

Age Missing	0	181
Amount <= \$50	0	308
Amount \$51 - \$100	0	2093
Amount \$101 - \$150	2	4617
Amount \$151 - \$200	2	5143
Amount \$200+	6	17488
Amount Missing	0	0

**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
CASE CONVERSION REPORT (CASES)**

State: State Machine

Batch Number: 201219

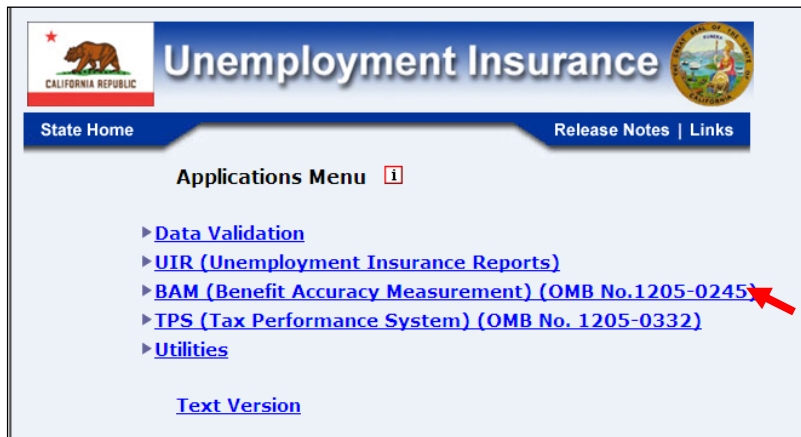
Sample Type	Sequence #	SSN	KW Date	Local Office
1	1	678-00-0786	03/17/2012	3100
1	2	678-00-0772	03/17/2012	3100
1	3	678-00-5065	03/10/2012	3100
1	4	678-00-9457	03/17/2012	3100
1	5	678-00-6111	03/17/2012	3100
1	6	678-00-6161	03/17/2012	3100
1	7	678-00-0024	03/10/2012	3100
1	8	678-00-8621	03/17/2012	3100
1	9	678-00-1789	03/17/2012	3100
1	10	678-00-2595	03/17/2012	3100

BAM OPERATIONS GUIDE

Case Conversion – Comparison Data Entry

Use *Comparison Data Entry* to manually enter comparison data, found in the sfsum.dat file, into the Benefit Accuracy Measurement database. The *Comparison Data Entry* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Comparison Data Entry*, follow these steps.

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.



BAM OPERATIONS GUIDE

3. Select *Case Conversion* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It has two input fields: 'Enter your Login ID' with the value 'bamqcm' and 'Enter your Password' with masked characters. Below the fields are 'Submit' and 'Clear' buttons. A red arrow points to the 'Submit' button. At the bottom, there is a section for OMB No.: 1205-0245, OMB Expiration Date: 11/30/2012, and OMB Burden Minutes: 547, followed by a detailed OMB Burden Statement.

5. The *Case Conversion* screen appears. Select *Comparison Data Entry*. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

CASE CONVERSION ⓘ

- AUTOMATIC CONVERSION
- COMPARISON DATA ENTRY
- SAMPLE CASE ENTRY
- UPDATE COMPARISON DATA
- CASE CONVERSION REPORT

PCA DCA

Submit Clear

[Home](#) [Feedback](#) [Help](#)

- 6.** The *Comparison Data Entry* screen appears providing batch number information. Enter the number of the batch for which comparison data will be loaded manually. Click **Submit Query**.

Last Batch Loaded is the highest batch number in the comparison table. **Current Batch** is the batch number of the system's current week.

COMPARISON DATA ENTRY - DCA ⓘ

LAST BATCH LOADED	201218
CURRENT BATCH	201221
ENTER BATCH	201219

Submit Query Clear Query CC Menu

[Home](#) [Feedback](#) [Help](#)

- 7.** The *Comparison Data Entry* screen appears. Enter sample and population data. Use the tab key to move between fields. Entries must pass field edits. Click **Save** to save the comparison data. When saved, the message “**Comparison data saved successfully**” appears on the bottom of the screen. Click **Report** to view the resulting *Case Conversion Report*. Click **Sample Case Entry** to go directly to the *Sample Case Entry* screen for the same batch. Click **CCMenu** to return to the *Case Conversion* screen.

BAM OPERATIONS GUIDE

COMPARISON DATA ENTRY - PCA i

Batch Number: 201220 Sample Type: 1

Save Cancel Report CC Menu Sample Case Entry					
Group	Sample	Population	Group	Sample	Population
Size:	<input type="text"/>	<input type="text"/>	Age < 25:	<input type="text"/>	<input type="text"/>
Dollars:	<input type="text"/>	<input type="text"/>	Age 25-34:	<input type="text"/>	<input type="text"/>
Variance:	<input type="text"/>	<input type="text"/>	Age 35-44:	<input type="text"/>	<input type="text"/>
			Age 45-64:	<input type="text"/>	<input type="text"/>
Male:	<input type="text"/>	<input type="text"/>	Age 65+:	<input type="text"/>	<input type="text"/>
Female:	<input type="text"/>	<input type="text"/>	Age Missing:	<input type="text"/>	<input type="text"/>
Sex Missing:	<input type="text"/>	<input type="text"/>			
			Amount <= \$50:	<input type="text"/>	<input type="text"/>
White:	<input type="text"/>	<input type="text"/>	Amount \$51-\$100:	<input type="text"/>	<input type="text"/>
Non-White:	<input type="text"/>	<input type="text"/>	Amount \$101-\$150:	<input type="text"/>	<input type="text"/>
Race Missing:	<input type="text"/>	<input type="text"/>	Amount \$151-\$200:	<input type="text"/>	<input type="text"/>
			Amount \$200+:	<input type="text"/>	<input type="text"/>
			Amount Missing:	<input type="text"/>	<input type="text"/>
Save Cancel Report CC Menu Sample Case Entry					

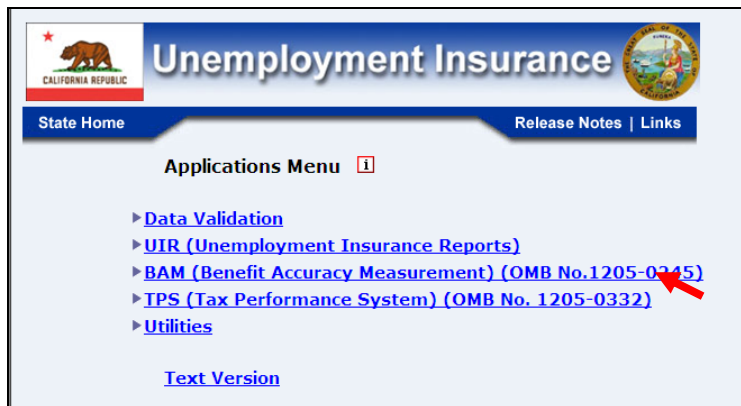
The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Case Conversion – Sample Case Entry

Use *Sample Case Entry* to manually enter sample data, found in the rec1.dat file, into the Benefit Accuracy Measurement database. Comparison data must be entered prior to sample case data. The *Sample case Entry* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Sample Case Entry*, follow these steps.

- 1.** Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.

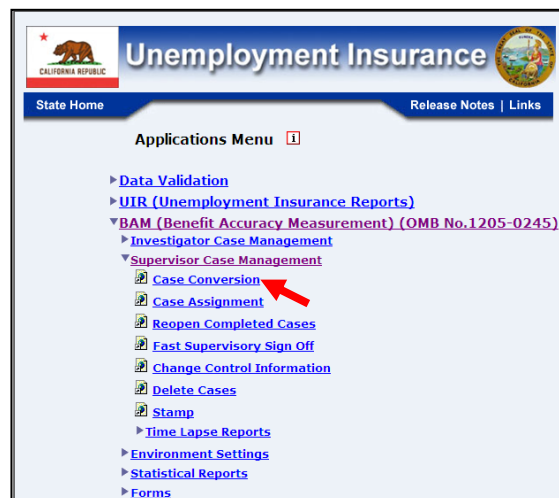
BAM OPERATIONS GUIDE



2. Select *Supervisor Case Management* from the *Applications Menu*.



3. Select *Case Conversion* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID

Enter your Password

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

5. The *Case Conversion* screen appears. Select *Sample Case Entry*. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

CASE CONVERSION ⓘ

AUTOMATIC CONVERSION

COMPARISON DATA ENTRY

SAMPLE CASE ENTRY

UPDATE COMPARISON DATA

CASE CONVERSION REPORT

PCA DCA

[Home](#) [Feedback](#) [Help](#)

6. The *Sample Case Entry* screen appears, providing batch number information. Enter the number of the batch for which sample case data will be loaded manually. Click **Submit Query**.

Last Batch Loaded is the highest batch number in the comparison table. **Current Batch** is the batch number of the system's current week.

SAMPLE CASE ENTRY - DCA ⓘ

LAST BATCH LOADED	201218
CURRENT BATCH	201222
ENTER BATCH	<input type="text"/>

[Home](#) [Feedback](#) [Help](#)

7. The *Sample Case Entry* screen appears. Enter sample case data. Use the tab key to move between fields. Entries must pass field edits. Click **Save** to save the sample case data. When saved, the message " **Sample case data saved**

BAM OPERATIONS GUIDE

successfully” appears on the bottom of the screen. Click **Report** to view the resulting *Case Conversion Report*. Click **CCMenu** to return to the *Case Conversion* screen.

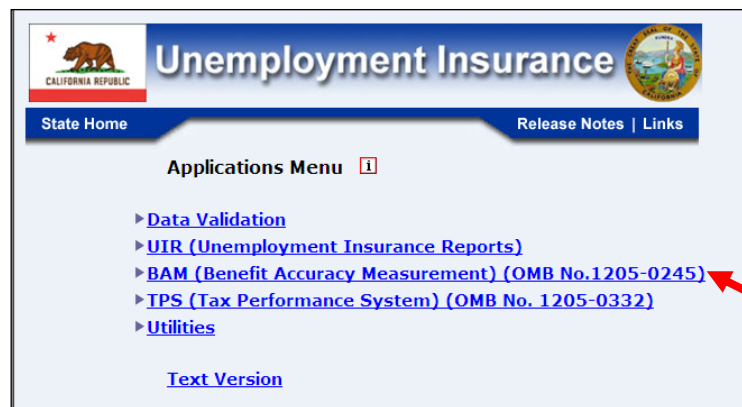
Seq #	SSN	Key Week	Local Office
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Case Conversion – Update Comparison Data

Use *Update Comparison Data* to edit existing comparison data in the Benefit Accuracy Measurement database. The *Update Comparison Data* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Update Comparison Data*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

2. Select *Supervisor Case Management* from the *Applications Menu*.



3. Select *Case Conversion* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID:

Enter your Password:

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

5. The *Case Conversion* screen appears. Select *Update Comparison Data*. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

CASE CONVERSION ⓘ

AUTOMATIC CONVERSION

COMPARISON DATA ENTRY

SAMPLE CASE ENTRY

UPDATE COMPARISON DATA

CASE CONVERSION REPORT

PCA DCA

[Home](#) [Feedback](#) [Help](#)

6. The *Update Comparison Data* screen appears, providing batch number information. Enter the batch number and sample type (for DCA, only) for which the associated comparison data will be modified. Click **Submit Query**.

Last Batch Loaded is the highest batch number in the comparison table. **Current Batch** is the batch number of the system's current week.

UPDATE COMPARISON DATA - DCA ⓘ

LAST BATCH LOADED	201218
CURRENT BATCH	201221
ENTER BATCH	<input type="text"/>
SELECT SAMPLE TYPE	2

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

7. The *Update Comparison Data* screen appears. Enter data changes and click **Save**.

UPDATE COMPARISON DATA - PCA ⓘ

Batch Number: 201219 Sample Type: 1

Save Cancel Report CC Menu					
Group	Sample	Population	Group	Sample	Population
Size:	10	29649	Age < 25:	0	3236
Dollars:	\$2386	\$6748885	Age 25-34:	4	7315
Variance:	7213.60	7471.95	Age 35-44:	4	6713
			Age 45-64:	2	11175
Male:	6	15586	Age 65+:	0	1029
Female:	4	14063	Age Missing:	0	181
Sex Missing:	0	0			
			Amount <= \$50:	0	308
White:	4	15182	Amount \$51-\$100:	0	2093
Non-White:	6	14012	Amount \$101-\$150:	2	4617
Race Missing:	0	455	Amount \$151-\$200:	2	5143
			Amount \$200+:	6	17488
			Amount Missing:	0	0

Save Cancel Report CC Menu

8. When saved, the updated entries and the message “ ⓘ **Comparison data saved successfully**” are displayed in The *Update Comparison Data* screen. Click **Report** to view the resulting *Case Conversion Report*. Click **CCMenu** to return to the *Case Conversion* screen.

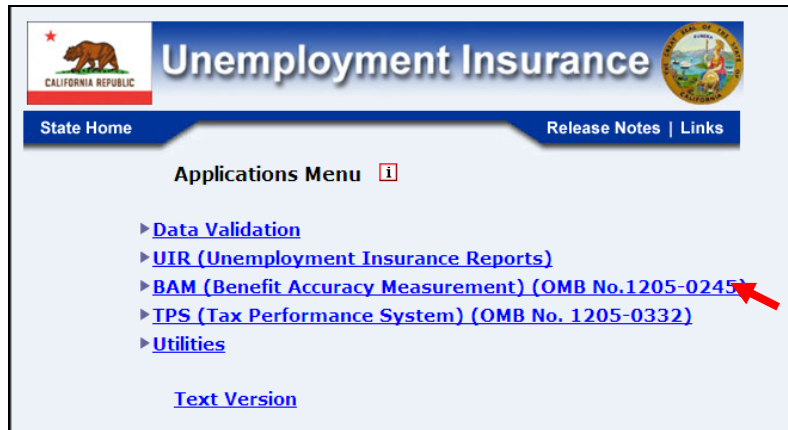
The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Case Conversion – Case Conversion Report

Use *Case Conversion Report* to produce a table displaying the comparison and sample case data for the selected batch. The *Case Conversion Report* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Case Conversion Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.

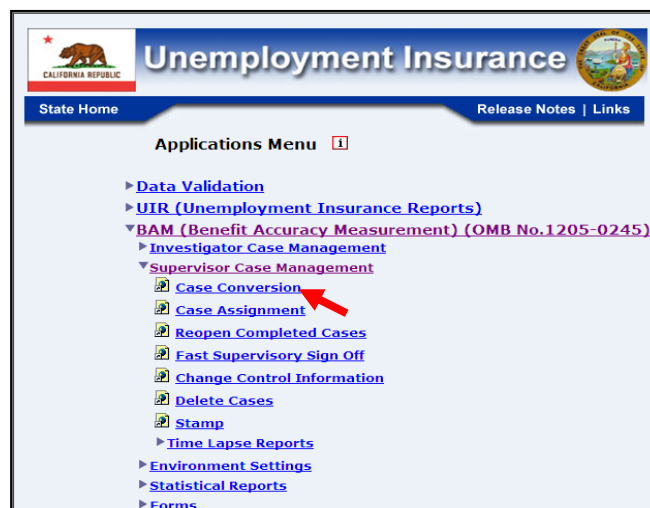
BAM OPERATIONS GUIDE



2. Select *Supervisor Case Management* from the *Applications Menu*.



3. Select *Case Conversion* from the *Applications Menu*.



BAM OPERATIONS GUIDE

4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID

Enter your Password

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statement: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

5. The *Case Conversion* screen appears. Select *Case Conversion Report*. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

CASE CONVERSION

[AUTOMATIC CONVERSION](#)

[COMPARISON DATA ENTRY](#)

[SAMPLE CASE ENTRY](#)

[UPDATE COMPARISON DATA](#)

[CASE CONVERSION REPORT](#)

PCA DCA

[Home](#) [Feedback](#) [Help](#)

6. The *Case Conversion Report* screen appears enter a batch number click **Submit Query**.

CASE CONVERSION REPORT - DCA

ENTER BATCH

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Case Conversion Report* for the selected batch appears. Click your browser's back arrow button to return to the *Case Conversion Report* screen.

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY CASE CONVERSION REPORT (COMPARISON)

***State: State Machine
Batch Number: 201218***

Group	Sample	Population
Size	6	43274
Dollars	\$1781	\$14767140
Variance	26514.17	21659.45
Male	4	28012
Female	2	15255
Sex Missing	0	7
White	5	35082
Non-White	0	4419
Race Missing	1	3773
Age < 25	0	3509
Age 25 - 34	2	10923

BAM OPERATIONS GUIDE

Age 35 - 44	2	8989
Age 45 - 64	1	18294
Age 65+	1	1559
Age Missing	0	0
Amount <= \$50	0	401
Amount \$51 - \$100	1	1617
Amount \$101 - \$150	0	2900
Amount \$151 - \$200	1	3713
Amount \$200+	4	34643
Amount Missing	0	0

***BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
CASE CONVERSION REPORT (CASES)***

***State: State Machine
Batch Number: 201218***

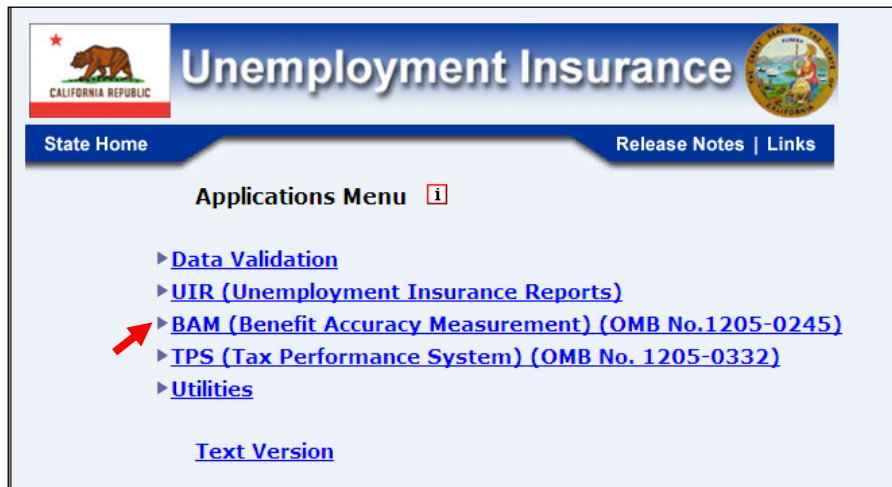
Sample Type	Sequence #	SSN	KW Date	Local Office
1	1	476-00-2368	04/28/2012	1500
1	2	474-00-8536	04/28/2012	1500
1	3	469-00-5722	04/28/2012	1500
1	4	504-00-7515	04/28/2012	1910
1	5	476-00-8764	04/28/2012	1910
1	6	328-00-8453	04/28/2012	1910

BAM OPERATIONS GUIDE

Case Assignment – Assign Cases

Use *Assign Cases* to assign the cases included in the mostly recently loaded batch. The *Assign Cases* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Assign Cases*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.



BAM OPERATIONS GUIDE

3. Select *Case Assignment* from the *Applications Menu*.

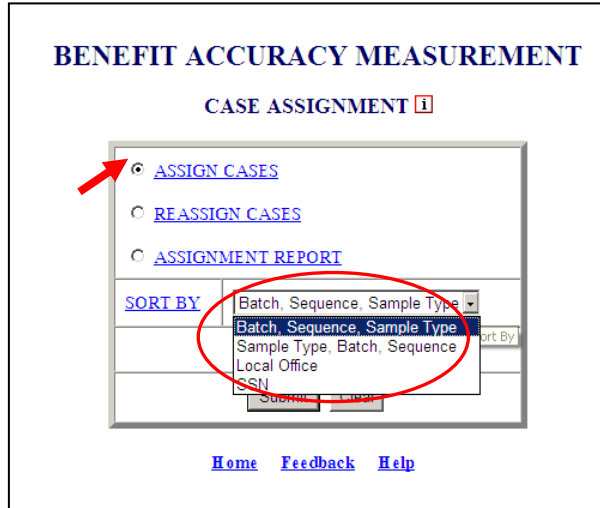


4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

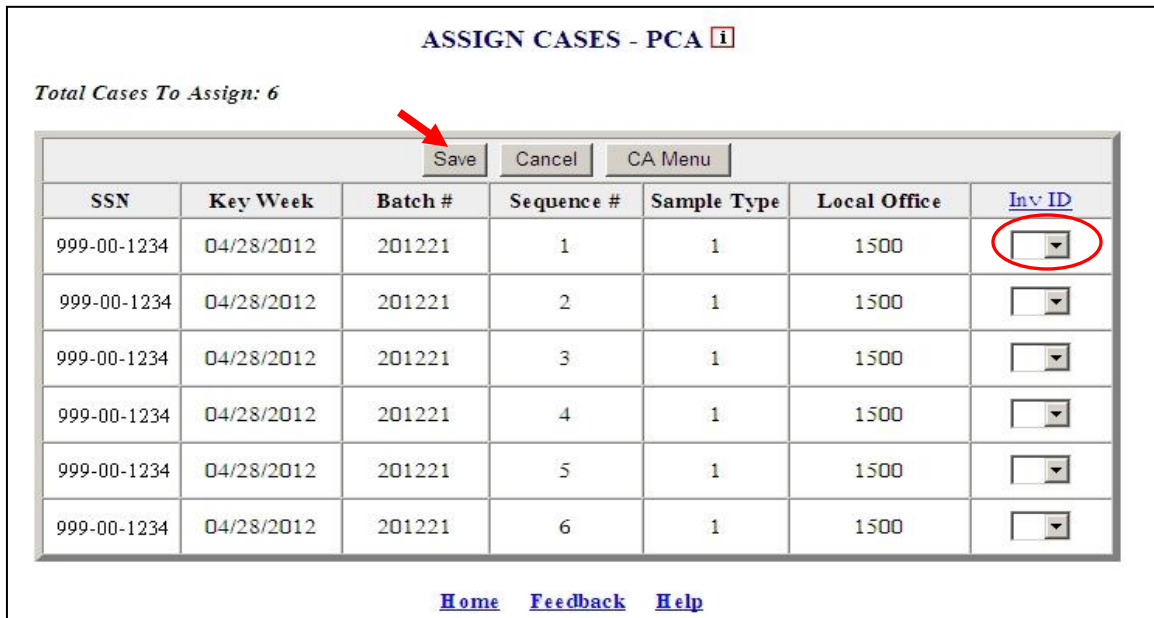
The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It features a form with two input fields: 'Enter your Login ID' and 'Enter your Password'. The login ID field contains the text 'bamqcm' and the password field contains seven dots. Below the fields are two buttons: 'Submit' and 'Clear'. A red arrow points to the 'Submit' button. At the bottom of the form, there is a block of text providing OMB information and a statement of burden. Below the form, there are three links: 'Home', 'Feedback', and 'Help'.

BAM OPERATIONS GUIDE

5. The *Case Assignment* screen appears. Select *Assign Cases*. Select sorting order for cases to be displayed. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.



6. The *Assign Cases* screen appears listing all cases in the most recently loaded batch. All cases must be assigned before the next batch can be loaded. For each case listed, select an Investigator (InvID) from the drop down menu. Click **Save**. When saved, the selected InvIDs and the message “ Case(s) assigned successfully ” are displayed at the bottom of the *Assign Cases* screen.



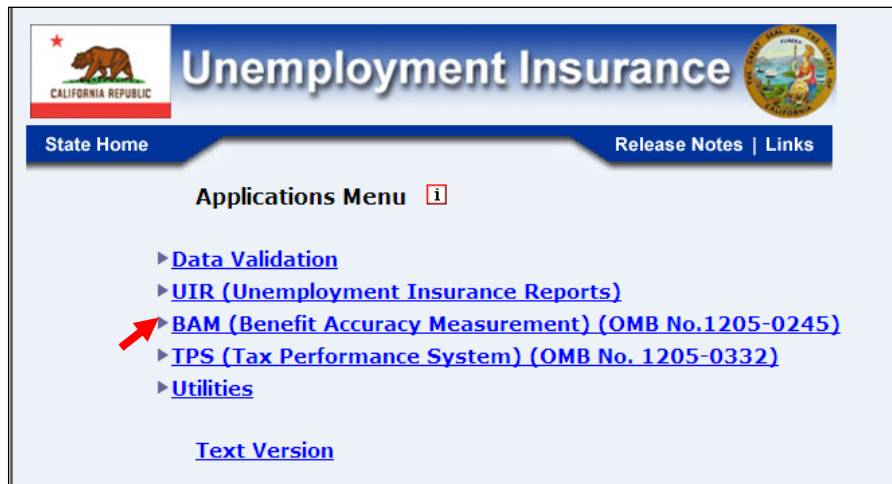
BAM OPERATIONS GUIDE

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Case Assignment – Reassign Cases

Use *Reassign Cases* to reassign open cases. The *Reassign Cases* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Reassign Cases*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.

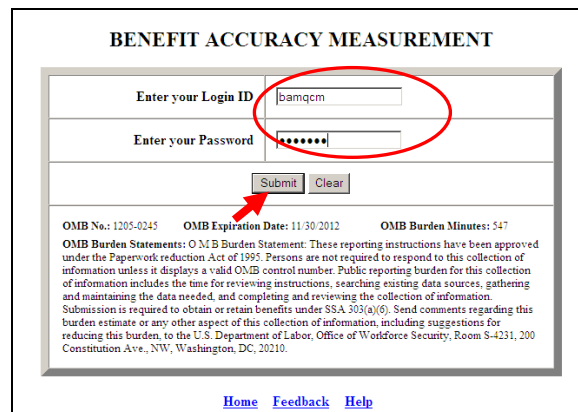


BAM OPERATIONS GUIDE

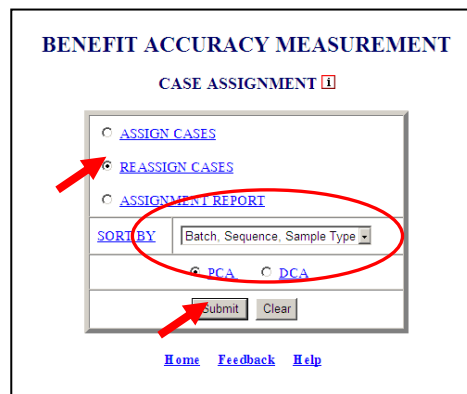
3. Select *Case Assignment* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.



5. The *Case Assignment* screen appears. Select *Reassign Cases*. Select sorting order for cases to be displayed. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.



BAM OPERATIONS GUIDE

The *Reassign Cases* query screen appears. To select the case(s) to be reassigned, enter parameters for any of the displayed data elements. For example, to select all open cases from batch 201218, select “equal to” in the drop down menu and enter “201218” in the beginning batch field. Click **Submit Query**.

REASSIGN CASES - PCA ⓘ

SSN	<input type="text"/>
KEY WEEK	<input type="text"/> ~ <input type="text"/>
BATCH NUMBER	Equal to <input type="text"/> 201218 ~ <input type="text"/>
LOCAL OFFICE	<input type="text"/> ~ <input type="text"/>
INVESTIGATOR ID	<input type="text"/> ~ <input type="text"/>

Submit Query Clear Query CA Menu

[Home](#) [Feedback](#) [Help](#)

6. The *Reassign Cases* screen appears. For each case to be reassigned, select an Investigator (InvID) from the drop down menu (not all cases listed need be reassigned). Click **Save** to save the investigator assignments. When saved, the selected InvIDs and the message “ Case(s) reassigned successfully ” are displayed in the *Reassign Cases* screen. Click **Query** to return to the *Reassign Cases* query screen.

REASSIGN CASES - PCA ⓘ

Total Cases To Reassign: 6

SSN	Key Week	Batch #	Sequence #	Sample Type	Local Office	Current Inv ID	New Inv ID
99-00-9999	04/28/2012	201221	1	1	1500	2	17
99-00-9999	04/28/2012	201221	2	1	1500	1	25
99-00-9999	04/28/2012	201221	3	1	1500	4	
99-00-9999	04/28/2012	201221	4	1	1500	9	
99-00-9999	04/28/2012	201221	5	1	1500	21	
99-00-9999	04/28/2012	201221	6	1	1500	23	

• Case(s) reassigned successfully.

[Home](#) [Feedback](#) [Help](#)

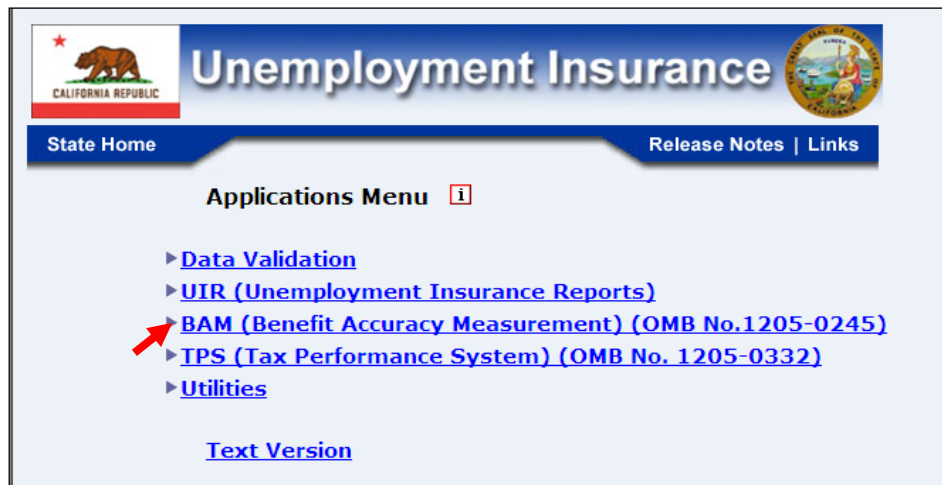
The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

BAM OPERATIONS GUIDE

Case Assignment – Assignment Report

Use *Assignment Report* to view a list of assigned cases from the most recently loaded batch. The *Assignment Report* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Assignment Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.



3. Select *Case Assignment* from the *Applications Menu*.

BAM OPERATIONS GUIDE



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It has two input fields: 'Enter your Login ID' with the value 'bamqcm' and 'Enter your Password' with masked characters. Below the fields are 'Submit' and 'Clear' buttons. A red circle highlights the input fields, and a red arrow points to the 'Submit' button. At the bottom, there is a footer with OMB information and links for Home, Feedback, and Help.

5. The *Case Assignment* screen appears. Select *Assignment Report*. Select sorting order for cases to be displayed. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' 'CASE ASSIGNMENT' screen. It has three radio button options: 'ASSIGN CASES', 'REASSIGN CASES', and 'ASSIGNMENT REPORT' (selected and circled in red). Below these is a 'SORT BY' dropdown menu with 'Batch, Sequence, Sample Type' selected. There are also radio buttons for 'PCA' (selected) and 'DCA'. At the bottom are 'Submit' and 'Clear' buttons. A red arrow points to the 'Submit' button. At the bottom, there are links for Home, Feedback, and Help.

BAM OPERATIONS GUIDE

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

6. The *Case Assignment Report*, listing the cases in the last loaded batch that have been assigned, appears on the screen. Click on the back arrow button of your browser to return to the *Case Assignment* screen.

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY CASE ASSIGNMENT REPORT

State: State Machine

BAM SUPERVISOR: 5

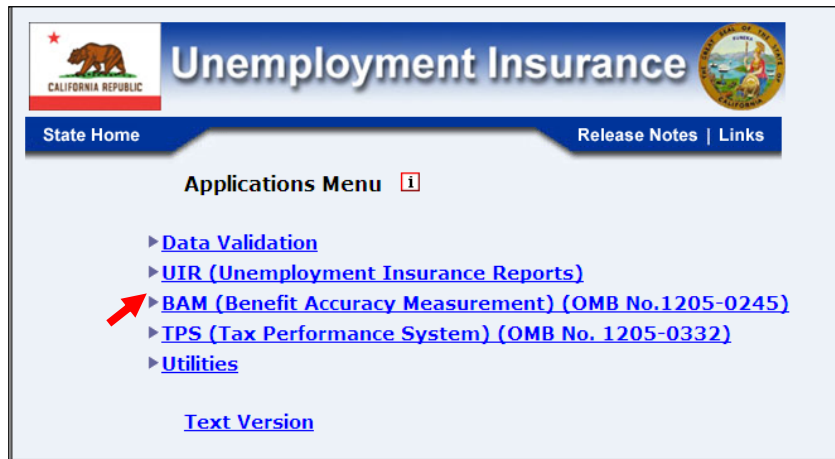
SSN	Key Week	Batch #	Seq #	Sample Type	Assign Date	Local Office	Inv ID
678-00-0786	03/24/2012	201220	1	1	06/11/2012	3100	5
678-00-0772	03/24/2012	201220	2	1	06/11/2012	3100	5
678-00-5065	03/24/2012	201220	3	1	06/11/2012	3100	5
678-00-9457	03/24/2012	201220	4	1	06/11/2012	3100	5
678-00-6111	03/24/2012	201220	5	1	06/11/2012	3100	5
678-00-6161	03/24/2012	201220	6	1	06/11/2012	3100	5
678-00-0024	03/24/2012	201220	7	1	06/11/2012	3100	5
678-00-8621	03/24/2012	201220	8	1	06/11/2012	3100	5
678-00-0253	03/24/2012	201220	9	1	06/11/2012	3100	5
678-00-5656	03/24/2012	201220	10	1	06/11/2012	3100	5

BAM OPERATIONS GUIDE

Reopen Completed Cases

Use *Reopen Completed Cases* to make changes to cases that have already been signed off. The *Reopen Completed Cases* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Reopen Completed Cases*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.



BAM OPERATIONS GUIDE

3. Select *Reopen Completed Cases* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It features two input fields: 'Enter your Login ID' with the value 'bamqcm' and 'Enter your Password' with masked characters. Below the fields are 'Submit' and 'Clear' buttons. A red arrow points to the 'Submit' button. At the bottom of the form, there is a section for OMB information: OMB No.: 1205-0245, OMB Expiration Date: 11/30/2012, OMB Burden Minutes: 547. Below this is a paragraph of text regarding the Paperwork reduction Act of 1995 and submission requirements. At the very bottom, there are links for 'Home', 'Feedback', and 'Help'.

5. The *Reopen Completed Cases* query screen appears. A query will uniquely identify and select specific cases to reopen. For PCA (Paid Claims Accuracy), two query options are available: batch/sequence or SSN/Key Week. For DCA (Denied Claims Accuracy), only the batch/sequence option is available. Choose query option and click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

REOPEN COMPLETED CASES ¹

[QUERY USING BATCH #, SEQ #](#)

[QUERY USING SSN, KEY WEEK](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

- 6.** A *Reopen Completed Cases* screen, reflecting the query option selected, appears. For PCA (Paid Claims Accuracy), sample type defaults to “1”. For DCA (Denied Claims Accuracy), select sample type. To search for cases to reopen, enter the other query parameters and click **Submit Query**.

REOPEN COMPLETED CASES - DCA

BATCH#	SEQUENCE#	SAMPLE TYPE
<input type="text"/>	<input type="text"/>	2 - Monetary
<input type="text"/>	<input type="text"/>	2 - Monetary
<input type="text"/>	<input type="text"/>	3 - Separation
<input type="text"/>	<input type="text"/>	4 - Nonseparation
<input type="text"/>	<input type="text"/>	2 - Monetary
<input type="text"/>	<input type="text"/>	2 - Monetary

[Home](#) [Feedback](#) [Help](#)

REOPEN COMPLETED CASES - PCA

SSN	KEY WEEK	SAMPLE TYPE
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1
<input type="text"/>	<input type="text"/>	1

[Home](#) [Feedback](#) [Help](#)

- 7.** The *Reopen Completed Cases* ring menu appears. Click on the letter of the screen in which the data elements to be changed are located. In the example below, the (1/2) indicates that you are modifying the first of two cases that have been reopened.

REOPEN COMPLETED CASES - PCA

(1 / 2)

Batch: 201101 Sequence: 3 Sample Type: 1 SSN: 561-19-9480 KW: 12/25/2010

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

8. After making the desired changes to the case, open the **R** screen and select a reopen case code from the drop down menu. Entries in the other two fields will be made by the system. Click **Validate** to verify that the changes made pass the data element edits. Click **Accept** to close the **R** screen.

REOPEN COMPLETED CASES - PCA

Validate Accept Cancel

Batch: 201101 Sequence: 2 Sample Type: 1 SSN: 562-30-4004 KW: 12/25/2010

R: Reopen Case Screen

ridx	Reopen Case Index	1
ro1	Reopen Case Code	6
ro2	Reopen Case Date	
ro3	Reopen Case Identification	

[Home](#) [Feedback](#) [Help](#)

9. The *Reopen Completed Cases* ring menu appears. Click **Save** to save changes to the case. The message “It is saved successfully. (Case 1 of 2)” appears on the screen. Click **Report** to view a *DATA COLLECTION INSTRUMENT (DCI) REPORT* for the case. If more than one case is being reopened, click **Next** to move to the next case.

REOPEN COMPLETED CASES - PCA

B C D E F G H I R Save Report Next RCC Menu (1 / 2)

Batch: 201101 Sequence: 1 Sample Type: 1 SSN: 563-05-9788 KW: 12/25/2010

It is saved successfully. (Case 1 of 2)

[Home](#) [Feedback](#) [Help](#)

10. Complete the case by repeating steps 7 through 9.

REOPEN COMPLETED CASES - PCA

B C D E F G H I R Save Report Next RCC Menu (2 / 2)

Batch: 201101 Sequence: 2 Sample Type: 1 SSN: 562-30-4004 KW: 12/25/2010

Case 2 of 2 is selected.

[Home](#) [Feedback](#) [Help](#)

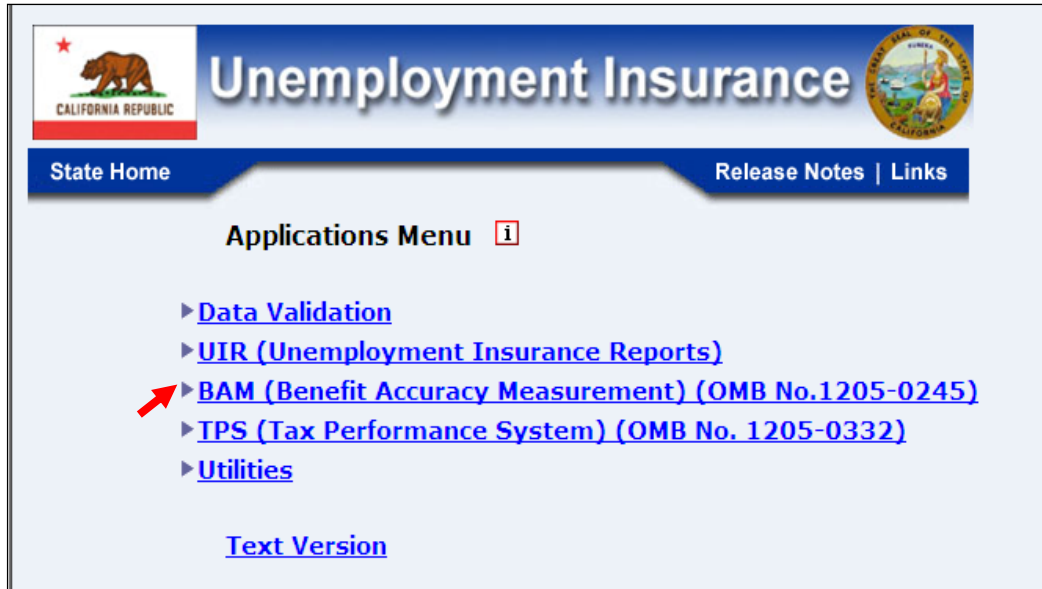
The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Fast Supervisory Sign Off

BAM OPERATIONS GUIDE

Use *Fast Supervisory Signoff* to sign off cases without accessing them through *Update Cases*. The *Fast Supervisory Sign Off* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Fast Supervisory Sign Off*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.



BAM OPERATIONS GUIDE

3. Select *Fast Supervisory Sign Off* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It features a login form with two input fields: 'Enter your Login ID' (containing 'bamqcm') and 'Enter your Password' (containing '*****'). Below the fields are 'Submit' and 'Clear' buttons. A red arrow points to the 'Submit' button. The screen also displays OMB No.: 1205-0245, OMB Expiration Date: 11/30/2012, and OMB Burden Minutes: 547. A red circle highlights the login ID and password fields.

5. The *Fast Supervisory Sign Off* screen appears. Select query option. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

FAST SUPERVISORY SIGN OFF ⓘ

[QUERY USING BATCH #, SEQ#](#)

[QUERY USING SSN, KEY WEEK](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

- 6.** The *Fast Supervisory Sign Off* query screen appears. Select *Sign Off Code* from the drop down menu. Click **Save**. When saved, the message “ **Case was saved successfully**” appears at the bottom of the screen. Click **Report** to view a *Data Collection Instrument (DCI) Report* for the case. Click **Select Case** to return to the *Fast Supervisory Sign Off* screen.

FAST SUPERVISORY SIGN OFF - PCA ⓘ

BATCH NUMBER	201216
SEQUENCE NUMBER	2
SSN	99-00-9999
KEY WEEK DATE	04/14/2012
SAMPLE TYPE	1
SIGN OFF CODE	<input type="text"/>

[Home](#) [Feedback](#) [Help](#)

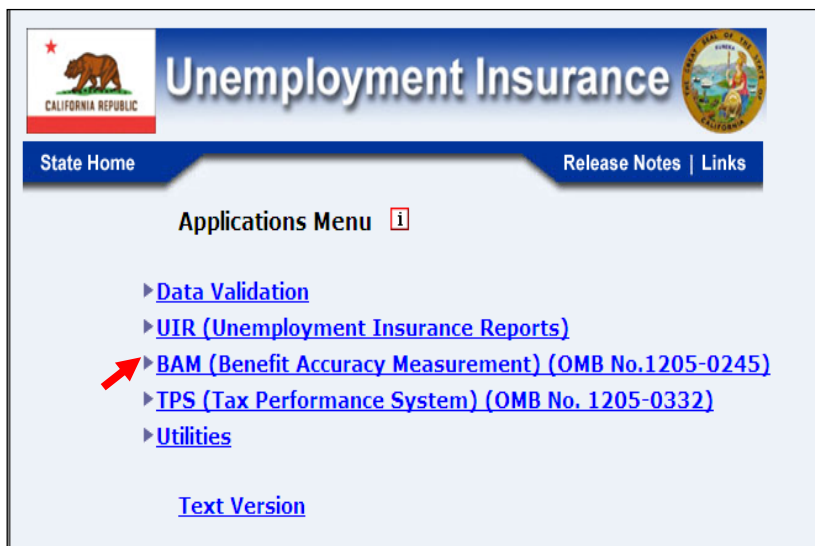
The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

BAM OPERATIONS GUIDE

Change Control Information

Use *Change Control Information* to change the control information that exists in the BAM database with the exception of the batch number and the batch sequence number. The *Change Control Information* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Change Control Information*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.

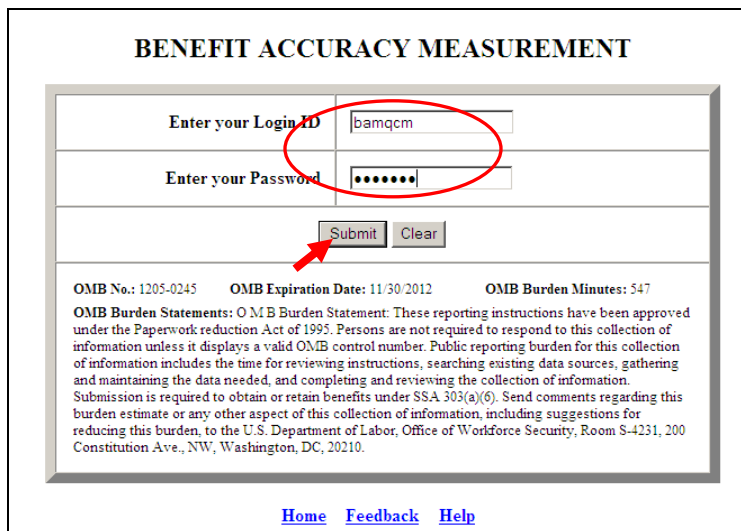


BAM OPERATIONS GUIDE

3. Select *Change Control Information* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.



The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It has two input fields: 'Enter your Login ID' with the value 'bamqcm' and 'Enter your Password' with masked characters. Below the fields are 'Submit' and 'Clear' buttons. A red arrow points to the 'Submit' button. At the bottom, there is a section for OMB information and a 'Home Feedback Help' link.

5. The *Change Control Information* screen appears. Select Query option. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

CHANGE CONTROL INFORMATION ⓘ

[QUERY USING BATCH #, SEQ #](#)

[QUERY USING SSN, KEY WEEK](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

- 6.** A *Change Control Information* query screen, reflecting the selected query option, appears. For PCA (Paid Claims Accuracy), sample type defaults to “1”. For DCA (Denied Claims Accuracy), select sample type. To search for cases whose control information must be modified, enter the appropriate query combination: SSN/Key Week or Batch Number/Sequence Number. Click **Submit Query**.

CHANGE CONTROL INFORMATION - PCA ⓘ

SSN	<input type="text"/>
KEY WEEK	<input type="text"/>
SAMPLE TYPE	1

[Home](#) [Feedback](#) [Help](#)

CHANGE CONTROL INFORMATION - DCA ⓘ

BATCH NUMBER	<input type="text"/>
SEQUENCE NUMBER	<input type="text"/>
SAMPLE TYPE	<input type="text" value="2 - Monetary"/> <ul style="list-style-type: none"> 2 - Monetary 3 - Separation 4 - Nonseparation

[Home](#) [Feedback](#) [Help](#)

- 7.** A *Change Control Information* screen appears for the selected case. Enter the necessary changes. Click **Save**. When saved, the message “**Control Information was saved successfully**” appears at the bottom of the screen. Click **Select Case** to return to the *Change Control Information* query screen.

CHANGE CONTROL INFORMATION - PCA

Batch Number: 201221 Sequence Number: 1 Sample Type: 1

	<input type="button" value="Save"/>	<input type="button" value="Cancel"/>	<input type="button" value="Select Case"/>	<input type="button" value="CCI Menu"/>
Control Information	Current Values	Update Values		
SSN	99-00-9999	<input type="text" value="99-00-9999"/>		
KEY WEEK DATE	04/28/2012	<input type="text" value="04/28/2012"/>		
LOCAL OFFICE	1500	<input type="text" value="1500"/>		
INV SIGNOFF		<input type="text"/>		

[Home](#) [Feedback](#) [Help](#)

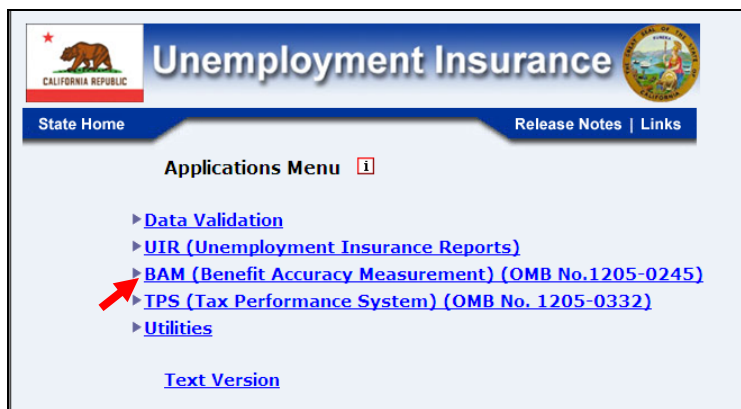
BAM OPERATIONS GUIDE

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Delete Cases

Use *Delete Cases* to mark an open case for deletion or unmark a deleted case. The *Delete Cases* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Delete Cases*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*



2. Select *Supervisor Case Management* from the *Applications Menu*.



3. Select *Delete Cases* from the *Applications Menu*.

BAM OPERATIONS GUIDE



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547


OMB Burden Statement: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

5. The *Delete Cases* screen appears. Enter the batch, sequence number, and sample type of the case to be either marked or unmarked for deletion. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**. The appropriate message appears on the screen: “ The case (Batch: xxxxxx; Seq: x) has been marked for deletion” or “ The deleted case (Batch: xxxxxx; Seq: x) has been unmarked.” Marking a case for deletion will enter code ‘9’ into the Program Code data element in the database; unmarking a case will delete code ‘9’ from the Program Code data element in the database.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

DELETE CASES 

[MARK CASE AS DELETED](#)

[UNMARK DELETED CASE](#)


[BATCH NUMBER](#)

[SEQUENCE NUMBER](#)

[SAMPLE TYPE](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

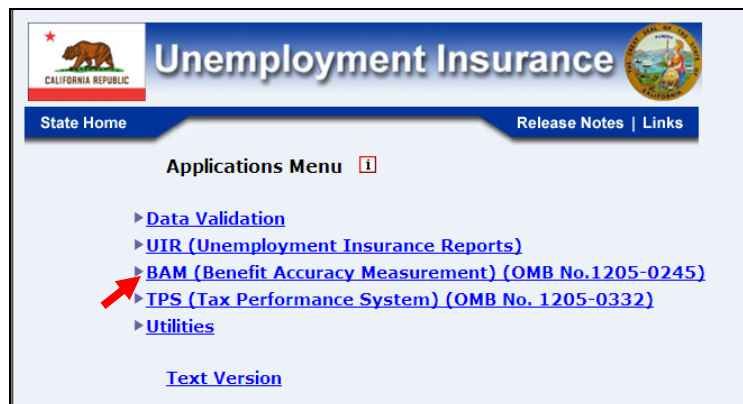
 For PCA cases, the amount paid to the claimant for the Key Week (data element f13) must be entered using *Update Cases* before the cases can be marked for deletion.

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Stamp – Create/Update Stamp

Use *Stamp* to pre-fill data elements for all BAM cases. The *Stamp* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Stamp*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.

BAM OPERATIONS GUIDE



3. Select *Stamp* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID:

Enter your Password:

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547
 OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 302(a)(9). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

5. The *Stamp* screen appears. Select *Create/Update Stamp*. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

STAMP ⓘ

[CREATE/UPDATE STAMP](#)
 [STAMP STATUS REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

6. A *Stamp* screen appears with the data elements that are eligible to be pre-filled. Use the drop-down menus to select the pre-fill values. All case records will be pre-filled with these values. Click **Save**. When saved, the message “❑ Stamp saved successfully” appears at the bottom of the screen.

STAMP - PCA ⓘ

c4	Initial Claim Filing Method:	1	f11	KW Filing Method:	NULL
c5	Benefit Rights Given:	NULL	f12	KW Certification Procedure:	NULL
e7	# of Weeks Worked Before:	-2	g1	WS Requirements:	NULL
e8	# of Weeks Worked After:	-2	g2	LE Reg. Req:	NULL
e13	# of Dependents Before:	-2	g3	LE Reg/Services:	NULL
e14	# of Dependents After:	-2	g4	LE Defer:	NULL
e15	Dependent's Allowance Before:	-2	g10	KW Contacts:	NULL
e16	Dependent's Allowance After:	-2	g11	Prior KW Contacts:	-2
			g12	Contacts Inv:	NULL

• Stamp saved successfully.

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. Click **Report** to view the current stamp values. Click on your browser's back arrow button to return to the *Stamp* screen.

PAID CLAIMS ACCURACY STAMP STATUS REPORT		
State: State Machine		
Field	Name	Current Stamp
c4	Initial Claim Filing Method:	1
c5	Benefit Rights Given:	NULL
e7	# of Weeks Worked Before:	-2
e8	# of Weeks Worked After:	-2
e13	# of Dependents Before:	-2
e14	# of Dependents After:	-2
e15	Dependent's Allowance Before:	-2
e16	Dependent's Allowance After:	-2
f11	KW Filing Method:	NULL
f12	KW Certification Procedure:	NULL
g1	WS Requirements:	NULL
g2	LE Reg. Req:	NULL
g3	LE Reg/Services:	NULL
g4	LE Defer:	NULL
g10	KW Contacts:	NULL
g11	Prior KW Contacts:	-2
g12	Contacts Inv:	NULL

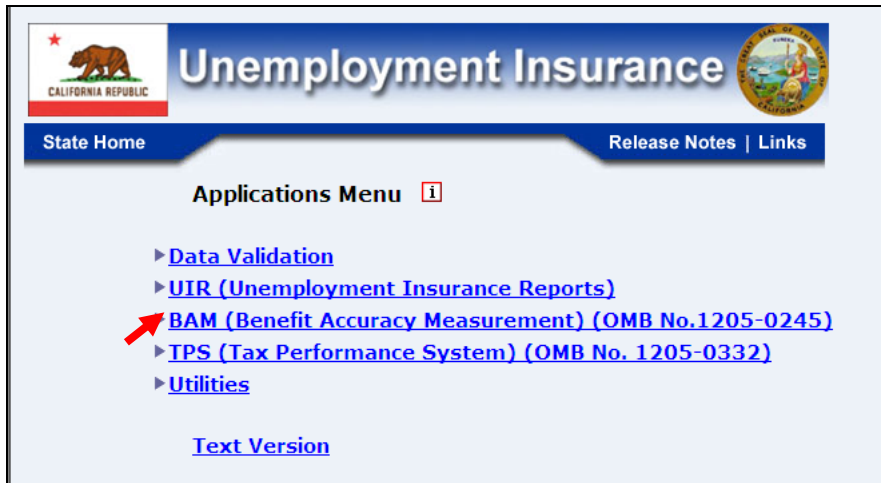
* Any field that has "NULL" is currently empty.

Stamp – Stamp Status Report

Use *Stamp Status Report* to view the current *Stamp* values. The *Stamp Status Report* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Stamp Status Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.

BAM OPERATIONS GUIDE



2. Select *Supervisor Case Management* from the *Applications Menu*.



3. Select *Stamp* from the *Applications Menu*.

BAM OPERATIONS GUIDE



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="....."/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

5. The *Stamp* screen appears. Select *Stamp Status Report*. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

STAMP ⓘ

CREATE/UPDATE STAMP

STAMP STATUS REPORT

PCA DCA

Submit Clear

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

6. The *Stamp Status Report* appears. Click on your browser's back arrow button to return to the *Stamp* screen.

PAID CLAIMS ACCURACY
STAMP STATUS REPORT

State: State Machine

Field	Name	Current Stamp
c4	Initial Claim Filing Method:	1
c5	Benefit Rights Given:	NULL
e7	# of Weeks Worked Before:	-2
e8	# of Weeks Worked After:	-2
e13	# of Dependents Before:	-2
e14	# of Dependents After:	-2
e15	Dependent's Allowance Before:	-2
e16	Dependent's Allowance After:	-2
f11	KW Filing Method:	NULL
f12	KW Certification Procedure:	NULL
g1	WS Requirements:	NULL
g2	LE Reg. Req:	NULL
g3	LE Reg/Services:	NULL
g4	LE Defer:	NULL
g10	KW Contacts:	NULL
g11	Prior KW Contacts:	-2
g12	Contacts Inv:	NULL

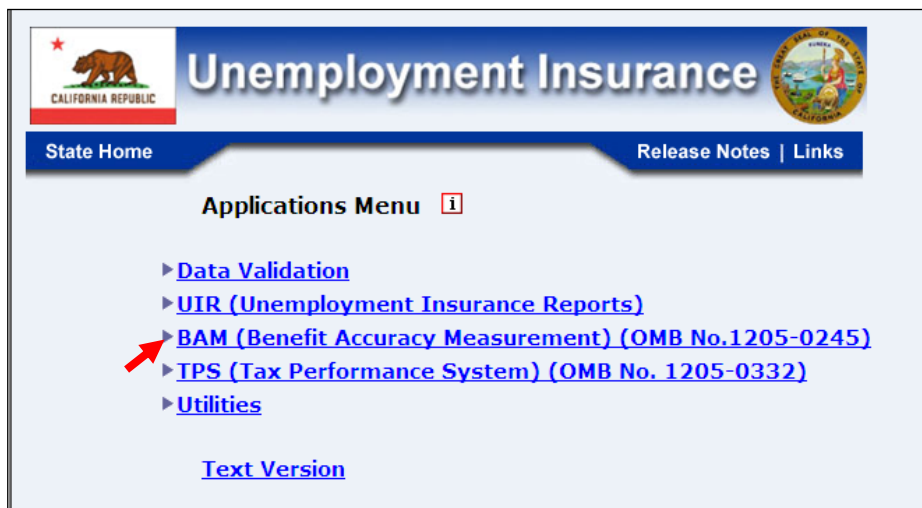
* Any field that has "NULL" is currently empty.

BAM OPERATIONS GUIDE

Time Lapse Reports – Case Completion and Time Lapse Report

The *Case Completion and Time Lapse Report* displays the number of sample cases, the number of completed cases, and time lapse for a selected batch range. The *Case Completion and Time Lapse Report* application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *Case Completion and Time Lapse Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.



3. Select *Time Lapse Reports* from the *Applications Menu*.

BAM OPERATIONS GUIDE



4. Select *Case Completion and Time Lapse Report* from the *Applications Menu*.



BAM OPERATIONS GUIDE

5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID: bamqcm

Enter your Password: *****

Submit Clear

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Case Completion and Time Lapse Report* query screen appears. Enter the batch range. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

CASE COMPLETION AND TIME LAPSE REPORT

BEGIN BATCH NUMBER: 201201

END BATCH NUMBER: 201213

PCA DCA

Submit Query Clear Query

[Home](#) [Feedback](#) [Help](#)

7. The *Case Completion and Time Lapse Report* appears. Click on your browser's back arrow button to return to the *Case Completion and Time Lapse Report* query screen.

BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
CASE COMPLETION AND TIME LAPSE REPORT

State: State Machine
Batch Range: 201201 ~ 201213

Cases Sampled	Cases Completed	Percent Completed	60 Day Time Lapse	90 Day Time Lapse
153	117	76.47	76.47	76.47+

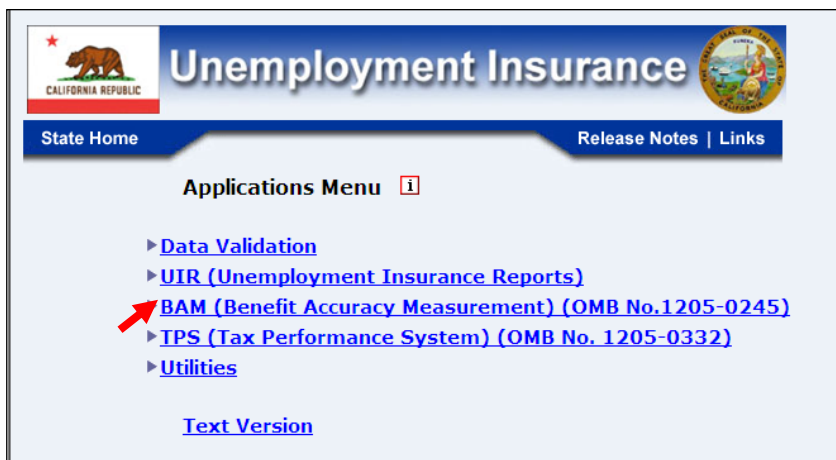
Note: Time lapse adjusted for the cases with Reopen Code '3'.
* Failed to meet 60 day time lapse standard of 70 percent complete.
+ Failed to meet 90 day time lapse standard of 95 percent complete.

BAM OPERATIONS GUIDE

Time Lapse Reports – User Defined Time Lapse Report

The *User Defined Time Lapse Report* produces a more detailed time lapse report than the standard *Case Completion and Time Lapse Report*. Subgroups of cases can be selected with options including: open, closed, reassigned, and assigned to specific supervisors/investigators. The User Defined Time Lapse Report application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA). To access *User Defined Time Lapse Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Supervisor Case Management* from the *Applications Menu*.



BAM OPERATIONS GUIDE

3. Select *Time Lapse Reports* from the *Applications Menu*.



4. Select *User Defined Time Lapse Report* from the *Applications Menu*.



5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

- The *User Defined Time Lapse Report* query screen appears. Enter a batch range and select output options. Select PCA (Paid Claims Accuracy) or DCA (Denied Claims Accuracy). Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

USER DEFINED TIME LAPSE REPORT ⓘ

BATCH RANGE	<input type="text"/> to <input type="text"/>
REPORT TYPE	Summary Report ▾
CASE STATUS	All Cases ▾
REASSIGN CASES	Include ▾
GENERATE BY	Unit ▾ Sup. IDs * <input type="text" value="All"/> <input type="text" value="5"/> <input type="text" value="6"/> Inv. IDs * <input type="text" value="All"/> <input type="text" value="1"/> <input type="text" value="2"/>
<input checked="" type="radio"/> PCA <input type="radio"/> DCA	
<input type="button" value="Submit Query"/> <input type="button" value="Clear Query"/>	

* Press the CTRL button and select IDs from drop down list to choose multiple IDs.

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

- The *User Defined Time Lapse Report* output appears. Click on your browser's back arrow button to return to the *User Defined Time Lapse Report* query screen.

BAM OPERATIONS GUIDE

**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
USER DEFINED TIME LAPSE REPORT (SUMMARY)**

State: State Machine
Batch Range: 201201 ~ 201213

Sample Type: Paid Mean Completion Time: 50 days Reassigned: Included

Case Status	Time Lapse*									
	<=60 days		61-90 days		91-120 days		>120 days		Total	
	Cases	Perct.	Cases	Perct.	Cases	Perct.	Cases	Perct.	Cases	Perct.
Under Investigation	0	0.00	31	20.26	4	2.61	0	0.00	35	22.88
Awaiting Final Review	0	0.00	0	0.00	1	0.65	0	0.00	1	0.65
Total Open Cases	0	0.00	31	20.26	5	3.27	0	0.00	36	23.53
Closed Without Review	1	0.65	0	0.00	0	0.00	0	0.00	1	0.65
Closed After Review	116	75.82	0	0.00	0	0.00	0	0.00	116	75.82
Total Closed Cases	117	76.47	0	0.00	0	0.00	0	0.00	117	76.47
Total Cases	117	76.47	31	20.26	5	3.27	0	0.00	153	100.00

* Time lapse has been adjusted for cases reopened with code '3'.

Chapter 5

ENVIRONMENT SETTINGS

Staff Management

The *Staff Management* application allows the privileged users to add, query, update or delete staff(s). Staffs' permissions to various *Benefit Accuracy Measurement* applications are granted or denied through this application. The *Staff Management Application* also allows the user to generate reports on staff(s).

The application query screen is comprised of the following fields:

- **Query Fields**
 - ADD STAFF
 - QUERY/UPDATE STAFF
 - DELETE STAFF
 - REPORT STAFF

Add Staff

To access the *Staff Management* application, follow these steps:

- 1.** Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

2. Select *Environment Settings* from the *Applications Menu*.



3. Select *Staff Management* from *Applications Menu*



4. *Benefit Accuracy Measurement* login screen appears enter login ID and password and click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It has two input fields: 'Enter your Login ID' with the text 'bamqcm' and 'Enter your Password' with a masked password '*****'. Below the fields are 'Submit' and 'Clear' buttons. A red circle highlights the login ID field, and a red arrow points to the Submit button. At the bottom, there is a footer with OMB No.: 1205-0245, OMB Expiration Date: 11/30/2012, OMB Burden Minutes: 547, and a detailed OMB Burden Statement. There are also links for Home, Feedback, and Help.

BAM OPERATIONS GUIDE



If logged in already you can skip steps 1 thru 4 and go directly to *Applications Menu* and select *Staff Management* and the screen in step in step 5 below will appear.

5. *Staff Management* query screen appears.

BENEFIT ACCURACY MEASUREMENT
STAFF MANAGEMENT 1

[ADD STAFF](#)
 [QUERY/UPDATE STAFF](#)
 [DELETE STAFF](#)
 [STAFF REPORT](#)

Submit Clear

[Home](#) [Feedback](#) [Help](#)

6. Select **Add Staff** (This is the default option) and click **Submit**.

BENEFIT ACCURACY MEASUREMENT
STAFF MANAGEMENT 1

[ADD STAFF](#)
 [QUERY/UPDATE STAFF](#)
 [DELETE STAFF](#)
 [STAFF REPORT](#)

Submit Clear

[Home](#) [Feedback](#) [Help](#)

7. The *Staff Management* screen appears.

STAFF MANAGEMENT

Please enter the information for the staff you want to add:

Cancel Continue Staff Menu

Login ID: | First Name: | Last Name: |
Location: | Staff ID: | Supervisor ID: |
Job Classification: | Clerk

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

8. Enter information for the staff you want to add and click **Continue**.

STAFF MANAGEMENT

Please enter the information for the staff you want to add:

<input type="button" value="Cancel"/>		<input type="button" value="Continue"/>	<input type="button" value="Staff Menu"/>		
<u>Login ID:</u>	office1	<u>First Name:</u>	Jane	<u>Last Name:</u>	Doe
<u>Location:</u>	633 17th St	<u>Staff ID:</u>	97	<u>Supervisor ID:</u>	5
<u>Job Classification:</u>	Investigator				

[Home](#) [Feedback](#) [Help](#)

9. The following screen appears.

STAFF MANAGEMENT

<input type="button" value="Cancel"/>		<input type="button" value="Save"/>	<input type="button" value="Staff Menu"/>		
<u>Login ID</u>	office2	<u>Name</u>	Carl Duff		
<u>Location</u>	633 17th St	<u>Staff ID</u>	57	<u>Supervisor ID</u>	5
	<input type="button" value="All"/>	<input type="button" value="Group"/>	<input type="button" value="Individual"/>		
<u>Update Cases:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>	<input type="button" value="y"/>		
<u>Interstate Request Logs:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>	<input type="button" value="y"/>		
<u>OCI Report:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>	<input type="button" value="y"/>		
<u>New Investigative Assignments:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>	<input type="button" value="y"/>		
<u>Supervisor Sign Off:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>	<input type="button" value="n"/>		
<u>User Defined Time Lapse:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>	<input type="button" value="y"/>		
<u>Case Review Report:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>	<input type="button" value="y"/>		
<u>Case Assignment:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>		N/A	
<u>Case Reassignment:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>		N/A	
<u>Change Control Information:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>		N/A	
<u>Reopen Completed Cases:</u>	<input type="button" value="n"/>	<input type="button" value="n"/>		N/A	
<u>Case Conversion:</u>	<input type="button" value="n"/>	<u>Official Time Lapse:</u>	<input type="button" value="n"/>		
<u>Set BAM Functions:</u>	<input type="button" value="n"/>	<u>Set Validation Limits:</u>	<input type="button" value="n"/>		
<u>Set Local Office Table:</u>	<input type="button" value="n"/>	<u>Sample Validation:</u>	<input type="button" value="n"/>		
<u>Sample Characteristics:</u>	<input type="button" value="n"/>	<u>Rate Calculations:</u>	<input type="button" value="n"/>		
<u>Standard Reports:</u>	<input type="button" value="n"/>	<u>Stamp:</u>	<input type="button" value="n"/>		
<u>BAM Select Rights:</u>	<input type="button" value="y"/>				

[Home](#) [Feedback](#) [Help](#)

10. Click on drop down selections to give individual appropriate access then click **Save**.

BAM OPERATIONS GUIDE

STAFF MANAGEMENT

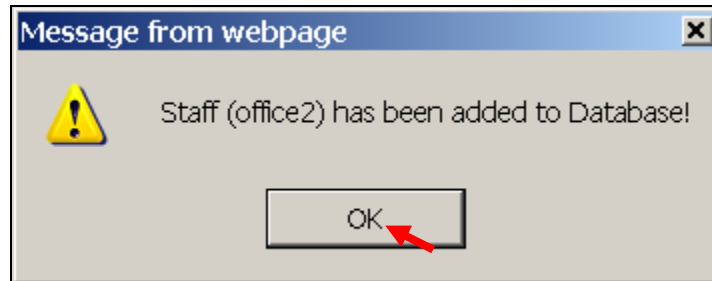
Login ID	office2	Name		Carl	Duff
Location	633 17th St		Staff ID	57	Supervisor ID
					5

	All	Group	Individual
Update Cases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interstate Request/Lapse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DCI Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Investigative Assignments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisor Sign Off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use Defined Time Lapse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Review Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Assignment	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Case Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Change Control Information	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Reopen Completed Cases	<input type="checkbox"/>	<input type="checkbox"/>	N/A

Case Conversion	<input type="checkbox"/>	Official Time Lapse	<input type="checkbox"/>
Set BAM Functions	<input type="checkbox"/>	Set Validation Limits	<input type="checkbox"/>
Set Local Office Table	<input type="checkbox"/>	Sample Validation	<input type="checkbox"/>
Sample Characteristics	<input type="checkbox"/>	Rates Calculations	<input type="checkbox"/>
Standard Reports	<input type="checkbox"/>	Stamp	<input type="checkbox"/>
BAM Select Rights	<input type="checkbox"/>		

[Home](#)
[Feedback](#)
[Help](#)

- 11.** The following will appear confirming staff has been added click **OK** and the **Staff Management** screen will appear again.



When entering information on the first screen of *Staff Management* if a duplicate **Login ID** or **Staff ID** is used a message similar to the one below will appear.

STAFF MANAGEMENT

Please enter the information for the staff you want to add:

Login ID:	office1	First Name:	Sally	Last Name:	Clue
Location:		Staff ID:	59	Supervisor ID:	5
Job Classification:	Clerk				

• A record already exists for Login ID: office1.
 office1 is NOT added.

[Home](#)
[Feedback](#)
[Help](#)



When accessing the remaining options under Staff Management, if not already logged in follow steps 1 thru 5 above and select the appropriate option; otherwise follow steps laid out for the remaining Staff Management options.

BAM OPERATIONS GUIDE

Query/Update Staff

1. From the *BAM Staff Management* query screen, select **Query/Update Staff** and click **Submit**.

BENEFIT ACCURACY MEASUREMENT
STAFF MANAGEMENT

- ADD STAFF
- QUERY/UPDATE STAFF
- DELETE STAFF
- STAFF REPORT

Submit Clear

[Home](#) [Feedback](#) [Help](#)

2. The *Staff Management* screen appears.

STAFF MANAGEMENT

Please enter the information for the staff(s) you want to query:

Cancel Query Staff Menu

Login ID: FirstName: LastName:

Location: Staff ID: = Supervisor ID: =

Notes:
= equal to <> not equal to >= greater or equal to <= less or equal to
* wildcard ex. 89* ? wildcard ex. 178?

[Home](#) [Feedback](#) [Help](#)

3. Enter information for the staff(s) you want to query and click **Query**.

STAFF MANAGEMENT

Please enter the information for the staff(s) you want to query:

Cancel Query Staff Menu

Login ID: office3 FirstName: LastName:

Location: Staff ID: = Supervisor ID: =

Notes:
= equal to <> not equal to >= greater or equal to <= less or equal to
* wildcard ex. 89* ? wildcard ex. 178?

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE


STAFF MANAGEMENT

Please enter the information for the staff(s) you want to query:

<input type="button" value="Cancel"/> <input type="button" value="Query"/> <input type="button" value="Staff Menu"/>					
Login ID:		First Name:		Last Name:	
Location:		Staff ID:	=	Supervisor ID:	= 5

Notes:
 = equal to <> not equal to >= greater or equal to <= less or equal to
 * wildcard ex. 89* ? wildcard ex. 1?8?

[Home](#) [Feedback](#) [Help](#)

 It isn't necessary to fill in every box; remember if **Login ID**, **First Name**, **Last Name**, or **Staff ID (=)** is used, the record assigned will be displayed. If you enter **Location**, **Staff ID** (other than (=) from drop down menu) or **Supervisor ID**, all records that meet the criteria entered will be displayed.

4. Staff Management screens similar to the ones below will appear.

STAFF MANAGEMENT

Record: 1 of 1

<input type="button" value="Cancel"/> <input type="button" value="First"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Last"/> <input type="button" value="Save"/> <input type="button" value="Report"/> <input type="button" value="Staff Menu"/>					
Login ID:	office3	First Name:	Paul	Last Name:	Gordon
Location:	633 17th Street	Staff ID:	95	Supervisor ID:	5
	All	Group	Individual		
Update Cases:	n	n	y		
Interstate Request Logs:	n	n	y		
DCI Report:	n	n	y		
New Investigative Assignments:	n	n	y		
Supervisory Sign Off:	n	n	n		
User Defined Time Lapse:	n	n	y		
Case Review Report:	n	n	y		
Case Assignment:	n	n	N/A		
Case Reassignment:	n	n	N/A		
Change Control Information:	n	n	N/A		
Reopen Completed Cases:	n	n	N/A		
Case Conversion:	n	Official Time Lapse:	n		
Set BAM Functions:	n	Set Validation Limits:	n		
Set Local Office Table:	n	Sample Validation:	n		
Sample Characteristics:	n	Rates Calculations:	n		
Standard Reports:	n	Stamp:	n		
BAM Select Rights:	y				

BAM OPERATIONS GUIDE

STAFF MANAGEMENT

Record: 1 of 25

Login ID: baminv1 First Name: trainee23 Last Name: trainee23
 Location: tc Staff ID: 23 Supervisor ID: 5

	All	Group	Individual
Update Cases:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interstate Request Logs:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DCI Report:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Investigative Assignments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisor Sign Off:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Defined Time Lapse:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Review Report:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Assignment:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Case Reassignment:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Change Control Information:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Reopen Completed Cases:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Case Conversion:	<input type="checkbox"/>	Official Time Lapse:	<input type="checkbox"/>
Set BAM Functions:	<input type="checkbox"/>	Set Validation Limits:	<input type="checkbox"/>
Set Local Office Table:	<input type="checkbox"/>	Sample Validation:	<input type="checkbox"/>
Sample Characteristics:	<input type="checkbox"/>	Rates Calculations:	<input type="checkbox"/>
Standard Report(s):	<input type="checkbox"/>	Stamp:	<input type="checkbox"/>
BAM Select Rights:	<input type="checkbox"/>		

- 5.** Click on drop down selections to update staff(s) and give appropriate access then click **Save**.

STAFF MANAGEMENT

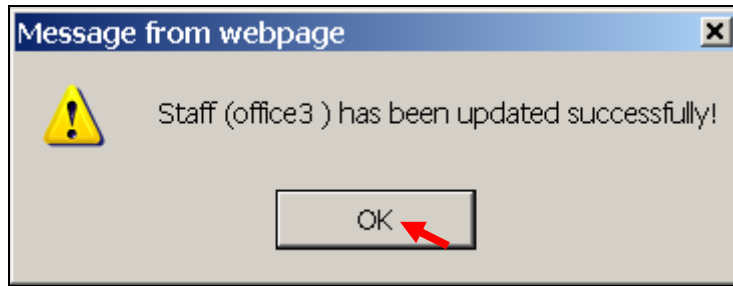
Record: 1 of 1


Login ID: office3 First Name: Paul Last Name: Gordon
 Location: 633 17th Street Staff ID: 95 Supervisor ID: 5

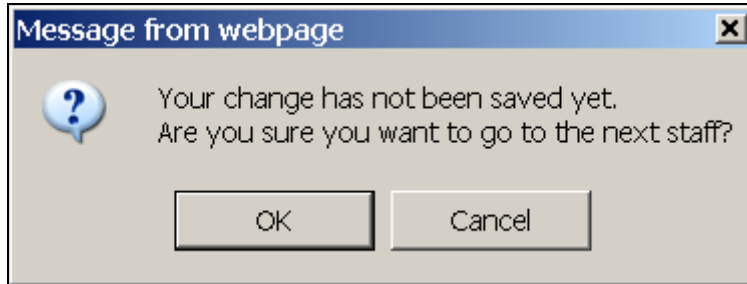
	All	Group	Individual
Update Cases:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interstate Request Logs:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DCI Report:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Investigative Assignments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisor Sign Off:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Defined Time Lapse:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Review Report:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Assignment:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Case Reassignment:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Change Control Information:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Reopen Completed Cases:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Case Conversion:	<input type="checkbox"/>	Official Time Lapse:	<input type="checkbox"/>
Set BAM Functions:	<input type="checkbox"/>	Set Validation Limits:	<input type="checkbox"/>
Set Local Office Table:	<input type="checkbox"/>	Sample Validation:	<input type="checkbox"/>
Sample Characteristics:	<input type="checkbox"/>	Rates Calculations:	<input type="checkbox"/>
Standard Report(s):	<input type="checkbox"/>	Stamp:	<input type="checkbox"/>
BAM Select Rights:	<input type="checkbox"/>		

- 6.** The following will appear confirming staff has been updated successfully click **OK**.

BAM OPERATIONS GUIDE




 If you have more than one record to update remember to click th **Save** button before going to the next record, if not a warning similar to the one below will appear.



7. The following will appear when record has been updated successfully.

STAFF MANAGEMENT

Record: 1 of 1

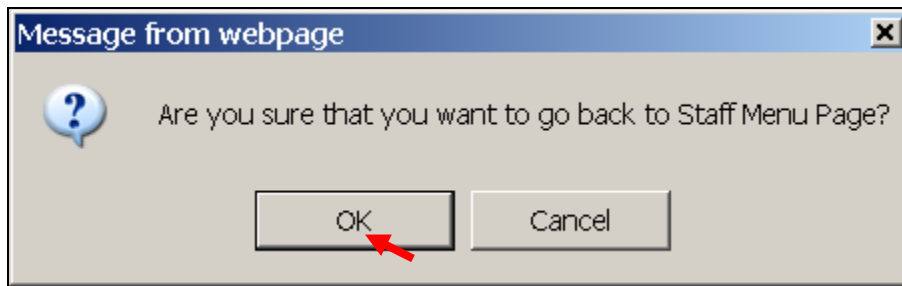
Cancel First Previous Next Last Save Report Staff Menu 

Login ID: office1 First Name: Jane Last Name: Doe
Location: 633 17th St Staff ID: 97 Supervisor ID: 5

	All	Group	Individual
Update Cases:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interstate Request Logs:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DCI Report:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Investigative Assignments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisory Sign Off:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Defined Time Lapse:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Review Report:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Assignment:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Case Reassignment:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Change Control Information:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Reopen Completed Cases:	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Case Conversion:	<input type="checkbox"/>	Official Time Lapse:	<input type="checkbox"/>
Set BAM Functions:	<input type="checkbox"/>	Set Validation Limits:	<input type="checkbox"/>
Set Local Office Table:	<input type="checkbox"/>	Sample Validation:	<input type="checkbox"/>
Sample Characteristics:	<input type="checkbox"/>	Rates Calculations:	<input type="checkbox"/>
Standard Report(s):	<input type="checkbox"/>	Stamp:	<input type="checkbox"/>
BAM Select Rights:	<input type="checkbox"/>		

BAM OPERATIONS GUIDE

8. If the user clicks **Staff Menu** the following warning will appear; click **OK**.



9. The *Staff Management* query screen will appear.



Delete Staff

1. From the *BAM Staff Management* query screen, select **Delete Staff** and click **Submit**.



BAM OPERATIONS GUIDE

2. The *Staff Management* screen appears.

STAFF MANAGEMENT

Please enter the information for the staff(s) you want to delete:

Cancel Query Staff Menu

Login ID:	<input type="text"/>	First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Location:	<input type="text"/>	Staff ID:	= <input type="text"/>	Supervisor ID:	= <input type="text"/>

Notes:
 = equal to <> not equal to >= greater or equal to <= less or equal to
 * wildcard ex. 89* ? wildcard ex. 178?

[Home](#) [Feedback](#) [Help](#)

3. Enter information for the staff(s) you want to delete and click **Query**.

STAFF MANAGEMENT

Please enter the information for the staff(s) you want to delete:

Cancel Query Staff Menu

Login ID:	office3	First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Location:	<input type="text"/>	Staff ID:	= <input type="text"/>	Supervisor ID:	= <input type="text"/>

Notes:
 = equal to <> not equal to >= greater or equal to <= less or equal to
 * wildcard ex. 89* ? wildcard ex. 178?

[Home](#) [Feedback](#) [Help](#)

4. *Staff Management* screen appears click **Delete** button.

STAFF MANAGEMENT

Record: 1 of 1

Previous First Next Last Delete Staff Menu

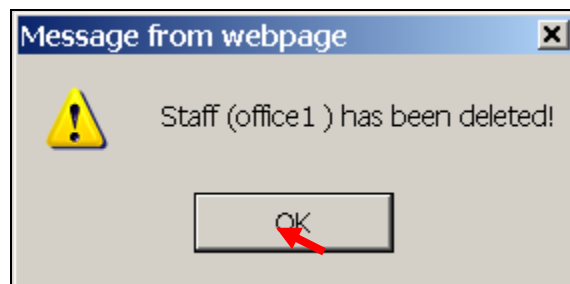
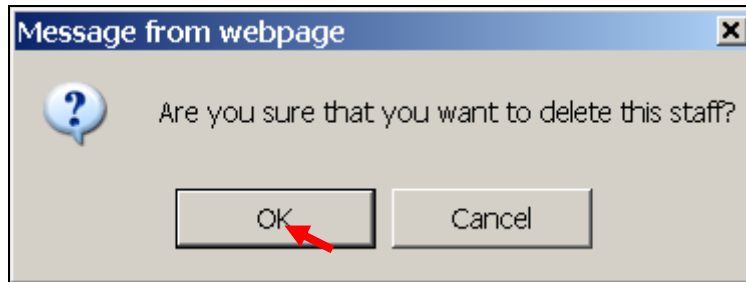
Login ID	office3	Name	Paul Gordon		
Location	633 17th Street	Staff ID	95	Supervisor ID	5

	All	Group	Individual
Update Cases	n	y	y
Interstate Request Logs	y	y	y
DCI Report	y	y	y
New Investigative Assignments	y	y	y
Supervisory Sign Off	y	y	y
User Defined Time Lapse	y	y	y
Case Review Report	y	y	y
Case Assignment	y	y	N/A
Case Reassignment	y	y	N/A
Change Control Information	y	y	N/A
Reopen Completed Cases	y	y	N/A
Case Conversion	y	Official Time Lapse	y
Set BAM Functions	y	Set Validation Limits	y
Set Local Office Table	y	Sample Validation	y
Sample Characteristics	y	Rates Calculations	y
Standard Report(s)	y	Stamp	y
BAM Select Rights	y		

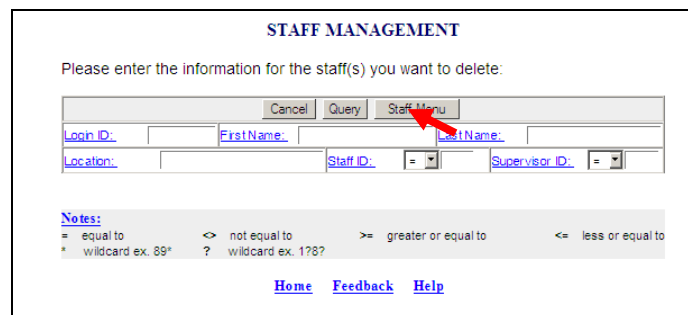
[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

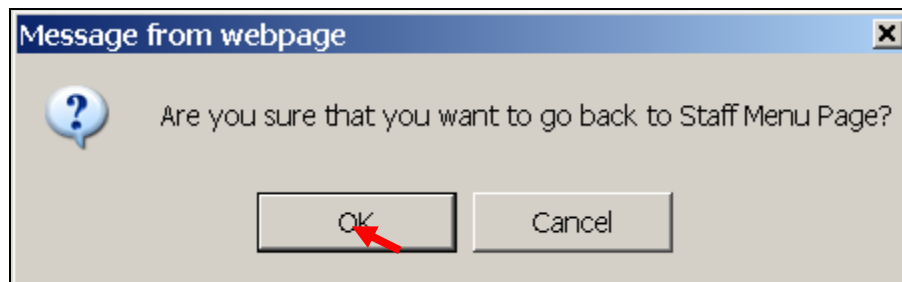
5. The following messages will appear; click **OK** each time.



6. *Staff Management* screen will appear. Click **Staff Menu** if you do not want to delete any additional staff.



7. The following message appears; click **OK**.



8. The *BAM Staff Management* query screen appears.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

STAFF MANAGEMENT

- [ADD STAFF](#)
- [QUERY/UPDATE STAFF](#)
- [DELETE STAFF](#)
- [STAFF REPORT](#)

[Home](#) [Feedback](#) [Help](#)

Staff Report

1. From the *BAM Staff Management* query screen, select [Staff Report](#) and click **Submit**.

BENEFIT ACCURACY MEASUREMENT

STAFF MANAGEMENT

- [ADD STAFF](#)
- [QUERY/UPDATE STAFF](#)
- [DELETE STAFF](#)
- [STAFF REPORT](#)

[Home](#) [Feedback](#) [Help](#)

2. The *Staff Management* screen appears.

STAFF MANAGEMENT

Please enter the information for the staff(s) you want to report:

[Login ID:](#) [First Name:](#) [Last Name:](#)

[Location:](#) [Staff ID:](#) [Supervisor ID:](#)

Notes:
= equal to <> not equal to >= greater or equal to <= less or equal to
* wildcard ex. 89? ? wildcard ex. 1?8?

[Home](#) [Feedback](#) [Help](#)

3. Enter information for the staff(s) you want to report and click **Query**.

BAM OPERATIONS GUIDE

STAFF MANAGEMENT

Please enter the information for the staff(s) you want to report.

Notes:

= equal to <> not equal to >= greater or equal to <= less or equal to
 * wildcard ex. 89* ? wildcard ex. 1?8?

[Home](#) [Feedback](#) [Help](#)

4. The *Staff User Authorization File Report* will appear.

**BENEFIT ACCURACY MEASUREMENT
STAFF USER AUTHORIZATION FILE REPORT**

State: State Machine

Login ID	office2	Name	Carl Duff		
Location	633 17th St	Staff ID	57	Supervisor ID	5
			All	Group	Individual
Update Cases			n	y	y
Interstate Request Logs			y	y	y
DCI Report			y	y	y
New Investigative Assignments			y	y	y
Supervisory Sign Off			y	y	y
User Defined Time Lapse			y	y	y
Case Review Report			y	y	y
Case Assignment			y	y	N/A
Case Reassignment			y	y	N/A
Change Control Information			y	y	N/A
Reopen Completed Cases			y	y	N/A
Case Conversion			y	Official Time Lapse	y
Set BAM Functions			y	Set Validation Limits	y
Set Local Office Table			y	Sample Validation	y
Sample Characteristics			y	Rates Calculations	y
Standard Reports			y	Stamp	y
BAM Select Rights			y		

5. Click the **Back Arrow** button.

**BENEFIT ACCURACY MEASUREMENT
STAFF USER AUTHORIZATION FILE REPORT**

State: State Machine

Login ID	office2	Name	Carl Duff		
Location	633 17th St	Staff ID	57	Supervisor ID	5
			All	Group	Individual
Update Cases			n	y	y
Interstate Request Logs			y	y	y
DCI Report			y	y	y

6. *Staff Management* screen will appear; click **Staff Menu**.

BAM OPERATIONS GUIDE

STAFF MANAGEMENT

Please enter the information for the staff(s) you want to report:

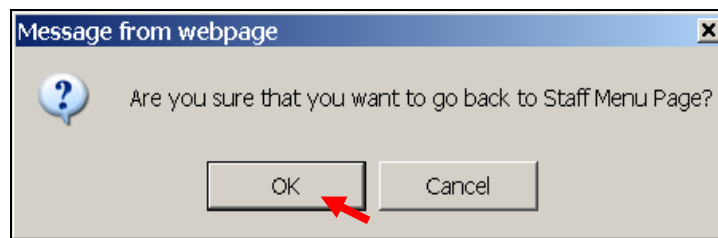
Cancel Query Staff Menu

Login ID: office2 First Name: Last Name: Location: Staff ID: = Supervisor ID: =

Notes:
= equal to <> not equal to >= greater or equal to <= less or equal to
* wildcard ex. 89* ? wildcard ex. 128?

[Home](#) [Feedback](#) [Help](#)

7. The following message appears; click **OK**.



8. The *BAM Staff Management* query screen appears.

BENEFIT ACCURACY MEASUREMENT

STAFF MANAGEMENT

ADD STAFF
 QUERY/UPDATE STAFF
 DELETE STAFF
 STAFF REPORT

Submit Clear

[Home](#) [Feedback](#) [Help](#)

Local Office Management

The *Local Office Management* application allows the privileged users to add, query, update or delete local offices(s). The *Local Office Management Application* also allows the user to generate reports on local office(s).

The application screens are comprised of the following sections:

- Query Fields

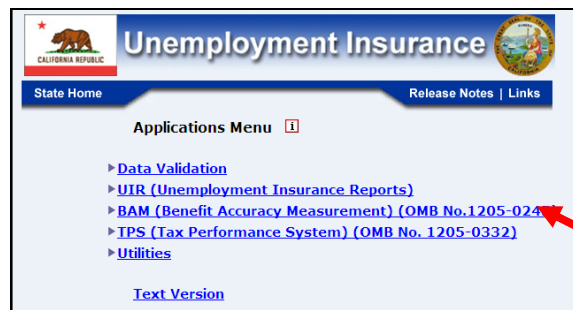
BAM OPERATIONS GUIDE

- [ADD LOCAL OFFICE](#)
- [QUERY/UPDATE LOCAL OFFICE](#)
- [DELETE LOCAL OFFICE](#)
- [LOCAL OFFICE REPORT](#)

Add Local Office

To access the *Local Office Management Application*, follow these steps:

- 1.** Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



- 2.** Select *Environment Settings* from the *Applications Menu*.



- 3.** Select *Local Office Management* from *Applications Menu*.

BAM OPERATIONS GUIDE



4. *Benefit Accuracy Measurement* login screen appears enter login ID and password and click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It features two input fields: 'Enter your Login ID' with the value 'bam00m' and 'Enter your Password' with masked characters '*****'. Below the fields are 'Submit' and 'Clear' buttons. A red circle highlights the login ID field, and a red arrow points to the 'Submit' button. At the bottom, there is a 'Home Feedback Help' link.

5. The *Local Office Management* query screen appears.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' 'LOCAL OFFICE MANAGEMENT' query screen. It features a list of four options: 'ADD LOCAL OFFICE' (selected with a radio button), 'QUERY/UPDATE LOCAL OFFICE', 'DELETE LOCAL OFFICE', and 'LOCAL OFFICE REPORT'. Below the list are 'Submit' and 'Clear' buttons. At the bottom, there is a 'Home Feedback Help' link.

BAM OPERATIONS GUIDE



If logged in already you can skip steps 1 thru 4 and go directly to *Applications Menu* and select *Local Office Management* and the screen in step 5 above will appear.

6. Select **Add Local Office** (This is the default option) and click **Submit**.

BENEFIT ACCURACY MEASUREMENT
LOCAL OFFICE MANAGEMENT 1

- [ADD LOCAL OFFICE](#)
- [QUERY/UPDATE LOCAL OFFICE](#)
- [DELETE LOCAL OFFICE](#)
- [LOCAL OFFICE REPORT](#)

Submit Clear

[Home](#) [Feedback](#) [Help](#)

7. The *Local Office Management* screen appears.

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office you want to add:

Cancel Save LOM Menu

Local Office ID: Name: Supervisor ID:

Area: Manager:

Address 1:

Address 2:

Address 3:

City: State: Zip Code:

Phone Number: Fax Number:

[Home](#) [Feedback](#) [Help](#)

8. Enter information required to add Local Office and click **Save**.

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office you want to add:

Cancel Save LOM Menu

Local Office ID: 3169 Name: Supervisor ID:

Area: Manager:

Address 1:

Address 2:

Address 3:

City: State: Zip Code:

Phone Number: Fax Number:

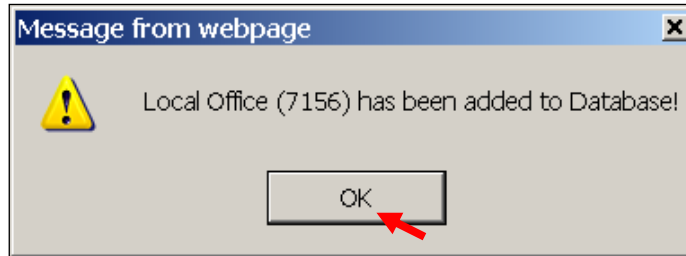
[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE



When adding a local office only the **Local Office ID** is required to add the local office to the database. At another time you can select from the *Local Office Management* screen **Query/Update Local Office** and the remaining data can be entered.

9. The following will appear confirming local office has been added to the database. Click **OK** and the *Local Office Management* screen will appear again.



LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office you want to add:

Cancel Save LOM Menu		
Local Office ID:	Name:	Supervisor ID:
Area:	Manager:	
Address 1:		
Address 2:		
Address 3:		
City:	State:	Zip Code:
Phone Number:	Fax Number:	

[Home](#) [Feedback](#) [Help](#)

10. When entering information on the *Local Office Management* screen if a duplicate **Local Office ID** is used a message similar to the one below will appear.



If an error message appears when adding a local office click **Cancel** on the *Local Office Management* screen and the error can be corrected.



When accessing the remaining options under *Local Office Management*, if not already logged in follow steps 1 thru 5 above and select the appropriate option; otherwise follow steps laid out for the remaining *Local Office Management* options.

BAM OPERATIONS GUIDE

Query/Update Local Office

1. From the *BAM Local Office Management* query screen select **Query/Update Local Office** and click **Submit**.

BENEFIT ACCURACY MEASUREMENT

LOCAL OFFICE MANAGEMENT 1

- [ADD LOCAL OFFICE](#)
- [QUERY/UPDATE LOCAL OFFICE](#)
- [DELETE LOCAL OFFICE](#)
- [LOCAL OFFICE REPORT](#)

[Home](#) [Feedback](#) [Help](#)

2. *Local Office Management* screen will appear.

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office ID you want to query:

[Local Office ID:](#) [Name:](#)

[Supervisor ID:](#) [Zip Code:](#)

Notes:

=	equal to	<>	not equal to	>=	greater or equal to
<=	less or equal to	*	wildcard ex. 89*	?	wildcard ex. 870?

[Home](#) [Feedback](#) [Help](#)

3. Enter **Local Office ID** and click **Query**.

BAM OPERATIONS GUIDE

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office ID you want to query:

<input type="button" value="Cancel"/>		<input type="button" value="Query"/>	<input type="button" value="LOM Menu"/>
Local Office ID:	3169	Name:	
Supervisor ID:	=	Zip Code:	

Notes:
= equal to <> not equal to >= greater or equal to
<= less or equal to * wildcard ex. 89* ? wildcard ex. 870?

[Home](#) [Feedback](#) [Help](#)

4. The following screen will appear; update information and click **Save**.

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office you want to update:

Record: 1 of 1

<input type="button" value="Cancel"/>		<input type="button" value="First"/>	<input type="button" value="Previous"/>	<input type="button" value="Next"/>	<input type="button" value="Last"/>	<input type="button" value="Save"/>	<input type="button" value="Report"/>	<input type="button" value="LOM Menu"/>
Local Office ID:	3169	Name:		Supervisor ID:	5			
Area:		Manager:						
Address 1:								
Address 2:								
Address 3:								
City:		State:		Zip Code:				
Phone Number:		Fax Number:						

[Home](#) [Feedback](#) [Help](#)

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office you want to update:

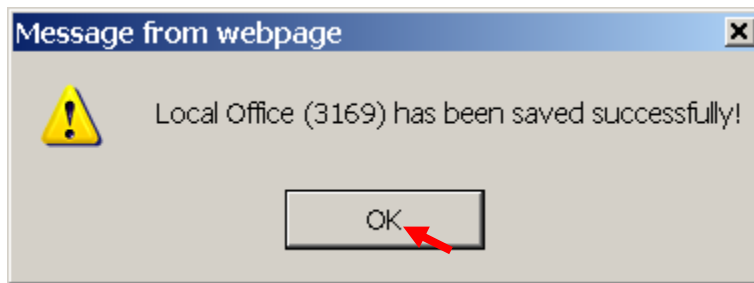
Record: 1 of 1


<input type="button" value="Cancel"/>		<input type="button" value="First"/>	<input type="button" value="Previous"/>	<input type="button" value="Next"/>	<input type="button" value="Last"/>	<input type="button" value="Save"/>	<input type="button" value="Report"/>	<input type="button" value="LOM Menu"/>
Local Office ID:	3169	Name:	Test Site 16	Supervisor ID:	5			
Area:	South Side	Manager:	Lewis Smith					
Address 1:	2021 Gray Street							
Address 2:								
Address 3:								
City:	Swift Creek	State:	TN	Zip Code:	33750			
Phone Number:	615-123-4589	Fax Number:	615-123-4590					

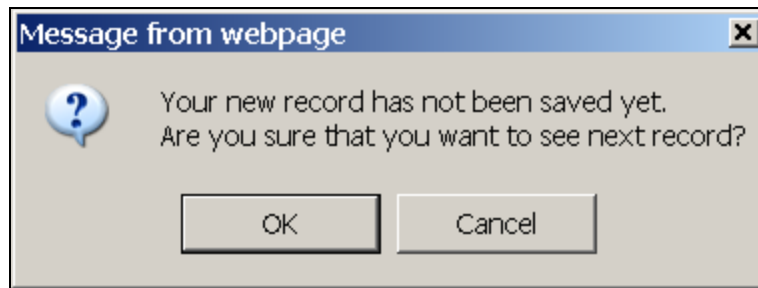
[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

5. The following message appears click **OK**.



 If you have more than one record to update remember to click the **Save** button before going to the next record, if not a warning similar to the one below will appear.



6. The following will appear when record has been updated successfully; click **Report** or **LOM Menu**.

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office you want to update:

Record: 21 of 21

Cancel	First	Previous	Next	Last	Save	Report	LOM Menu
Local Office ID:	7156	Name:	Test Site 17		Supervisor ID:	5	
Area:			Manager:				
Address 1:							
Address 2:							
Address 3:							
City:			State:		Zip Code:		
Phone Number:			Fax Number:				

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

7. If **Report** is clicked the following will appear.

BENEFIT ACCURACY MEASUREMENT LOCAL OFFICE REPORT	
Supervisor ID: 5	
Local Office #:	7156
Local Office Name:	Test Site 17
Manager:	
Address1:	
Address2:	
Address3:	
City:	
State:	
Zip:	
TEL:	
FAX:	
Area:	

8. If **LOM Menu** is clicked the following will appear.

BENEFIT ACCURACY MEASUREMENT LOCAL OFFICE MANAGEMENT 1	
<input checked="" type="radio"/>	ADD LOCAL OFFICE
<input type="radio"/>	QUERY/UPDATE LOCAL OFFICE
<input type="radio"/>	DELETE LOCAL OFFICE
<input type="radio"/>	LOCAL OFFICE REPORT
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	
Home Feedback Help	

Delete Local Office

From the *BAM Local Office Management* query screen select **Delete Local Office** and click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

LOCAL OFFICE MANAGEMENT 1

[ADD LOCAL OFFICE](#)

[QUERY/UPDATE LOCAL OFFICE](#)

[DELETE LOCAL OFFICE](#)

[LOCAL OFFICE REPORT](#)

[Home](#) [Feedback](#) [Help](#)

1. The *Local Office Management* screen appears.

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office ID you want to delete:

Local Office ID: <input type="text"/>	Name: <input type="text"/>
Supervisor ID: <input type="text"/>	Zip Code: <input type="text"/>

Notes:

= equal to	<> not equal to	>= greater or equal to
<= less or equal to	* wildcard ex. 89*	? wildcard ex. 8?0?

[Home](#) [Feedback](#) [Help](#)

Enter information for the local office(s) you want to delete and click **Query**.

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office ID you want to delete:

Local Office ID: <input type="text" value="3169"/>	Name: <input type="text"/>
Supervisor ID: <input type="text"/>	Zip Code: <input type="text"/>

Notes:

= equal to	<> not equal to	>= greater or equal to
<= less or equal to	* wildcard ex. 89*	? wildcard ex. 8?0?

[Home](#) [Feedback](#) [Help](#)

2. The *Local Office Management* screen appears click **Delete**.

BAM OPERATIONS GUIDE

LOCAL OFFICE MANAGEMENT

Record: 1 of 1

First	Previous	Next	Last	Delete	LOM Menu
Supervisor ID:					5
Local Office #:					3169
Local Office Name:					Test Site 16
Manager:					Lewis Smith
Address1:					2021 Gray Street
Address2:					
Address3:					
City:					Swift Creek
State:					TN
Zip:					33750
TEL:					615-123-4589
FAX:					615-123-4590
Area:					South Side

[Home](#) [Feedback](#) [Help](#)

3. The following messages will appear; click **OK** each time.

Message from webpage

Are you sure that you want to delete this Local Office ID?

OK Cancel

Message from webpage

Local Office (3169) has been deleted!

OK

4. *Local Office Management* screen will appear. If you do not want to delete any additional local offices, click **LOM Menu**.

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office ID you want to delete:

Cancel	Query	LOM Menu
Local Office ID:	Name:	
Supervisor ID: =	Zip Code:	

Notes:
= equal to <> not equal to >= greater or equal to
<= less or equal to * wildcard ex. 89? ? wildcard ex. 8?0?

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

5. *BAM Local Office Management* query screen will appear.

BENEFIT ACCURACY MEASUREMENT
LOCAL OFFICE MANAGEMENT 1

[ADD LOCAL OFFICE](#)
 [QUERY/UPDATE LOCAL OFFICE](#)
 [DELETE LOCAL OFFICE](#)
 [LOCAL OFFICE REPORT](#)

Submit Clear

[Home](#) [Feedback](#) [Help](#)

Local Office Report

1. From the *BAM Local Office Management* query screen select **Local Office Report** and click **Submit**.

BENEFIT ACCURACY MEASUREMENT
LOCAL OFFICE MANAGEMENT 1

[ADD LOCAL OFFICE](#)
 [QUERY/UPDATE LOCAL OFFICE](#)
 [DELETE LOCAL OFFICE](#)
 [LOCAL OFFICE REPORT](#)

Submit Clear

[Home](#) [Feedback](#) [Help](#)

2. The *Local office Management* screen appears.

LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office ID you want to report:

Cancel Query LOM Menu

Local Office ID: Name:

Supervisor ID: Zip Code:

Notes:
= equal to <> not equal to >= greater or equal to
<= less or equal to * wildcard ex. 89? ? wildcard ex. 870?

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

3. Enter information for the Local Office ID you want to report and click **Query**.


LOCAL OFFICE MANAGEMENT

Please enter the information for the Local Office ID you want to report:

<input type="button" value="Cancel"/>		<input type="button" value="Query"/>	<input type="button" value="LOM Menu"/>
Local Office ID:	3159	Name:	
Supervisor ID:	=	Zip Code:	

Notes:
= equal to <> not equal to >= greater or equal to
<= less or equal to * wildcard ex. 89* ? wildcard ex. 8?0?

[Home](#) [Feedback](#) [Help](#)

 Remember if you leave every field blank, all *Local Office Reports* will be displayed. Also, it isn't necessary to fill in every box if **Local Office ID**, **Name**, **Zip Code**, or **Supervisor ID (=)** is used the record assigned will be displayed. If you enter **Supervisor ID** (other than (=) from drop down menu) all records that meet the criteria will be displayed.

4. The *BAM Local Office Report* appears.

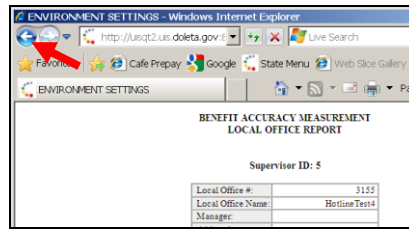
**BENEFIT ACCURACY MEASUREMENT
LOCAL OFFICE REPORT**

Supervisor ID: 5

Local Office #:	3155
Local Office Name:	HotlineTest4
Manager:	
Address1:	
Address2:	
Address3:	
City:	
State:	
Zip:	
TEL:	
FAX:	
Area:	

5. Click the **Back Arrow** button.

BAM OPERATIONS GUIDE



6. The *Local Office Management* screen will appear; click **LOM Menu**.

LOCAL OFFICE MANAGEMENT
Please enter the information for the Local Office ID you want to report:
Cancel Query LOM Menu
Local Office ID: 3155 Name:
Supervisor ID: Zip Code:
Notes:
= equal to <> not equal to >= greater or equal to
<= less or equal to * wildcard ex. 89* ? wildcard ex. 8?0?
Home Feedback Help

7. The *BAM Local Office Management* screen appears.

BENEFIT ACCURACY MEASUREMENT
LOCAL OFFICE MANAGEMENT ⓘ
 ADD LOCAL OFFICE
 QUERY/UPDATE LOCAL OFFICE
 DELETE LOCAL OFFICE
 LOCAL OFFICE REPORT
Submit Clear
Home Feedback Help

Validation Limits

The *Validation Limits* application allows the privileged users to set or modify the upper and lower numeric values for specific data elements based on the State law and policy. These limits are used to update the values for the data elements using Update Cases or Reopen Completed Cases modules. The Validation Limits application also allows the user to generate a listing of the current validation limits in a report format.

BAM OPERATIONS GUIDE

The upper numeric value must be less than or equal to the absolute maximum value.
The lower numeric value must be greater than or equal to the absolute minimum value.

The Validation Limits application can be used for either Paid Claims Accuracy ([PCA](#)) or Denied Claims Accuracy ([DCA](#)) and provides the following options:

- [UPDATE VALIDATION LIMITS](#)
- [VALIDATION LIMITS REPORT](#)

Update Validation Limits

To access the *Validation Limits* application, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Environment Settings* from the *Applications Menu*



3. Select *Validation Limits* from *Applications Menu*.

BAM OPERATIONS GUIDE



4. *Benefit Accuracy Measurement* login screen appears enter login ID and password and click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID: bamqcm

Enter your Password: *****

Submit Clear

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC 20210.

[Home](#) [Feedback](#) [Help](#)



If logged in already you can skip steps 1 thru 4 and go directly to *Application Menu* and select *Validation Limits* and the screen in step 5 below will appear.

5. *BAM Validation Limits* query screen appears.

BENEFIT ACCURACY MEASUREMENT

VALIDATION LIMITS ⓘ

UPDATE VALIDATION LIMITS

VALIDATION LIMITS REPORT

PCA DCA

Submit Clear

[Home](#) [Feedback](#) [Help](#)

6. Select **Update Validation Limits PCA/DCA** (This is the default option) and click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

VALIDATION LIMITS 1

[UPDATE VALIDATION LIMITS](#)

[VALIDATION LIMITS REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

7. The *Validation Limits* screen appears.

VALIDATION LIMITS - PCA

Field	Name	Minimum	Maximum	Absolute Minimum	Absolute Maximum
b8	Normal Hr. Wage:	0	20000	0	99999
b10	Lowest Hr. Wage:	0	20000	0	99999
e1	BP Emps. Before:	1	25	1	50
e2	BP Emps. After:	0	25	0	50
e3	BP Wages Before:	1	999999	1	999999
e4	BP Wages After:	0	999999	0	999999
e5	HQ Wages Before:	1	99999	1	99999
e6	HQ Wages After:	0	99999	0	99999
e7	Wks. Worked Before:	1	53	1	53
e8	Wks. Worked After:	0	53	0	53
e9	WBA Before:	1	550	1	999
e10	WBA After:	0	550	0	999
e11	MBA Before:	1	99999	1	99999
e12	MBA After:	0	99999	0	99999
e13	Depend. Before:	0	99	0	99
e14	Depend. After:	0	99	0	99
e15	Depend. Allow Before:	0	999	0	999
e16	Depend. Allow After:	0	999	0	999

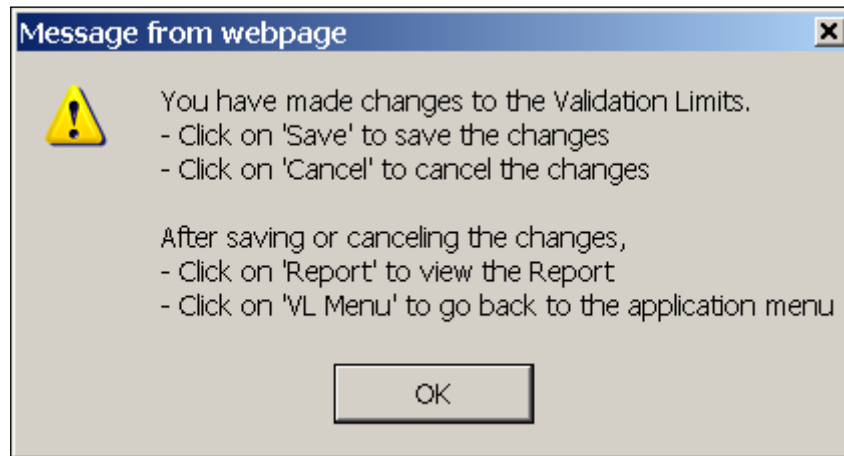
VALIDATION LIMITS - DCA

Field	Name	Minimum	Maximum	Absolute Minimum	Absolute Maximum
20	Normal Hr. Wage:	0	20000	0	99999
21	Lowest Hr. Wage:	0	20000	0	99999
23	WBA Before:	0	550	0	999
24	WBA After:	0	550	0	999
25	MBA Before:	0	100000	0	999999
26	MBA After:	0	60000	0	99999
44	BP Emps. Before:	0	25	0	50
45	BP Emps. After:	0	25	0	50
46	BP Wages Before:	0	999999	0	999999
47	BP Wages After:	0	999999	0	999999
48	HQ Wages Before:	0	99999	0	99999
49	HQ Wages After:	0	99999	0	99999
50	Wks. Worked Before:	0	53	0	53
51	Wks. Worked After:	0	53	0	53
52	Depend. Before:	0	99	0	99
53	Depend. After:	0	99	0	99
54	Depend. Allow Before:	0	999	0	999
55	Depend. Allow After:	0	999	0	999

On the *Validation Limits PCA/DCA* screens, the **Save, Cancel, Report, and VL Menu** buttons are located at the top and bottom of page.

BAM OPERATIONS GUIDE

If changes are made on the *Validation Limits PCA/DCA* screens and the **VL Menu** button is clicked before the **Save** button the following warning message will appear.

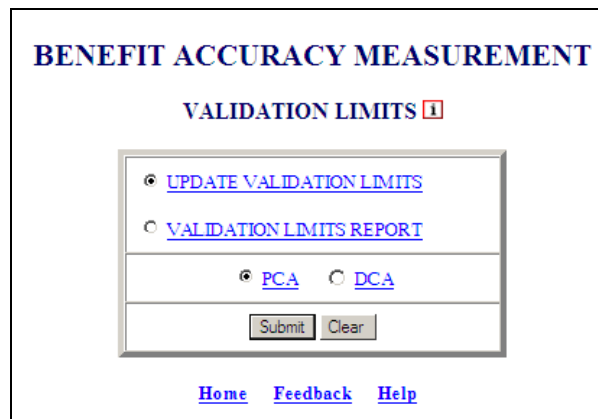



8. Click the **VL Menu** button on the *Validation Limits* screen.

The screenshot shows a web application interface titled "VALIDATION LIMITS - DCA". At the top, there are buttons for "Save", "Cancel", "Report", and "VL Menu". Below these is a table with columns: "Field", "Name", "Minimum", "Maximum", "Absolute Minimum", and "Absolute Maximum". A red arrow points to the "VL Menu" button.

Field	Name	Minimum	Maximum	Absolute Minimum	Absolute Maximum
20	Normal Hr. Wage:	0	20000	0	99999
21	Lowest Hr. Wage:	0	20000	0	99999
22	WBA Before:	0	550	0	999

9. The *BAM Validation Limits* query screen will appear.



 When accessing the remaining options under *Validation Limits* if not already logged in follow steps 1 thru 5 above and select appropriate query, otherwise follow steps laid out for the remaining *Validation Limits* options.

BAM OPERATIONS GUIDE

Validation Limits Report

1. From the *BAM Validation Limits* query screen select **Validation Limits Report** and click **Submit**.

BENEFIT ACCURACY MEASUREMENT

VALIDATION LIMITS 1

[UPDATE VALIDATION LIMITS](#)

[VALIDATION LIMITS REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

2. The *Validation Limits Report* will appear for either PCA or DCA.

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY VALIDATION LIMITS REPORT					
State: State Machine					
Field	Name	Minimum	Maximum	Absolute Minimum	Absolute Maximum
b8	Normal Hr. Wage:	0	20000	0	99999
b10	Lowest Hr. Wage:	0	20000	0	99999
e1	BP Emps. Before:	1	25	1	50
e2	BP Emps. After:	0	25	0	50
e3	BP Wages Before:	1	999999	1	999999
e4	BP Wages After:	0	999999	0	999999
e5	HQ Wages Before:	1	99999	1	99999
e6	HQ Wages After:	0	99999	0	99999
e7	Wks. Worked Before:	1	53	1	53
e8	Wks. Worked After:	0	53	0	53
e9	WBA Before:	1	550	1	999
e10	WBA After:	0	550	0	999
e11	MBA Before:	1	99999	1	99999
e12	MBA After:	0	99999	0	99999
e13	Depend. Before:	0	99	0	99
e14	Depend. After:	0	99	0	99
e15	Depend. Allow Before:	0	999	0	999
e16	Depend. Allow After:	0	999	0	999
g5	LE Referrals:	0	99	0	99
g7	Priv. Agency Referrals:	0	99	0	99

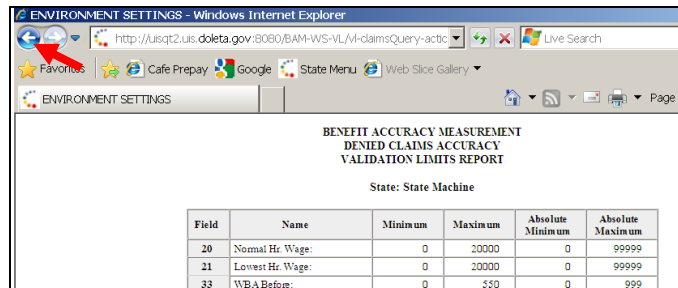
BAM OPERATIONS GUIDE

**BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY
VALIDATION LIMITS REPORT**

State: State Machine

Field	Name	Minimum	Maximum	Absolute Minimum	Absolute Maximum
20	Normal Hr. Wage:	0	20000	0	99999
21	Lowest Hr. Wage:	0	20000	0	99999
33	WBA Before:	0	550	0	999
34	WBA After:	0	550	0	999
35	MBA Before:	0	10000	0	99999
36	MBA After:	0	60000	0	99999
44	BP Emps. Before:	0	25	0	50
45	BP Emps. After:	0	25	0	50
46	BP Wages Before:	0	999999	0	999999
47	BP Wages After:	0	999999	0	999999
48	HQ Wages Before:	0	99999	0	99999
49	HQ Wages After:	0	99999	0	99999
50	Wks. Worked Before:	0	53	0	53
51	Wks. Worked After:	0	53	0	53
52	Depend. Before:	0	99	0	99
53	Depend. After:	0	99	0	99
54	Depend. Allow Before:	0	999	0	999
55	Depend. Allow After:	0	999	0	999
76	Contacts:	0	99	0	99

3. Click the back arrow and the *Validation Limits Report*.



4. The *BAM Validation Limits* query screen appears.

BENEFIT ACCURACY MEASUREMENT

VALIDATION LIMITS 1

[UPDATE VALIDATION LIMITS](#)

[VALIDATION LIMITS REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

Case Review Control

The *Case Review Edits Control* application maintains the b_cre table. If the b_cre table is empty, a screen with default values 'Yes' should be displayed. The *Case Review Edits Control application* is available for Paid Claims Accuracy only.

To access the *Case Review Control* application, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Environment Settings* from the *Applications Menu*.




3. Select *Case Review Controls* from *Applications Menu*.

BAM OPERATIONS GUIDE



4. *Benefit Accuracy Measurement* login screen appears enter login ID and password and click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. The 'Enter your Login ID' field contains 'bamqcm' and the 'Enter your Password' field contains '*****'. A red circle highlights the login ID field, and a red arrow points to the 'Submit' button. Below the form, there is OMB information and a 'Home Feedback Help' link.

 If logged in already you can skip steps 1 thru 4 and go directly to *Applications Menu* and select *Case Review Controls* and the screen in step 5 below will appear.

5. *BAM Case Review Control* application screen appears.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT CASE REVIEW EDITS CONTROL - PCA' screen. It features a grid of 40 'Edit' buttons (Edit 1 through Edit 40) and 'Yes' buttons. There are 'Save' and 'Cancel' buttons at the top and bottom. A 'Home Feedback Help' link is at the bottom.

BAM OPERATIONS GUIDE

6. Select the data entry fields that need changes (click on drop down menu and make selection), then click the **Save** button.

BENEFIT ACCURACY MEASUREMENT
CASE REVIEW EDITS CONTROL - PCA

Save Cancel

Edit 1	Yes ▾	Edit 11	Yes ▾	Edit 21	Yes ▾	Edit 31	Yes ▾
Edit 2	Yes ▾	Edit 12	Yes ▾	Edit 22	Yes ▾	Edit 32	Yes ▾
Edit 3	Yes ▾	Edit 13	Yes ▾	Edit 23	Yes ▾	Edit 33	Yes ▾
Edit 4	Yes ▾	Edit 14	Yes ▾	Edit 24	Yes ▾	Edit 34	Yes ▾
Edit 5	Yes ▾	Edit 15	Yes ▾	Edit 25	Yes ▾	Edit 35	Yes ▾
Edit 6	Yes ▾	Edit 16	Yes ▾	Edit 26	Yes ▾	Edit 36	Yes ▾
Edit 7	Yes ▾	Edit 17	Yes ▾	Edit 27	Yes ▾	Edit 37	Yes ▾
Edit 8	Yes ▾	Edit 18	Yes ▾	Edit 28	Yes ▾	Edit 38	Yes ▾
Edit 9	Yes ▾	Edit 19	Yes ▾	Edit 29	Yes ▾	Edit 39	Yes ▾
Edit 10	Yes ▾	Edit 20	Yes ▾	Edit 30	Yes ▾	Edit 40	Yes ▾

Save Cancel

[Home](#) [Feedback](#) [Help](#)

7. The following screen appears.

BENEFIT ACCURACY MEASUREMENT
CASE REVIEW EDITS CONTROL - PCA

Save Cancel

Edit 1	Yes ▾	Edit 11	Yes ▾	Edit 21	Yes ▾	Edit 31	Yes ▾
Edit 2	Yes ▾	Edit 12	Yes ▾	Edit 22	Yes ▾	Edit 32	Yes ▾
Edit 3	Yes ▾	Edit 13	Yes ▾	Edit 23	Yes ▾	Edit 33	Yes ▾
Edit 4	Yes ▾	Edit 14	Yes ▾	Edit 24	Yes ▾	Edit 34	Yes ▾
Edit 5	Yes ▾	Edit 15	Yes ▾	Edit 25	Yes ▾	Edit 35	Yes ▾
Edit 6	Yes ▾	Edit 16	Yes ▾	Edit 26	Yes ▾	Edit 36	Yes ▾
Edit 7	Yes ▾	Edit 17	Yes ▾	Edit 27	Yes ▾	Edit 37	Yes ▾
Edit 8	Yes ▾	Edit 18	Yes ▾	Edit 28	Yes ▾	Edit 38	Yes ▾
Edit 9	Yes ▾	Edit 19	Yes ▾	Edit 29	Yes ▾	Edit 39	Yes ▾
Edit 10	Yes ▾	Edit 20	Yes ▾	Edit 30	Yes ▾	Edit 40	Yes ▾

Save Cancel

• Case Review Edits Control has been saved successfully.

[Home](#) [Feedback](#) [Help](#)

The **Cancel** button allows the user to cancel all the changes made prior to clicking the **Save** button.

BAM OPERATIONS GUIDE

State Options Control

The *State Options Control* application allows supervisors to set the environment for *Update State Options* module according to the State-specific requirements. Users may modify the State Options table, modify the data dictionary for automatic loading of cases using *Case Conversion* module, set validations for each field in the State Options table, and generate a report. The *State Options* are available for Paid Claims Accuracy only.

The application provides the following options:

- [UPDATE STATE OPTIONS TABLE](#)
- [UPDATE DATA DICTIONARY](#)
- [UPDATE VALIDATIONS](#)
- [STATE OPTIONS CONTROL REPORT](#)

Update State Options Table

This option allows the user to change the b_stateoption table. This is the default option.

To access the *State Options Control* application, follow these steps:

- 1.** Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



- 2.** Select *Environment Settings* from the *Applications Menu*.

BAM OPERATIONS GUIDE



3. Select *State Options Control* from *Applications Menu*.



4. *Benefit Accuracy Measurement* login screen appears enter login ID and password and click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID

Enter your Password

OMB No: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statement: OMB Burden Statement. These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)



If logged in already you can skip steps 1 thru 4 and go directly to *Applications Menu* and select *State Options Control* and the screen in step 5 below will appear.

5. The *BAM State Options Control* query screen appears.

BENEFIT ACCURACY MEASUREMENT

STATE OPTIONS CONTROL 1

[UPDATE STATE OPTIONS TABLE](#)

[UPDATE DATA DICTIONARY](#)

[UPDATE VALIDATIONS](#)

[STATE OPTIONS CONTROL REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

6. From the *BAM State Options Control* screen select [Update State Options Table](#) (the default option) and click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

STATE OPTIONS CONTROL 1

[UPDATE STATE OPTIONS TABLE](#)

[UPDATE DATA DICTIONARY](#)

[UPDATE VALIDATIONS](#)

[STATE OPTIONS CONTROL REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

7. The Update State Options Table – PCA appears.

UPDATE STATE OPTIONS TABLE - PCA 1

Field ID	Name	Type	Length
1 <input checked="" type="radio"/>	sbatch	Integer	11
2 <input checked="" type="radio"/>	sseq	Smallint	6
3 <input checked="" type="radio"/>	scatyp	Smallint	6
4 <input type="radio"/>	wecode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input type="radio"/>	phone	Integer	11


[Home](#) [Feedback](#) [Help](#)

The [Update State Options Table](#) has the following buttons, which provide the functionality of the application: **Save**, **Cancel**, **Add Before**, **Add**, **Add After**, **Drop**, and **SOC Menu**. Examples of how each button function follows.

The **Add Before** button allows the user to add a field to the *State Options Table* before the selected field.

8. Select a [Field ID](#) and click **Add Before**.


BAM OPERATIONS GUIDE

UPDATE STATE OPTIONS TABLE - PCA 

Field ID	Name	Type	Length
1 <input type="radio"/>	sbatch	Integer	11
2 <input type="radio"/>	sseq	Smallint	6
3 <input type="radio"/>	scatyp	Smallint	6
4 <input type="radio"/>	wscode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input checked="" type="radio"/>	phone	Integer	11

[Home](#) [Feedback](#) [Help](#)


9. The following screen will appear.

UPDATE STATE OPTIONS TABLE - PCA 

Field ID	Name	Type	Length
1 <input type="radio"/>	sbatch	Integer	11
2 <input type="radio"/>	sseq	Smallint	6
3 <input type="radio"/>	scatyp	Smallint	6
4 <input type="radio"/>	wscode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input checked="" type="radio"/>			
9 <input type="radio"/>	phone	Integer	11

[Home](#) [Feedback](#) [Help](#)

10. Insert information into the field and click **Save**. The **Save** button allows the user to save updated data.

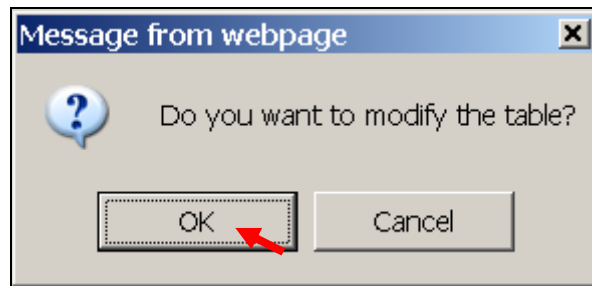
UPDATE STATE OPTIONS TABLE - PCA 

Field ID	Name	Type	Length
1 <input type="radio"/>	sbatch	Integer	11
2 <input type="radio"/>	sseq	Smallint	6
3 <input type="radio"/>	scatyp	Smallint	6
4 <input type="radio"/>	wscode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input checked="" type="radio"/>	city	Char	25
9 <input type="radio"/>	phone	Integer	11

[Home](#) [Feedback](#) [Help](#)

11. The following will appear click **OK**.

BAM OPERATIONS GUIDE



12. The following will appear.

UPDATE STATE OPTIONS TABLE - PCA ⓘ

Save Cancel Add Before Add Add After Drop SOC Menu

Field ID	Name	Type	Length
1 <input type="radio"/>	batch	Integer	11
2 <input type="radio"/>	sseq	Smallint	6
3 <input type="radio"/>	scatyp	Smallint	6
4 <input type="radio"/>	wrcode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input checked="" type="radio"/>	city	Char	25
9 <input type="radio"/>	phone	Integer	11

• Table has been changed successfully.

[Home](#) [Feedback](#) [Help](#)

The **Add After** button allows the user to add a field to the *State Options* table after the selected field.

13. Select a **Field ID** and click **Add After**.

UPDATE STATE OPTIONS TABLE - PCA ⓘ


Save Cancel Add Before Add Add After Drop SOC Menu

Field ID	Name	Type	Length
1 <input type="radio"/>	batch	Integer	11
2 <input type="radio"/>	sseq	Smallint	6
3 <input type="radio"/>	scatyp	Smallint	6
4 <input type="radio"/>	wrcode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input checked="" type="radio"/>	city	Char	25
9 <input type="radio"/>	phone	Integer	11

[Home](#) [Feedback](#) [Help](#)

14. The following will appear.

BAM OPERATIONS GUIDE


UPDATE STATE OPTIONS TABLE - PCA 

Field ID	Name	Type	Length
1	jsbatch	Integer	11
2	jsseq	Smallint	6
3	jscatyp	Smallint	6
4	jscode	Char	2
5	key	Integer	11
6	name	Char	25
7	address	Char	25
8	city	Char	25
9			
10	phone	Integer	11

[Home](#) [Feedback](#) [Help](#)

The **Cancel** button allows the user to cancel all the changes (if the **Save** button is clicked first the **Cancel** button cannot be used).

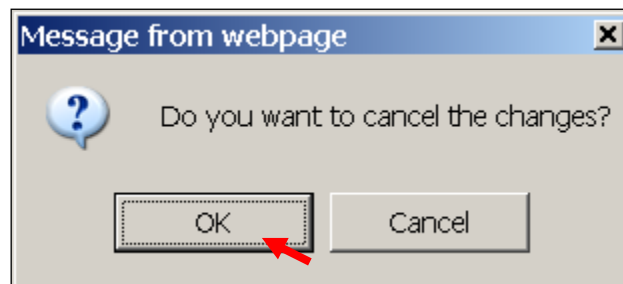
15. Insert information into the field and click **Cancel**.

UPDATE STATE OPTIONS TABLE - PCA 

Field ID	Name	Type	Length
1	jsbatch	Integer	11
2	jsseq	Smallint	6
3	jscatyp	Smallint	6
4	jscode	Char	2
5	key	Integer	11
6	name	Char	25
7	address	Char	25
8	city	Char	25
9	state	Char	25
10	phone	Integer	11

[Home](#) [Feedback](#) [Help](#)

16. The following will appear click **OK**.



BAM OPERATIONS GUIDE

17. The following will appear.

UPDATE STATE OPTIONS TABLE - PCA 1

Save Cancel Add Before Add Add After Drop SOC Menu

Field ID	Name	Type	Length
1 <input type="radio"/>	jsbatch	Integer	11
2 <input type="radio"/>	jsseq	Smallint	6
3 <input type="radio"/>	jscatyp	Smallint	6
4 <input type="radio"/>	wscode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input type="radio"/>	city	Char	25
9 <input type="radio"/>			
10 <input type="radio"/>	phone	Integer	11

[Home](#) [Feedback](#) [Help](#)

The **Drop** button allows the user to remove a field from the *State Option* table.

18. Select **Field ID** then click **Drop**.

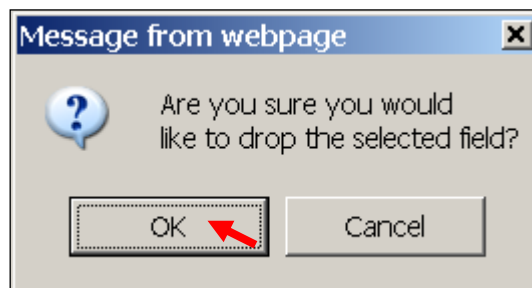
UPDATE STATE OPTIONS TABLE - PCA 1

Save Cancel Add Before Add Add After Drop SOC Menu

Field ID	Name	Type	Length
1 <input type="radio"/>	jsbatch	Integer	11
2 <input type="radio"/>	jsseq	Smallint	6
3 <input type="radio"/>	jscatyp	Smallint	6
4 <input type="radio"/>	wscode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input type="radio"/>	city	Char	25
9 <input checked="" type="radio"/>	state	Char	25
10 <input type="radio"/>	phone	Integer	11

[Home](#) [Feedback](#) [Help](#)

19. The following will appear click **OK**.



20. The following will appear.


BAM OPERATIONS GUIDE

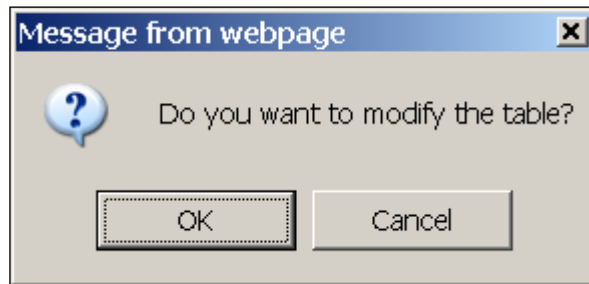
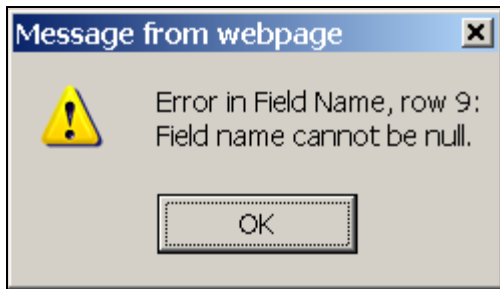
UPDATE STATE OPTIONS TABLE - PCA 1

Field ID	Name	Type	Length
1 <input checked="" type="radio"/>	sbatch	Integer	11
2 <input checked="" type="radio"/>	sseq	Smallint	6
3 <input checked="" type="radio"/>	scatyp	Smallint	6
4 <input type="radio"/>	wscode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input type="radio"/>	phone	Integer	11

• Field city dropped successfully.

[Home](#) [Feedback](#) [Help](#)

 If a user wants to drop **Field ID** and the **Name, Type, and Length** are blank or the data entered hasn't been saved, the following message will appear.



The **Add** button in the *Update State Options Table – PCA* screen, allows the user to add a field to the end of the *State Options* table.

21. Click the **Add** button.

UPDATE STATE OPTIONS TABLE - PCA 1

Field ID	Name	Type	Length
1 <input checked="" type="radio"/>	sbatch	Integer	11
2 <input checked="" type="radio"/>	sseq	Smallint	6
3 <input checked="" type="radio"/>	scatyp	Smallint	6
4 <input type="radio"/>	wscode	Char	2
5 <input type="radio"/>	key	Integer	11
6 <input type="radio"/>	name	Char	25
7 <input type="radio"/>	address	Char	25
8 <input type="radio"/>	phone	Integer	11

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

22. The following will appear.

UPDATE STATE OPTIONS TABLE - PCA ⓘ

Field ID	Name	Type	Length
1	sbatch	Integer	11
2	sseq	Smallint	6
3	scatyp	Smallint	6
4	wrcode	Char	2
5	key	Integer	11
6	name	Char	25
7	address	Char	25
8	phone	Integer	11
9			

[Home](#) [Feedback](#) [Help](#)

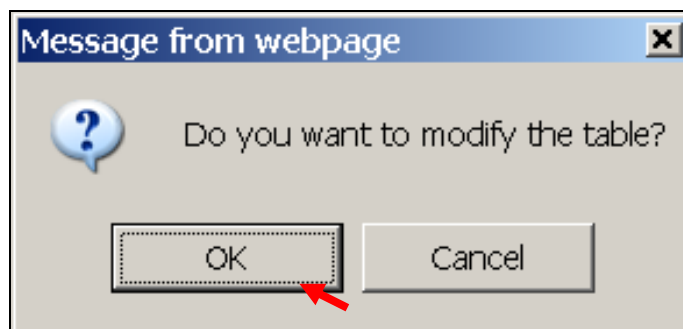
23. Add data and click the **Save** button.

UPDATE STATE OPTIONS TABLE - PCA ⓘ

Field ID	Name	Type	Length
1	sbatch	Integer	11
2	sseq	Smallint	6
3	scatyp	Smallint	6
4	wrcode	Char	2
5	key	Integer	11
6	name	Char	25
7	address	Char	25
8	phone	Integer	11
9	loty	Char	25

[Home](#) [Feedback](#) [Help](#)

24. The following will appear click **OK**.



BAM OPERATIONS GUIDE

25. The following will appear.

The **SOC Menu** button allows the user to go back to the *State Options Control* menu.

UPDATE STATE OPTIONS TABLE - PCA

Field ID	Name	Type	Length
1	ibatch	Integer	11
2	isseq	Smallint	6
3	iscatyp	Smallint	6
4	ivscode	Char	2
5	key	Integer	11
6	name	Char	25
7	address	Char	25
8	phone	Integer	11
9	city	Char	25

• Table has been changed successfully.

[Home](#) [Feedback](#) [Help](#)

26. Click the **SOC Menu** button.

UPDATE STATE OPTIONS TABLE - PCA

Field ID	Name	Type	Length
1	ibatch	Integer	11
2	isseq	Smallint	6
3	iscatyp	Smallint	6
4	ivscode	Char	2
5	key	Integer	11
6	name	Char	25
7	address	Char	25
8	phone	Integer	11
9	city	Char	25

• Table has been changed successfully.

[Home](#) [Feedback](#) [Help](#)

27. The *BAM State Options Control* screen will appear.

BENEFIT ACCURACY MEASUREMENT

STATE OPTIONS CONTROL

[UPDATE STATE OPTIONS TABLE](#)


[UPDATE DATA DICTIONARY](#)

[UPDATE VALIDATIONS](#)

[STATE OPTIONS CONTROL REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

 When accessing the remaining options under *State Options Control* if not already logged in follow steps 1 thru 5 above and select the appropriate option, otherwise follow steps laid out for the remaining *State Options Control* queries.

BAM OPERATIONS GUIDE

Update Data Dictionary

This option allows users to make changes to the data dictionary.

1. Select [Update Data Dictionary](#) and click **Submit** button.

BENEFIT ACCURACY MEASUREMENT
STATE OPTIONS CONTROL ⓘ

[UPDATE STATE OPTIONS TABLE](#)
 [UPDATE DATA DICTIONARY](#)
 [UPDATE VALIDATIONS](#)
 [STATE OPTIONS CONTROL REPORT](#)

PCA PCA

Submit Clear

[Home](#) [Feedback](#) [Help](#)

2. The [Update Data Dictionary – PCA](#) screen will appear.

UPDATE DATA DICTIONARY - PCA ⓘ

Save Cancel SOC Menu

Field ID	Name	Size	Line Number	Begin Position	End Position	Option
4	wrcode	2	5	3	4	0
5	key	11	0	0	0	1
6	name	25	0	0	0	0
7	address	25	0	0	0	0
8	phone	11	0	0	0	0
9	city	25	0	0	0	0

[Home](#) [Feedback](#) [Help](#)

3. Update necessary information and click **Save** button.

UPDATE DATA DICTIONARY - PCA ⓘ

Save Cancel SOC Menu

Field ID	Name	Size	Line Number	Begin Position	End Position	Option
4	wrcode	2	5	3	4	0
5	key	11	0	0	0	1
6	name	25	9	4	28	0
7	address	25	0	0	0	0
8	phone	11	0	0	0	0
9	city	25	0	0	0	0

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

4. The following will appear.

UPDATE DATA DICTIONARY - PCA

Save Cancel SOC Menu

Field ID	Name	Size	Line Number	Begin Position	End Position	Option
4	wrcode	2	5	3	4	0
5	key	11	0	0	0	1
6	name	25	6	4	25	0
7	address	25	0	0	0	0
8	phone	11	0	0	0	0
9	city	25	0	0	0	0

• Data Dictionary saved successfully.

[Home](#) [Feedback](#) [Help](#)

5. Click the **SOC Menu** button.

UPDATE DATA DICTIONARY - PCA

Save Cancel SOC Menu

Field ID	Name	Size	Line Number	Begin Position	End Position	Option
4	wrcode	2	5	3	4	0
5	key	11	0	0	0	1
6	name	25	6	4	25	0
7	address	25	0	0	0	0
8	phone	11	0	0	0	0
9	city	25	0	0	0	0

• Data Dictionary saved successfully.

[Home](#) [Feedback](#) [Help](#)

6. The *BAM State Options Control* screen will appear.

BENEFIT ACCURACY MEASUREMENT

STATE OPTIONS CONTROL

[UPDATE STATE OPTIONS TABLE](#)

[UPDATE DATA DICTIONARY](#)

[UPDATE VALIDATIONS](#)

[STATE OPTIONS CONTROL REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

Update Validations

This option allows the user to create and make changes to validation settings for fields.

1. Select [Update Validations](#) and click **Submit** button.

The screenshot shows a web interface titled "BENEFIT ACCURACY MEASUREMENT" with a sub-header "STATE OPTIONS CONTROL". It contains a list of radio buttons: "UPDATE STATE OPTIONS TABLE", "UPDATE DATA DICTIONARY", "UPDATE VALIDATIONS" (which is selected), and "STATE OPTIONS CONTROL REPORT". Below this list are radio buttons for "PCA" and "DCA". At the bottom of the form are "Submit" and "Clear" buttons, with a red arrow pointing to the "Submit" button. Navigation links for "Home", "Feedback", and "Help" are at the very bottom.

2. The [Update Validations – PCA](#) screen appears.

The screenshot shows a web interface titled "UPDATE VALIDATIONS - PCA". It features a table with columns "Field ID", "Name", and "Select". The table lists six fields: "wrcode", "key", "name", "address", "phone", and "city". Each field has a checkbox in the "Select" column. Above the table are buttons for "Continue", "Cancel", and "SOC Menu". Below the table are navigation links for "Home", "Feedback", and "Help".

Field ID	Name	Select
1	wrcode	<input type="checkbox"/>
2	key	<input type="checkbox"/>
3	name	<input type="checkbox"/>
4	address	<input type="checkbox"/>
5	phone	<input type="checkbox"/>
6	city	<input type="checkbox"/>

3. Check the fields to be updated under the [Select](#) column then click **Continue** (at least one field must be selected or has many fields that need to be updated).

This screenshot is similar to the previous one but shows the "Continue" button highlighted with a red arrow and the checkbox for the "wrcode" field circled in red. The other checkboxes for "name", "address", "phone", and "city" are now checked.

Field ID	Name	Select
1	wrcode	<input checked="" type="checkbox"/>
2	key	<input type="checkbox"/>
3	name	<input checked="" type="checkbox"/>
4	address	<input checked="" type="checkbox"/>
5	phone	<input checked="" type="checkbox"/>
6	city	<input checked="" type="checkbox"/>

BAM OPERATIONS GUIDE

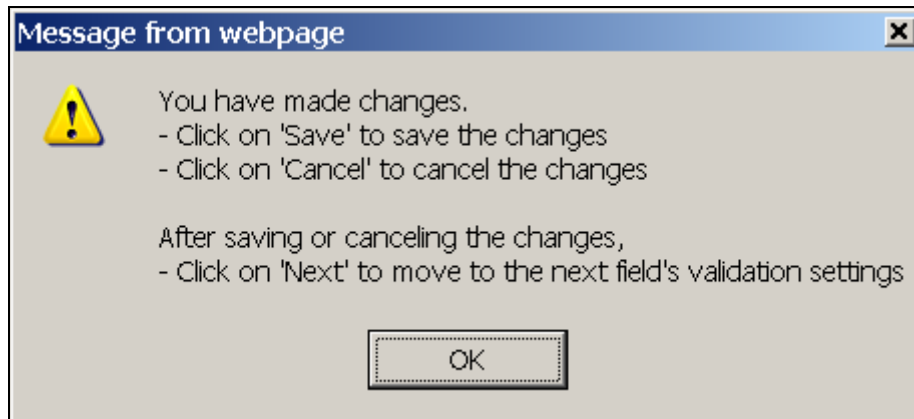
4. The **Update Validations – PCA** Field Validation Settings screen appears.

The screenshot shows the 'UPDATE VALIDATIONS - PCA' interface. At the top, there are buttons for 'Save', 'Cancel', 'Delete', 'Previous', 'Next', 'Select Field', and 'SOC Menu'. Below these, the field name is 'name', the type is 'CHAR', and the size is '25'. The 'Field Validation Settings' section includes a 'Required' dropdown set to 'No', a 'Char Type' dropdown, a 'Punctuation' dropdown, and a 'Format' dropdown. There are also 'Add' and 'Remove' buttons for values. At the bottom, there are links for 'Home', 'Feedback', and 'Help'.

5. Make changes or delete Field Validation Settings and click **Save**.

This screenshot is identical to the previous one, but a red arrow points to the 'Save' button in the top navigation bar. The 'Required' dropdown is now set to 'Yes', and the 'Char Type' dropdown is set to 'Character'.

If the **Next** button is clicked before the **Save** button the following message appears.



6. The following screen appears.

BAM OPERATIONS GUIDE

UPDATE VALIDATIONS - PCA 1

Save	Cancel	Delete	Previous	Next	Select Field	SOC Menu
Field Name: name		Field Type: CHAR		Field Size: 25		
Field Validation Settings						
Required:	Yes ▾	Char Type:		Character ▾		
Punctuation:	▾	Format:		▾		
Values:			Add	Remove		

• Field validation settings saved successfully.

[Home](#) [Feedback](#) [Help](#)

7. If you have selected additional fields for updating, click the **Next** button.

UPDATE VALIDATIONS - PCA 1

Save	Cancel	Delete	Previous	Next	Select Field	SOC Menu
Field Name: name		Field Type: CHAR		Field Size: 25		
Field Validation Settings						
Required:	Yes ▾	Char Type:		Character ▾		
Punctuation:	▾	Format:		▾		
Values:			Add	Remove		

• Field validation settings saved successfully.

[Home](#) [Feedback](#) [Help](#)

8. When all fields have been updated click the **SOC Menu** button.

UPDATE VALIDATIONS - PCA 1

Save	Cancel	Delete	Previous	Next	Select Field	SOC Menu
Field Name: name		Field Type: CHAR		Field Size: 25		
Field Validation Settings						
Required:	Yes ▾	Char Type:		Character ▾		
Punctuation:	▾	Format:		▾		
Values:			Add	Remove		

• Field validation settings saved successfully.

[Home](#) [Feedback](#) [Help](#)

9. The *BAM State Options Control* screen appears.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

STATE OPTIONS CONTROL 1

[UPDATE STATE OPTIONS TABLE](#)

[UPDATE DATA DICTIONARY](#)

[UPDATE VALIDATIONS](#)

[STATE OPTIONS CONTROL REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

State Options Control Report

This option allows the user to generate a report on all the validation settings and data dictionary.

1. Select [State Options Control Report](#) and click **Submit** button.

BENEFIT ACCURACY MEASUREMENT

STATE OPTIONS CONTROL 1

[UPDATE STATE OPTIONS TABLE](#)

[UPDATE DATA DICTIONARY](#)

[UPDATE VALIDATIONS](#)

[STATE OPTIONS CONTROL REPORT](#)

[PCA](#) [DCA](#)

[Home](#) [Feedback](#) [Help](#)

2. The [State Options Control Report](#) appears.

BAM OPERATIONS GUIDE

**BENEFIT ACCURACY MEASUREMENT
STATE OPTIONS VALIDATION - PCA**

State: State Machine

Name	Type	Size	Required	Validation
wrcode	CHAR	2	N	
key	INTEGER	11	N	
name	CHAR	25	Y	Character
address	CHAR	25	N	
phone	INTEGER	11	N	
city	CHAR	25	N	

**BENEFIT ACCURACY MEASUREMENT
STATE OPTIONS DATA DICTIONARY - PCA**

State: State Machine

Name	Line Number	Begin Position	End Position	Option
wrcode	5	3	4	0
key	0	0	0	1 *
name	6	4	25	0
address	0	0	0	0
phone	0	0	0	0
city	0	0	0	0

* Field does not exist within the rec1.dat file, set the value equal to the b_master Serial Number (mp4) field value.

3. Click the **Back** button.

**BENEFIT ACCURACY MEASUREMENT
STATE OPTIONS VALIDATION - PCA**

State: State Machine

Name	Type	Size	Required	Validation
wrcode	CHAR	2	N	
key	INTEGER	11	N	
name	CHAR	25	Y	Character
address	CHAR	25	N	
phone	INTEGER	11	N	
city	CHAR	25	N	

**BENEFIT ACCURACY MEASUREMENT
STATE OPTIONS DATA DICTIONARY - PCA**

State: State Machine

Name	Line Number	Begin Position	End Position	Option
wrcode	5	3	4	0
key	0	0	0	1 *
name	6	4	25	0
address	0	0	0	0
phone	0	0	0	0
city	0	0	0	0

* Field does not exist within the rec1.dat file, set the value equal to the b_master Serial Number (mp4) field value.

4. The *BAM State Options Control* screen appears.

BAM OPERATIONS GUIDE

The screenshot shows a web interface titled "BENEFIT ACCURACY MEASUREMENT" with a sub-header "STATE OPTIONS CONTROL". It contains a list of radio buttons for "UPDATE STATE OPTIONS TABLE", "UPDATE DATA DICTIONARY", "UPDATE VALIDATIONS", and "STATE OPTIONS CONTROL REPORT". Below the list are radio buttons for "PCA" and "DCA", and "Submit" and "Clear" buttons. At the bottom are links for "Home", "Feedback", and "Help".

5. Click the [Home](#) button.

This screenshot is identical to the previous one, but a red arrow points to the "Home" link at the bottom of the page.

6. The *Unemployment Insurance Application Menu* appears.

The screenshot shows the "Unemployment Insurance" application menu. It features the California state logo and the text "CALIFORNIA REPUBLIC" on the left, and a circular seal on the right. The main header is "Unemployment Insurance". Below the header are links for "State Home" and "Release Notes | Links". The "Applications Menu" is expanded, showing a list of options: "Data Validation", "UIR (Unemployment Insurance Reports)", "BAM (Benefit Accuracy Measurement) (OMB No.1205-0245)", "Investigator Case Management", "Supervisor Case Management", "Environment Settings", "Staff Management", "Local Office Management", "Validation Limits", "Case Review Control", "State Options Control", "Statistical Reports", and "Forms".

Chapter 6

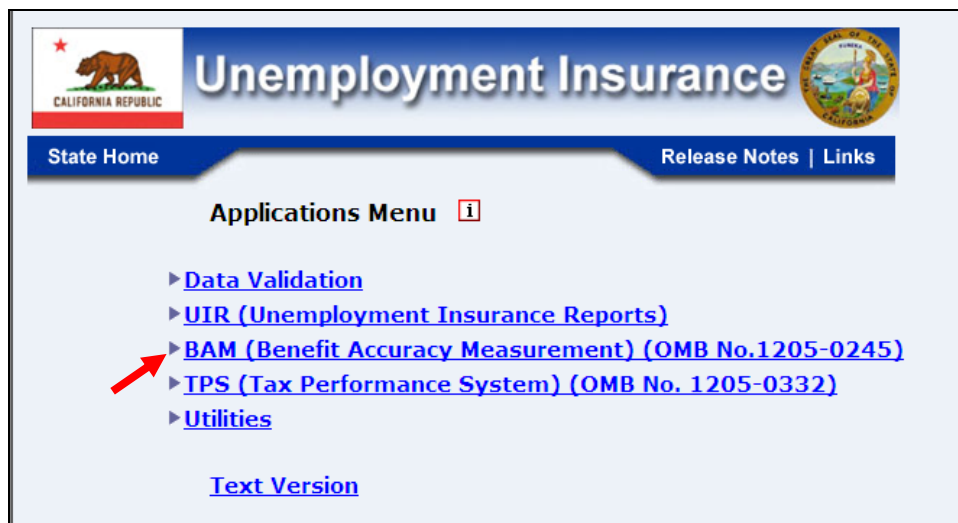
STATISTICAL REPORTS

Sample Characteristics Report

The Sample Characteristics Report detects errors in the Benefit Accuracy Measurement (BAM) sampling frame or sample selection procedure. For a description of the BAM sampling procedure, see ET Handbook No. 395, Chapter III. The program compares the proportion of sample and population cases falling into specified categories for three data elements -- sex, race, and age -- to determine whether the claimants comprising the sample accurately represent the claimant population. The test fails if the probability that the difference between the sample and population proportions is attributable to chance (sampling error) is less than five percent. A failed test may indicate a problem with the sample frame or sampling procedure, although it is important to note that a failed test also may reflect the normal week-to-week variation in the UI payment population. Nonetheless, it is important to check the accuracy of the sampling procedures promptly to avert any negative impact on BAM estimates. The Sample Characteristics Report application can be used for either Paid Claims Accuracy (PCA) or Denied Claims Accuracy (DCA).

To access Sample Characteristics Report, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

2. Select *Statistical Reports* from the *Applications Menu*.



3. Select *Sample Characteristics Report* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

- 5.** The *Sample Characteristics Report* query screen appears. Enter a batch range and select either PCA or DCA. Select report type.

Report types include: aggregate, exceptions, and individual. The aggregate option prepares a single characteristics report for the entire batch range. The exceptions option displays only diagnostic error messages (failed tests) for each batch in the given range. The individual option prepares a separate characteristics report for each batch in the given range.

BENEFIT ACCURACY MEASUREMENT

SAMPLE CHARACTERISTICS REPORT ⓘ

BEGIN BATCH NUMBER	<input type="text"/>
END BATCH NUMBER	<input type="text"/>
SAMPLE TYPE	ALL
REPORT TYPE	Aggregate Aggregate Exceptions Individual
<input checked="" type="radio"/> PCA	<input type="radio"/> DCA
<input type="button" value="Submit Query"/> <input type="button" value="Clear Query"/>	

[Home](#) [Feedback](#) [Help](#)

For paid claims click **Submit Query**. For denied claims, select sample type (Monetary, Separation and Nonseparation determinations) and click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

SAMPLE CHARACTERISTICS REPORT ⓘ

BEGIN BATCH NUMBER	<input type="text"/>
END BATCH NUMBER	<input type="text"/>
SAMPLE TYPE	ALL ALL MONETARY SEPARATION NONSEPARATION DCA
<input checked="" type="radio"/> PCA	<input type="radio"/> DCA
<input type="button" value="Submit Query"/> <input type="button" value="Clear Query"/>	

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE



PCA/DCA identifies the type of BAM cases the application will process. PCA: Paid Claims Accuracy identifies the Benefit Accuracy Measurement of UI Paid Claims. This will always be the default selection in all applications. DCA: Denied Claims Accuracy identifies the Benefit Accuracy Measurement of UI Denied Claims. The DCA cases include monetary, separation and nonseparation determinations. These determinations are identified by the 'Sample Type' as follows: **2** = Monetary, **3** = Separation, and **4** = Nonseparation. Denied Claims Accuracy is not a valid option for the following reports: Update State Options, Case Review Report, Official Time Lapse Report, State Options Control, and Sample Validation Report.

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

6. A *Sample Characteristics Report*, for the selected query parameters, appears on the screen.

Example of output for exceptions report option



**BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY
SAMPLE CHARACTERISTICS EXCEPTIONS REPORT
SAMPLE TYPE: NONSEPARATION**

State: State Machine
Batch Range: 201101 ~ 201152

BATCH NUMBER	EXCEPTION TYPE *
201106	Program (State UI)
201106	Program (UCFE/UCX)
201149	Age (< 25)

* The distribution of sex, age, race or program in the sample differs from the distribution in the population. You should closely monitor this data element in subsequent samples. Repeated failures could indicate a problem with your sample selection procedure.

Example of output for aggregate report option



**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
SAMPLE CHARACTERISTICS AGGREGATE REPORT**

State: State Machine
Batch Range: 201101 ~ 201152

	SAMPLE		POPULATION		STATUS
	Number	Proportion %	Number	Proportion %	
Total	482		2858929		
Sex					
Male	288	0.5975	1834392	0.6416	Failed *
Female	194	0.4025	1024174	0.3582	Failed *
Missing	0	0.0000	363	0.0001	OK
Race					
White	415	0.8610	2372785	0.8300	OK
Nonwhite	27	0.0560	254476	0.0890	Failed *
Missing	40	0.0830	231668	0.0810	OK
Age					
<25	41	0.0851	254778	0.0891	OK
25-34	130	0.2697	737214	0.2579	OK
35-44	108	0.2241	591270	0.2068	OK
45-64	189	0.3921	1179523	0.4126	OK
65+	14	0.0290	96144	0.0336	OK
Missing	0	0.0000	0	0.0000	OK

% The Proportions may not add up to 1.0000, as they have been rounded for display.

BAM OPERATIONS GUIDE

Sample Validation Report

The *Sample Validation Report* detects errors in the BAM sampling frame or sample selection procedure. For a description of the BAM sampling procedure, see ET Handbook No. 395, Chapter III. The program compares the proportion of sample cases falling into each "Dollars Paid" (benefit amount paid to claimant) category with the known population proportion in that category. The program also compares the average amount paid to the sample with the average amount paid to the population. Statistical tests are conducted to estimate the probability of observing a sample value, given the known population value and sampling error. The test fails if the probability that the difference between the sample and population is attributable to chance (sampling error) is less than five percent. If any of the tests fail, a note flagging the problem is included on the report. A failed test may indicate a problem with the construction of the sampling frame, although it is important to note that a failed test also may reflect the normal week-to-week variation in the UI payment population. Nonetheless, it is also important to check the accuracy of the sampling frame promptly to avoid any negative impact on BAM estimates. For individual batches, an additional test compares the number of UI weeks and total dollars paid in the population with statistical control limits, which are based on the UI weeks and dollars paid in the population for the previous fifty-two batches. The purpose of this test is to identify potential problems with the BBAM sampling frame, indicated by unusually large or small values for the population. The *Sample Validation Report* application can be used for PCA only.

To access *Sample Validation Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Statistical Reports* from the *Applications Menu*.

BAM OPERATIONS GUIDE



3. Select *Sample Validation Report* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It has two input fields: 'Enter your Login ID' with the value 'bamqcm' and 'Enter your Password' which is masked with dots. Below these fields are 'Submit' and 'Clear' buttons. A red circle highlights the two input fields, and a red arrow points to the 'Submit' button. At the bottom, there is a block of text containing OMB information and a footer with links for Home, Feedback, and Help.

BAM OPERATIONS GUIDE

5. *Sample Validation Report* query screen appears. This report is only available for PCA. Enter a batch range and report type then click **Submit Query**. The program validates batch entries by ensuring that they are legitimate batch numbers and that comparison reports are available for every batch in the range.

Report types include: aggregate, exceptions, and individual. The aggregate option prepares a single validation report for the entire batch range. The exceptions option displays only diagnostic error messages (failed tests) for each batch in the given range. The individual option prepares a separate validation report for each batch in the given range.

6. The *Sample Validation Report*, reflecting the selected query parameters, will appear on the screen.

Example of output from aggregate report option



BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
SAMPLE VALIDATION AGGREGATE REPORT

State: State Machine
Batch Range: 201101 ~ 201152

	SAMPLE		POPULATION		STATUS
UI Weeks Paid	482		2858929		
Dollars Paid	\$158,953		\$937,207,994		
Average	\$329.78		\$327.82		OK
Std. Dev	\$150.40		\$141.82		

Dollar Range	SAMPLE		POPULATION		STATUS
	Number	Proportion %	Number	Proportion %	
\$1 - \$50	2	0.0041	29317	0.0103	OK
\$51 - \$100	25	0.0519	124280	0.0435	OK
\$101 - \$150	32	0.0664	200463	0.0701	OK
\$151 - \$200	43	0.0892	257774	0.0902	OK
\$201+	357	0.7407	2078597	0.7271	OK
Missing	23	0.0477	168498	0.0589	Failed #

⌘ The Proportions may not add up to 1.0000, as they have been rounded for display.

There are UI payments in the sampling frame with the amount of paid missing. It is essential to check the accuracy of the sampling frame immediately with your ADP staff.

BAM OPERATIONS GUIDE

Example of output from the exceptions report option



BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY SAMPLE VALIDATION EXCEPTIONS REPORT

State: State Machine
Batch Range: 201101 ~ 201113

BATCH NUMBER	EXCEPTION TYPE
201101	Missing #
201102	Missing #
201104	Missing #
201105	Missing #
201106	Missing #
201107	Missing #
201108	Missing #
201109	Missing #
201111	Missing #
201112	Missing #
201113	Missing #

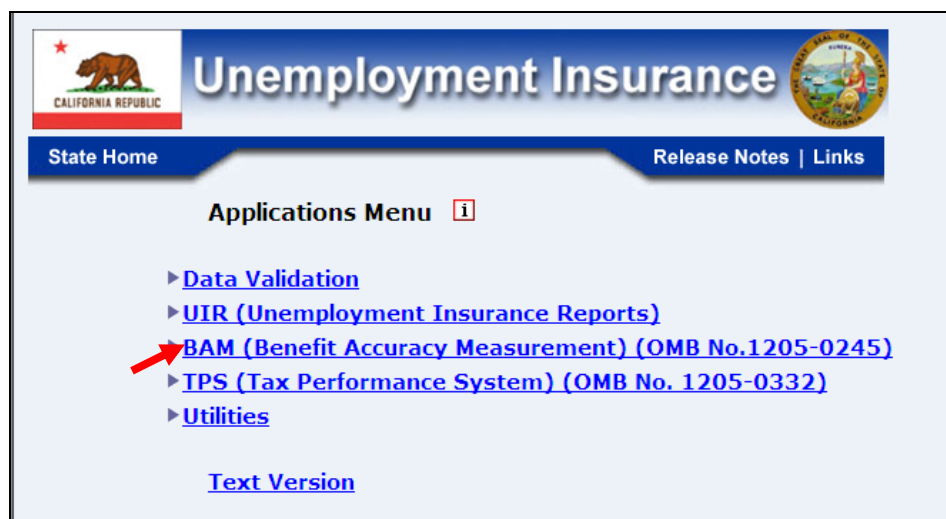
There are UI payments in the sampling frame with the amount of paid missing. It is essential to check the accuracy of the sampling frame immediately with your ADP staff.

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Denied Claims Accuracy - Error Rates Report

Use *Error Rates Report* to get a breakdown of case errors, by denial type, for completed cases. To access *Error Rates Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

2. Select *Statistical Reports* from the *Applications Menu*.



3. Select *Denied Claims Accuracy* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

5. Select *Error Rates Report* from the *Applications Menu*.

- ▼ [Statistical Reports](#)
 - [Sample Characteristics Report](#)
 - [Sample Validation Report](#)
 - ▼ [Denied Claims Accuracy](#)
 - [Error Rates Report](#) ←
 - [Improper Denials Rates Report](#)
 - [Responsibility for Improper Denials](#)
 - [Prior Agency Action for Improper Denials](#)
 - [Improper Denial Rates by Type of Separation](#)
 - [Improper Denial Rates by Type of Nonseparation](#)
 - [Sample Selection Report](#)
 - [Case Aging Report](#)
 - ▶ [Paid Claims Accuracy](#)

6. The *Error Rates Report* screen appears. Enter either a batch range or a combination of calendar year and quarter. Click **Submit Query**.

OUI Office of Unemployment Insurance
Employment and Training Administration

Benefit Accuracy Measurement

ERROR RATES REPORT - DCA

YEAR	<input type="text" value="2012"/>
QUARTER	<input type="text" value="All"/>
BATCH RANGE	<input type="text"/> ~ <input type="text"/> (Optional)
<input type="button" value="Submit Query"/> <input type="button" value="Clear Query"/>	

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

7. The *Error Rates Report*, for the specified date range, appears on the screen. An example of the output follows.

BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY

ERROR RATES REPORT
State: QT
Report Date: 06/26/2012
Batch Range: 201101 ~ 201113

Denial Type	Population	Cases Completed*
Monetary	1,913	35
Separation	6,856	41
Nonseparation	14,897	32

Denial Type	Total Errors	Improper Denial	Adjusted Improper Denial**	Overpayment	Proper Denial***
Monetary	3.92%	3.92%	3.92%	0.00%	0.00%
Separation	22.73%	20.64%	10.15%	0.00%	2.09%
Nonseparation	2.96%	0.00%	0.00%	2.96%	0.00%

* Excludes cases not meeting DCA definition for inclusion in population, withdrawn claims, and claims for which monetary eligibility was established upon receipt of CWC, UCCE, and/or UCX wage credits.

** Adjusted rate excludes erroneous denials that were corrected by agency or reversed on appeal prior to DCA case completion.

*** Properly denied, but for wrong reason or section of the law.

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Denied Claims Accuracy - Improper Denials Rates Report

Use *Improper Denials Rates Report* to get case error rates and 95% Confidence Intervals for each denial type based on completed cases. To access *Improper Denials Rates Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

2. Select *Statistical Reports* from the *Applications Menu*.



3. Select *Denied Claims Accuracy* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

5. Select *Improper Denials Rates Report* from the *Applications Menu*.

▼ **Statistical Reports**

- [Sample Characteristics Report](#)
- [Sample Validation Report](#)
- ▼ **Denied Claims Accuracy**
 - [Error Rates Report](#)
 - [Improper Denials Rates Report](#) ←
 - [Responsibility for Improper Denials](#)
 - [Prior Agency Action for Improper Denials](#)
 - [Improper Denial Rates by Type of Separation](#)
 - [Improper Denial Rates by Type of Nonseparation](#)
 - [Sample Selection Report](#)
 - [Case Aqing Report](#)
- ▶ [Paid Claims Accuracy](#)

6. The *Improper Denials Error Rates Report* screen appears. Enter either a batch range or a combination of calendar year and quarter. Click **Submit Query**.

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

Benefit Accuracy Measurement

IMPROPER DENIAL RATES REPORT - DCA i

YEAR	<input type="text" value="2012"/>
QUARTER	<input type="text" value="All"/>
BATCH RANGE	<input type="text"/> ~ <input type="text"/> (Optional)
<input type="button" value="Submit Query"/> <input type="button" value="Clear Query"/>	

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

7. The *Improper Denials Rates Report*, for the specified date range, appears on the screen. An example of the output follows.

BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY

IMPROPER DENIAL RATES REPORT
State: QT
Report Date: 06/26/2012
Batch Range: 201101 ~ 201113

Denial Type	Population	Cases Completed*
Monetary	1,913	35
Separation	6,856	41
Nonseparation	14,897	32

Denial Type	Improper Denial	95% C.I. (+/-)	Adjusted Improper Denial**	95% C.I. (+/-)
Monetary	3.92%	5.37%	3.92%	5.37%
Separation	20.64%	14.72%	10.15%	10.13%
Nonseparation	0.00%	0.00%	0.00%	0.00%

* Excludes cases not meeting DCA definition for inclusion in population, withdrawn claims, and claims for which monetary eligibility was established upon receipt of CWC, UCFE, and/or UCX wage credits.

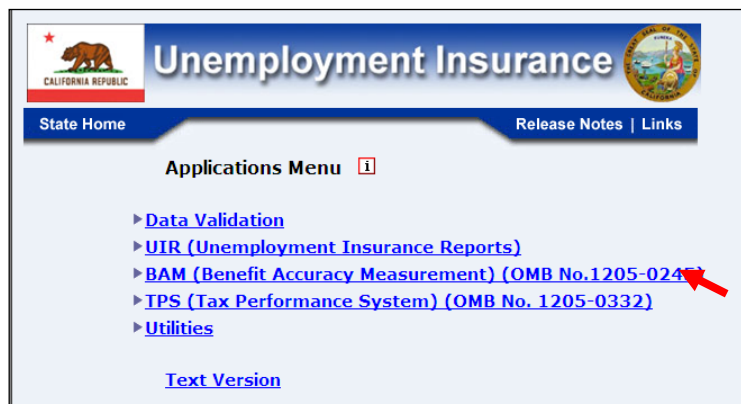
** Adjusted rate excludes erroneous denials that were corrected by agency or reversed on appeal prior to DCA case completion.

Note: 95% C.I. is the 95 percent confidence interval for the estimated rate. The interval is the range between the rate minus the value in the 95% C.I. column and the rate plus the value in the 95% C.I. column. For example, the interval for 10.0% +/- 2.5 is 7.5% to 12.5%. The true rate is expected to lie within 95 percent of the intervals constructed from repeated samples of the same size and selected in the same manner as the BAM DCA sample.

Denied Claims Accuracy - Responsibility for Improper Denials

Use the *Responsibility for Improper Denials* report to get a breakdown of case errors, by denial type and error responsibility category, for completed cases. To access *Responsibility for Improper Denials*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

2. Select *Statistical Reports* from the *Applications Menu*.



3. Select *Denied Claims Accuracy* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

5. The *Denied Claims Accuracy* submenu appears. Select *Responsibility for Improper Denials*.

- ▼ [Statistical Reports](#)
 - [Sample Characteristics Report](#)
 - [Sample Validation Report](#)
 - ▼ [Denied Claims Accuracy](#)
 - [Error Rates Report](#)
 - [Improper Denials Rates Report](#)
 - [Responsibility for Improper Denials](#) ←
 - [Prior Agency Action for Improper Denials](#)
 - [Improper Denial Rates by Type of Separation](#)
 - [Improper Denial Rates by Type of Nonseparation](#)
 - [Sample Selection Report](#)
 - [Case Aging Report](#)
 - ▶ [Paid Claims Accuracy](#)

6. The *Responsibility for Improper Denials* screen appears. Enter either a batch range or a combination of calendar year and quarter. Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT
RESPONSIBILITY FOR IMPROPER DENIALS - DCA

YEAR	<input type="text" value="2012"/>
QUARTER	<input type="text" value="All"/>
BATCH RANGE	<input type="text" value=""/> ~ <input type="text" value=""/>
<input type="button" value="Submit Query"/> <input type="button" value="Clear Query"/>	

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Responsibility for Improper Denials* report, for the specified date range, appears on the screen. An example of the output follows.

BENEFIT ACCURACY MEASUREMENT DENIED CLAIMS ACCURACY RESPONSIBILITY FOR IMPROPER DENIALS									
State: State Machine Batch Range: 201201 ~ 201252									
Sample Type	Sample Cases*	Improper Denials	Employer Only	Agency Only	Claimant Only	Employer Agency	Employer Claimant	Claimant Agency	Other
Monetary	43	10.11%	0.00%	47.88%	31.27%	0.00%	20.85%	0.00%	0.00%
Separation	35	6.53%	0.00%	65.28%	0.00%	34.72%	0.00%	0.00%	0.00%
Nonseparation	34	13.68%	0.00%	51.82%	0.00%	0.00%	0.00%	48.18%	0.00%

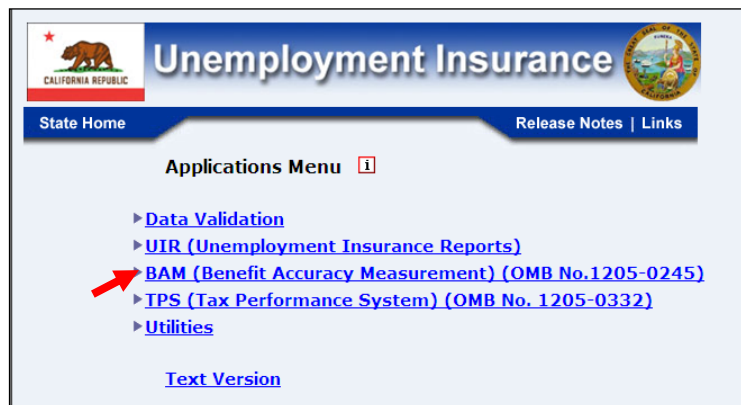
* Excludes cases not meeting DCA definition for inclusion in population, withdrawn claims, and claims for which monetary eligibility was established upon receipt of CWC, UCFE, and /or UCX wage credits.

** Percentage may not add up to 100% as values have been rounded for display.

Denied Claims Accuracy - Prior Agency Action for Improper Denials

Use *Prior Agency Action for Improper Denials* to get a breakdown of case errors, by denial type and prior agency action category, for completed cases. To access *Prior Agency Action for Improper Denials*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Statistical Reports* from the *Applications Menu*.

BAM OPERATIONS GUIDE



3. Select *Denied Claims Accuracy* from the *Applications Menu*.



4. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID: j0amqcm

Enter your Password: *****

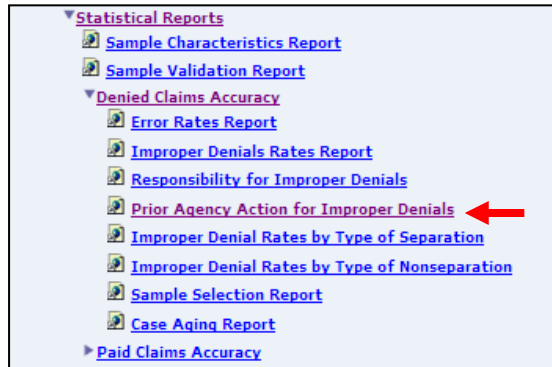
Submit Clear

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547
OMB Burden Statement: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC 20210.

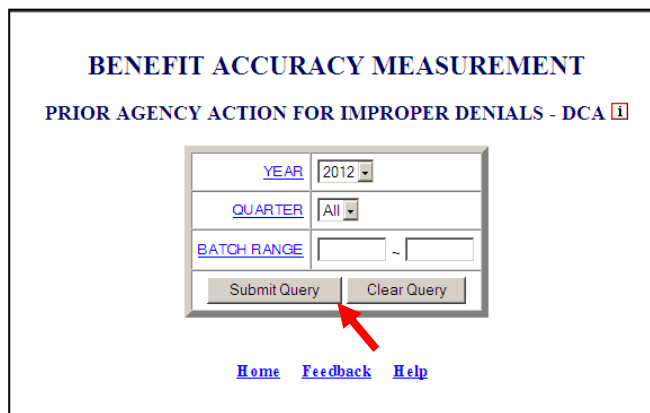
[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

5. The *Denied Claims Accuracy* submenu appears. Select *Prior Agency Action for Improper Denials*.



6. The *Prior Agency Action for Improper Denials* screen appears. Enter either a batch range or a combination of calendar year and quarter. Click **Submit Query**.



The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Prior Agency Action for Improper Denials* report, for the specified date range, appears on the screen. An example of the output follows.

BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY
PRIOR AGENCY ACTION FOR IMPROPER DENIALS

State: State Machine
Batch Range: 201201 ~ 201252

Sample Type	Sample Cases*	Improper Denials	Not Detected	Agency Resolved	Incorrect Action	Not Resolved	Procedure Not Followed	Detected By Mismatch	Incorrect Info	Other Agency Error
Monetary	43	10.11%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Separation	35	6.53%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Nonseparation	34	13.68%	0.00%	26.40%	51.03%	22.57%	0.00%	0.00%	0.00%	0.00%

* Excludes cases not meeting DCA definition for inclusion in population, withdrawn claims, and claims for which monetary eligibility was established upon receipt of CWC, UCFE, and/or UCX wage credits.

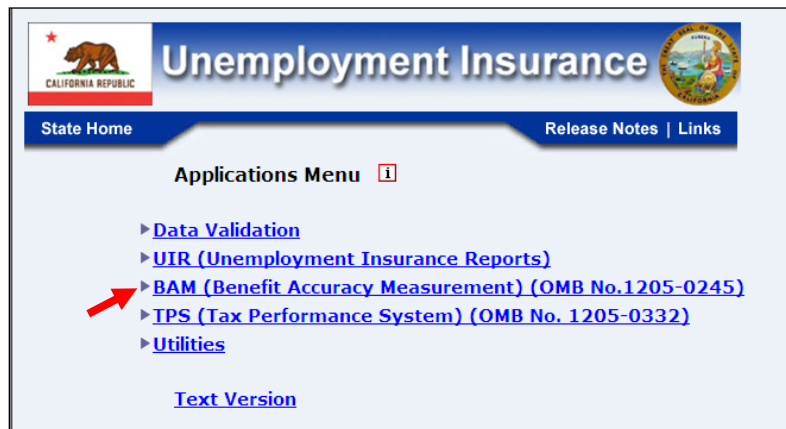
** Percentage may not add up to 100% as values have been rounded for display.

BAM OPERATIONS GUIDE

Denied Claims Accuracy - Improper Denial Rates by Type of Separation

Use *Improper Denial Rates by Type of Separation* to get a breakdown of improper denials by type of separation, for completed cases. To access *Improper Denial Rates by Type of Separation*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Statistical Reports* from the *Applications Menu*.

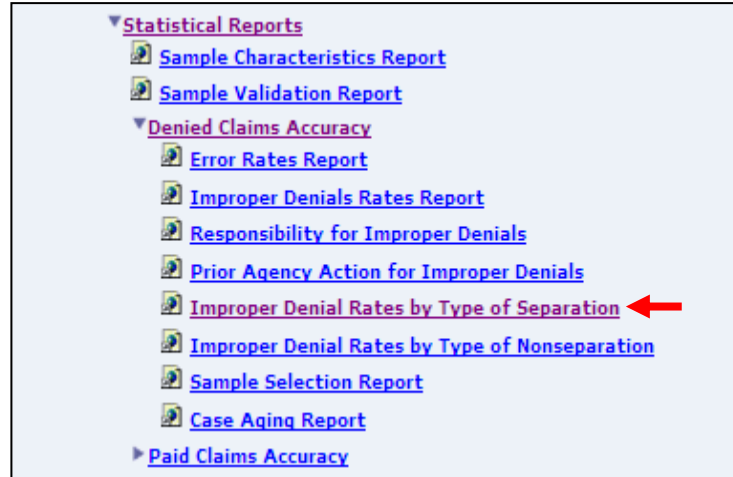


3. Select *Denied Claims Accuracy* from the *Applications Menu*.

BAM OPERATIONS GUIDE



4. The Denied Claims Accuracy submenu appears. Select *Improper Denials Rates by Type of Separation*.



5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547
OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Improper Denial Rates by Type of Separation* screen appears. Enter either a batch range or a combination of calendar year and quarter. Click on the **Submit Query** button.

BENEFIT ACCURACY MEASUREMENT

IMPROPER DENIAL RATES BY TYPE OF SEPARATION - DCA ⓘ

YEAR	<input type="text" value="2012"/>
QUARTER	<input type="text" value="All"/>
BATCH RANGE	<input type="text"/> ~ <input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Clear Query"/>	

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Improper Denial Rates by Type of Separation* report, for the specified date range, appears on the screen. An example of the output follows.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT DENIED CLAIMS ACCURACY IMPROPER DENIAL RATES BY TYPE OF SEPARATION

State: State Machine
Batch Range: 201201 ~ 201252

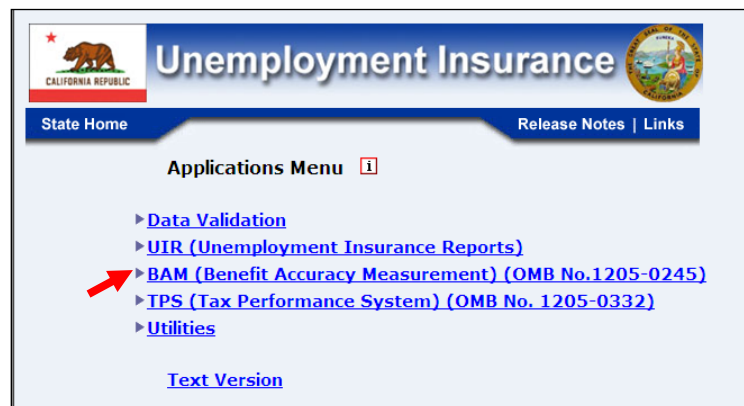
Separation	Sample Cases*	Population	Percentage**	Improper Denials
Voluntary Quit	41	7,871	56.79%	6.70%
Discharge	35	5,652	40.78%	16.73%
Other	2	337	2.43%	0.00%
Total	78	13,860	100.00%	
% Improper				10.63%

- * Excludes cases not meeting DCA definition for inclusion in population, withdrawn claims, and claims for which monetary eligibility was established upon receipt of CWC, UCCE, and/or UCX wage credits.
- ** Percentage may not add up to 100% as values have been rounded for display.

Denied Claims Accuracy - Improper Denial Rates by Type of Nonseparation

Use *Improper Denial Rates by Type of Nonseparation* to get a breakdown of improper denials by type of nonseparation, for completed cases. To access *Improper Denial Rates by Type of Nonseparation*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

2. Select *Statistical Reports* from the *Applications Menu*.

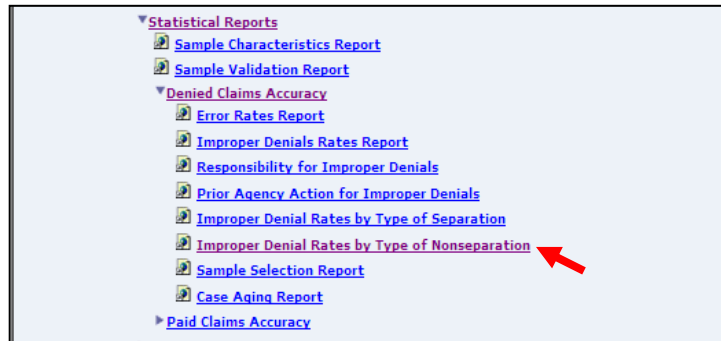


3. Select *Denied Claims Accuracy* from the *Applications Menu*.



4. The *Denied Claims Accuracy* submenu appears. Select *Improper Denials by Type of Nonseparation*.

BAM OPERATIONS GUIDE



5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID:

Enter your Password:

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Improper Denial Rates by Type of Nonseparation* screen appears. Enter either a batch range or a combination of calendar year and quarter. Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

IMPROPER DENIAL RATES BY TYPE OF NONSEPARATION - DCA 1

YEAR:

QUARTER:

BATCH RANGE: ~

[Home](#) [Feedback](#) [Help](#)

BAM OPERATIONS GUIDE

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

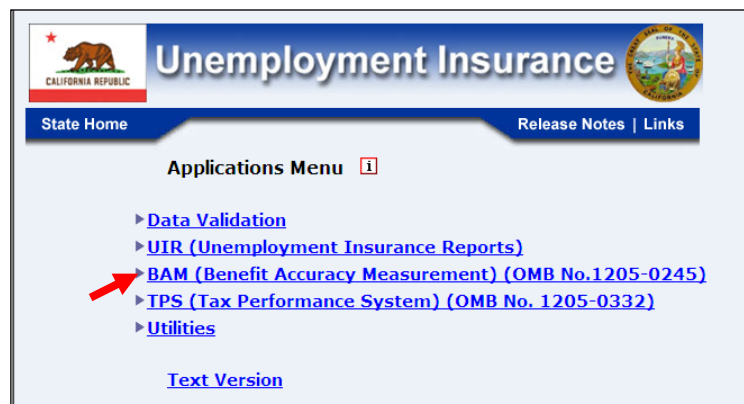
7. The *Improper Denial Rates by Type of Nonseparation* report, for the specified date range, appears on the screen. An example of the output follows.

BENEFIT ACCURACY MEASUREMENT DENIED CLAIMS ACCURACY IMPROPER DENIAL RATES BY TYPE OF NONSEPARATION				
State: State Machine Batch Range: 201201 ~ 201252				
Nonseparation	Sample Cases*	Population	Percentage**	Improper Denials
Able	5	2,675	15.44%	0.00%
Available	8	4,291	24.78%	16.15%
Work Search	1	311	1.79%	0.00%
Disqualifying Income	10	4,825	27.86%	0.00%
Report	9	4,738	27.35%	35.38%
Other	1	480	2.77%	0.00%
Total	34	17,321	100.00%	
% Improper				13.68%

Denied Claims Accuracy - Sample Selection Report

The Sample Selection Report is a tool for managers to track the number of valid sample cases selected during the CY. To access *Sample Selection Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

2. Select *Statistical Reports* from the *Applications Menu*.



3. Select *Denied Claims Accuracy* from the *Applications Menu*.



4. The *Denied Claims Accuracy* submenu appears. Select *Sample Selection Report*.



BAM OPERATIONS GUIDE

5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID

Enter your Password

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement. These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Sample Selection Report* screen appears. Enter a combination of calendar year and quarter. Select report type. The report has two output options: summary and batch. The summary option compares a projected total of valid sample cases to the annual sample allocation of 150 cases for each sample type. The batch option lists the number of cases sampled and those that are valid for each batch, broken down by sample type. Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

SAMPLE SELECTION REPORT

YEAR

QUARTER

REPORT TYPE

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Sample Selection Report*, for the specified date range, appears on the screen.

BAM OPERATIONS GUIDE

Example of output from the summary report option



**BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY
SAMPLE SELECTION REPORT (SUMMARY)**

State: State Machine
Batch Range: 201201 ~ 201213

Sample Type	Total in Quarter Specified	Actual Annual to Date	Total Valid DCA*	Batches Selected in Qtr	Batches Missed in Qtr@	Projected Annual Sample#	Difference+
Monetary	67	67	59	13	0	236	86
Separation	39	39	39	13	0	156	6
Nonseparation	44	44	39	13	0	156	6

* Excludes deleted cases (Program Code = 8, 9) and withdrawn claims (Action Flag = 8).
 @ Samples missed for batches 2 or more weeks prior to current batch.
 # Estimated number of valid DCA cases by end of CY.
 + Based on an annual sample allocation of 150 cases.

**BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY
SAMPLE SELECTION REPORT (BATCH)**

State: State Machine
Batch Range: 201201 ~ 201213

Batch	Monetary Cases		Separation Cases		Nonseparation Cases	
	Sampled	Valid*	Sampled	Valid*	Sampled	Valid*
201201	3	3	3	3	3	3
201202	3	3	2	2	2	2
201203	3	3	2	2	3	3
201204	3	2	4	4	3	3
201205	4	4	3	3	3	2
201206	3	2	3	3	4	3
201207	7	3	4	4	2	0
201208	8	7	6	6	2	2
201209	6	5	2	2	4	4
201210	7	7	3	3	5	4
201211	6	6	2	2	4	4
201212	8	8	2	2	4	4
201213	6	6	3	3	5	5

* Excludes deleted cases (Program Code = 8, 9) and withdrawn claims (Action Flag = 8).

Example of output from the batch report option

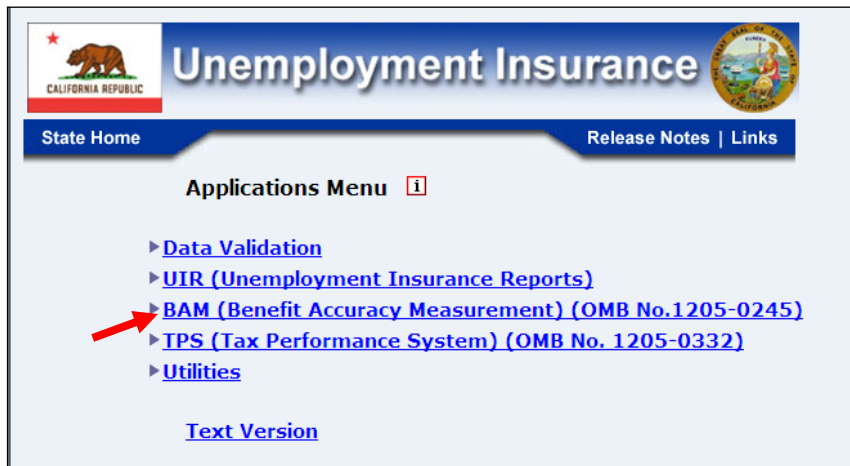


BAM OPERATIONS GUIDE

Denied Claims Accuracy - Case Aging Report

Use *Case Aging Report* to track case completion for individual investigators. To access *Case Aging Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Statistical Reports* from the *Applications Menu*.

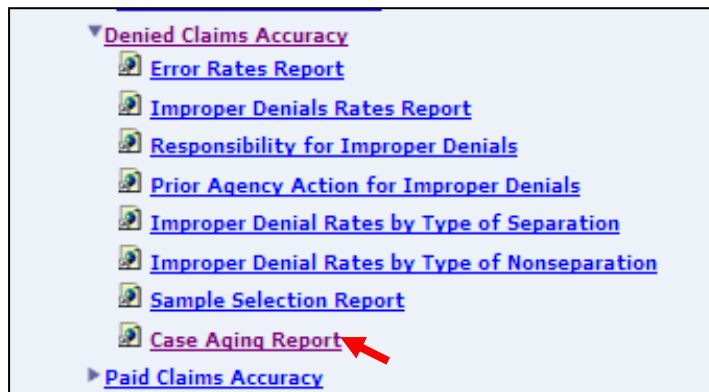


3. Select *Denied Claims Accuracy* from the *Applications Menu*.

BAM OPERATIONS GUIDE



4. The Denied Claims Accuracy submenu appears. Select Case Aging Report.



5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID	<input type="text" value="bamqcm"/>
Enter your Password	<input type="password" value="*****"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

- 6.** The *Case Aging Report* screen appears. Enter either a batch range or a combination of calendar year and quarter. Select investigator ID(s) and report type. Click **Submit Query**.

Report Types include: Summary, Case List, or both. The summary option lists, by batch and sample type, the number of sample cases, the number of completed cases and the general age category of pending cases. The case list option gives the age of each individual pending case.

BENEFIT ACCURACY MEASUREMENT

CASE AGING REPORT 1

YEAR	2012
QUARTER	All
BATCH RANGE	<input type="text"/> - <input type="text"/>
INVESTIGATOR ID	5
REPORT TYPE	Summary Report
Submit Query	Summary Report Case List Report Both

[Home](#) [Feedback](#) [Help](#)

* Press the CTRL button and select Investigator IDs from drop down list to choose multiple Investigators.

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

- 7.** The *Case Aging Report*, for the specified date range, appears on the screen. An example of the output follows.

BAM OPERATIONS GUIDE

Example of output from the case list report option



**BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY
CASE AGING REPORT (LIST)**

State: State Machine
Batch Range: 200852 ~ 200852

Investigator ID	Sample Type	Batch Number	Sequence Number	Local Office	Days Since Batch End Date
5	Monetary	200852	1	0040	1339
	Monetary	200852	2	3125	1339
	Monetary	200852	3	3110	1339
	Monetary	200852	4	6141	1339
	Separation	200852	1	7131	1339
	Separation	200852	2	6141	1339
	Separation	200852	3	3111	1339
	Nonseparation	200852	1	3151	1339
	Nonseparation	200852	2	3180	1339
	Nonseparation	200852	3	3151	1339

* Excludes deleted cases (Program Code = 8 or 9) and withdrawn claims (Action Flag = 8).

Example of output from the summary report option



**BENEFIT ACCURACY MEASUREMENT
DENIED CLAIMS ACCURACY
CASE AGING REPORT (SUMMARY)**

State: State Machine
Batch Range: 200801 ~ 200852

Investigator ID	Sample Type	Sample Cases	Valid DCA*	Cases Completed*	Percent Completed*	45+ Days	60+ Days	90+ Days
5	Monetary	20	20	0	0.00%	20	20	20
	Separation	16	16	0	0.00%	16	16	16
	Nonseparation	16	16	0	0.00%	16	16	16

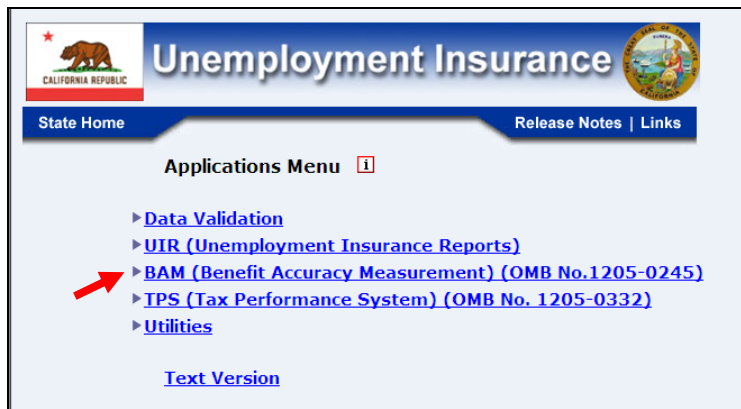
* Excludes deleted cases (Program Code = 8 or 9) and withdrawn claims (Action Flag = 8).

Paid Claims Accuracy - Annual Report

Use *Annual Report* to get estimated rates for proper payments, overpayments, and underpayments along with 95% confidence intervals. Overpayments are also shown by cause and responsibility categories. To access the *Annual Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.

BAM OPERATIONS GUIDE



2. Select *Statistical Reports* from the *Applications Menu*.



3. Select *Paid Claims Accuracy* from the *Applications Menu*.

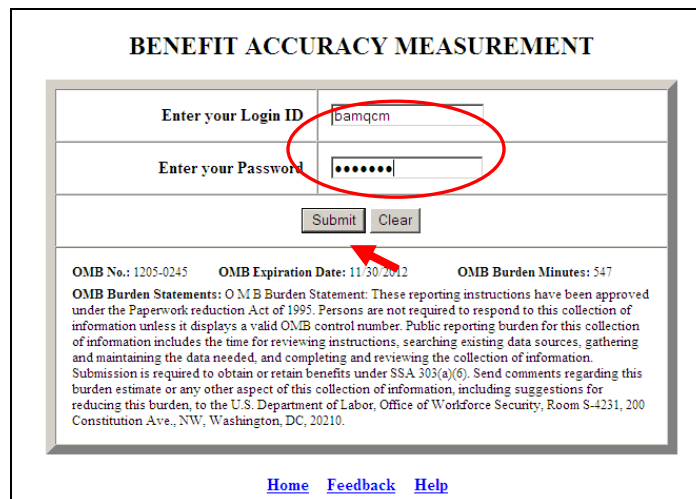


BAM OPERATIONS GUIDE

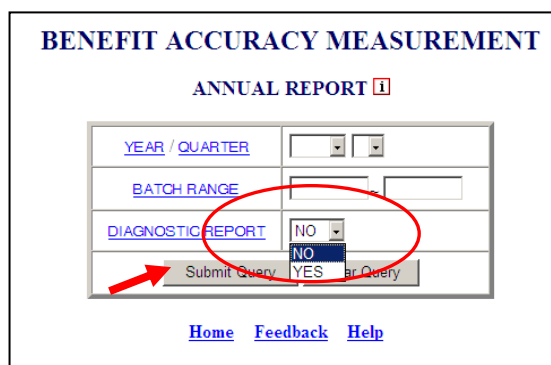
4. The *Paid Claims Accuracy* submenu appears. Select *Annual Report*.



5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.



6. The *Annual Report* query screen appears. Enter either a batch range or a combination of calendar year and quarter. Indicate if you want to include diagnostics which provide intermediary steps for the rates calculations. Click **Submit Query**.



BAM OPERATIONS GUIDE

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Annual Report*, for the specified date range, appears on the screen. An example of the output with diagnostics follows.

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY ANNUAL REPORT

STATE: QT

1st QTR of 2012

Total Dollars Paid in Population	\$296,088,841	
Sample Size	117	
	Percentage Of Dollars	95% Confidence Interval (+ / -)
Proper Payments	91.3%	4.4%
Overpayments	8.7%	4.4%
Total	100.0%	
Underpayments	0.6%	0.8%

Claimants failing to conduct required work search were given formal warnings and no overpayment was established. The proper payment rate would be lower and the overpayment rate would be higher if these cases were counted as erroneous payments.

The State completed 76.47% of the cases within 90 days.

BAM OPERATIONS GUIDE

The BAM program standard is to complete 95% of the cases within 90 days.

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY ANNUAL REPORT (Supplemental Data)

STATE: QT
1st QTR of 2012

Responsibility for Overpayments (Percent of Dollars Overpaid)	
Claimant Only	83.8
Claimant + Employer	15.2
Employer Only	0.9
Agency Only	0.0
Claimant + Agency	0.0
Employer + Agency	0.0
Claimant + Employer + Agency	0.0
Other Only	0.0
Claimant + Other	0.0
Employer + Other	0.0
Agency + Other	0.0
Claimant + Employer + Other	0.0
Claimant + Agency + Other	0.0

BAM OPERATIONS GUIDE

Employer + Agency + Other	0.0
Claimant + Employer + Agency + Other	0.0
Responsibility Not Specified	0.0
Cause for Overpayments (Percent of Dollars Overpaid)	
Benefit Year Earnings Issues	77.7
Eligibility Issues Excluding Work Search	13.6
Work Search Issues	4.4
Separation Issues	3.4
Base Period Wage Issues	0.9
Other Issues	0.0

Diagnostic Report

m = 117	All completed cases, including c1=1,2,3,4,5,6,7,8,9. Count (1) if f13 > 0 and (h9 is not null or c1=8 or 9)
m* = 117	Only cases with c1=1,2,3,4,5,6,7. Count (1) if f13 > 0 and h9 is not null and c1=1..7

Batches Before Merge

mh = count (1) if f13 > 0 and (h9 is not null or c1='8' or '9')

BATCH	mh	CM1	CM4
--------------	-----------	------------	------------

BAM OPERATIONS GUIDE

201201	13	13	\$23,726,854
201202	7	7	\$23,382,751
201203	6	6	\$24,479,272
201204	15	15	\$25,115,569
201205	12	12	\$25,406,103
201206	13	13	\$25,426,857
201207	10	10	\$25,466,528
201208	13	13	\$25,390,207
201209	14	14	\$25,448,461
201210	8	13	\$24,924,011
201211	4	11	\$24,055,964
201212	2	12	\$23,266,264
201213	0	14	\$22,057,083
TOTAL:	117	153	\$318,145,924

** Merged
Batches**

None

Diagnostic Report

Batch data for "Total Dollars Paid in Population"

Nh = b_comparison.cm2
 mh = cases, count (1) if f13 > 0 and (h9 is not null or c1='8' or '9')
 WT = Nh/mh
 PD = sum(f13), if f13 > 0 and (h9 is not null or c1='8' or '9')
 WT_PD = WT * PD
 EXC = sum(f13), if f13 > 0 and (c1='8' or '9')
 WT_EXC = WT * EXC
 POP = b_comparison.cm4

BATCH	Nh	mh	WT	PD	WT_PD	EXC	WT_EXC	POP
201201	69,576	13	5,352.0000	\$4,369.00	\$23,382,888.00	\$.00	\$.00	\$23,726,854
201202	68,367	7	9,766.7143	\$2,192.00	\$21,408,637.71	\$.00	\$.00	\$23,382,751

BAM OPERATIONS GUIDE

201203	71,027	6	11,837.8333	\$1,899.00	\$22,480,045.50	\$.00	\$.00	\$24,479,272
201204	73,000	15	4,866.6667	\$5,225.00	\$25,428,333.33	\$.00	\$.00	\$25,115,569
201205	73,773	12	6,147.7500	\$3,939.00	\$24,215,987.25	\$.00	\$.00	\$25,406,103
201206	73,584	13	5,660.3077	\$4,319.00	\$24,446,868.92	\$.00	\$.00	\$25,426,857
201207	73,675	10	7,367.5000	\$3,336.00	\$24,577,980.00	\$.00	\$.00	\$25,466,528
201208	73,447	13	5,649.7692	\$4,462.00	\$25,209,270.31	\$.00	\$.00	\$25,390,207
201209	73,474	14	5,248.1429	\$4,941.00	\$25,931,073.86	\$.00	\$.00	\$25,448,461
201210	72,081	8	9,010.1250	\$3,127.00	\$28,174,660.88	\$.00	\$.00	\$24,924,011
201211	69,470	4	17,367.5000	\$994.00	\$17,263,295.00	\$.00	\$.00	\$24,055,964
201212	67,142	2	33,571.0000	\$579.00	\$19,437,609.00	\$.00	\$.00	\$23,266,264
TOTAL:		117			\$281,956,649.76		\$.00	\$296,088,841

Total Dollars Paid in Population

Total WT_PD (A)	Total WT_EXC (B)	R_X (C=B/A)	Total POP (D)	EXC (E=C*D)	Amount Paid (F=D-E)
\$281,956,649.76	\$.00	\$.0000	\$296,088,841	\$.00	\$296,088,841

Diagnostic Report

Batch data for "Proper Payments, Overpayments and Underpayments"

Nh = b_comparison.cm2

mh = cases, count (1) if (f13 > 0) and (h9 is not null or c1='8' or '9')

WT = Nh/mh

Conditions: If (f13 > 0) and (h9 is not null) and (c1=1..7). But if c1=8 or 9, then set f13=0, h5=0, h6=0.

WT_PD = WT * sum(f13)

WT_PP = WT * sum(f13-h5)

WT_OP = WT * sum(h5)

WT_UP = WT * sum(h6)

BAM OPERATIONS GUIDE

<u>BATCH</u>	<u>Nh</u>	<u>mh</u>	<u>WT</u>	<u>WT PD</u>	<u>WT PP</u>	<u>WT OP</u>	<u>WT UP</u>
201201	69,576	13	5,352.0000	\$23,382,888.00	\$19,904,088.00	\$3,478,800.00	\$.00
201202	68,367	7	9,766.7143	\$21,408,637.71	\$17,775,420.00	\$3,633,217.71	\$.00
201203	71,027	6	11,837.8333	\$22,480,045.50	\$22,480,045.50	\$.00	\$.00
201204	73,000	15	4,866.6667	\$25,428,333.33	\$20,230,733.33	\$5,197,600.00	\$.00
201205	73,773	12	6,147.7500	\$24,215,987.25	\$19,918,710.00	\$4,297,277.25	\$.00
201206	73,584	13	5,660.3077	\$24,446,868.92	\$18,129,965.54	\$6,316,903.38	\$1,199,985.23
201207	73,675	10	7,367.5000	\$24,577,980.00	\$24,577,980.00	\$.00	\$.00
201208	73,447	13	5,649.7692	\$25,209,270.31	\$23,559,537.69	\$1,649,732.62	\$429,382.46
201209	73,474	14	5,248.1429	\$25,931,073.86	\$25,925,825.71	\$5,248.14	\$.00
201210	72,081	8	9,010.1250	\$28,174,660.88	\$28,174,660.88	\$.00	\$54,060.75
201211	69,470	4	17,367.5000	\$17,263,295.00	\$17,245,927.50	\$17,367.50	\$.00
201212	67,142	2	33,571.0000	\$19,437,609.00	\$19,437,609.00	\$.00	\$.00
TOTAL:		117		\$281,956,649.76	\$257,360,503.15	\$24,596,146.61	\$1,683,428.44

Ratio Estimate & Sampling Variance

	WT_PD (A)	WT_PP (B1)	WT_OP (B2)	WT_UP (B3)
Amount (\$)	\$281,956,649.76	\$257,360,503.15	\$24,596,146.61	\$1,683,428.44
		r_p (B1/A*100)	r_o (B2/A*100)	r_u (B3/A*100)
Pct. of dollars	-	91.277%	8.723%	.597%
estVar(r)	-	.000506	.000506	.000019

BAM OPERATIONS GUIDE

Confidence Interval	-	4.408%	4.408%	.844%
----------------------------	---	--------	--------	-------

Diagnostic Report

Overpayment Rates By Responsibility

Codes	Subscript	WT_RESP	WT_OP	Γ_k (A/B*100)
1000	1.1	\$20,616,121.85	\$24,596,146.61	83.819%
0200	1.2	\$225,990.77	\$24,596,146.61	.919%
0030	1.3	\$0.00	\$24,596,146.61	.000%
1200	1.4	\$3,748,785.85	\$24,596,146.61	15.241%
1030	1.5	\$0.00	\$24,596,146.61	.000%
0230	1.6	\$0.00	\$24,596,146.61	.000%
1230	1.7	\$0.00	\$24,596,146.61	.000%
0004	1.8	\$0.00	\$24,596,146.61	.000%
1004	1.9	\$0.00	\$24,596,146.61	.000%
0204	1.10	\$0.00	\$24,596,146.61	.000%
0034	1.11	\$0.00	\$24,596,146.61	.000%
1204	1.12	\$0.00	\$24,596,146.61	.000%
1034	1.13	\$0.00	\$24,596,146.61	.000%
0234	1.14	\$0.00	\$24,596,146.61	.000%
1234	1.15	\$0.00	\$24,596,146.61	.000%

BAM OPERATIONS GUIDE

Others	1.16	\$.00	\$24,596,146.61	.000%
TOTAL		\$24,590,898.46	\$24,596,146.61	99.979%

Overpayment Rates By Cause

Codes	Subscript	WT_CAUSE (A)	WT_OP (B)	Γ_k (A/B*100)
100 - 199	2.1	\$19,104,580.10	\$24,596,146.61	77.673%
200 - 299	2.2	\$225,990.77	\$24,596,146.61	.919%
300 - 399	2.3	\$843,385.85	\$24,596,146.61	3.429%
420 - 429	2.4	\$1,075,752.00	\$24,596,146.61	4.374%
400 - 419 430 - 499	2.5	\$3,341,189.75	\$24,596,146.61	13.584%
500 - 999	2.6	\$.00	\$24,596,146.61	.000%
TOTAL		\$24,590,898.46	\$24,596,146.61	99.979%

Diagnostic Report - QT

Footnote #5

Sample Size = valid PCA cases (excludes EUC and deleted cases)
 Completed Cases = cases completed within 90 days
 Reopened Cases = cases reopened after 90 days and were closed within 90 days initially
 Percentage of Cases Completed in 90 Days = ((Completed Cases - Reopened Cases)/Sample Size)*100

Fnote 5

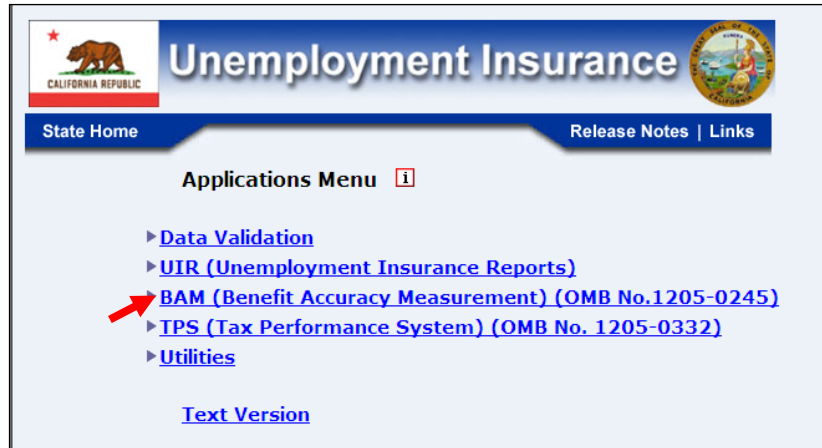
- Sample Size = 153
 - Completed Cases = 117
 - Reopened Cases = 0
 - Percentage of Cases Completed in 90 Days = 76.47
- * if (Percentage of Cases Completed in 90 Days < 95%), then display the footnote.

BAM OPERATIONS GUIDE

Paid Claims Accuracy – Error Rates Report

Use Error Rates Report to create, use, and save user-selected error rates report queries. Report output can be downloaded to an excel spreadsheet or a PDF. To access the *Error Rates Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Statistical Reports* from the *Applications Menu*.



3. Select *Paid Claims Accuracy* from the *Applications Menu*.

BAM OPERATIONS GUIDE



4. The Paid Claims Accuracy submenu appears. Select Error Rates Report.



5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

The screenshot shows the 'BENEFIT ACCURACY MEASUREMENT' login screen. It has two input fields: 'Enter your Login ID' with the value 'bamqcm' and 'Enter your Password' with masked characters. Below the fields are 'Submit' and 'Clear' buttons. A red circle highlights the input fields, and a red arrow points to the 'Submit' button. At the bottom, there are links for 'Home', 'Feedback', and 'Help'. Below the login form is a section with OMB No.: 1205-0245, OMB Expiration Date: 11/30/2012, and OMB Burden Minutes: 547. It also contains OMB Burden Statements and submission instructions.

BAM OPERATIONS GUIDE

6. The *Error Rates Report* query screen appears. To create a new query, supply the requested parameters. Enter either a batch range or a combination of calendar year and quarter.

BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
ERROR RATES REPORT ⓘ

Logged in as bamqcm.

Error Rates Report Query | Saved Queries

YEAR / QUARTER: 2012 | All

BATCH RANGE: 201201 - 201252

RATE TYPE: Annual Report, Operational, Fraud, All

DOLLAR / CASE RATES: Dollar

RESPONSIBILITY / CAUSE: Both

Customize >

Submit Query | Clear Query | Save Query

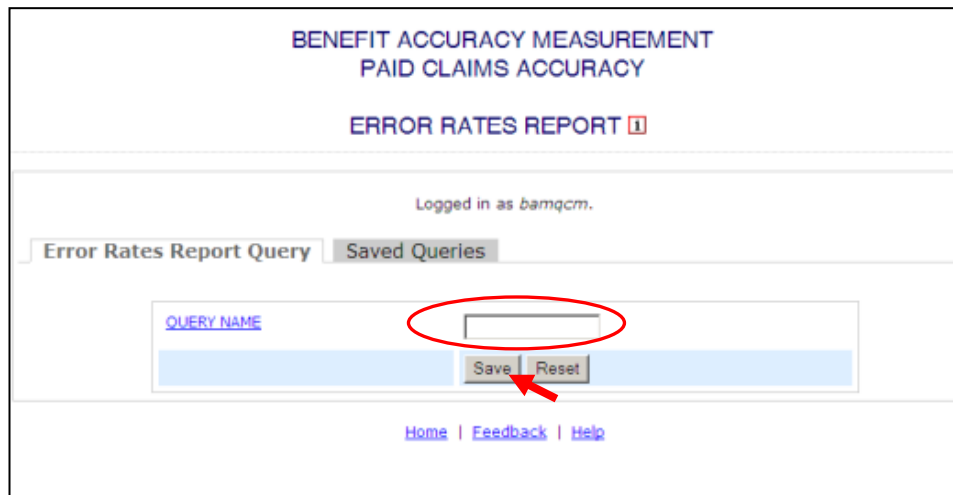
[Home](#) | [Feedback](#) | [Help](#)

Select rate type. Options include:

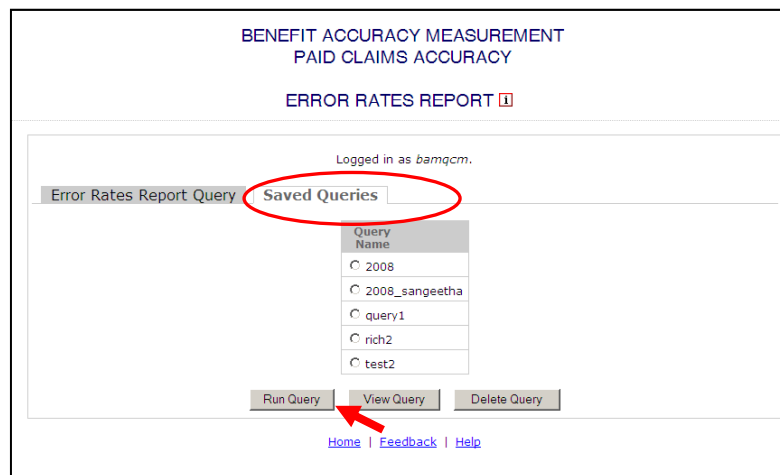
- Annual Report Rate, which includes fraud, non-fraud recoverable overpayments, and non-fraud non-recoverable overpayments. All causes and responsible parties are included in this rate.
- Operational Rate, which includes those overpayments that the states are reasonably expected to detect and establish for recovery -- fraud and non-fraud recoverable overpayments, excluding work search, employment service registration, base period wage issues and miscellaneous causes, such as benefits paid during a period of disqualification, redeterminations, and back pay awards.
- Fraud Rate, which reflects the state-specific definition of unemployment compensation fraud.
- All Rates

Select case error rates, dollar error rates or both. If desired, choose to display error rates by cause and/or responsibility categories. To run the query click **Submit Query**. To save the query, click **Save Query**. Enter a name for the query and click **Save**.

BAM OPERATIONS GUIDE



To use an existing query click on **Saved Queries**. Select a query and click **Run Query**.



The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Error Rates Report*, for the specified date range, appears on the screen. Examples of the output follow.

BAM OPERATIONS GUIDE

ERROR RATES REPORT ⓘ

Logged in as *bamqcm*.

[Payment Accuracy Summary](#) |
 [Responsibility Summary](#) |
 [Cause Summary](#)

State:	QT
Batch Range:	201201 - 201252
UI Benefits Paid:	\$496,415,120
UI Weeks Paid:	1,969,630
Sample:	239

Payment Status	Dollar Rate (%)	95% Confidence Interval (+/-)
Proper Payments	91.65 %	3.36 %
Overpayments - Annual Report Rate	8.35 %	3.36 %
Overpayments - Operational Rate	7.36 %	3.13 %
Overpayments - Fraud Rate	3.40 %	2.24 %
Underpayments	0.64 %	0.61 %

Export options: [Excel](#) | [PDF](#)

[New Query](#)

[Home](#) | [Feedback](#) | [Help](#)

ERROR RATES REPORT ⓘ

Logged in as *bamqcm*.

[Payment Accuracy Summary](#) |
 [Responsibility Summary](#) |
 [Cause Summary](#)

State:	QT
Batch Range:	201201 - 201252
UI Benefits Paid:	\$496,415,120
UI Weeks Paid:	1,969,630
Sample:	239

Overpayment Rate Type	Overpayment Responsibility	Percent of Weeks Paid	Percent of Weeks Overpaid
Annual Report Rate	Claimant Only	12.28 %	81.21 %
	Claimant + Employer	1.45 %	9.60 %
	Employer + Agency	0.39 %	2.56 %
	Agency Only	0.34 %	2.24 %
	Employer Only	0.66 %	4.39 %

Export options: [Excel](#) | [PDF](#)

[New Query](#)

[Home](#) | [Feedback](#) | [Help](#)

BAM OPERATIONS GUIDE

The screenshot displays the 'BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY ERROR RATES REPORT' interface. It includes a navigation bar with tabs for 'Payment Accuracy Summary', 'Responsibility Summary', and 'Cause Summary'. A summary table shows the following data:

State:	QT
Batch Range:	201201 - 201252
UI Benefits Paid:	\$496,415,120
UI Weeks Paid:	1,969,630
Sample:	239

Below this is a detailed table of overpayment rates and causes:

Overpayment Rate Type	Overpayment Cause	Percent of Weeks Paid	Percent of Weeks Overpaid
Annual Report Rate	Benefit Year Earnings Issues	9.60 %	63.47 %
	Ability/Availability to work	1.16 %	7.68 %
	Separation Issues	1.84 %	12.19 %
	Other Eligibility Issues	1.15 %	7.59 %
	Severance/Vacation/Social Security/Pension Benefits	0.34 %	2.23 %
	Work Search Issues	0.37 %	2.45 %
	Base Period Wage Issues	0.66 %	4.39 %

Export options for Excel and PDF are available, along with a 'New Query' button and navigation links for Home, Feedback, and Help.

Paid Claims Accuracy – Payment Status Report

Use the *Payment Status Report* to find the number of proper and improper payments and the number of over and under payments. Results can be summarized by individual investigators, supervisory groups or local offices. To access the *Payment Status Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.

The screenshot shows the 'Unemployment Insurance' website's 'Applications Menu'. The menu items are:

- [Data Validation](#)
- [UIR \(Unemployment Insurance Reports\)](#)
- [BAM \(Benefit Accuracy Measurement\) \(OMB No.1205-0245\)](#)
- [TPS \(Tax Performance System\) \(OMB No. 1205-0332\)](#)
- [Utilities](#)

A red arrow points to the 'BAM (Benefit Accuracy Measurement) (OMB No.1205-0245)' option. A 'Text Version' link is also visible at the bottom.

2. Select *Statistical Reports* from the *Applications Menu*.

BAM OPERATIONS GUIDE



3. Select *Paid Claims Accuracy* from the *Applications Menu*.



4. The *Paid Claims Accuracy* submenu appears. Select *Payment Status Report*.



BAM OPERATIONS GUIDE

5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID: bamqcm

Enter your Password:

Submit Clear

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Payment Status Report* query screen appears. Enter beginning and ending batch numbers. Select from the available report types:

- Local Office
- All investigators
- Supervisor Group Report
- Individual Investigator Report

Use the shift and ctrl keys to select multiple supervisors or individual investigators. Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

PAYMENT STATUS REPORT - PCA

BEGIN BATCH NUMBER

END BATCH NUMBER

REPORT TYPE: Local Office

SUPERVISOR ID

INVESTIGATOR ID

Submit Query Clear Query

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Payment Status Report*, for the specified date range, appears on the screen. An example of the output follows.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
PAYMENT STATUS REPORT

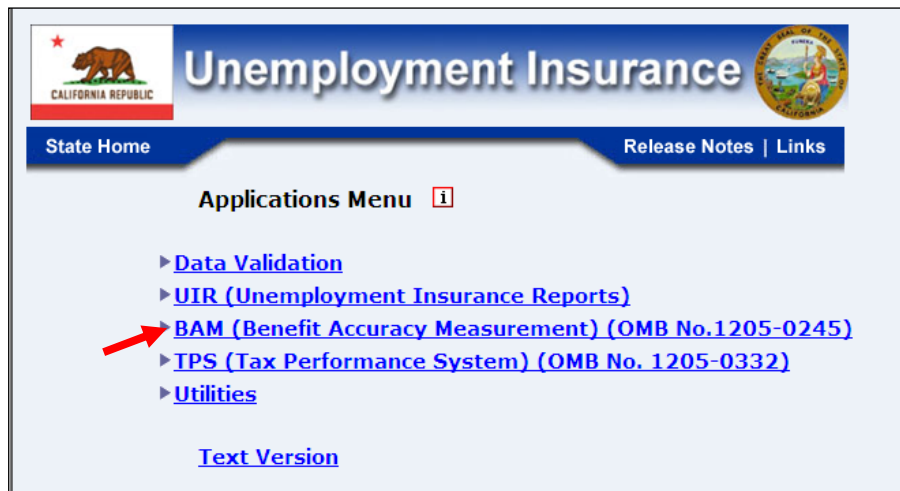
State: State Machine
Batch Range: 200801 ~ 200852
Supervisor ID: 5

ID Number	Number of Cases Completed	Key Week Payment Status (Number of Cases)				Improper Payment (Number of Issues)	
		Proper Cases		Improper Cases		Overpaid	Underpaid
		Number	Percentage	Number	Percentage		
1	0	0	0.0%	0	0.0%	0	0
4	0	0	0.0%	0	0.0%	0	0
5	0	0	0.0%	0	0.0%	0	0
6	0	0	0.0%	0	0.0%	0	0
7	44	34	77.3%	10	22.7%	11	1
8	28	21	75.0%	7	25.0%	6	1
9	64	55	85.9%	9	14.1%	9	0
10	70	55	78.6%	15	21.4%	13	4
11	48	37	77.1%	11	22.9%	10	1
12	0	0	0.0%	0	0.0%	0	0
17	0	0	0.0%	0	0.0%	0	0
21	0	0	0.0%	0	0.0%	0	0
23	0	0	0.0%	0	0.0%	0	0
25	0	0	0.0%	0	0.0%	0	0
29	0	0	0.0%	0	0.0%	0	0
30	0	0	0.0%	0	0.0%	0	0
36	0	0	0.0%	0	0.0%	0	0
40	0	0	0.0%	0	0.0%	0	0
57	0	0	0.0%	0	0.0%	0	0
88	0	0	0.0%	0	0.0%	0	0
97	0	0	0.0%	0	0.0%	0	0
98	0	0	0.0%	0	0.0%	0	0
Totals	254	202	79.5%	52	20.5%	49	7

Paid Claims Accuracy – Error Cause Report

Use the *Error Cause Report* to find the number of cases with errors associated with each cause category. Results can be summarized by individual investigators, supervisory groups or local offices. To access the *Error Cause Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

2. Select *Statistical Reports* from the *Applications Menu*.



3. Select *Paid Claims Accuracy* from the *Applications Menu*.



4. The *Paid Claims Accuracy* submenu appears. Select *Error Cause Report*.



BAM OPERATIONS GUIDE

5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID:

Enter your Password:

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statement: OMB Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room 5-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Error Cause Report* query screen appears. Enter beginning and ending batch numbers. Select from the available report types:

- Local Office
- All investigators
- Supervisor Group Report - select Supervisor ID(s)
- Individual Investigator Report – select Investigator ID(s)

Use the shift and ctrl keys to select multiple supervisors or individual investigators. Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

ERROR CAUSE REPORT - PCA

BEGIN BATCH NUMBER	<input type="text" value="201101"/>
END BATCH NUMBER	<input type="text" value="201152"/>
REPORT TYPE	<input type="text" value="Local Office"/>
SUPERVISOR ID	<input type="text" value="All Investigators"/>
INVESTIGATOR ID	<input type="text" value="23"/>

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Error Cause Report*, for the specified date range, appears on the screen. An example of the output for the individual investigator report option follows.

BAM OPERATIONS GUIDE

**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
ERROR CAUSE REPORT**

State: State Machine
Batch Range: 201101 ~ 201152

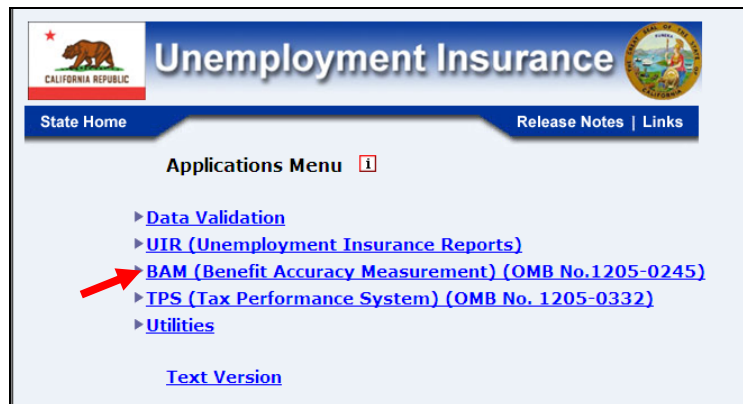
Investigator ID	Benefit Year Earnings	Base Period Wages Reporting	Separation Issues	Work Search	Other Eligibility Issues	Other Issues
23	7	0	1	13	0	0
Totals	7	0	1	13	0	0
Percentages *	33.3	0.0	4.8	61.9	0.0	0.0

* Since the numbers in the PERCENTAGES row have been rounded to one decimal place for display, they may not add up to 100%.
The TOTALS and PERCENTAGES may not be complete because investigators in the Master Table are missing in the UAF Table.

Paid Claims Accuracy – Error Responsibility Summary

Use the *Error Responsibility Summary* to find the number of cases with errors associated with each responsibility category. Results can be summarized by individual investigators, supervisory groups or local offices. To access the *Error Responsibility Summary*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Statistical Reports* from the *Applications Menu*.

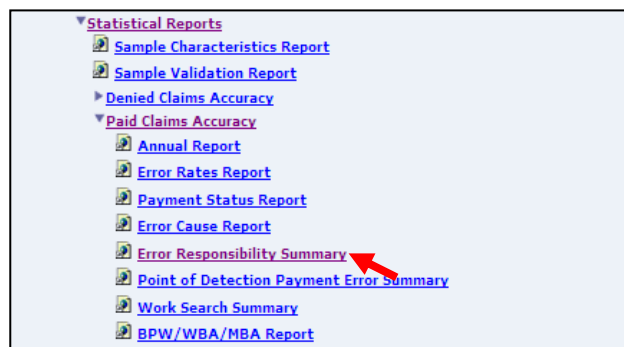
BAM OPERATIONS GUIDE



3. Select *Paid Claims Accuracy* from the *Applications Menu*.



4. The *Paid Claims Accuracy* submenu appears. Select *Error Responsibility Summary*.



BAM OPERATIONS GUIDE

5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID: bamqcm

Enter your Password:

Submit Clear

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement. These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Error Responsibility Summary* query screen appears. Enter beginning and ending batch numbers. Select from the available report types:

- Local Office
- All investigators
- Supervisor Group Report - select Supervisor ID(s)
- Individual Investigator Report – select Investigator ID(s)

Use the shift and ctrl keys to select multiple supervisors or individual investigators. Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

ERROR RESPONSIBILITY SUMMARY - PCA

BEGIN BATCH NUMBER

END BATCH NUMBER

REPORT TYPE: Local Office

SUPERVISOR ID

INVESTIGATOR ID: 1, 2, 3

Submit Query Clear Query

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Error Responsibility Summary*, for the specified date range, appears on the screen. An example of the output for the individual investigator report option follows.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
ERROR RESPONSIBILITY SUMMARY

State: State Machine
Batch Range: 201101 ~ 201152

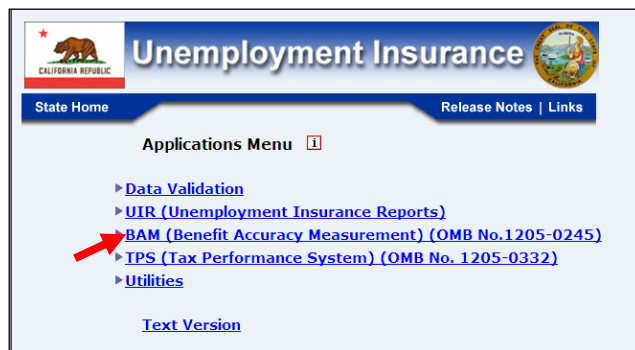
Investigator ID	Claimant	Employer	Agency	Other	Multiple
23	20	0	0	0	1
Totals	20	0	0	0	1
Percentages *	95.2	0.0	0.0	0.0	4.8

* Since the numbers in the PERCENTAGES row have been rounded to one decimal place for display, they may not add up to 100%.
The TOTALS and PERCENTAGES may not be complete because investigators in the Master Table are missing in the UAF Table.

Paid Claims Accuracy – Point of Detection Payment Error Summary

Use the *Point of Detection Payment Error Summary* to find the number of cases with errors associated with each point of detection category. Results can be summarized by individual investigators, supervisory groups or local offices. To access the *Point of Detection Payment Error Summary*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Statistical Reports* from the *Applications Menu*.



BAM OPERATIONS GUIDE

3. Select *Paid Claims Accuracy* from the *Applications Menu*.



4. The *Paid Claims Accuracy* submenu appears. Select *Point of Detection Payment Error Summary*.



5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BAM OPERATIONS GUIDE

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID

Enter your Password

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Point of Detection Payment Error Summary* query screen appears. Enter beginning and ending batch numbers. Select from the available report types:

- Local Office
- All investigators
- Supervisor Group Report - select Supervisor ID(s)
- Individual Investigator Report – select Investigator ID(s)

Use the shift and ctrl keys to select multiple supervisors or individual investigators. Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

POINT OF DETECTION PAYMENT ERROR SUMMARY - PCA

[BEGIN BATCH NUMBER](#)

[END BATCH NUMBER](#)

[REPORT TYPE](#)

[SUPERVISOR ID](#)

[INVESTIGATOR ID](#)

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

7. The *Point of Detection Payment Error Summary*, for the specified batch range and report type, appears on the screen. An example of the output for the individual investigator(s) report option follows.

BAM OPERATIONS GUIDE

**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
POINT OF DETECTION PAYMENT ERROR SUMMARY**

State: State Machine
Batch Range: 201001 ~ 201152

Investigator ID	Work Search	Wages Separation	Claimant Interview	UI Records	JS/ES Records	New Hire	Wage Records	Other (Third Party/ Union)
23	0	9	16	0	0	0	0	0
24	3	7	55	5	0	1	0	2
25	0	6	40	1	0	0	0	0
Totals	3	22	111	6	0	1	0	2
Percentages *	2.1	15.2	76.6	4.1	0.0	0.7	0.0	1.4

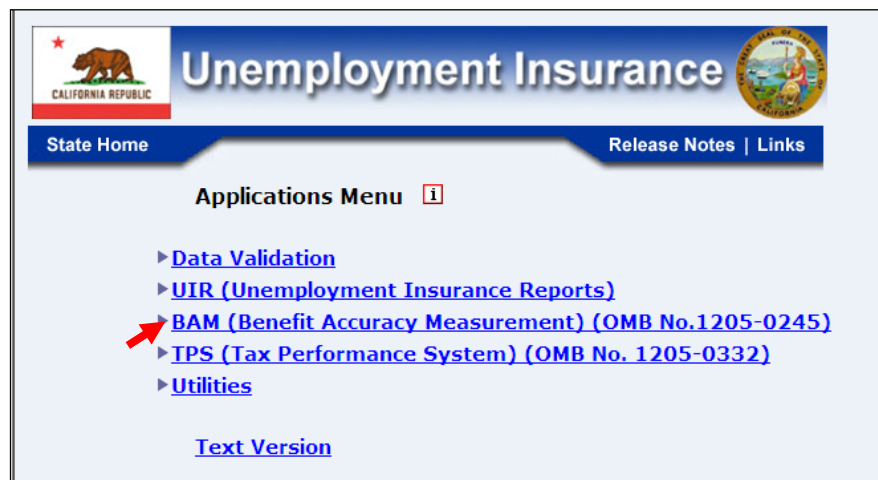
* Since the numbers in the PERCENTAGES row have been rounded to one decimal place for display, they may not add up to 100%.

The TOTALS and PERCENTAGES may not be complete because investigators in the Master Table are missing in the UAF Table.

Paid Claims Accuracy – Work Search Summary

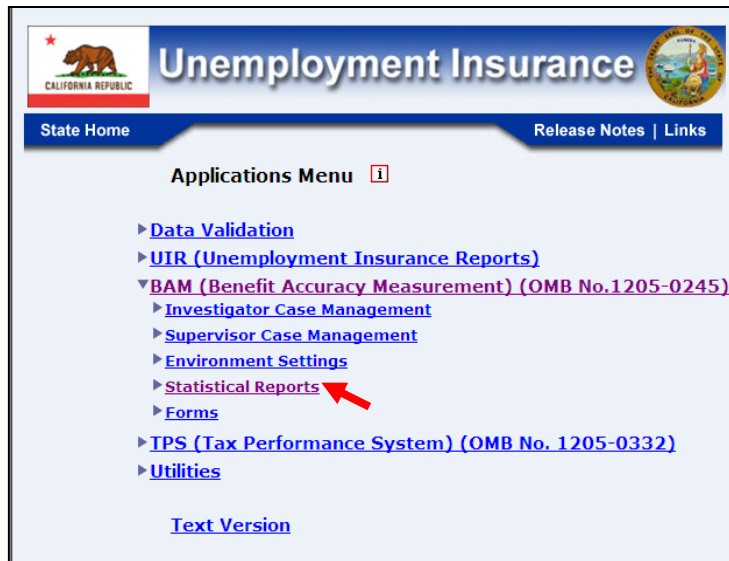
Use the *Work Search Summary* to find the number of work search contacts and their status: acceptable, unacceptable, or unverifiable. Results can be summarized by individual investigators, supervisory groups or local offices. To access the *Work Search Summary*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



2. Select *Statistical Reports* from the *Applications Menu*.

BAM OPERATIONS GUIDE



3. Select *Paid Claims Accuracy* from the *Applications Menu*.



4. Select *Work Search Summary* from the *Applications Menu*.



BAM OPERATIONS GUIDE

5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID: bamqcm

Enter your Password:

Submit Clear

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Work Search Summary* query screen appears. Enter beginning and ending batch numbers. Select from the available report types:

- Local Office
- All investigators
- Supervisor Group Report - select Supervisor ID(s)
- Individual Investigator Report – select Investigator ID(s)

Use the shift and ctrl keys to select multiple supervisors or individual investigators. Click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

WORK SEARCH SUMMARY - PCA

BEGIN BATCH NUMBER: []

END BATCH NUMBER: []

REPORT TYPE: Local Office (dropdown menu)

SUPERVISOR ID: []

INVESTIGATOR ID: 1, 2, 3 (checkboxes)

Submit Query Clear Query

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

BAM OPERATIONS GUIDE

7. The *Work Search Summary*, for the specified batch range and report type, appears on the screen. An example of the output for the individual investigator(s) report option follows.

**BENEFIT ACCURACY MEASUREMENT
PAID CLAIMS ACCURACY
WORK SEARCH SUMMARY**

State: State Machine
Batch Range: 201013 ~ 201026

Investigator ID	Cases Assigned	Work Search Total	Work Search Average	Acceptable		Unacceptable		Unverifiable	
				Number	Percent	Number	Percent	Number	Percent
24	22	22	1.00	16	72.7	1	4.5	5	22.7
25	68	38	0.56	18	47.4	12	31.6	8	21.1
43	2	2	1.00	2	100.0	0	0.0	0	0.0
Average *	30.67	20.67	0.67	12.00	58.06	4.33	20.97	4.33	20.97

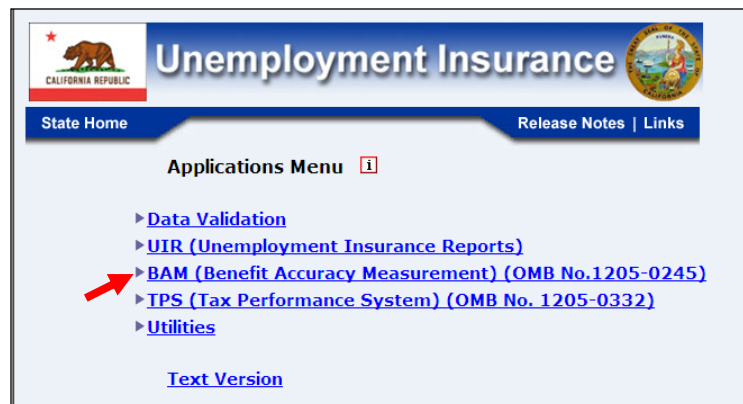
* Data in the AVERAGE row have been rounded to two decimal places for display. The percentage calculations are based on un-rounded data, and may not equal the percentages obtained using rounded data.

Data in the AVERAGE row may not be complete because investigators in the Master Table are missing in the UAF Table.

Paid Claims Accuracy – BPW/WBA/MBA Report

Use the *BPW/WBA/MBA (or Base Period Wages) Report* to find the count and percentage of cases for which the base period wages, the weekly benefit amount, and the maximum benefit amount were correct, understated or overstated. To access the *Base Period Wages Report*, follow these steps:

1. Select *BAM (Benefit Accuracy Measurement)* from the *Applications Menu*.



BAM OPERATIONS GUIDE

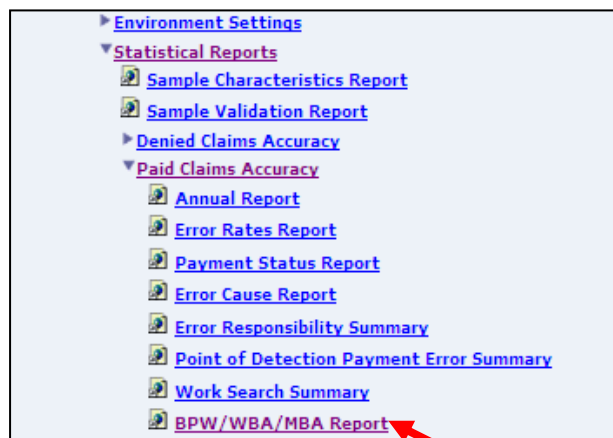
2. Select *Statistical Reports* from the *Applications Menu*.



3. Select *Paid Claims Accuracy* from the *Applications Menu*.



4. Select *BPW/WBA/MBA Report* from the *Applications Menu*.



BAM OPERATIONS GUIDE

5. If you are not already logged in, the *Benefit Accuracy Measurement* login screen appears. Enter login ID and password. Click **Submit**.

BENEFIT ACCURACY MEASUREMENT

Enter your Login ID

Enter your Password

OMB No.: 1205-0245 OMB Expiration Date: 11/30/2012 OMB Burden Minutes: 547

OMB Burden Statements: O.M.B Burden Statement: These reporting instructions have been approved under the Paperwork reduction Act of 1995. Persons are not required to respond to this collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Submission is required to obtain or retain benefits under SSA 303(a)(6). Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Ave., NW, Washington, DC, 20210.

[Home](#) [Feedback](#) [Help](#)

6. The *Base Period Wages Report* query screen appears. Enter a batch range and click **Submit Query**.

BENEFIT ACCURACY MEASUREMENT

BASE PERIOD WAGES REPORT - PCA ⓘ

BEGIN BATCH NUMBER

END BATCH NUMBER

[Home](#) [Feedback](#) [Help](#)

The [Home](#) link at the bottom of the screen returns you to the state menu. The [Feedback](#) link accesses contact information for technical problems. The [Help](#) link accesses information on all available functions on the screen.

BAM OPERATIONS GUIDE

7. The *Base Period Wages Report*, for the specified batch range, appears on the screen.

BENEFIT ACCURACY MEASUREMENT PAID CLAIMS ACCURACY BASE PERIOD WAGES REPORT			
State: State Machine			
Batch Range: 201001 ~ 201052			
Base Period Wages:	Number of Cases	Percentage of Cases	Average Error
Correct (e3 = e4)	448	90.3%	
Understated (e3 < e4)	32	6.5%	-\$3,786
Overstated (e3 > e4)	16	3.2%	\$23,025
Total	496	100.0%	
Weekly Benefit Amount:	Number of Cases	Percentage of Cases	Average Error
Correct (e9 = e10)	471	95.0%	
Understated (e9 < e10)	12	2.4%	-\$31
Overstated (e9 > e10)	13	2.6%	\$209
Total	496	100.0%	
Maximum Benefit Amount:	Number of Cases	Percentage of Cases	Average Error
Correct (e11 = e12)	454	91.6%	
Understated (e11 < e12)	25	5.0%	-\$871
Overstated (e11 > e12)	17	3.4%	\$3,962
Total	496	100.0%	

APPENDIX A

Paid Claims Data Elements and Definitions

BAM OPERATIONS GUIDE

PART B -- CLAIMANT INFORMATION

(b1) NAME: Primary Method by which Claimant BAM Information Obtained
SHORT NAME: Method Info Obt

Definition: Enter the code which best describes the method by which the information contained on the claimant questionnaire is obtained.

- 1 = In-person interview
- 2 = Telephone interview
- 3 = Mail or other method (including fax or e-mail)
- -1 = Not obtained

Edits: Must be 1, 2, 3, or -1.

(b2) NAME: United States Citizenship
SHORT NAME: Citizen

Definition: Enter applicable code after appropriate verifications.

- 1 = U.S. Citizen
- 2 = Alien eligible under 3304(a)(14)FUTA
- 3 = Alien ineligible under 3304(a)(14)FUTA
- -1 = Missing or information not available

Edits: Must be 1, 2, 3, or -1.

(b3) NAME: Education
SHORT NAME: Education

Definition: Enter highest level of academic education completed after appropriate verifications.

- 00 = Never attended school
- 01 thru 11 = Highest grade completed
- 12 = High school graduate or GED
- 14 = Some college (but no degree)
- 15 = Associate's degree
- 16 = BA or BS Degree
- 20 = Graduate Degree (Masters, MD, PhD, JD, etc.)
- -1 = Missing or information not available

BAM OPERATIONS GUIDE

Edits: Must be 00 to 12, 14 to 16, 20, or -1.

Note regarding this element and (b4): A distinction must be made between education and training. Attendance at one institution or facility cannot be coded under both categories. Experience that leads to a certificate is considered vocational or technical (voc/tech) school training. If the individual earns a degree (diploma), it is considered “formal” education. If training is post high school and claimant indicates training is for a certificate and does not lead to a degree, proceed to voc/tech question.

(b4) NAME: Vocational or Technical School Training
SHORT NAME: Voc/Tech School

Definition: Enter applicable code after appropriate verification.

- 1 = Never attended
- 2 = Attended, but not certified
- 3 = Attended and received certificate
- -1 = Missing or information not available

Edits: Must be 1, 2, 3, or -1.

(b5) NAME: Training Status during Key Week
SHORT NAME: In Training

Definition: Enter the applicable code after verification

- 00 = Not in training
- -1 = Missing or information not available

UI Approved Training:

- 11 = Tech./voc.
- 12 = WIA
- 13 = Academic
- 14 = Other

Not UI Approved Training:

- 21 = Tech./voc.
- 22 = WIA
- 23 = Academic
- 24 = Other

Edits: Must be 00, 11 to 14, 21 to 24, or -1.

(b6) NAME: O*Net Code for last job prior to filing most recent Initial/Additional Claim
SHORT NAME: Occ Code Last

Definition: Enter the first three digits of the O*NET code for claimant’s **last** job.

Code	O*NET Major Group	Code	O*NET Major Group
11	Management Occupations	35	Food Preparation and Serving Related Occupations

BAM OPERATIONS GUIDE

13	Business and Financial Operations Occupations	37	Building and Grounds Cleaning and Maintenance Occupations
15	Computer and Mathematical Occupations	39	Personal Care and Service Occupations
17	Architecture and Engineering Occupations	41	Sales and Related Occupations
19	Life, Physical, and Social Science Occupations	43	Office and Administrative Support Occupations
21	Community and Social Services Occupations	45	Farming, Fishing, and Forestry Occupations
23	Legal Occupations	47	Construction and Extraction Occupations
25	Education, Training, and Library Occupations	49	Installation, Maintenance, and Repair Occupations
27	Arts, Design, Entertainment, Sports, and Media Occupations	51	Production Occupations
29	Healthcare Practitioners and Technical Occupations	53	Transportation and Material Moving Occupations
31	Healthcare Support Occupations	55	Military Specific Occupations
33	Protective Service Occupations		

-1 = Missing or information not available

Edits: First 2 digits must be an odd number from 11 to 55, or -1.

- (b7) NAME:** O*Net Code for Usual Occupation
SHORT NAME: Occ Code Usual

Definition: Enter the first three digits of the O*NET code for claimant's usual occupation (see O*Net Major Group codes chart in element **b6**). The first source for this information is the claimant's response on the claimant questionnaire. This information must be verified with the claimant's base period and/or separating employer. The BAM investigator must resolve discrepancies between the claimant's statement and the base period and/or the separating employer. If the information is not available from the claimant questionnaire, the employer verification or agency record, then use labor market information.

-1 = Missing or information not available

Edits: First 2 digits must be an odd number from 11 to 55, or -1.

- (b8) NAME:** Normal Hourly Wage for Base Period Occupation
SHORT NAME: Normal Hr Wage

Definition: Enter normal hourly wage for the claimant's occupation during the base period. The first source for this information is the claimant's response on the claimant questionnaire. The BAM investigator must verify this information

BAM OPERATIONS GUIDE

with the claimant's base period employer and resolve any discrepancies between the claimant's statement and information from the base period employer. If the information is not available from the claimant questionnaire or through verification with the base period and/or separating employer, then use labor market information. Express with decimal point in dollars and cents per hour (e.g., \$7.50 per hour is coded as 7.50).

Use state conversion formula when other than hourly wage is given. If no state formula, use the appropriate formula provided below:

<u>Weekly wages</u>	divided by 40 or normal weekly hours for claimant's usual occupation.
<u>Monthly wages</u>	divide by 4.33, then divide by 40 or normal weekly hours for claimant's usual occupation.
<u>Yearly wages</u>	divide by 52, then divide by 40 or normal weekly hours for claimant's usual occupation.
<u>Military (UCX)</u>	compute using the information provided on the DD-214. Military wages are based on 240 hours monthly, 56 hours weekly and 8 hours daily.

-1 = Missing or information not available

Edits: Must be within the validation range set by state agency. Can be -1.

(b9) NAME: O*Net Code for the Type of Work the Claimant is Seeking
SHORT NAME: Occ Code Seeking

Definition: Enter the first three digits of the O*NET code for type of work that claimant is **seeking** (see O*Net Major Group codes chart in b6). Use the claimant's response on the questionnaire for the occupational code. If claimant is exempt from seeking work because of job attachment or recall date and the claimant questionnaire was not completed, this data element should reflect the occupation for the employment on which the agency based the claimant's exemption from work search.

-1 = Information missing or not available

Edits: First 2 digits must be an odd number from 11 to 55, or -1.

(b10) NAME: Lowest Acceptable Hourly Wage
SHORT NAME: Lowest Hr Wage

BAM OPERATIONS GUIDE

Definition: Enter lowest hourly wage that the claimant was willing to accept during the Key Week. The first source for this data element is the claimant's response on the claimant questionnaire. This information must be verified with either the base period employer or the separating employer. The BAM investigator must resolve any discrepancies between the claimant's statement and the employer information. Express in dollars and cents per hour (e.g., \$7.50 per hour is coded as 7.50). Use state conversion formula when other than hourly wages is given. If no state formula, use the appropriate formula provided in b8 above.

-1 = Missing or information not available

Edits:

- Must be within the validation range set by state agency.
- Must be with decimal point in dollars and cents per hour.
- Can be -1.

(b11) NAME: Date of Birth
SHORT NAME: Birth Date

Definition: Enter Date of Birth (MM/DD/YYYY). If month of birth is not available, code "MM" as 06. If day of birth is not available, code "DD" as 01.

If date of birth is missing or information is not available, code as "01/01/0001".

Edits:

- YYYY = 1900 to Current Year.
- Cannot be later than c3 - Benefit Year Beginning.

(b12) NAME: Sex
SHORT NAME: Sex

Definition: Enter appropriate code.

- 1 = Male
- 2 = Female
- 1 = Missing or information not available

Edits: Must be 1, 2, or -1.

(b13) NAME: Ethnicity and Race Classification Code
SHORT NAME: Race-Ethnic

Definition: This is a two-position data element. Enter appropriate ethnic code in the first position, and appropriate race code in the second position.

BAM OPERATIONS GUIDE

99 = If neither race nor Hispanic/Latino ethnicity is known

FIRST POSITION →	0 – Not Hispanic or Latino	1 – Hispanic or Latino	9 – Ethnicity Unknown
SECOND POSITION ↓			
1 – White	01	11	91
2 – Black or African American	02	12	92
3 – Asian	03	13	93
4 – American Indian or Alaska Native	04	14	94
5 – Native Hawaiian or Other Pacific Islander	05	15	95
6 – Multiple Categories Reported	06	16	96
9 – Race Unknown	09	19	99

Edits: Must be 01 to 06, 09, 11 to 16, 19, 91 to 96, or 99.

BAM OPERATIONS GUIDE

PART C -- BENEFIT YEAR INFORMATION

(c1) **NAME:** Program Code
SHORT NAME: Program

Definition: Enter the code that identifies the type of claim that was taken:

- 1 = UI
- 2 = UI-UCFE
- 3 = UI-UCX
- 4 = UI-UCFE-UCX
- 5 = UCFE
- 6 = UCFE-UCX
- 7 = UCX
- 8 = Temporary emergency / extended benefits programs (e.g., EUC)
- 9 = Deleted Record (e.g., TAA, DUA, Workshare)

Code Interstate claims in one of the above categories

Edits:

- Must be 1 to 8 (for non-deleted cases)
- e1 must be greater than 1, if c1 equals 2, 3, 4, or 6.

(c2) **NAME:** Combined Wage Claim
SHORT NAME: CW Claim

Definition: Enter code that applied at the time the Key Week payment was made.

- 1 = CWC Intrastate Claim
- 2 = No combined wages, Intrastate Claim
- 3 = Pending out-of-state wages, Intrastate Claim
- 4 = CWC Interstate Claim
- 5 = No combined wages, Interstate Claim
- 6 = Pending out-of-state wages, Interstate Claim

Use codes 1 or 4 if out-of-state wages were used for the monetary determination.

Use codes 2 or 5 if there are no out-of-state wages OR if claimant declined to combine wages.

Use codes 3 or 6 if out-of-state wages have been requested but not received or acted upon at the time that the Key Week payment was made.

BAM OPERATIONS GUIDE

Edits:

- Must be 1 to 6.
- Cannot be 1 or 4, if e1 is less than or equal to 1 or e2 equals 1.

(c3) NAME: Benefit Year Beginning
SHORT NAME: Ben Year Beg

Definition: Enter effective date of most recent new or transitional claim, not reopened or additional (MM/DD/YYYY).

Edits:

- Cannot be less than "01/01/1980".
- Must be earlier than the Key Week Date.
- Cannot be more than 731 days prior to the Key Week Date.
- Must be earlier than or equal to c7.
- Must be earlier than or equal to f9.
- Cannot be earlier than b11 - Date of Birth.

(c4) NAME: Initial Claim Filing Method
SHORT NAME: Init Clm File

Definition: Enter filing method for the most recent new, additional, or transitional claim.

- 1 = In-Person Claim
- 2 = Mail Claim (including e-mail)
- 3 = Telephone Claim (including automated, interactive telephone systems)
- 4 = Employer-Filed Claim
- 5 = Other (e.g., electronic, other than e-mail)
- 6 = Internet claim
- 1 = Missing or information not available

Edits: Must be 1 to 6 or -1.

Stamp Edits: Must be 1 to 6, or NULL.

(c5) NAME: Benefit Rights Given
SHORT NAME: BRI

Definition: Enter all codes that apply regarding method by which claimant was given Benefit Rights Interview.

Each distinct position within the field **ABCD** is Boolean (true/false), where **A** is In-person interview, **B** is Group interview, **C** is Booklet or pamphlet, and **D** is

BAM OPERATIONS GUIDE

Video / Electronic (including Internet)/other multimedia. The valid codes are summarized in the following table.

BENEFITS RIGHTS GIVEN

A = In-person Interview

0 – Not given

1 – In-person interview given

C = Booklet / Pamphlet

0 – Not given

3 – Booklet / Pamphlet given

B= Group Interview

0 – Not given

2 – Group interview given

D = Video/Electronic/Other Multimedia

0 – Not given

4 – Video/Electronic (including Internet/Telephone/Other Multimedia given

-1 = Missing or information not available

Edits: Must be a combination of 0 to 4, or -1.

(c6) NAME: Number of Eligibility Review Program Interviews (ERPs) Held, current Benefit Year

SHORT NAME: ERPs

Definition: Enter number of ERPs (1-9) held during the claimant's current benefit year up to and including the Key Week. If more than 9 were held, enter 9.

0 = Claimant should have had ERP but did not

-1 = Missing or information not available

-2 = Not applicable (claimant not required to have ERP or first ERP scheduled after the Key Week)

Edits:

- Must be 0 to 9, -1, or -2.

- c7 must be "01/01/0001", if c6 equals -1.

- c7 must be "02/02/0002", if c6 equals 0 or -2.

(c7) NAME: Last ERP Date

SHORT NAME: Last ERP

Definition: Enter date (MM/DD/YYYY) of claimant's most recent ERP up to and including Key Week.

-1 = Missing or information not available

-2 = Not applicable

Edits:

- Must be greater than c3.

- Must be less than or equal to Key Week.

- Cannot be less than "01/01/1980".

BAM OPERATIONS GUIDE

- Must be "01/01/0001", if c6 is -1.
- Must be "02/02/0002", if c6 is 00 or -2.
- Cannot be "01/01/0001", if c6 is greater than 0.
- Cannot be "02/02/0002", if c6 is greater than 0.

(c8) NAME: Number of Prior Nonseparation Determinations Made
SHORT NAME: Prior Non-sep Issues

Definition: Enter number of prior non-separation issues disposed of in current benefit year through the Key Week ending date. This includes all reportable Nonseparation determinations according to the definition in ET Handbook 401, 4th edition, (section 1, chapter 4) made during this period. Exclude issues detected by the BAM paid claims investigation.

0 = None

Edits:

- Must be 0 to 99.
- Must be equal to or greater than c9.

(c9) NAME: Number of Prior Disqualifications for Non-separation Issues
SHORT NAME: Prior Non-sep Disq

Definition: Enter number of prior disqualifications that resulted from non-separation issues identified in **(c8)**. Exclude denials reversed by appeal if the decision was issued before the Key Week ending date. All other reversals should also be excluded, including those reversed at the Local Office or other levels, which may occur prior to the official appeal.

0 = None

Edits:

- Must be 0 to 99.
- Must be less than or equal to c8.

BAM OPERATIONS GUIDE

PART D -- SEPARATION INFORMATION

- (d1) NAME:** Reason for Separation Before Investigation
SHORT NAME: Reason Sep Before

Definition: Enter the code that identifies the reason the claimant was separated from the last job up to and including the Key Week. Code the separation that caused the period of unemployment (new/additional claim) for the Key Week. This element reflects the information contained in the agency records.

- 10 = Lack of Work (e.g., RIF, temporary or permanent lay off)
- 20 = Voluntary Quit
- 30 = Discharge
- 40 = Labor Dispute
- 50 = Other (include military separation or Compelling Family Reasons)
- 60 = Not separated (partially or fully employed, job attached, leave of absence)

The second digit of the code is reserved for optional state use. For example, the state could identify different reasons for Voluntary Quit or Discharge.

Edits: Must be 10 to 69

- (d2) NAME:** Reason for Separation After Investigation
SHORT NAME: Reason Sep After

Definition: Enter the code that the investigation establishes as the reason for separation for the period of unemployment in which the Key Week occurred. The separation to be coded is the most recent employment that affects the claimant's eligibility for benefits. This information may reflect an employer other than the one identified in **(d1)**.

- 10 = Lack of Work (e.g., RIF, temporary or permanent lay off)
- 20 = Voluntary Quit
- 30 = Discharge
- 40 = Labor Dispute
- 50 = Other (include military separation or Compelling Family Reasons)
- 60 = Not separated (partially or fully employed, job attached, leave of absence)

Edits: Must be 10 to 69.

- (d3) NAME:** Date of Separation Before Investigation

BAM OPERATIONS GUIDE

SHORT NAME: Date Sep Before

Definition: Enter date (MM/DD/YYYY) of separation as defined by state law/policy, from last employer used to determine code assigned in **(d1)**. If the claimant has not been separated, enter the last day worked, but no later than the Key Week ending date, if code in **(d1)** is 60-69.

Edits:

- Must be less than or equal to Key Week.
- Cannot be less than "01/01/1980".

(d4) NAME: Date of Separation After Investigation

SHORT NAME: Date Sep After

Definition: Enter the date (MM/DD/YYYY) of separation as defined by state law/policy, from last employer after investigation as identified in **(d2)**. If the claimant has not been separated, enter the last day worked, but no later than the Key Week ending date, if code in **(d2)** is coded 60-69.

01/01/0001 = Missing or information not available

Edits:

- Must be less than or equal to Key Week.
- Can be "01/01/0001".
- Cannot be less than "01/01/1980".

(d5) NAME: Recall Status Before Investigation

SHORT NAME: Recall Stat Before

Definition: Enter the code that indicates claimant's recall status for the Key Week.

- 0 = No recall
- 1 = Definite recall (specific return date)
- 2 = Indefinite recall (no specific return date)
- 1 = Missing or information not available
- 2 = Not applicable (e.g., partial)

Edits: Must be 0, 1, 2, -1, or -2.

(d6) NAME: Recall Status After Investigation

SHORT NAME: Recall Stat After

Definition: Enter the correct recall status code as of Key Week.

- 0 = No recall

BAM OPERATIONS GUIDE

- 1 = Definite recall (specific return date)
- 2 = Indefinite recall (no specific return date)
- 1 = Missing or information not available
- 2 = Not applicable (e.g., partial)

Edits: Must be 0, 1, 2, -1, or -2.

(d7) NAME: Tax Rate for Last Employer
SHORT NAME: Tax Rate Last Emp

Definition: Enter last employer's UI tax rate **at the time of filing** for the most recent new or additional claim. Round to nearest hundredth of a percent (e.g., 14.92% is entered as 14.92; 3.6% is entered as 3.60; 7.478% is entered as 7.48).

Enter 99.99 if employer reimburses fund.

Edits:

- Format is xx.xx.
- Can be all zeros.
- Can be -1.

(d8) NAME: Industry Code (Last Employer)
SHORT NAME: Ind Code Last Emp

Definition: Enter first four digits (industry group level) of North American Industry Classification System (NAICS) code for the claimant's last employer as identified in **(d2)**. If only a two-digit NAICS sector level is available on the state's computer system, enter the two digits followed by two zeros. For example, if the only industry code available is 17, enter 1700.

Enter -1 if missing or information not available.

11 Agriculture, Forestry, Fishing, Hunting
21 Mining

22 Utilities

23 Construction

31-33 Manufacturing

42 Wholesale Trade

44-45 Retail Trade

48-49 Transportation and Warehousing

51 Information

52 Finance and Insurance 92 Public Administration

53 Real Estate, Rental and Leasing

54 Professional, Scientific, and Technical Services

55 Management of Companies and Enterprises

56 Administrative Support, Waste Management and Remediation Services

61 Education Services

62 Health Care and Social Assistance

71 Arts, Entertainment and Recreation

72 Accommodation and Food Services

81 Other Services (except Public Administration)

BAM OPERATIONS GUIDE

Edits:

- First 2 digits must be 11, 21 to 23, 31 to 33, 42, 44 to 45, 48 to 49, 51 to 56, 61 to 62, 71 to 72, or 81, 92.
- Can be -1.
- Must be 4 digits long.

BAM OPERATIONS GUIDE

PART ME -- MONETARY ELIGIBILITY

- (e1) **NAME:** Number of Base Period Employers Before Investigation
SHORT NAME: BP Emps Before

Definition: Enter number of subject base period employers, before investigation. Include wages from seasonal, school, and out-of-state employers if they were used in the monetary determination from which the Key Week payment was made.

Edits:

- Must be within the validation range set by state agency.
- Must be greater than 1, if c2 equals 1 or 4.
- Must be greater than 1, if c1 equals 2, 3, 4, or 6.

- (e2) **NAME:** Number of Base Period Employers After Investigation
SHORT NAME: BP Emps After

Definition: Enter number of subject base period employers after investigation. Include wages from seasonal, school, and out-of-state employers if they should have been used in calculating the monetary determination from which the Key Week payment was made.

Note: If applicable, consider the application of an alternative base period

0 = No base period employers as a result of the investigation (monetarily ineligible)

Edits:

- Must be within the validation range set by state agency.
- Can be 0.
- e6, e8, e14, and e16 must be 0 or -2, if e2 is 0.
- e4, e10, and e12 must be 0, if e2 is 0.
- Must be equal to 0 or be greater than 1, if c2 is 1 or 4.

- (e3) **NAME:** Base Period Wages Before Investigation
SHORT NAME: BP Wages Before

Definition: Enter total amount of all base period wages from subject employers. Express in whole dollars. Include wages from seasonal, school, and out-of-state employers if they were used in the monetary determination from which the Key Week payment was made.

BAM OPERATIONS GUIDE

Edits:

- Must be within the validation range set by state agency.
- Cannot equal 0.
- Must be greater than or equal to e5.

(e4) NAME: Base Period Wages After Investigation
SHORT NAME: BP Wages After

Definition: Enter total amount of all base period wages from subject employers identified in **(e2)** even if claimant is determined to be monetarily ineligible. Express in whole dollars.

Note: If applicable, consider the application of an alternative base period

Must be zero (0) if **(e2)** is zero.

Edits:

- Must be within the validation range set by state agency.
- Can be 0.
- Must be 0, if e2 is 0.
- Cannot be 0, if e2 is greater than 0.
- Must be greater than or equal to e6.

(e5) NAME: High Quarter Wages Before Investigation
SHORT NAME: High Qtr Wages Before

Definition: Enter whole dollar amount of claimant's high quarter base period wages (before investigation) used in the monetary determination from which the original Key Week payment was made. Include seasonal wages and school wages, if used.

Enter 99999 if greater than \$99999.

Enter -2 if not applicable and/or not in state records.

Edits:

- Must be within the validation range set by state agency.
- Must be less than or equal to e3.
- Cannot equal 0.
- Can be -2.

(e6) NAME: High Quarter Wages After Investigation
SHORT NAME: High Qtr Wages After

BAM OPERATIONS GUIDE

Definition: Enter whole dollar amount of claimant's high quarter base period wages (after investigation) that should have been used for the monetary determination for the Key Week.

Enter 99999 if greater than \$99999.
Enter zero (0) if (e2) is zero.
Enter -2 if not applicable

Edits:

- Must be within the validation range set by state agency.
- Must be less than or equal to e4.
- Must be 0, if e2 is 0.
- Cannot be 0, if e4 is greater than 0.
- Can be -2.

(e7) **NAME:** Number of Weeks Worked in Base Period Before Investigation
SHORT NAME: Wks Worked Before

Definition: Enter number of actual weeks, as defined by state law and procedures that the claimant worked in base period prior to the investigation. Complete this item if required by state law for computing monetary eligibility.

-2 = Not Applicable if the number of weeks worked is not required.

Edits:

- Must be within the validation range set by state agency.
- Can be -2.

Stamp Edits: Must be -2 or NULL.

(e8) **NAME:** Number of Weeks Worked in Base Period After Investigation
SHORT NAME: Wks Worked After

Definition: Enter number of actual weeks, as defined by state law and procedures that the claimant worked in base period after investigation. Complete this item if required by state law for computing monetary eligibility.

Enter zero (0) if (e2) is zero.
Enter -2 if the number of weeks worked is not required.

Edits:

- Must be within the validation range set by state agency.
- Can be -2.
- Must be 0 or -2, if e2 equals 0.
- Cannot be 0, if e2 is greater than 0.

BAM OPERATIONS GUIDE

Stamp Edits: Must be -2 or NULL.

(e9) NAME: Weekly Benefit Amount (WBA) Before Investigation
SHORT NAME: WBA Before

Definition: Enter claimant's WBA for the Key Week, based on the monetary determination from which the original Key Week payment was made. Express in whole dollars. Disregard dependents' allowances, pension deductions, or Key Week earnings (if any). Do not use adjusted WBA based on monetary redetermination made because of nonmonetary issues (i.e., a separation issue or administrative penalty).

Edits:

- Must be within the validation range set by state agency.
- Cannot be 0.
- Must be less than or equal to e11.
- e9 plus e15 (if any) must be greater than or equal to f13.
- e9 plus e15 must be greater than f3.
- e9 plus e15 must be greater than f7.
- e9 plus e15 must be greater than or equal to sum of f13 plus f3 plus f7.
- f3 plus f13 plus f7 must be less than or equal to e9 plus e15, if state does not equal WI (FIPS code 55).
- f3 plus f13 plus f7 must be less than or equal to (e9 plus e15) times 2 minus 1, if state equals WI (FIPS code 55).

(e10) NAME: Weekly Benefit Amount (WBA) After Investigation
SHORT NAME: WBA After

Definition: Enter claimant's correct WBA based on the monetary determination that should have applied at the time the original Key Week payment was made.

Express in whole dollars. Disregard dependents' allowances, pension deductions, or Key Week earnings (if any). Disregard WBA resulting from a monetary redetermination caused by nonmonetary issues (i.e., a separation issue or administrative penalty).

Must be zero (0) if (e2) is zero.

Edits:

- Must be within the validation range set by state agency.
- Must be 0, if e2 is 0.
- Must be less than or equal to e12.
- e10 plus e16 must be greater than or equal to f4 plus f8.
- Cannot be 0 if h1 is less than or equal to 4.

(e11) NAME: Maximum Benefit Amount (MBA) Before Investigation

BAM OPERATIONS GUIDE

SHORT NAME: MBA Before

Definition: Enter MBA based on monetary determination from which original Key Week payment was made.

Express in whole dollars. Do not use adjusted MBA based on monetary redetermination made because of nonmonetary issues (i.e., a separation issue or administrative penalty). Disregard any EB entitlement, state supplemental payments, dependents' allowances or any other deductions.

Edits:

- Must be within the validation range set by state agency.
- Cannot be 0.
- Must be greater than e19.
- Must be equal to or greater than e9.

(e12) NAME: Maximum Benefit Amount (MBA) After Investigation

SHORT NAME: MBA After

Definition: Enter MBA based on the monetary determination that should have applied to Key Week at the time that the original payment for Key Week was made.

Express in whole dollars. Disregard MBA resulting from a monetary redetermination caused by nonmonetary issues (i.e., a separation issue or administrative penalty). Disregard any EB entitlement, state supplemental payments, dependents allowances or any other deductions. Must be zero (0) if (e2) is zero.

Edits:

- Must be within the validation range set by state agency.
- Must be 0, if e2 is 0.
- Must be equal to or greater than e10.

(e13) NAME: Number of Dependents Claimed Before Investigation

SHORT NAME: Depend Before

Definition: Enter the number of dependents claimed.

Enter zero (0) if none and state has a dependency provision.
Enter -2 if state does not have a dependency provision.

Edits:

- Must be within the validation range set by state agency.
- Can be 0 or -2.

BAM OPERATIONS GUIDE

- Must be -2, if e15 is -2.
- Must be 0, if e15 is 0.
- Cannot be 0, if e15 is not 0.

Stamp Edits:

- Must be -2 or NULL.
- e14, e15, and e16 will be set to -2 or NULL respectively, if e13 is set to -2 or NULL.

(e14) NAME: Number of Dependents Claimed After Investigation
SHORT NAME: Depend After

Definition: Enter the correct number of dependents that should be claimed.

Enter zero (0) if none and state has a dependency provision.
Enter -2 if state does not have a dependency provision.

Edits:

- Must be within the validation range set by state agency.
- Can be 0 or -2.
- Must be 0 or -2, if e2 is 0.
- Must be 0, if e16 is 0.
- Must be -2, if e16 is -2.
- Cannot be 0, if e16 is not 0.

Stamp Edits:

- Must be -2 or NULL.
- e13, e15, and e16 will be set to -2 or NULL respectively, if e14 is set to -2 or NULL.

(e15) NAME: Dependents' Allowance Before Investigation
SHORT NAME: Depend Allow Before

Definition: Enter the whole dollar amount of dependents' allowance before investigation, if any that was paid to the claimant for the Key Week.

Enter zero (0) if claimant is not eligible for allowance and state has a dependency provision. Enter -2 if state does not have a dependency provision.

Edits:

- Must be within the validation range set by state agency.
- Must be less than e9, except for Alaska (AK).
- Must be 0, if e13 is 0.
- Cannot be 0, if e13 is greater than 0.
- Must be -2, if e13 is -2.
- Can be 0 or -2.
- Cannot be -2, if e13 is not -2.

BAM OPERATIONS GUIDE

- e9 plus e15 must be greater than f3.
- e9 plus e15 must be greater than f7.
- e9 plus e15 must be greater than or equal to f13.
- f3 plus f13 plus f7 must be less than or equal to e9 plus e15, if state does not equal WI (FIPS code 55).
- f3 plus f13 plus f7 must be less than or equal to (e9 plus e15) times 2 minus 1, if state equals WI (FIPS code 55).

Stamp Edits:

- Must be -2 or NULL.
- e13, e14, and e16 will be set to -2 or NULL respectively, if e15 is set to -2 or NULL.

(e16) NAME: Dependents' Allowance After Investigation
SHORT NAME: Depend Allow After

Definition: Enter the correct whole dollar amount of dependents' allowance that should have been paid to the claimant during the Key Week.

Enter zero (0) if claimant not eligible for allowance and state has a dependency provision.

Enter -2 if state does not have a dependency provision.

Edits:

- Must be within the validation range set by state agency.
- Must be less than or equals to e10, except for Alaska (AK).
- Must be 0 or -2, if e2 is 0.
- Must be 0, if e14 is 0.
- Cannot be 0, if e14 is greater than 0.
- Must be -2, if e14 is -2.
- e10 plus e16 must be greater than or equal to f4 plus f8.
- Can be 0 or -2.

Stamp Edits:

- Must be -2 or NULL.
- If e16 is set to -2 or NULL, e13, e14, and e15 will be set to -2 or NULL respectively.

(e17) NAME: Industry Code (Primary Base Period Employer)
SHORT NAME: Ind Code Primary Emp

Definition: Enter first four digits (Industry group level) of NAICS code for claimant's primary base period employer from whom the most wages were earned. If only two-digit major group is available on the state's computer system, enter the two digits followed by two zeros. NAICS codes should always be obtained for out-of-state employers, non-profit employers and exempt employers, if at all possible. NAICS codes can be found at: www.census.gov/naics/

BAM OPERATIONS GUIDE

-1 = Information missing or not available

11 Agriculture, Forestry, Fishing, Hunting
21 Mining

22 Utilities
23 Construction

31-33 Manufacturing
42 Wholesale Trade
44-45 Retail Trade
48-49 Transportation and Warehousing
51 Information
52 Finance and Insurance

53 Real Estate, Rental and Leasing
54 Professional, Scientific, and Technical
Services
55 Management of Companies and Enterprises
56 Administrative Support, Waste Management
and Remediation Services
61 Education Services
62 Health Care and Social Assistance
71 Arts, Entertainment and Recreation
72 Accommodation and Food Services
81 Other Services (except Public Administration)
92 Public Administration

Edits:

- First 2 digits must be 11, 21 to 23, 31 to 33, 42, 44 to 45, 48 to 49, 51 to 56, 61 to 62, 71 to 72, 81, or 92.
- Can be -1.
- Must be 4 digits long.

(e18) NAME: Monetary Redetermination Before Investigation
SHORT NAME: Mon Redet Before

Definition: Enter appropriate code that indicates if state redetermined claimant's monetary eligibility prior to Key Week payment date. Do not consider redeterminations resulting from a nonmonetary issue (i.e., a separation issue or administrative penalty).

1 = Yes
2 = No

Edits: Must be 1 or 2.

(e19) NAME: Remaining Balance (RB) as of KW Ending Date
SHORT NAME: Remaining Bal

Definition: Enter remaining balance of claimant's benefits at the time the Key Week was claimed even though it was paid at a later date. Deduct amount of Key Week payment regardless of date paid when computing remaining balance. Exclude amounts for dependency allowances.

0 = balance is exhausted

EXAMPLE: Week 01 is Key Week. MBA is \$2600 and WBA is \$100. Key Week was paid the week after week 02 was paid. The state record will indicate a balance of \$2400 based on the Key Week payment date. However, for BAM

BAM OPERATIONS GUIDE

purposes, the remaining balance is \$2500 since payments are arrayed chronologically by compensable week ending date.

COMPUTE REMAINING BALANCE AS FOLLOWS: Array payments in chronological order by compensable week ending date. Sum dollar amount of all weeks paid including Key Week. Deduct this amount from Maximum Benefit Amount. Result is remaining balance.

Edits:

- Must be less than e11.
- Can be 0.

BAM OPERATIONS GUIDE

PART F -- BENEFIT PAYMENT HISTORY

- (f1) **NAME:** Total Earnings for Key Week Before Investigation
SHORT NAME: KW Earnings Before

Definition: Enter whole dollar amount of earnings during KW regardless of effect on the amount paid. DO NOT include other income such as pensions, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

Enter 9999 if \$9999 or more.
Enter zeros (0000) if none.

Edits:

- f3 must be 0, if f1 equals 0.
- Must be equal to or greater than f3.

- (f2) **NAME:** Total Earnings for Key Week After Investigation
SHORT NAME: KW Earnings After

Definition: Enter whole dollar amount of earnings during KW regardless of effect on the amount paid. DO NOT include other income such as pensions, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

Enter 9999 if \$9999 or more.
Enter zeros (0000) if none.

Edits:

- f4 must be 0, if f2 equals 0.
- Must be equal to or greater than f4.

- (f3) **NAME:** Earnings Deduction for Key Week Before Investigation
SHORT NAME: Earn Deduct Before

Definition: Enter actual amount, in whole dollars, deducted from WBA because of earnings. DO NOT include other income such as pensions, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

This amount may be less than amount reported on the certification by claimant because of earnings disregarded by law in computation of amount deducted.

Enter zero (0) if no earnings deduction.

Edits:

BAM OPERATIONS GUIDE

- Must be 0, if f1 is 0.
- Must be less than or equal to f1.
- Must be less than e9 plus e15 (if any).
- f3 plus f13 plus f7 must be less than or equal to e9 plus e15, if state does not equal WI (FIPS code 55).
- f3 plus f13 plus f7 must be less than or equal to (e9 plus e15) times 2 minus 1, if state equals WI (FIPS code 55).

(f4) NAME: Earnings Deduction for Key Week After Investigation
SHORT NAME: Earn Deduct After

Definition: Enter whole dollar amount that should have been deducted from WBA because of earnings. Do NOT include other deductible income such as pensions, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

Enter zero (0) if no earnings deduction.

Edits:

- Must be 0, if f2 is 0.
- Must be less than or equal to f2.
- Must be less than or equal to e10 plus e16 (if any).
- The sum of f4 plus f8 must be less than or equal to e10 plus e16.

(f5) NAME: Total Other Deductible Income for KW Before Investigation
SHORT NAME: Other Income Before

Definition: Enter total whole dollar amount of other income (deductible under state law) received (or prorated) before the provisions of state law are applied to deduct it from benefits paid. Include pension received for the Key Week, regardless of effect on the payment amount, using the state's method to determine the weekly amount of the pension. Also, include all deductible income such as holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

Enter zero (0) if none.

Edits:

- Can be 0.
- f7 must be 0, if f5 equals 0.
- Must be equal to or greater than f7.

(f6) NAME: Total Other Deductible Income for KW After Investigation
SHORT NAME: Other Income After

Definition: Enter total whole dollar amount of other income (deductible under state law) received (or prorated) before the provisions of state law are applied to

BAM OPERATIONS GUIDE

deduct it from benefits paid. Include pension received for the Key Week, regardless of effect on the payment amount, using the state's method to determine the weekly amount of the pension.

Enter zero (0) if none

Edits:

- Can be 0.
- f8 must be 0, if f6 data is 0.
- Must be equal to or greater than f8.

(f7) NAME: Other Income Deductions for Key Week Before Investigation
SHORT NAME: Other Deduct Before

Definitions: Enter actual amount, in whole dollars, deducted from WBA due to a pension, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc. before investigation of Key Week.

Enter zero (0) if no other income deduction.

Edits:

- Can be 0.
- Must be 0, if f5 is 0.
- Must be less than or equal to f5.
- Must be less than e9 plus e15 (if any).
- f3 plus f13 plus f7 must be less than or equal to e9 plus e15, if state does not equal WI (FIPS code 55).
- f3 plus f13 plus f7 must be less than or equal to (e9 plus e15) times 2 minus 1, if state equals WI (FIPS code 55).

(f8) NAME: Other Income Deductions for Key Week After Investigation
SHORT NAME: Other Deduct After

Definition: Enter whole dollar amount that should have been deducted from WBA for the Key Week due to a pension, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

Enter zero (0) if no other income deduction.

Edits:

- Can be 0.
- Must be 0, if f6 is 0.
- Must be less than or equal to f6.
- Must be less than or equal to e10 plus e16 (if any).
- Sum of f4 plus f8 must be less than or equal to e10 plus e16 (if any).

BAM OPERATIONS GUIDE

(f9) NAME: First Compensable Week Ending Date
SHORT NAME: First CWE Date

Definition: Enter Week Ending Date (MM/DD/YYYY) of first week compensable (paid/offset, totally or partially) in the benefit year as defined for the First Payment Time Lapse Report (ETA 9050).

NOTE: This is NOT necessarily the first compensated week as defined for the Claims and Payment Activities Report (ETA 5159, Part B). However, if no first compensable week is reportable for the claim, then use the first week compensated.

Edits:

- Must be greater than or equal to c3.
- Cannot be less than "01/01/1980".
- Must be less than or equal to Key Week.
- Cannot be more than 731 days prior to Key Week.
- Must be less than or equal to f10.

(f10) NAME: Date of First Compensable Week
SHORT NAME: Date First Payment

Definition: Enter date payment was made (or offset applied) for the first compensable week identified in (f9) (MM/DD/YYYY).

Edits:

- Must be greater than or equal to f9.
- Cannot be less than "01/01/1980".

(f11) NAME: Key Week Filing Method
SHORT NAME: KW File Meth

Definition: Enter filing method for Key Week claim.

- 1 = Mail Claim (including e-mail)
- 2 = In-person Claim
- 3 = Employer filed (i.e., partial)
- 4 = Telephone (including automated, interactive telephone systems)
- 5 = Other (e.g., electronic, other than e-mail)
- 6 = Internet Claim
- 1 = Missing or information not available

Edits: Must be 1 to 6, or -1.

Stamp Edits: Must be 1 to 6, or NULL.

(f12) NAME: Key Week Certification Procedure

BAM OPERATIONS GUIDE

SHORT NAME: KW Cert

Definition: The filing method for Key Week claim. Enter appropriate code.

1 = Key Week claimed on a weekly cycle.

2 = Key Week claimed on a bi-weekly cycle.

3 = Other (greater than bi-weekly cycle)

Edits: Must be 1, 2, or 3.

Stamp Edits: Must be 1, 2, or NULL.

(f13) NAME: Original Amount Paid and/or Offset for Key Week

SHORT NAME: Orig Amt Pd

Definition: Enter original whole dollar amount paid. Include in this amount dependent allowance and child support intercepted, (if any), federal, state and/or local income tax withholding, and the recovery of over issuances of food stamp coupons for Key Week. Code \$98.00 as 98 without a leading zero.

Edits:

- Must equal h5 if h2 equals 0.
- Must equal h2 if h5 and h6 equal 0.
- f3 plus f13 plus f7 must be less than or equal to e9 plus e15, if state does not equal WI (FIPS code 55).• f3 plus f13 plus f7 must be less than or equal to (e9 plus e15) times 2 minus 1, if state equals WI (FIPS code 55)

BAM OPERATIONS GUIDE

PART G – EMPLOYMENT SERVICES REGISTRATION/WORK SEARCH

(g1) NAME: Work Search Requirements
SHORT NAME: WS Requirements

Definition: Enter the appropriate code that applied at the time eligibility for the Key Week was determined.

- 1 = Required to actively seek work (in addition to union contact, if applicable)
- 2 = An agency directive (written or verbal) temporarily suspended the claimant's normal work search for the Key Week.
- 3 = Union deferral (seeking work only through union)
- 4 = Job attached deferral (temporary lay-off, recall, partial, industry attached)
- 5 = Other deferrals (disability, school, etc.)
- 2 = Not Applicable, if no active work search policy

Edits:

- Must be 1 to 5, or -2.
- g1 cannot equal 1, if g10 is -2.
- Cannot equal -2, if ei2 is 14.
- Cannot equal -2, if ei3 is 420.

Stamp Edits:

- Must be 1 to 2, -2, or NULL.
- g1 cannot equal 1, if g10 is -2.

(g2) NAME: Labor Exchange Registration Required for Key Week
SHORT NAME: LE Reg Req

Definition: Enter the appropriate code that applies to the Key Week regarding state written law, policy, and procedures that govern whether claimants are required to be registered with the Employment Service and what constitutes registration. Use code 2 only if the state does not require registration OR there is written law/policy that provides for non-registration under certain circumstances (e.g., temporary lay-off, union membership), and such nonregistration policy is applicable to claimant.

- 1 = Yes, per state law
- 2 = No
- 3 = Yes, as a result of profiling
- 4 = Yes, for both reasons

BAM OPERATIONS GUIDE

Edits:

- Must be 1 to 4.
- g4 must be -2, if g2 equals 1, 3, or 4.
- g4 must be 1 to 6, if g2 equals 2.

Stamp Edits: Must be 1 to 4, or NULL.

(g3) NAME: Labor Exchange Registration and Services as of Key Week
SHORT NAME: LE Reg/Services

Definition: Enter the appropriate code that applies to the Key Week regarding the claimant's registration with the State Employment Service. BAM coding should be consistent with state law, policy, and procedures.

- 1 = Registered with the Employment Service and has received one or more staff-assisted service during the current benefit year (for example, job referral, placement in training, reemployment or assessment services, or job search activities)
- 2 = Not registered with Employment Service and has not used self-help services from the American Job Center delivery system during the current benefit year.
- 3 = Not registered with Employment Service but has received staff assisted services or has used self-help services from the American Job Center delivery system during the current benefit year.
- 4 = Registered with the Employment Service but has received no staff-assisted services during the current benefit year.
- 1 = Information missing or not available.

Edits:

- Must be 1 to 4, or -1.
- g5 cannot be -2, if g3 equals 1.
- g5 must be -2, if g3 equals 2.
- g5 must be 0, if g3 equals 4.

Stamp Edits: Must be 1 or NULL.

(g4) NAME: Reason Labor Exchange Registration Deferred
SHORT NAME: LE Defer

Definition: Enter appropriate code.

- | | |
|---|-------------------------|
| 1 = Union member | 5 = Approved training |
| 2 = Job attached | 6 = Local Office policy |
| 3 = Partial | 7 = Other |
| 4 = Seasonal | |
| -2 = Not Applicable, if claimant not deferred | |

BAM OPERATIONS GUIDE

Edits:

- Must be 1 to 7, or -2.
- Must be -2, if g2 equals 1, 3 or 4.
- Must be 1 to 7, if g2 equals 2.

Stamp Edits: Must be -2 or NULL.

- (g5) NAME:** Number of Labor Exchange Referrals
SHORT NAME: LE Refers

Definition: Enter number of times Employment Services referred claimant for employment during current benefit year (CBY) up to and including Key Week.

Enter zero 0 if no referrals while registered in CBY.

Enter -1 if information missing or not available.

Enter -2 if claimant not registered or received no services during CBY.

Edits:

- Must be within the validation range set by state agency.
- May be -1 or -2.
- Cannot be -2, if g3 equals 1.
- Must be -2, if g3 equals 2.
- Must be 0, if g3 equals 4.

- (g6) NAME:** Registered with Private Employment Agency (as defined by state law)
SHORT NAME: Regis Priv Agency

Definition: Enter code that applied as of the Key Week.

1 = Registered with private agency

2 = Not registered with private agency

-1 = Information missing or not available.

Edits:

- Must be 1, 2, or -1.
- g7 cannot be -2, if g6 equals 1.

- (g7) NAME:** Number of Private Employment Agency Referrals
SHORT NAME: Priv Agency Refers

Definition: Enter number of times the claimant was referred for employment by a Private Employment Agency (as defined by state law) during the Key Week.

Enter zero (0) if registered but not referred.

Enter -1 if information missing or not available.

BAM OPERATIONS GUIDE

Enter -2 if claimant not registered.

Edits:

- Must be within the validation range set by state agency.
- Cannot be -2, if g6 is 1.
- Must be -2, if g6 is 2.
- Must be -1, if g6 is -1.

(g8) NAME: Union Referral Status
SHORT NAME: Union Status

Definition: Enter appropriate code that applies to the Key Week after appropriate verification.

- 0 = Claimant NOT a member of a union.
- 1 = Claimant is a member of a union with a hiring hall and was eligible to be referred by the union during the Key Week.
- 2 = Claimant is a member of a union with a hiring hall but was not eligible for union referral during the Key Week.
- 3 = Claimant is a member of a non-hiring-hall union.
- 1 = Missing or information not available

Edits:

- Must be 0 to 3, or -1.
- g9 must be -1, if g8 -1.
- g9 must be -2, if g8 equals 0, 2, or 3.

(g9) NAME: Number of Union Referrals for the Key Week
SHORT NAME: Union Refers

Definition: Enter number of times that a union with a hiring hall referred claimant for employment during the Key Week. All such referrals are to be verified. Do not include referrals associated with a non-hiring-hall union; however, contacts resulting from such referrals may be included in g10.

- 1 = Information Not Available, or g8 coded -1.
- 2 = Not Applicable, or g8 is code 0, 2, or 3.

Edits:

- Must be within the validation range set by state agency.
- Must be -1, if g8 is -1.
- Must be -2, if g8 is 0, 2, or 3.
- Can be 0 only when g8 is 1.

(g10) NAME: Number of Job Contacts Listed for KW

BAM OPERATIONS GUIDE

SHORT NAME: KW Contacts

Definition: Enter number of all Key Week job contacts indicated from any source.

Note: If claimant sought work in Key Week although not required to do so, enter number of contacts and make appropriate verifications.

Enter zero (0) if no contacts were indicated.

Enter -1 if claimant does not know or is not available

Enter -2 if not required to and did not seek work.

Edits:

- Must be within the validation range set by state agency.
- Can be 0, -1, or -2.
- Cannot be -2, if g1 is 1.

Stamp Edits:

- Must be -2 or NULL.
- Cannot be -2, if g1 is 1.

(g11) NAME: Number of Job Contacts Made Prior to Key Week but used to Satisfy Work Search Requirements for KW
SHORT NAME: Prior KW Contacts

Definition: Enter number of work search contacts made prior to Key Week only if used to satisfy the state's work search requirements.

Enter zero (0) if no contacts were indicated or KW contacts were sufficient to meet the requirements.

Enter -1 if claimant does not know or INA.

Enter -2 if state does not allow contacts outside the KW to satisfy work search requirements.

Edits:

- Must be within the validation range set by state agency.
- Can be 0, -1, or -2.

Stamp Edits: Must be -2 or NULL.

(g12) NAME: Number of Work Search Contacts Investigated for Key Week Eligibility
SHORT NAME: Contacts Inv

Definition: Enter total number of work search contacts investigated by the BAM unit, regardless of investigation determination regarding acceptability. Do not include here any work-search contacts that were not investigated by BAM unit.

BAM OPERATIONS GUIDE

Enter zero (0) if no job contacts were investigated and enter zeros for g13, g14, and g15.

Edits:

- Can be 0.
- Must be less than or equal to the sum of g10 and g11.
- Must be equal to the sum of g13, g14, and g15.
- g13, g14, and g15 must be 0, if g12 is 0.

Stamp Edits: Must be 0 or NULL.

(g13) NAME: Number of Acceptable Work Search Contacts for Key Week
SHORT NAME: Contacts Acc

Definition: Include only work search contacts for which documentation exists in BAM file that such contacts were made by claimant and were acceptable contacts within state's written law/policy on active search for work.

Edits:

- Must be 0, if g12 is 0.
- Must be less than or equal to g12.
- g14 and g15 must be 0, if g13 equals g12.
- g13 plus g14 plus g15 must equal g12.

(g14) NAME: Number of Unacceptable Work Search Contacts for Key Week
SHORT NAME: Contacts Unacc

Definition: Include only job contacts for which written documentation exists in BAM file that such contacts were not made at all by claimant or were made but are unacceptable within the framework of state's written law or policy.

Edits:

- Must be 0, if g12 is 0.
- Cannot be greater than g12.
- g14 and g15 must be 0, if g13 equals g12.
- g13 plus g14 plus g15 must equal g12.
- g13 and g15 must be 0, if g14 and g12 are equal.

(g15) NAME: Number of Work Search Contacts for KW that Could not be Verified as Either Acceptable or Unacceptable
SHORT NAME: Contacts Unver

Definition: Include here the work search contacts for which there were insufficient information to make a judgment of either acceptable or unacceptable, within the state's written law/policy on work search.

BAM OPERATIONS GUIDE

Edits:

- Must be 0, if g12 is 0.
- Must be 0, if g12 and g13 are equal.
- Cannot be greater than g12.
- g13 plus g14 plus g15 must equal g12.
- g13 and g14 must be 0, if g15 equals g12.

BAM OPERATIONS GUIDE

PART H –ERROR CLASSIFICATION/CASE COMPLETION

(h1) **NAME:** Key Week Action Code Flag
SHORT NAME: Action Code Flag

Definition: Enter code 1, 2, or 3 for a Proper Payment. Enter code 9 for an Improper Payment. When code 9 is entered, the Error Issue (Errisu) Table is retrieved by the system for data entry.

- 1 = Correct Payment/Offset
- 2 = Overpayment established or WBA, Key Week dependents' allowance (KWDA) entitlement, MBA, or remaining balance (RB) decreased which was later "officially" reversed. BAM agrees with the "official" action.
- 3 = Supplemental check issued/offset applied, which was later "officially" reversed. BAM agrees with the "official" action.
- 4 = Payment correct after original BAM investigation at time of supervisor sign-off, and no Key Week error issues were detected as a result of new hire or wage record matching or additional information obtained through late claimant, employer, or third party responses.
- 5 = Payment improper after original BAM investigation at time of supervisor sign-off, but no additional Key Week error issues were detected as a result of new hire or wage record matching or additional information obtained through late claimant, employer, or third party response.
- 7 = Payment correct after original BAM investigation at time of supervisor sign-off, but is improper as a result of new hire or wage record matching or additional information obtained through late claimant, employer, or third party response (requires entry of data in the error issue table).
- 8 = Payment improper after original BAM investigation at time of supervisor sign-off, but additional Key Week error issues were identified or the coding of an issue identified in the initial BAM audit is revised as a result of new hire or wage record matching or additional information obtained through late claimant,

BAM OPERATIONS GUIDE

employer, or third party response (requires entry of data in the error issue table).

9 = Improper Payment - Improper payment codes are defined in the Errisu (Error Issue) Table. Data entry of code 9 in this data element field will trigger the errisu table for data input.

Edits:

- Must be 1, 2, 3, or 9 for Update Cases.
- Must be 1 to 5, 7, 8, or 9 for Reopen Completed Cases.
- Must be 4, 5, 7 or 8 if Reopen Completed Case Code (ro1) is 7, 8 or 9.
- h2 must equal f13, if h1 equals 1, 2, 3, or 4.
- Must be 1 to 4, if h5 and h6 are 0.
- If 1, 2 or 3, H2 must equal F13
- Can be 9
- If E10 equals 0, then must be 9

(h2) NAME: Amount That Claimant Should Have Been Paid
SHORT NAME: Amt Should Have Been Paid

Definition: Enter the whole dollar amount that the claimant should have received for the Key Week if the payment had been made correctly. Include all issues regardless of whether they are "technically proper." Exclude action codes 14, 16, (11, 12, 13, and 15 if Prior Agency Action (ei6) equals 90 to 99), 23, and 24. If H1 is coded 1, 2, or 3 the system will automatically stamp the amount in F13 in this field.

Edits:

- Cannot exceed state's maximum WBA (e9) plus maximum Dependents' Allowance (e15).
- Cannot be less than state's minimum Dependents' Allowance (e15).
- Must equal f13, if h1 equals 1, 2, 3, or 4.

(h3) NAME: Total Whole \$ Amount of Overpayments (include KW)
SHORT NAME: Total Amt OP

Definition: This element captures the total amount of overpayments established for the claimant as a result of the BAM investigation. Enter whole dollar amount of all overpayments, voided offsets, or adjustments (to either the WBA or MBA), including Key Week, officially established as a result of BAM investigation.

Include in this figure only overpayments officially established for weeks claimed or paid. Include payments from any Extended Benefits and temporary extended or emergency compensation programs. Do not adjust (i.e., net) amount due to

BAM OPERATIONS GUIDE

the establishment of underpayments, code only overpayments. Include amounts from prior benefit years if applicable.

Exclude any prospective savings relating to weeks not claimed and any penalty or interest amount.

If an overpayment established as a result of BAM investigation is reversed on appeal, this amount must be reduced by the amount involved in the reversal.

Edits:

- Range must be from 0 to 50,000

(h4) NAME: Total Whole \$ Amount of Underpayments (include KW)
SHORT NAME: Total Amt UP

Definition: This element captures the total amount of underpayments established for the claimant as a result of the BAM investigation. Enter whole dollar amount of all underpayments, offsets applied, or adjustment (to either WBA or MBA), including Key Week, established as a result of BAM investigation.

Include in this figure only underpayments established for weeks actually claimed or paid. Include amounts from prior benefit years if applicable. Include payments from any Extended Benefits and temporary extended or emergency compensation programs. Do not adjust (i.e., net) amount due to establishment of overpayments, code only for underpayments. Exclude any prospective errors relating to weeks not claimed.

If a supplemental check was issued or offset applied which was later officially reversed on appeal and BAM agrees with the official action (code 03) then this amount must be reduced by the amount involved in the reversal.

Edits:

- Range must be from 0 to 50,000

(h5) NAME: Total Overpayment Amount for the Key Week
SHORT NAME: Total KW OP

Definition: This element captures the total amount of Key Week overpayments for a case, except for those recorded as formal warnings, officially reversed appeal decisions with which BAM disagrees, and nonfraud overpayments for which an agency other than the liable state agency was responsible.

Enter the whole dollar amount of the total overpayment due to overpayment issues. It must not exceed the original amount paid item f13. Exclude action codes 14, 16, and action codes 11, 12, 13 and 15 if prior agency action equals 90 to 99.

BAM OPERATIONS GUIDE

Exclude any overpayments for weeks paid prior to or after the Key Week and any prospective errors relating to weeks not claimed.

Exclude any overpayment established or WBA, KWDA entitlement, MBA, or RB decreased which was later “officially” reversed. BAM agrees with the “official” action.

Refer to Key Week Error Summary Worksheet (section 4, below) for assistance with multiple issues.

Edits:

- Must not exceed f13.
- Must equal ei1, if there is only one overpayment issue with either action code 10 or (action codes 11 to 13, and 15, and ei6 equals 10 to 89).
- Cannot exceed the sum of the dollar amounts in ei1 for all issues with action codes 10 and (action codes 11 to 13, and 15, and ei6 equals 10 to 89).
- Must be greater than or equal to the minimum dollar amount of all issues with action codes 10 and (action codes 11 to 13, and 15, and ei6 equals 10 to 89).
- Must equal f13 if h2 equals 0.
- Must equal f13 minus h2 if case only has single overpayment and no underpayment issue.
- Must equal 0 if ei2 equals 14, 16, or (11, 12, 13, and 15 and ei6 equals 90 to 99).

(h6) NAME: Total Underpayment Amount for the Key Week
SHORT NAME: Total KW UP

Definition: This element captures the total amount of Key Week underpayments in a case, except for those recorded as officially reversed appeal decisions with which BAM disagrees.

Enter the whole dollar amount of the total underpayment due to underpayment issues. Include all underpayment issues regardless of whether they are "technically" proper. Exclude action codes 23 and 24 and action codes 20, 21, and 22 if prior agency action equals 90 to 99.

Edits:

- Must equal ei1, if h6 has a single underpayment issue with action codes 20 to 22.
- Cannot exceed the sum of the dollar amounts of ei1 of all issues with action codes 20 to 22.

BAM OPERATIONS GUIDE

- Cannot exceed the state's maximum WBA plus maximum dependent allowance minus original amount paid.
- Must be greater than or equal to the minimum dollar amount of all issues with action codes 20 to 22 if prior agency action does not equal 90 to 99
- Must equal h2 minus f13 if case only has single underpayment and no overpayment issue.

(h7) NAME: Investigation Completed
SHORT NAME: Inv Completed

Definition: Enter code of 1 when case investigating has been completed, i.e., after the investigator has finished all field work, reports, determinations, and coding. Entry of this character will only be allowed if all previous data elements have been coded. It will cause the current system date to be stamped in h8.

Edits:

- Must be null or 1
- Can only be set by investigator who was assigned the case (or BAM Supervisor)
- All DCI fields must be completed

(h8) NAME: Investigation Completion Date
SHORT NAME: Inv Complete Date

Definition: The BAM software will automatically enter the current date when Investigation Completed (h7) has been coded 1.

Edits:

- Must be MM/DD/YYYY format
- Must be less than or equal to h10

(h9) NAME: Supervisory Review Completed
SHORT NAME: Supv Rev Completed

Definition: The BAM supervisor will enter either 0 or 1 to close the case. Subsequent adjustments to the case data must be made by reopening the case. Entry in this field will only be allowed if item h7 has been coded 1. Entry of 0 or 1 will cause the current system date to be stamped in h10 and the login ID of the supervisor in h11.

0 = Supervisor has completed the case without review
1 = Supervisor has completed the case after review

Edits:

BAM OPERATIONS GUIDE

- Must be 0, 1, or null
- Can only be entered if h7 equals 1

(h10) NAME: Supervisor Completion Date

SHORT NAME: Supv Complete Date

Definition: The BAM software will automatically enter the current date when Supervisory Review Completed (h9) has been coded 1 or 0.

Edits:

- Must be MM/DD/YYYY format
- Must be greater than or equal to h8

(h11) NAME: Supervisor Identification

SHORT NAME: Supv ID

Definition: The BAM software will automatically enter the login ID of the person performing this supervisory function.

Edits:

- Cannot be greater than eight (8) characters/digits

BAM OPERATIONS GUIDE

Part I - ERROR ISSUE INFORMATION

(ebatch) **NAME:** Batch Number
 SHORT NAME: Batch #

(eseq) **NAME:** Sequence Number
 SHORT NAME: Sequence #

(ecatyp) **NAME:** Case Type
 SHORT NAME: Case Type

(eidx) **NAME:** Error Issue Index
 SHORT NAME: Error Issue Index

Definition: Internal index key used to identify error issue. This key identifies the number of the error, e.g. third or seventh error. It does not identify the type of error.

Edits:

- must be greater than zero

(eip5) **NAME:** Serial Number
 SHORT NAME: Serial #

Definition: The unique number assigned to the case by the system software. This number is primarily used by the National Office to locate individual cases when assistance is requested by the state.

Edits:

- cannot be equal to a serial number assigned to any other case

(ei1) **NAME:** Dollar Amount of Key Week Error
 SHORT NAME: Amt KW Error

Definition: Enter the total whole dollar amount of the error (overpayment or underpayment) for the Key Week as determined or confirmed by the BAM investigation. Exclude dollars that affect weeks other than the Key Week. Round to the nearest whole dollar amount.

Edits:

- Must be greater than 0.
- Cannot exceed state maximum WBA plus dependents allowance.

BAM OPERATIONS GUIDE

- Cannot exceed f13 if ei2 is 10 to 16.
- Must be less than or equal to e10 plus e16, if ei2 is 20 to 23 and state does not equal WI (FIPS code 55).
- Must be less than or equal to e10 plus e16 times 2 minus 1, if ei2 is 20 to 23 and state is equal to WI (FIPS code 55).
- The minimum dollar amount of all issues with action codes 10 to 13 and 15 must not exceed h5; except: if action code (ei2) equals 11, 12, 13, or 15 and Prior Agency Action (ei6) equals 90 to 99, h5 must equal 0.
- The minimum dollar amount of all issues with action codes 20 to 22 must not exceed h6.

(ei2)

NAME: Key Week Action

SHORT NAME: KW Action

Definition: Improper Payment codes in h1 will trigger this table. Enter the code that identifies the type of error/issue identified by the BAM investigation. Valid codes for improper payments are listed below:

Overpayment Codes:

10 = Fraud Overpayment/Voided Offset.

11 = Nonfraud Recoverable Overpayment/Voided Offset.

12 = Nonfraud Nonrecoverable Overpayment or official action taken to adjust future benefits by decreasing WBA, MBA, KWDA or RB.

13 = BAM determines payment was too large, although payment "technically" proper due to finality rules.

14 = BAM determines payment was too large except where formal warning rules for unacceptable work search efforts prohibit official action. Payment "technically" proper due to law/rules requiring formal warnings for unacceptable work search efforts.

15 = BAM determines payment was too large, although payment "technically" proper due to rules other than finality or formal warning rules for unacceptable work search efforts.

16 = Overpayment established or WBA, KWDA, entitlement, MBA, or RB decreased which was later "officially" reversed, revised, adjusted, or modified and BAM disagrees with "official" action.

BAM OPERATIONS GUIDE

Underpayment Codes:

- 20 = Supplemental Check Issued/Offset applied or increase in WBA, KWDA entitlement, MBA, or RB.
- 21 = BAM determines payment was too small, although payment "technically" proper due to finality rules.
- 22 = BAM determines payment was too small, although payment "technically" proper due to rules other than finality.
- 23 = Supplemental check issued/offset applied which was later "officially" reversed, revised, adjusted, or modified, and BAM disagrees with "official" action.
- 24 = BAM determines payment was too small, but claimant is not entitled to payment due to collateral issues.

EDITS:

- Must be 10 to 16, or 20 to 24.
- ei1 must not exceed f13, if ei2 equals 10 to 16.
- ei1 must be less than or equal to e10 plus e16, if ei2 equals 20 to 24, and state does not equal WI (FIPS code 55).
- ei1 must be less than or equal to e10 plus e16 times 2 minus 1, if ei2 equals 20 to 24 and state is equal to WI (FIPS code 55).
- Cannot equal 14, if g1 equals -2.
- If ei2 equals 14, Error Cause (ei3) must equal 420 to 429.

(ei3)

NAME: Error Cause

SHORT NAME: Error Cause

Definition: For each payment error a code is assigned to indicate the cause (reason) of the error. Enter appropriate code from below. Unless otherwise indicated, the last digit of this code is reserved for state use to provide greater detail as cause of error.

(a) In the **Benefit Year**, unreported or errors in reporting/recording earnings or days/hours of work affecting the Key Week due to:

100 = Unreported (concealed) earnings or days/hours of work.

110 = Earnings or days/hours of work incorrectly estimated/reported/recorded or deducted.

120 = Errors in reporting or unreported Severance Pay.

BAM OPERATIONS GUIDE

130 = Errors in reporting or unreported Vacation Pay.

140 = Errors in reporting or unreported Social Security or Pension Benefits.

150 = Other causes related to reporting or recording of earnings or days/hours of work.

(b) In the **Base Period**, errors in Reporting/Recording Earnings or Weeks, Days, or Hours of Work affecting the Key Week Due to:

200 = Earnings or weeks/days/hours of work incorrectly estimated/reported/recorded.

210 = One or more base period employers not reported by claimant.

220 = Other causes related to errors in reporting or recording earnings or weeks/days/hours of work for base period.

240 = Misclassified worker. Employer misclassified the claimant as an independent contractor.

248 = Misclassified worker. Claimant improperly classified as an independent contractor; however, the employer furnished claimant a 1099 earnings statement.

249 = Misclassified worker. Claimant improperly classified as an independent contractor and the employer did not furnish the claimant with a 1099 earnings statement.

250 = Alternative Base Period. An error was made in recording or reporting wages used in the alternative base period monetary determination.

(c) **Separation** Issues Due to:

300 = Voluntary Quits

310 = Discharges

320 = Other causes related to separation issues.

(d) **Eligibility** Issues Due to:

BAM OPERATIONS GUIDE

400 = Ability to work

410 = Availability for work

420 = Active work search

430 = Refusal of suitable work

440 = Self-employment

450 = Illegal Alien Status

460 = Employment Service Registration

470 = Other causes related to eligibility issues.

480 = Claimant filed UI claim using the identity of another person – Identity Theft

Note: Identity theft codes 480 to 489 are valid for any payment error detected through the BAM audit and are not limited to payment errors detected through matches with the State or National Directory of New Hires or with UI wage record files.

(e) **Dependents'** Allowances Incorrect Due to:

500 = Dependents' information incorrectly reported/recorded or allowance incorrectly calculated.

510 = Other causes related to dependents' allowances.

(f) Other Causes Due to:

600 = Benefits paid during a period of disqualification, even though a stop-pay order was in effect.

610 = Redetermination (at deputy level) or reversal (appeal or higher authority).

620 = Back Pay Award.

630 = All other causes.

638 = Fraud outside of Key Week caused the Key Week to be improper due to disqualification penalty.

BAM OPERATIONS GUIDE

Note: BAM units should use Key Week (KW) Action (ei2) code 10 and Error Cause (ei3) code 638 for paid weeks that by state law are included in a penalty assessed for a fraudulent overpayment that occurred in a week prior to the BAM KW.

Example: The paid week selected for the BAM sample is the 8th week of benefits the claimant has received in the current benefit year. The BAM investigation identifies through crossmatch with the New Hire directory that week 4 was a fraud overpayment attributable to claiming UI while employed. Under state law, a penalty of 10 weeks is assessed in addition to the overpayment established for week 4. The claimant has no fraud issue affecting the KW itself. BAM would code the KW as fraud: KW Action code 10 and Error Cause code 638.

Edits:

- Must be 100 to 159, 200 to 229, 240 to 249, 300 to 329, 400 to 489, 500 to 519 or 600 to 639.
- Cannot be 300 to 329, 420 to 489, 600 to 609, or 620 to 629, if ei2 is 20 to 24.
- Must be 420, if ei2 equals 14.
- ei2 must equal 10, 11, 12, 13, or 15, if ei3 is 480 to 489.
- ei4 must equal 1[xxx] in any combination with codes 0, 2, 3 and 4, if ei3 is 480 to 489.
- Cannot equal 420, if g1 equals -2.

(ei4)

NAME: Error Responsibility

SHORT NAME: Error Respons

Definition: Each payment error must be assigned a responsibility code. Enter ALL the appropriate codes to indicate the party or parties responsible (by action or inaction) for the payment error. Do not repeat a code even if more than one responsible party per category applied, e.g., if more than one employer was responsible, or more than one “Third Party” was responsible. Each position is coded with the appropriate code for the responsible party or zero according to the following table.

ERROR RESPONSIBILITY	
<u>Position 1 = Claimant</u>	<u>Position 2= Employer</u>
0 – Not responsible	0 – Not responsible
1 – Responsible	2 – Responsible
<u>Position 3= Agency</u>	<u>Position 4= Third Party</u>
0 – Not responsible	0 – Not responsible
3 – Responsible	4 -- Responsible

BAM OPERATIONS GUIDE

Edits:

- Variable entry by position. Can be 0/1, 0/2, 0/3, 0/4.; no duplicates, except 0.
- Cannot contain a 2, if ei7 equals 70.
- Must contain a 3, if ei6 equals 30-39, 40-49, 50-59, 80-89 or 90-99.
- Must contain a 2 if ei7 equals 20 to 59 or 80 to 89.
- Must contain a 1 if ei9 equals 20 to 59.

(ei5)

NAME: BAM Detection Point

SHORT NAME: Detection Pt

Definition: For each payment error, enter the code which indicates the point where the error was first detected by the BAM investigation. Unless otherwise indicated, the last digit of this code is reserved for state use in providing greater detail.

0 - 9 State Information Data Exchange System (SIDES):

0 = SIDES information adequate and timely

1 = SIDES process issues dealing with information adequacy

2 = SIDES process issues dealing with response timeliness

3 = SIDES process issues dealing with response processing in the state

4 = SIDES process issues dealing with response client server processing

5 = SIDES process issues dealing with web based response server processing

6 = Attachments to SIDES response: inconsistent with response separation type (i.e. layoff with documented misconduct/quit information attached, Code 99 with separation issue documentation attached, etc.)

7 = SIDES response Claimant not employed by employer state processing and/or no state follow-up

8 = SIDES response Third party administrator (TPA) does not represent employer state processing and/or state no follow-up

9 = TPA and/or Employer SIDES response code 99

10 = Verification of work search contact

20 = Verification of wages and/or separation

30 = Claimant Interview

40 = Verification of eligibility with 3rd Parties

BAM OPERATIONS GUIDE

50 = UI Records

60 = Job Service/Employment Service Records

70 = Verification with Union

80 = Crossmatch of claimant SSN with National or State Directory of New Hires.

90 = Crossmatch of claimant SSN with national or state wage record files.

Notes:

States can use codes 81 through 89 to document point of detection subsequent to new hire directory match.

- 81= Verification of work search contact
- 82= Verification of wages and/or separation
- 83= Claimant interview
- 84= Verification of eligibility with 3rd parties
- 85= UI records
- 86= Employment Services records
- 87= Verification with a labor union
- 88= (Second digit reserved for state use)
- 89= (Second digit reserved for state use)

States can use codes 91 through 99 to document point of detection subsequent to wage record match.

- 91= Verification of work search contact
- 92= Verification of wages and/or separation
- 93= Claimant interview
- 94= Verification of eligibility with 3rd parties
- 95= UI records
- 96= Employment Services records
- 97= Verification with a labor union
- 98= (Second digit reserved for state use)
- 99= (Second digit reserved for state use)

Edits:

- Valid codes: 0-99

(ei6)

NAME: Prior Agency Action

SHORT NAME: Prior Agency Action

BAM OPERATIONS GUIDE

Definition: For each payment error a code is assigned which indicates any action(s) taken by the state on the Key Week issue as of the date sample selected. Enter appropriate code from below. The last digit is reserved for state use to provide greater detail regarding prior action.

- 10 = Official procedures had been followed and forms had been fully completed but KW issue was not detectable by normal procedures.
- 20 = State was in the process of resolving KW issue prior to sample being selected or state had correctly resolved issue between the time the original record for the KW was created and the time the BAM sample was selected thereby resulting in the correct action being taken and all issues resolved before the BAM investigation was completed.
- 30 = State identified KW issue prior to KW selection but took incorrect action.
- 40 = State had sufficient documentation to identify that there was a KW issue but did not resolve the issue.
- 50 = Official procedures/forms had not been properly followed/completed by state thereby precluding ability to detect KW issue.
- 60 = State agency had detected payment error as a result of crossmatch of claimant SSN with state or National Directory of New Hires and had taken official action to establish overpayment for recovery (or issued supplemental check or increased claimant's WBA, MBA, RB) before the BAM investigation was completed.
- 70 = State agency had detected payment error as a result of crossmatch of claimant SSN with state or national wage record files and had taken official action to establish overpayment for recovery (or issue supplemental check or increase claimant's WBA, MBA, RB) before the PCA investigation was completed.
- 80 = Agency provided incorrect information or instructions to claimant, employer or third party.
- 90 = Error affecting the Key Week payment or the agency's determination to deny eligibility was the result of another

BAM OPERATIONS GUIDE

state's workforce agency's procedural error or incorrect information provided to the claimant, employer, the liable state's workforce agency or other party.

Edits:

- Valid codes: 10-99
- Cannot equal 30, 40, or 50 if ei4 does not contain a 3
- Cannot equal 90-99 if ei2 equals 10.

(ei7)

NAME: Prior Employer Action

SHORT NAME: Prior Emp Action

Definition: For each payment error a code is assigned to indicate action(s) taken by the employer affecting the KW issue as of the date sample was selected. Enter appropriate code from below. Unless otherwise noted, the last digit is reserved for state use to provide greater detail regarding employer actions.

10 = Employer provided adequate information to state in a timely manner for determination.

20 = Employer provided adequate information after due date for determination.

30 = Employer provided inadequate/incorrect information in a timely manner for determination.

40 = Employer provided inadequate/incorrect information after due date for determination.

50 = Employer did not respond to request for information.

60 = Employer, as an interested party, was not requested by agency to provide information for determination.

70 = Not an employer related issue.

80-89 = Employer failed to report the claimant as a new hire as required by law and this "lack of action" permitted the overpayment to occur, which made the key week improper (e.g. concealed earnings/separation error).

91 = Employer representative provided adequate information to state in a timely manner for payment determination.

BAM OPERATIONS GUIDE

92 = Employer representative provided adequate information after due date for payment determination.

93 = Employer representative provided inadequate/incorrect information in a timely manner for payment determination.

94 = Employer representative provided inadequate/incorrect information after due date for payment determination.

95 = Employer representative did not respond to request for information.

96 = Employer representative on behalf of the Employer, as an interested party, was not requested by agency to provide information for determination.

Edits:

- Valid codes: 10-89, 91 to 96.
- Cannot equal 70-79 if ei4 contains a 2

(ei8)

NAME: BAM Action Regarding Key Week Appealed

SHORT NAME: BAM Action Appealed

Definition: Enter the appropriate code for appeals filed as a result of PCA action on the Key Week issue.

1 = No appeal filed against BAM determination, or not applicable.

2 = Claimant appealed BAM determination, and employer was an interested party.

3 = Claimant appealed BAM determination, and employer was not an interested party.

4 = Employer appealed BAM determination, and claimant was an interested party.

5 = Both claimant and employer appealed BAM determination.

6 = State appealed BAM determination.

Edits: Valid codes: 1 to 6

(ei9)

NAME: Prior Claimant Action

SHORT NAME: Prior Claimant Action

BAM OPERATIONS GUIDE

Definition: For each payment error a code is assigned to indicate action(s) taken by the claimant affecting the KW issue as of the date sample was selected. Enter the appropriate code from below. The last digit of this code is reserved for state use to provide greater detail regarding claimant action.

10 = Claimant provided adequate and timely information to the agency for determination.

20 = Claimant provided adequate information to the agency after due date for determination.

30 = Claimant provided timely but inadequate/incorrect information to the agency for determination.

40 = Claimant provided inadequate/incorrect information to the agency after due date for determination.

50 = Claimant did not respond to the agency's request for information.

60 = The agency did not request the claimant to provide information.

Edits: Must be 10 to 69.

BAM OPERATIONS GUIDE

Part R - REOPEN INFORMATION

(rbatch) **NAME:** Batch Number
SHORT NAME: Batch #

Definition: Number provided as output from computer program that selects all sample cases - indicates calendar year and week (YYYYWW).

Edits:

- Must be YYYYWW format
- WW 01 always 1st Saturday in January of each year

(rseq) **NAME:** Sequence Number
SHORT NAME: Sequence #

Definition: Number which identifies the location of the case in the batch. It is a secondary key to the database when combined with Case Type.

Edits:

- Must be greater than 0 (zero)
- Must be equal to or less than cm1

(rcatyp) **NAME:** Case Type
SHORT NAME: Case Type

(ridx) **NAME:** Reopen Index
SHORT NAME: Reopen Index

Definition: Internal index key entered by the BAM software.

Edit: must be greater than zero (0)

(rop5) **NAME:** Serial Number
SHORT NAME: Serial #

Definition: The unique number assigned to the case by the system software. This number is primarily used by the National Office to locate individual cases when assistance is requested by the state.

Edits:

- must be greater than 0 (zero)
- cannot be equal to a serial number assigned to any other case

BAM OPERATIONS GUIDE

(ro1)

NAME: Reopen Case
SHORT NAME: Reopen Case

Definition: Enter one of the following codes:

3 = State has recognized an error in the data of this closed case and has made the correction(s).

4 = An appeal decision requires changes to the data of a closed case.

5 = Data of a closed case were changed as a result of a monitor review.

6 = Case reopened pending further information.

7 = Data of a closed case were changed or payment accuracy status updated as a result of additional information obtained through cross match of claimant SSN with state directory or National Directory of New Hires.

8 = Data of a closed case were changed or payment accuracy status updated as a result of additional information obtained through cross match of claimant SSN with state or national UI wage record files.

9 = Data of a closed case were changed or payment accuracy status updated as a result of additional information obtained through investigation methods other than crossmatch with new hire or wage records.

Note: If Reopen Code = 7, 8, or 9, Key Week Action Flag Code h1 must equal 4, 5, 7, or 8. Timeliness will not be recalculated for cases reopened using reopen codes 7, 8, or 9. Timeliness will be based on the latest date in supervisor completion date h10 or reopen date ro2 for records with reopen code (3).

Edits:

- Valid codes: 3 to 9 or null
- Must be 7, 8 or 9 if h1 is 4, 5, 7, or 8.

(ro2)

NAME: Reopen Case Date
SHORT NAME: Reopen Case Date

Definition: The date that identifies when a case was reopened. The BAM software system will automatically set it as the current date for the Reopen Case Codes 3, 4, or 5. The field will remain NULL when the Reopen Case Code is 6.

BAM OPERATIONS GUIDE

Edit: System entered date.

(ro3)

NAME: Reopen Case Identification

SHORT NAME: Reopen ID

Definition: The login ID of the person performing the reopen function.

Edit: Cannot be greater than eight (8) characters/digits

APPENDIX B

Denied Claims Data Elements and Definitions

BAM OPERATIONS GUIDE

Data Elements and Descriptions

This appendix contains the data elements to be gathered and verified by the BAM investigator for each case. Although some elements may be downloaded from the mainframe computer to this record and others assigned by the software, most data must be entered manually. For each data element, the following information is provided:

- **NAME:** full name of data element
- **SHORT NAME:** as abbreviated for printout
- **Definition:** provides specific instructions for each data element and lists the codes available for each data element

The following general instructions are applicable for data elements involving money:

- Entries must be in whole dollars, with the exception of hourly wages that require both dollars and cents.
- For those entries requiring whole dollars, states that have formal policies regarding the rounding of dollars should follow those policies. Other states should round to the nearest whole dollar, i.e., drop decimals of (4) or less; round up decimals of (5) or more.
- Beginning with batch 200701, coding is mandatory for elements 10 through 36 on the DCI.

The data elements in the Case Control and Claimant Information, Benefit Year Information, Monetary Information, Separation Information, Nonseparation Information, Case Action and Error Issue Information, and Coding DCA Error Information are provided below.

BAM OPERATIONS GUIDE

Case Control and Claimant Information

- (1) **NAME:** Batch Number
SHORT NAME: batch

Definition: Enter number provided as output from Mainframe computer program that selects all sample cases – indicates calendar year (YYYY) and week (WW).

Edits: YYYY must be greater than 1985. WW must be between **01** and **52**, inclusive.

Exception: In certain years (for example, 1988, 1994, 2000, 2005, and 2011) WW is between **01** and **53**. Batch number may never be NULL. WW 01 is always the 1st Saturday in January of each year.

- (2) **NAME:** Sequence Number
SHORT NAME: seq

Definition: Enter number provided as output from computer program that selects all sample cases. This number indicates the sequence of case(s) selected within each activity. It is used to control access to a particular case.

Edits:

- The sequence number cannot be NULL.
- The sequence number values are from **01-99**.

- (3) **NAME:** Sample Type
SHORT NAME: samptype

Definition: Enter the code for the type of record selected or sampled. The codes and their meaning are:

- 1 = Benefit payment
- 2 = Monetary denial
- 3 = Nonmonetary/Separation issue denial
- 4 = Nonmonetary/Nonseparation issue denial

Edits: Must be 1 for PCA and 2, 3, or 4 for DCA.

Name: Claimant's last name

- (4) **NAME:** Social Security Number
SHORT NAME: ssn

BAM OPERATIONS GUIDE

Definition: Enter the Social Security Number (actual, not transformed) of the claimant provided as output from the sample selection program.

Edits: The SSN may be broken down into its three (3) respective parts: **area**, **group**, and **serial**. The breakdown is as such: XXX-YY-ZZZZ where XXX is the area, YY is the group, and ZZZZ is the serial. The SSN **must** be nine digits in length and **cannot** be NULL.

AREA: Must be a valid number assigned by the Social Security Administration (SSA). Prior to June 25, 2011, a valid SSN could not have an area number between 734 and 749, or above 772, the highest area number which the SSA had allocated. Effective June 25, 2011, the SSA assigns SSNs randomly and allows for the assignment of area numbers between 734 and 749 and above 772 through 899. There are numbers which will never be allocated, for example, numbers with all zeros in any digit group (000-##-#####, ###-00-#####, ###-##-0000) and numbers of the form 666-##-#####. Code **999** is valid in BAM to identify instances in which two individuals are using the same SSN.

GROUP: The group cannot be all zeros; therefore, the group ranges from **01-99**.

SERIAL: The serial cannot be all zeros; therefore, the serial ranges from **00001-9999**.

- (5) **NAME:** Claim Date
SHORT NAME: clmdate

Definition: Claim Date will always relate to the type of claim for which the denial was issued. This date is provided as output from the sample selection program.

If the issue investigated arises from a new initial, additional, transitional or reopened claim enter the month (MM), day (DD), and year (YYYY) of the **effective** date of the new initial, additional, transitional, or reopened claim.

If the issue investigated arises from a claimed or compensated week, enter the month, day and year of the week ending date of the claimed or compensated week (first week affected ending date – the first week in a claim series to which a notice of nonmonetary determination applies).

Edits:

- Must be less than or equal to the batch ending date.
- Must be greater than **12/31/1985**.
- If Sample Type = 3 or 4, and Claim Type = 0, can be “02/02/0002”, Not Applicable.
- For all Sample Types, if Claim Type = 1, 2, 3, 4, or 5, Claim Date cannot = 02/02/0002.

BAM OPERATIONS GUIDE

- (6) **NAME:** Claim Type
SHORT NAME: clmtype
Definition: Enter the code for the type of claim.

The valid codes are:

- 0 = No Week Claimed
- 1 = New Initial Claim
- 2 = Additional Claim
- 3 = Transitional Claim
- 4 = Reopened Claim
- 5 = Continued Week claim (including first and final payments)

Note: The '0' code cannot be used as the Claim Type for monetary denials. Claim type for monetary denials must reflect the appropriate code ('1' – new initial, '3' – transitional). Edits in the Update Cases and Reopen Cases programs will not allow a Claim Type code of '0' for monetary denials.

Edits:

- Must be 0-5.
- Claim Type cannot be NULL

- (7) **NAME:** State
SHORT NAME: state

Definition: Enter state Alpha identification code.

STATE CODE	STATE NAME	STATE CODE	STATE NAME	STATE CODE	STATE NAME
AL	Alabama	LA	Louisiana	OK	Oklahoma
AK	Alaska	ME	Maine	OR	Oregon
AZ	Arizona	MD	Maryland	PA	Pennsylvania
AR	Arkansas	MA	Massachusetts	PR	Puerto Rico
CA	California	MI	Michigan	RI	Rhode Island
CO	Colorado	MN	Minnesota	SC	South Carolina
CT	Connecticut	MS	Mississippi	SD	South Dakota
DE	Delaware	MO	Missouri	TN	Tennessee
DC	District of Columbia	MT	Montana	TX	Texas
FL	Florida	NE	Nebraska	UT	Utah
GA	Georgia	NV	Nevada	VT	Vermont
HI	Hawaii	NH	New Hampshire	VA	Virginia
ID	Idaho	NJ	New Jersey	VI	Virgin Islands
IL	Illinois	NM	New Mexico	WA	Washington
IN	Indiana	NY	New York	WV	West Virginia
IA	Iowa	NC	North Carolina	WI	Wisconsin

BAM OPERATIONS GUIDE

KS	Kansas	ND	North Dakota	WY	Wyoming
KY	Kentucky	OH	Ohio		

Edits:

- Must be a valid alpha code from the above.

- (8) NAME:** Local Office
SHORT NAME: locoff

Definition: Enter the state agency’s local office code, itinerant point number, or code designating telephone or electronically filed claims through which the claim was filed.

Edits: The edits of this field are state dependent. Specifically, the values used for validation can be derived from **uidb.b_qcslo.lo_id**.

- (9) NAME:** Investigator Identification
SHORT NAME: invid

Definition: Enter the code of investigator or supervisor to whom the case was assigned. The BAM supervisor assigns these codes. If more than one investigator worked on the case, enter code of investigator who established whether the payment/determination under investigation was correctly made. Entry of this code will automatically enter the current date in the assignment date field.

Edits: The edits of this field are state dependent. Specifically, the values used for validation can be derived from **uidb.b_uaf.id**.

- (10) NAME:** Primary Method Claimant Information Obtained
SHORT NAME: methinfoobt

Definition: Enter the code which best describes the method by which the information contained on the claimant questionnaire was obtained.

- 1 = In-person interview
- 2 = Telephone interview
- 3 = Mail or other method (including e-mail or fax)
- 1 = Information not available or missing
- 2 = Not applicable, if the claimant withdrew claim after denial issued

Edits:

- Must be 1, 2, 3, or -1.
- Must be -2, only if 90 - Action Flag is 8.

BAM OPERATIONS GUIDE

- (11) **NAME:** U.S. Citizen
SHORT NAME: citizen

Definition: Enter applicable code after appropriate verifications.

- 1 = U.S. Citizen
- 2 = Alien eligible under 3304(a)(14)FUTA
- 3 = Alien ineligible under 3304(a)(14)FUTA
- 1 = Information not available or missing
- 2 = Not applicable, if the claimant withdrew claim after denial issued

Edits:

- Must be 1, 2, 3, or -1.
- Must be -2, only if 90 - Action Flag is 8.

- (12) **NAME:** Date of Birth
SHORT NAME: dob

Definition: Enter month, day and year of birth. If month of birth is unknown, use "06". If day of birth is unknown, use "01". If date of birth is missing or unknown, use "01/01/0001". If claimant withdrew claim after denial was issued, enter "02/02/0002" for not applicable.

Edits:

- Must be 1900 - Current year.
- Cannot be later than 24 - Benefit Year Beginning.
- Can be "01/01/0001".
- Can be "02/02/0002", only if 90 - Action Flag is 8.

- (13) **NAME:** Gender
SHORT NAME: gender

Definition: Enter appropriate code.

- 1 = Male
- 2 = Female
- 1 = Information not available or missing
- 2 = Not applicable

Edits:

- Must be 1, 2, or -1.
- Can be -2, only if 90 - Action Flag is 8.

- (14) **NAME:** Race / Ethnic Classification
SHORT NAME: ethnic

BAM OPERATIONS GUIDE

Definition: This is a two-position data element. Enter appropriate ethnic code in the first position, and appropriate race code in the second position.

99 = If neither race nor Hispanic/Latino ethnicity is known

-2 = Not applicable if claimant withdrew claim after denial was issued

First Position →	0 – Not Hispanic or Latino	1 – Hispanic or Latino	9 – Ethnicity Unknown
Second Position ↓			
1 – White	01	11	91
2 – Black or African American	02	12	92
3 – Asian	03	13	93
4 – American Indian or Alaska Native	04	14	94
5 – Native Hawaiian or Other Pacific Islander	05	15	95
6 – Multiple Categories Reported	06	16	96
9 – Race Unknown	09	19	99

Edits:

- Must be a valid code from the above table.
- Can be 99.
- Can be -2, only if 90 - Action Flag is 8.

(15) NAME: Education
SHORT NAME: educ

Definition: Enter highest level of academic education completed after appropriate verifications.

- 00 = Never attended school
- 1 through 11 = Highest grade completed
- 12 = High school graduate or GED
- 14 = Some college (but no degree)
- 15 = Associate's Degree
- 16 = BA or BS Degree
- 20 = Graduate Degree (Masters, MD, PhD, JD, etc.)
- 1 = Information not available or missing
- 2 = Not applicable

Edits:

- Must be 00, 01 to 12, 14 to 16, 20, or -1.
- Can be -2, only if 90 - Action Flag is 8.

BAM OPERATIONS GUIDE

Note regarding this element and (16): A distinction must be made between education and training. Attendance at one institution or facility cannot be coded under both categories. If the experience leads to a certificate it is to be considered vocational or technical (voc/tech) school training. If the individual is awarded a degree (diploma), it is considered “formal” education. If training is post high school and claimant indicates training is for a certificate, proceed to voc/tech question. If it does not lead to a degree, it is to be considered voc/tech training.

(16) NAME: Vocational or Technical School Training
SHORT NAME: voctech

Definition: Enter applicable code after appropriate verification of job related course.

- 1 = Never attended
- 2 = Attended, but not certified
- 3 = Attended and received certificate
- 1 = Missing or information not available
- 2 = Not Applicable

Edits:

- Must be 1, 2, 3, -1, or -2.
- Must be -2, if 90-Action Flag is 8.

(17) NAME: Training Status
SHORT NAME: trainstat

Definition: Enter the applicable code, after verification, for the claimant’s training status during the denial period.

00 = Not in training

UI Approved Training:

- 11 = Tech./voc.
- 12 = WIA
- 13 = Academic
- 14 = Other

NOT UI Approved Training:

- 21 = Tech./voc.
- 22 = WIA
- 23 = Academic
- 24 = Other

- 1 = Information not available or missing
- 2 = Not Applicable

Edits:

- Must be 00, 11 to 14, 21 to 24, -1, or -2.
- Must be -2, if 90 - Action Flag is 8.

BAM OPERATIONS GUIDE

(18) NAME: O*Net Code for Claimant's Usual Occupation
SHORT NAME: usualocc

Definition: Enter the first three digits of the O*NET code for claimant's usual occupation. The first source for this data element is the claimant's response on the claimant questionnaire. This information must be verified with either the base period employer or the separating employer. The BAM investigator must resolve any discrepancies between the claimant's statement and the employer information. If the information is not available from the claimant questionnaire or the employer verifications, then use labor market information.

- 1 = Information not available or missing
- 2 = Information not applicable

Code	O*NET Major Group	Cod	O*NET Major Group
11	Management Occupations	35	Food Preparation and Serving Related Occupations
13	Business and Financial Operations Occupations	37	Building and Grounds Cleaning and Maintenance Occupations
15	Computer and Mathematical Occupations	39	Personal Care and Service Occupations
17	Architecture and Engineering Occupations	41	Sales and Related Occupations
19	Life, Physical, and Social Science Occupations	43	Office and Administrative Support Occupations
21	Community and Social Services Occupations	45	Farming, Fishing, and Forestry Occupations
23	Legal Occupations	47	Construction and Extraction Occupations
25	Education, Training, and Library Occupations	49	Installation, Maintenance, and Repair Occupations
27	Arts, Design, Entertainment, Sports, and Media Occupations	51	Production Occupations
29	Healthcare Practitioners and Technical Occupations	53	Transportation and Material Moving Occupations
31	Healthcare Support Occupations	55	Military Specific Occupations
33	Protective Service Occupations		

Edits:

- The first two digits must be a valid code from the above.
- Can be -2, if 90 - Action Flag is 8.

(19) NAME: Occupation Code (Seeking Work)
SHORT NAME: seekocc

BAM OPERATIONS GUIDE

Definition: Enter the first three digits of the O*NET code for type of work that claimant is seeking (see O*Net Major Group codes **Element 18**). The first source for this data element is the claimant's response on the claimant questionnaire. If the information is not available from the claimant questionnaire, then use information obtained from the agency records.

If the claimant is not required to seek work, and the claimant interview was not completed, this data element should reflect the claimant's occupation for the employment on which the agency based the exemption from work search

-1 = Information not available or missing

-2 = Information not applicable

Edits:

- The first two digits must be a valid code from the above.
- Must be -2, if [90 - Action Flag](#) is 8.

(20) NAME: Normal Hourly Wage for Base Period Occupation
SHORT NAME: ushrwage

Definition: Enter normal hourly wage for the claimant's occupation during the base period. The first source for this information is the claimant's response on the claimant questionnaire. The BAM investigator must verify this information with the claimant's base period employer and resolve any discrepancies between the claimant's statement and information from the base period employer. If the information is not available from the claimant questionnaire or through verification with the base period and/or separating employer, then use labor market information. Express with decimal point in dollars and cents per hour (e.g., \$7.50 per hour is coded as 7.50).

Use state conversion formula when other than hourly wage is given. If no state formula, use the appropriate formula provided below:

Weekly wages - divide by 40 or normal weekly hours for claimant's usual occupation.

Monthly wages - divide by 4.33, then divide by 40 or normal weekly hours for claimant's usual occupation.

Yearly wages - divide by 52, then divide by 40 or normal weekly hours for claimant's usual occupation.

Military (UCX) compute using the information provided on the DD-214. Military wages are based on 240 hours monthly, 56 hours weekly and 8 hours daily.

BAM OPERATIONS GUIDE

-1 = Information not available or missing

-2 = Information not applicable

Edits:

- Must be in the validation range set by state agency
- Must be -2, if 90 - Action Flag is 8.

(21) **NAME:** Lowest Acceptable Hourly Wage

SHORT NAME: lohrwage

Definition: Enter lowest hourly wage that claimant was willing to accept. The first source for this data element is the claimant's response on the claimant questionnaire. This information must be verified with either the base period employer or the separating employer. The BAM investigator must resolve any discrepancies between the claimant's statement and the employer information. Express in dollars and cents per hour (e.g., \$7.50 per hour is coded as 7.50). Use state conversion formula when other than hourly wages is given. If no state formula, use the appropriate formula provided in element (20) above.

-1 = Information not available or missing

-2 = Information not applicable

Edits:

- Must be in the validation range set by state agency.
- Must be -2, if 90 - Action Flag is 8.

BAM OPERATIONS GUIDE

Benefit Year Information

- (22) **NAME:** Program Code
SHORT NAME: program

Definition: Enter appropriate program code that identifies the type of claim that was taken:

- 1 = UI
- 2 = UI-UCFE
- 3 = UI-UCX
- 4 = UI-UCFE-UCX
- 5 = UCFE
- 6 = UCFE-UCX
- 7 = UCX
- 8 = Temporary emergency / extended benefits programs (e.g., EUC)
- 9 = Deleted Record (e.g., TAA, DUA, Workshare)

Edits: Must be 1 to 8.

- (23) **NAME:** Combined Wage Claim
SHORT NAME: cwc

Definition: Enter the code that applied at the time the claim was denied.

- 1 – CWC Intrastate Claim
- 2 – No Combined Wages, Intrastate Claim
- 3 – Pending out-of-state wages, Intrastate Claim
- 4 – CWC Interstate Claim
- 5 – No Combined Wages, Interstate Claim
- 6 – Pending out-of-state wages, Interstate Claim

Use codes 1 or 4 if out-of-state wages were used for the monetary determination. Use codes 2 or 5 if there are no out-of-state wages or if the claimant declined to combine. Use codes 3 or 6 if out-of-state wages have been requested but not received or acted upon at the time the determination was made.

Edits:

- Must be 1 to 6.
- Cannot be 1 or 4, if 44 - BP Emps. Before is 1.

- (24) **NAME:** Benefit Year Beginning
SHORT NAME: byb

BAM OPERATIONS GUIDE

Definition: Enter effective date of most recent new or transitional (not reopened or additional) claim for denial or payment being investigated. Entry can be "02/02/0002", Not Applicable, if claimant withdrew claim after denial was issued.

Edits:

- Cannot be less than "01/01/1980".
- Can be "02/02/0002".
- Must be "02/02/0002", if 90 - Action Flag is 8.
- Must be earlier than or equal to the Batch Ending Date and be greater than or equal to the Batch Ending Date minus 731 days, if Claim Date is "02/02/0002".
- Must be earlier than or equal to compensable week ending date, if Claim Date is not "02/02/0002".
- Cannot be more than 731 days prior to the Claim Date, if Claim Date is not "02/02/0002".
- Cannot be earlier than 12 - Date of Birth.

(25) NAME: Initial (New/Additional) Claim Filing Method
SHORT NAME: icfilmeth

Definition: Enter filing method for the new initial, transitional, or most recent additional claim for payment/determination under investigation.

- 1 = In-person claim
- 2 = Mail claim (including e-mail)
- 3 = Telephone claim (including automated, interactive telephone systems)
- 4 = Employer-filed claim
- 5 = Other (including fax or electronic other than e-mail)
- 6 = Internet Claim
- 1 = Information not available or missing
- 2 = Not Applicable

Edits:

- Must be 1 to 6, -1, or -2.
- Must be -2, if 90 - Action Flag is 8.

Stamp Edits: Must be 1 to 6, or NULL.

(26) NAME: Benefit Rights Given
SHORT NAME: bri

Definition: Enter all codes that apply regarding method by which claimant was given Benefit Rights Interview.

BAM OPERATIONS GUIDE

Each distinct position within the field **ABCD** is Boolean (true/false), where **A** is In-person interview, **B** is Group interview, **C** is Booklet or pamphlet, and **D** is Video / Electronic (including Internet, telephone or other multimedia) / or other multimedia. The valid codes are summarized in the following table.

BENEFITS RIGHTS GIVEN	
<u>A = In-person Interview</u> 0 – Not given 1 – In-person interview given	<u>B= Group Interview</u> 0 – Not given 2 – Group interview given
<u>C = Booklet / Pamphlet</u> 0 – Not given 3 – Booklet / Pamphlet given	<u>D = Video/Electronic/Other Multimedia</u> 0 – Not given 4 – Video/Electronic (including Internet/Telephone/Other Multimedia)

-1 = Information not available or missing
 -2 = Not Applicable

Edits:

- Must be a combination of 0 to 4, -1 or -2.
- Must be -2, if 90 - Action Flag is 8.

(27) NAME: Industry Code of Primary Base Period Employer
SHORT NAME: priemptic

Definition: Enter four-digit (industry group level) North American Industry Classification System (NAICS) code for the claimant’s primary base period employer as identified for the Claim Date (**element 5**). If only a two-digit NAICS sector level is available on the state’s computer system, enter the two digits followed by two zeros. If at all possible, NAICS codes should be obtained for out-of-state employers, non-profit employers and exempt employers. NAICS codes can be found at: www.census.gov/naics/.

-1 = Information not available or missing
 -2 = Not Applicable (No base period employer or claimant withdrew claim after denial was issued.)

11	Agriculture, Forestry, Fishing, Hunting	53	Real Estate, Rental and Leasing
21	Mining	54	Professional, Scientific, and Technical Services
22	Utilities	55	Management of Companies and Enterprises
23	Construction	56	Administrative Support, Waste Management and Remediation Services

BAM OPERATIONS GUIDE

31-33	Manufacturing	61	Education Services
42	Wholesale Trade	62	Health Care and Social Assistance
44-45	Retail Trade	71	Arts, Entertainment and Recreation
48-49	Transportation and Warehousing	72	Accommodation and Food Services
51	Information	81	Other Services (except Public Administration)
52	Finance and Insurance	92	Public Administration

Edits:

- First two positions of code must be a valid two-digit NAICS code defined above.
- Must be -2, if [90 - Action Flag](#) is 8.

(28) NAME: Industry Code of Last Employer
SHORT NAME: lastempsic

Definition: Enter four-digit (industry group level) NAICS code (see chart in Element 27) for the claimant’s last employer as identified for the Claim Date (**element 5**). If only a two-digit NAICS sector level is available on the state’s computer system, enter the two digits followed by two zeros.

- 1 = Information not available or missing
- 2 = Not Applicable

Edits:

- First two positions of code must be a valid two-digit NAICS code defined above.
- Must be -2, if [90 - Action Flag](#) is 8.

(29) NAME: Method for Filing Week Claimed
SHORT NAME: wkfilmeth

Definition: Enter filing method for claim. If “Claim Type” is ‘0’ (no week claimed), this field will be coded ‘0’. If the determination that denied eligibility affected multiple weeks and the claimant used different methods to file the affected weeks, code the filing method for the most recent week affected by the denial determination.

- 0 = No week claimed
- 1 = Mail Claim (including e-mail)
- 2 = In-person Claim
- 3 = Employer-filed Claim
- 4 = Telephone Claim (including automated, interactive, telephone systems)
- 5 = Other (including fax or electronic other than e-mail)
- 6 = Internet Claim

BAM OPERATIONS GUIDE

- 1 = Missing
- 2 = Not Applicable

Edits:

- Must be 0 to 6, -1, or -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be 0 if Claim Type is 0.

Stamp Edits: Must be 1 to 6, or NULL.

- (30) **NAME:** Original Amount Paid and/or Offset for Denial Period / Week
SHORT NAME: origamtpd

Definition: Enter original whole dollar amount paid and/or offset (including any dependent allowance and/or child support intercept) for weeks affected by denial determination under investigation.

-2 = Not Applicable

Edits:

- Can be 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be less than or equal to 35 - MBA Before.

- (31) **NAME:** Number of Weeks Denied Before Investigation
SHORT NAME: wksdenbef

Definition: Enter the number of weeks claimant was disqualified as a result of the determination selected for investigation (regardless of whether those weeks have been claimed.)

99 = Indefinite disqualification
-2 = Not Applicable

Edits:

- Must be 0 to 52, 99, or -2.
- Must be -2, if 90 - Action Flag is 8.

- (32) **NAME:** Number of Weeks Denied After Investigation
SHORT NAME: wksdenaft

Definition: Enter the number of weeks claimant should have been disqualified subsequent to investigation according to DCA findings (regardless of whether those weeks have been claimed.)

BAM OPERATIONS GUIDE

99 = Indefinite disqualification
-2 = Not Applicable

Edits:

- Must be 0 to 52, 99 or -2.
- Must be -2, if [90 - Action Flag](#) is 8.

(33) NAME: Weekly Benefit Amount (WBA) Before Investigation
SHORT NAME: wbabef

Definition: For monetary denials (sample type 2), enter claimant's WBA, based on the original monetary determination at time of selection for investigation, expressed in whole dollars. Disregard any adjustments to WBA resulting from a monetary redetermination caused by nonmonetary issues (e.g., a separation issue or administrative penalty). Disregard any EB benefit entitlement, state supplemental payments, dependents' allowances or any deductions.

For separation/non-separation determinations, enter the WBA based on the original monetary determination or the adjusted WBA based on a monetary redetermination made because of a non-monetary issue.

0 = Ineligible
-2 = Not Applicable, if the claimant withdrew claim after denial issued

Edits:

- Must be in the validation range set by state agency.
- Can be 0.
- Must be -2, if [90 - Action Flag](#) is 8.
- Must be 0 if [44 - BP Emps. Before](#) = 0.
- Must be less than or equal to [35 - MBA Before](#).

(34) NAME: Weekly Benefit Amount (WBA) After Investigation
SHORT NAME: wbaaft

Definition: For monetary denials (sample type 2), enter claimant's WBA based on the monetary determination that should have applied after the DCA investigation, expressed in whole dollars. Disregard any adjustments to WBA resulting from a monetary redetermination caused by nonmonetary issues (e.g., a separation issue or administrative penalty). Disregard any EB benefit entitlement, state supplemental payments, dependents' allowances or any deductions.

For separation/non-separation determinations, enter the WBA based on the original monetary determination or the adjusted WBA based on a monetary redetermination made because of a non-monetary issue.

BAM OPERATIONS GUIDE

0 = Ineligible

-2 = Not Applicable, if the claimant withdrew claim after denial issued

Edits:

- Must be in the validation range set by state agency.
- Can be 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be 0 if 45 - BP Emps. After = 0.
- Must be less than or equal to 36 - MBA After.

(35) **NAME:** Maximum Benefit Amount (MBA) Before Investigation

SHORT NAME: mbabef

Definition: For monetary denials (sample type 2), enter claimant's MBA based on the original monetary determination at time of selection for investigation, expressed in whole dollars. Disregard any adjustments to MBA resulting from a monetary redetermination caused by nonmonetary issues (e.g., a separation issue or administrative penalty). Disregard any EB benefit entitlement, state supplemental payments, dependents' allowances or any deductions.

For separation/non-separation determinations, enter the MBA based on the original monetary determination or the adjusted MBA based on a monetary redetermination made because of a non-monetary issue.

0 = Ineligible

-2 = Not Applicable, if the claimant withdrew claim after denial issued

Edits:

- Must be in the validation range set by state agency.
- Can be 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be greater than the Remaining Balance (RB) as of Date of Determination/Compensable Week Ending Date, Before Investigation.
- Must be greater than or equal to 33 - WBA Before.

(36) **NAME:** MBA After Investigation

SHORT NAME: mbaaft

Definition: For monetary denials (sample type 2), enter claimant's MBA based on the monetary determination that should have applied after the DCA investigation, expressed in whole dollars. Disregard any adjustments to MBA resulting from a monetary redetermination caused by nonmonetary issues (e.g., a separation issue or administrative penalty). Disregard any EB benefit entitlement, state supplemental payments, dependents' allowances or any deductions.

BAM OPERATIONS GUIDE

For separation/non-separation determinations, enter the MBA based on the original monetary determination or the adjusted MBA based on a monetary redetermination made because of a non-monetary issue.

0 = Ineligible

-2 = Not Applicable, if the claimant withdrew claim after denial issued

Edits:

- Must be in the validation range set by state agency.
- Must be -2, if 90 - Action Flag is 8.
- Must be 0 if 45 - BP Emps. After is 0

BAM OPERATIONS GUIDE

Monetary Information

- (42) **NAME:** Reason for Monetary Denial Before Investigation
SHORT NAME: monstatbef

Definition: Enter the code that identifies the issue used to issue the monetary denial determination. Second digit is for optional state use.

Series ID:

- 10 = Insufficient wages (base period wages less than minimum requirements)
- 20 = Insufficient hours/weeks/days
- 30 = Failure to meet high quarter wage requirement (high quarter wages less than minimum).
- 40 = Requalification wage requirement
- 50 = Other
- 2 = Not Applicable, if claimant withdrew claim after denial was issued OR the Sample Type is Separation (3) or Nonseparation (4)

Edits:

- Must be 10 to 59.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

- (43) **NAME:** Reason for Monetary Denial After Investigation
SHORT NAME: monstataft

Definition: Enter the code that the DCA investigation establishes as the correct criterion for the monetary denial determination. Second digit is for optional state use. Note: For states with alternate base periods, BAM is determining whether the monetary denial was proper or improper, therefore the investigator must scrutinize all five quarters of wages considered in making this determination.

Series ID:

- 00 = Sufficient wages/hours/weeks/days (claimant monetarily eligible)
- 10 = Insufficient wages (base period wages less than minimum requirements)
- 20 = Insufficient hours/weeks/days
- 30 = Failure to meet high quarter wage requirement (high quarter wages less than minimum).
- 40 = Requalification wage requirement
- 50 = Other
- 2 = Not Applicable, if claimant withdrew claim after denial was issued OR the Sample Type is Separation (3) or Nonseparation (4)

BAM OPERATIONS GUIDE

Edits:

- Must be 00 to 59.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

- (44) **NAME:** Number of Base Period Employers Before Investigation
SHORT NAME: bpempbef

Definition: Enter number of subject base period employers, before investigation, that were used in calculating WBA and MBA for the monetary determination under investigation, even if claimant is ineligible. Include seasonal, school, and out-of-state employers if they paid wages that were used in the monetary determination.

-2 = Not Applicable, if claimant withdrew claim after denial was issued OR the Sample Type is Separation (3) or Nonseparation (4)

Edits:

- Must be within the validation range set by state agency.
- Can be 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

- (45) **NAME:** Number of Base Period Employers After Investigation
SHORT NAME: bpempaft

Definition: Enter number of subject base period employers, after investigation, which should have been used to calculate WBA and MBA, even if claimant is ineligible. Include wages from seasonal, school, and out-of-state employers if they should have been used in calculating the monetary determination.

Note: If applicable, consider the application of regular or alternative base period.

Enter "0" if it is established that there were no base period employers as a result of the investigation.

-2 = Not Applicable, if claimant withdrew claim after denial was issued OR the Sample Type is Separation (3) or Nonseparation (4)

Edits:

- Must be within the validation range set by state agency.
- 34 - WBA After, 36 - MBA After, and 47 - BP Wages After must be 0, if 45 - BP Emps. After is 0.
- 49 - HQ Wages After, 51 - Wks. Worked After, 53 - Depend. After, and 55 - Depend. Allow After must be 0 or -2, if 45 - BP Emps. After is 0.

BAM OPERATIONS GUIDE

- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

(46) NAME: Base Period Wages Before Investigation
SHORT NAME: bpwbef

Definition: Enter total amount of all wages from employers identified in (44) “Number of BP Employers Before Investigation”. Express in whole dollars. Include seasonal, school, and out-of-state wages if they were used in the monetary determination. Disregard any state reduction BP wages due to administrative penalty.

-2 = Not Applicable, if claimant withdrew claim after denial was issued OR the Sample Type is Separation (3) or Nonseparation (4)

Edits:

- Must be within the validation range set by state agency.
- Can be 0.
- Must be greater than or equal to the 48 - HQ Wages Before.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

(47) NAME: Base Period Wages After Investigation
SHORT NAME: bpwaft

Definition: Enter total amount of all BP wages from employers identified in (45) “Number of BP Employers After Investigation”, even if claimant is ineligible. Express in whole dollars. Disregard any state reduction in BP wages due to administrative penalty.

Note: If applicable, consider the application of regular or alternative base period.

-2 = Not Applicable, if claimant withdrew claim after denial was issued OR the Sample Type is Separation (3) or Nonseparation (4)

Edits:

- Must be within the validation range set by state agency.
- Must be 0, if 45 - BP Emps. After is 0.
- Cannot be 0, if 45 - BP Emps. After is greater than 0.
- Must be greater than or equal to 49 - HQ Wages After.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

(48) NAME: High Quarter Wages Before Investigation
SHORT NAME: hqwbf

BAM OPERATIONS GUIDE

Definition: Enter total whole dollar amount of claimant's high quarter base period wages (before investigation) used in the monetary determination under investigation. State formula for calculating high quarter wages is to be used. Include seasonal wages and school wages, if used.

Equals 99999 if greater than \$99,999.
-1 if information not available or missing
-2 if not applicable

Edits:

- Must be within the validation range set by state agency.
- Can be 0, -1, or -2.
- Must be greater than 0, if 46 - BP Wages Before is greater than 0.
- Must be less than or equal to 46 - BP Wages Before.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

(49) NAME: High Quarter Wages After Investigation
SHORT NAME: hqwaft

Definition: The total whole dollar amount of claimant's high-quarter base period wages from those employers identified in (45), "Number of Base Period Employers After Investigation", even if claimant is ineligible, that should have been used for the monetary determination under investigation. **Note:** If applicable, consider the application of regular or alternative base period.

Equals 99999 if greater than \$99,999.
-1 if information not available or missing
-2 if not applicable, if the claimant withdrew claim after denial issued OR the Sample Type is Separation (3) or Nonseparation (4)

Edits:

- Must be within the validation range set by state agency.
- Can be 0, -1, or -2.
- Must be less than or equal to 47 - BP Wages After.
- Must be 0 or -2, if 45 - BP Emps. After is 0.
- Cannot be 0, if 47 - BP Wages After is not 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

(50) NAME: Number of Weeks Worked in BP Before Investigation
SHORT NAME: bpwksbef

BAM OPERATIONS GUIDE

Definition: Enter number of weeks, as defined by state law and procedures, that claimant worked in base period, before investigation. Complete this item if required by state law for eligibility.

- 0 = Earnings in week(s), but insufficient to establish a credited week of eligibility
- 2 = Weeks/hours of work are not required

Edits:

- Must be within the validation range set by state agency.
- Can be 0.
- Can be -2, if not required by State law for eligibility.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

Stamp Edits: Must be 0 to 53, -2, or NULL.

(51) **NAME:** Number of Weeks Worked in BP After Investigation
SHORT NAME: bpwksaft

Definition: Enter number of weeks claimant worked in base period after investigation. Complete this item if required by state law for eligibility. **Note:** If applicable, consider the application of regular or alternative base period.

- 0 = Earnings in week(s), but insufficient to establish a credited week of eligibility
- 2 = Weeks/hours of work are not required

Edits:

- Must be within the validation range set by state agency.
- Can be 0.
- Can be -2, if not required by State law for eligibility.
- Must be 0 or -2, if 45 - BP Emps. After is 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

Stamp Edits: Must be 0 to 53, -2, or NULL.

(52) **NAME:** Number of Dependents Claimed Before Investigation
SHORT NAME: depbef

Definition: Enter the number of dependents claimed.

- 0 = None and state has a dependency provision
- 2 = State does not have a dependency provision

BAM OPERATIONS GUIDE

Edits:

- Must be within the validation range set by state agency.
- Must be 0, if 54 - Depend. Allow Before is 0.
- Cannot be 0, if 54 - Depend. Allow Before is not 0.
- Must be -2, if 54 - Depend. Allow Before is -2.
- Cannot be -2, if 54 - Depend. Allow Before is not equal to -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

Stamp Edits:

- Must be -2 or NULL.
- If 52 - Depend. Before is set to -2 or NULL, then 53 - Depend. After, 54 Depend. Allow Before, and 55 - Depend. Allow After will be set to -2 or NULL respectively.

- (53) **NAME:** Number of Dependents Claimed After Investigation
SHORT NAME: depaft

Definition: Enter the number of dependents that should be claimed.

- 0 = None and state has a dependency provision
- 2 = State does not have a dependency provision

Edits:

- Must be within the validation range set by state agency.
- Must be 0 or -2, if 45 - BP Emps. After is 0.
- Must be 0, if 55 - Depend. Allow After is 0.
- Cannot be 0, if 55 - Depend. Allow After is not 0.
- Must be -2, if 55 - Depend. Allow After is -2.
- Cannot be -2, if 55 - Depend. Allow After is not equal to -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

Stamp Edits:

- Must be -2 or NULL.
- If 53 - Depend. After is set to -2 or NULL, then 52 - Depend. Before, 54 Depend. Allow Before, and 55 - Depend. Allow After will be set to -2 or NULL respectively.

- (54) **NAME:** Dependents' Allowance Before Investigation
SHORT NAME: allowbef

Definition: Enter the whole dollar amount of dependents allowance before investigation, if any, that is payable to the claimant on a week-to-week basis.

BAM OPERATIONS GUIDE

- 0 = Claimant not eligible for allowance and state has a dependency provision
- 2 = State does not have a dependency provision

Edits:

- Must be within the validation range set by state agency.
- Must be less than 33 - WBA Before, except for Alaska (AK).
- Must be 0, if 52 - Depend. Before is 0.
- Cannot be 0, if 52 - Depend. Before is greater than 0.
- Must be -2, if 52 - Depend. Before is -2.
- Cannot be -2, if 52 - Depend. Before is not equal to -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

Stamp Edits:

- Must be -2 or NULL.
- If 54 - Depend. Allow Before is set to -2 or NULL, then 52 - Depend. Before, 53 Depend. After, and 55 - Depend. Allow After will be set to -2 or NULL respectively.

- (55) **NAME:** Dependents' Allowance After Investigation
SHORT NAME: allowaft

Definition: Enter the correct whole dollar amount of dependents allowance that should have been payable to the claimant on a week-to-week basis.

- 0 = Claimant not eligible for allowance and state has a dependency provision
- 2 = State does not have a dependency provision

Edits:

- Must be within the validation range set by state agency.
- Must be less than 34 - WBA After, except for Alaska (AK).
- Must be 0 or -2, if 45 - BP Emps. After is 0.
- Must be 0, if 53 - Depend. After is 0.
- Cannot be 0, if 53 - Depend. After is greater than 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.
- Must be -2, if 53 - Depend. After is -2.
- Cannot be -2, if 53 - Depend. After is not equal to -2.

Stamp Edits:

- Must be -2 or NULL.

BAM OPERATIONS GUIDE

- If 55 - Depend. Allow After is set to -2 or NULL, then 52 - Depend. Before, 53 - Depend. After, and 54 - Depend. Allow Before will be set to -2 or NULL respectively.

(56) **NAME:** Monetary Redetermination
SHORT NAME: monredet

Definition: Enter appropriate code which indicates whether state redetermined claimant's monetary eligibility prior to or during the course of the DCA investigation. Consider only monetary redeterminations conducted by the state agency independent of the DCA investigation. Do not consider monetary redeterminations conducted by the state agency because of the DCA investigation. Do not consider redeterminations resulting from a nonmonetary issue (e.g., a separation issue or administrative penalty).

- 1 = Yes (Did not involve the application of an alternative base period (ABP) or extended base period (EBP) in determining monetary eligibility).
- 2 = No
- 3 = Yes (Did involve the application of an alternative base period (ABP) or extended base period (EBP) in determining monetary eligibility.)
- 2 = Not Applicable

Edits:

- Must be 1, 2, 3 or -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 3 or 4.

BAM OPERATIONS GUIDE

Separation Information

(57) **NAME:** Separation Issue Number

Definition: Enter the Numeric 2 digit code that identifies the specific separation denial selected for the sample if multiple denial determinations were issued for the same claim on the same date.

-2 = Not Applicable, if the claimant withdrew claim after denial issued OR Sample Type equals 2 or 4

Edits:

- Must be 0 to 99, or -2.
- Default value is 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 4.

(58) **NAME:** Reason for Separation Determination Before Investigation
SHORT NAME: sepbef

Definition: Enter the code that identifies the reason for claimant's separation. The separation to be coded is that separation which is subject to the DCA investigation. The second digit of the code is reserved for state use for coding more detailed issue information such as different types of Voluntary Quits or Discharges.

Series ID:

10 = Lack of Work (e.g., reduction in force, temporary lay off)
20 = Voluntary Quit
30 = Discharge
40 = Labor Dispute
50 = Military separation or Compelling Family Reason
60 = Not separated (partials, job attached, leave of absence)
-2 = Not Applicable, if the claimant withdrew claim after denial issued OR the Sample Type is Monetary (2) or Nonseparation (4)

Edits:

- Must be 10 to 69.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 4.

(59) **NAME:** Reason for Separation After Investigation
SHORT NAME: sepaft

BAM OPERATIONS GUIDE

Definition: Enter the code that the DCA investigation establishes as the correct reason that the claimant is separated. The second digit of the code is reserved for state use for coding more detailed issue information such as different types of Voluntary Quits or Discharges.

Series ID:

00 = No Separation Issue

10 = Lack of Work (e.g., reduction in force, temporary lay off)

20 = Voluntary Quit

30 = Discharge

40 = Labor Dispute

50 = Military separation or Compelling Family Reason

60 = Not separated (partials)

-2 = Not Applicable (Sample Type equals 2 and 4 only)

Edits:

- Must be 00 to 69.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 4.

(60) NAME: Date of Separation Before Investigation

SHORT NAME: sepdatebef

Definition: : Enter date (MM/DD/YYYY) of separation as defined by state law/policy, from last employer used to determine code assigned in **(58)**. If the claimant has not been separated, enter the last day worked, but no later than the Key Week ending date, if code in **(58)** is 60-69.

01/01/0001 = Information not available or missing

02/02/0002 = Not Applicable

Edits:

- Cannot be less than "01/01/1900".
- Must be less than or equal to 5 - Claim Date plus 14 days, and greater than or equal to 5 - Claim Date minus 731 days, if 5 - Claim Date is not "02/02/0002".
- Must be less than or equal to the Batch Week Ending Date and greater than or equal to the Batch Week Ending Date minus 731 days, if 5 - Claim Date is "02/02/0002".
- Can be "01/01/0001".
- Must be "02/02/0002", if 90 - Action Flag is 8.
- Must be "02/02/0002", if Sample Type is 2 or 4.

(61) NAME: Date of Separation After Investigation

SHORT NAME: sepdateaft

BAM OPERATIONS GUIDE

Definition: Enter the date (MM/DD/YYYY) of separation as defined by state law/policy, from last employer after investigation as identified in (59). If the claimant has not been separated, enter the last day worked, but no later than the Key Week ending date, if code in (59) is 60-69.

01/01/0001 = Information not available or missing

02/02/0002 = Not Applicable (Sample Type equals 2 and 4 only, or 59-Reason for Sep. After = "00" series, or 90-Action Flag is 8)

Edits:

- Cannot be less than "01/01/1900".
- Must be less than or equal to 5 - Claim Date plus 14 days and greater than or equal to 5 - Claim Date minus 731 days, if 5 - Claim Date is not "02/02/0002".
- Must be less than or equal to the Batch Week Ending Date and greater than or equal to the Batch Week Ending Date minus 731 days, if 5 - Claim Date is "02/02/0002".
- Can be "01/01/0001".
- Must be "02/02/0002", if 90 - Action Flag is 8.
- Must be "02/02/0002", if Sample Type is 2 or 4.
- Must be "02/02/0002", if 59 - Reason Sep. After = "00" series.

BAM OPERATIONS GUIDE

Nonseparation Information

(62) **NAME:** Nonseparation Issue Number

Definition: Enter the code that identifies the specific nonseparation denial selected for the sample if multiple denial determinations were issued for the same claim on the same date.

-2 = Not Applicable, if the claimant withdrew claim after denial issued OR
Sample Type equals 2 or 3

Edits:

- Must be 0 to 99, or -2.
- Default value is 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(63) **NAME:** Reason for Nonseparation Determination Before Investigation

SHORT NAME: nonsepbf

Definition: Enter the code that represents the reason for the nonseparation determination before the DCA investigation. The second digit is for optional state use to code more detailed information.

10 = Able Issue
20 = Available Issue
30 = Work Search Issue
40 = Disqualifying/unreported income Issue
50 = Refusal of Suitable Work Issue
60 = Reporting/registration Violation Issue
70 = Other Issue (e.g. alien, athlete, school, seasonality, employment status)
-2 = Not Applicable, if the claimant withdrew claim after denial issued OR
Sample Type equals 2 or 3

Edits:

- Must be 10 to 79.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(64) **NAME:** Reason for Nonseparation Determination After Investigation

SHORT NAME: nonsepaf

BAM OPERATIONS GUIDE

Definition: Enter the code that the DCA investigation establishes as the correct nonseparation issue. The second digit is for optional state use to code more detailed information.

- 00 = No Nonseparation Issue
- 10 = Able Issue
- 20 = Available Issue
- 30 = Work Search Issue
- 40 = Disqualifying/unreported income Issue
- 50 = Refusal of Suitable Work Issue
- 60 = Reporting/registration Violation Issue
- 70 = Other Issue (e.g. alien, athlete, school, seasonality, employment status)
- 2 = Not Applicable, if the claimant withdrew claim after denial issued OR Sample Type equals 2 or 3

Edits:

- Must be 00 to 79.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(65) NAME: Recall Status Before Investigation
SHORT NAME: rclstatbef

Definition: Enter code that indicates claimant's recall status for the determination under investigation.

- 0 = No recall
- 1 = Definite recall (specific return date)
- 2 = Indefinite recall (no specific return date)
- 1 = Information not available or missing
- 2 = Not Applicable, if the claimant withdrew claim after denial issued OR Sample Type equals 2 or 3

Edits:

- Must be 0, 1, 2, -1, or -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(66) NAME: Recall Status After Investigation
SHORT NAME: rclstataft

Definition: Enter the correct recall status code for the denial determination after investigation.

- 0 = No recall

BAM OPERATIONS GUIDE

- 1 = Definite recall (specific return date)
- 2 = Indefinite recall (no specific return date)
- 1 = Information not available or missing
- 2 = Not Applicable, if the claimant withdrew claim after denial issued OR
Sample Type equals 2 or 3

Edits:

- Must be 0, 1, 2, -1, or -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(67) NAME: Total Earnings for Week(s) Before Investigation
SHORT NAME: totearnbef

Definition: Enter total amount of earnings for weeks affected by the determination under investigation. Do not include other income such as pensions, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

- 0 = None
- Equals 9999 = If \$9,999 or more
- 2 = Not Applicable, if the claimant withdrew claim after denial issued OR
Sample Type equals 2 or 3

Edits:

- Can be 0 or -2.
- 69 - Earn. Deduct. Before must be 0, if 67 - Earnings Before is 0.
- Must be greater than or equal to 69 - Earn. Deduct. Before.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(68) NAME: Total Earnings for Week(s) After Investigation
SHORT NAME: totearnaft

Definition: Enter whole dollar amount of earnings for weeks affected by the determination after investigation. Do not include other income such as pensions, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

- 0 = None
- Equals 9999 = If \$9,999 or more
- 2 = Not Applicable, if the claimant withdrew claim after denial issued OR
Sample Type equals 2 or 3

Edits:

- Can be 0 or -2.
- Must be greater than or equal to 70 - Earn. Deduct. After.

BAM OPERATIONS GUIDE

- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(69) NAME: Earnings Deduction for Week(s) Before Investigation
SHORT NAME: earndedbef

Definition: Enter total amount deducted for all weeks affected by determination before investigation. Total deduction cannot exceed WBA times the number of weeks denied. Do not include other income such as pensions, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc. This amount may be less than amount reported on the certification by claimant because of earnings disregarded by law in computation of amount deducted.

0 = None

Equals 9999 = If \$9,999 or more

-2 = Not Applicable, if the claimant withdrew claim after denial issued OR
Sample Type equals 2 or 3

Edits:

- Can be -2.
- Cannot be greater than 33 - WBA Before times 31 - No. Wks. Denied Before, if 31 - No. Wks. Denied Before is greater than 0.
- Must be less than 33 - WBA Before if 31 - No. Wks. Denied Before is 0.
- Must be 0, if 67 - Earnings Before is 0.
- Must be less than or equal to 67 - Earnings Before.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(70) NAME: Earnings Deduction for Week(s) After Investigation
SHORT NAME: earndedaft

Definition: Enter the total amount deducted for all weeks affected by the determination after investigation. Total cannot exceed WBA times the number of weeks denied. Do not include other deductible income such as pensions, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

0 = None

Equals 9999 = If \$9,999 or more

-2 = Not Applicable, if the claimant withdrew claim after denial issued OR
Sample Type equals 2 or 3

Edits:

- Cannot be greater than 32 - No. Wks. Denied After times the sum of: 34 - WBA After plus b_dca_vallim.max_val for allowaft (#55), if 32 - No. Wks. Denied After is greater than 0.

BAM OPERATIONS GUIDE

- Must be less than the sum of: 34 - WBA After plus b_dca_vallim.max_val for allowaft (#55), if 32 - No. Wks. Denied After is 0.
- Must be 0, if 68 - Earnings After is 0.
- Must be less than or equal to 68 - Earnings After.
- 70 - Earn. Deduct. After plus 74 - Other Income Deductions Aft must be less than equal to 36 - MBA After.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(71) **NAME:** Total Other Deductible Income for Week(s) Before Investigation
SHORT NAME: othdedincbef

Definition: Enter total whole dollar amount of other income (deductible under state law) and which was included in the determination before investigation. Include pension received for the denial period, regardless of effect on the payment amount, using the state's method of determining the weekly amount of the pension. Include all types of deductible income for the denial period such as holiday pay, vacation pay, pay in lieu of notice, separation pay, etc.

0 = None

Equals 9999 = If \$9,999 or more

-2 = Not Applicable, if the claimant withdrew claim after denial issued OR
Sample Type equals 2 or 3

EXAMPLE: Claimant has a WBA of \$225. During the period under investigation the claimant received payment in lieu of notice of \$200 and a pension payment of \$100, financed by a base period employer. In this state, both types of income are deductible; however, the pension provision requires only a 50 percent deduction. The amount entered in this field would be \$300, not \$250, because of the instruction to enter a figure including the total amount of pension regardless of its effect on the amount of benefit payment the claimant received.

Edits:

- Can be 0 or -2.
- Must be greater than or equal to 73 - Other Income Deductions Bef.
- 73 - Other Income Deductions Bef must be 0, if 71 - Other Deductible Inc. Before is 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(72) **NAME:** Total Other Deductible Income for Week(s) After Investigation
SHORT NAME: othdedincaft

Definition: Enter the total whole dollar amount of other income (deductible under state law) affected by determination after investigation. Include pension

BAM OPERATIONS GUIDE

received for the denial period, regardless of effect on the payment amount, using the state's method to determine the weekly amount of the pension. Also include all deductible income such as holiday pay, vacation pay, pay in lieu of notice, separation pay, etc. See example for 71, Total Other Deductible Income for Week(s) Before Investigation.

0 = None

-2 = Not Applicable, if the claimant withdrew claim after denial issued OR Sample Type equals 2 or 3

Edits:

- Can be 0 or -2.
- Must be greater than or equal to 74 - Other Income Deductions Aft.
- 74 - Other Income Deductions Aft must be 0, if 72 - Other Deductible Inc. After is 0.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(73) NAME: Other Income Deductions for Week(s) Before Investigation
SHORT NAME: othdedsbef

Definition: Enter total amount in whole dollars deducted due to pension, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc. in all weeks affected by determination under investigation. Total deduction cannot exceed WBA times the number of weeks denied.

0 = None

-2 = Not Applicable, if the claimant withdrew claim after denial issued OR Sample Type equals 2 or 3

Edits:

- Can be 0.
- Cannot be greater than 33 - WBA Before times 31 - No. Wks. Denied Before, if 31 - No. Wks. Denied Before is greater than 0.
- Must be less than 33 - WBA Before if 31 - No. Wks. Denied Before is 0.
- Must be 0, if 71 - Other Deductibles Inc. Before is 0.
- Must be less than or equal to 71 - Other Deductibles Inc. Before.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(74) NAME: Other Income Deductions for Week(s) After Investigation
SHORT NAME: othdedsaft

Definition: Enter total amount in whole dollars deducted due to a pension, holiday pay, vacation pay, pay in lieu of notice, separation pay, etc. in all weeks

BAM OPERATIONS GUIDE

affected by the determination after investigation. Total cannot exceed WBA times the number of weeks denied.

0 = None

-2 = Not Applicable, if the claimant withdrew claim after denial issued OR Sample Type equals 2 or 3

Edits:

- Can be 0.
- Cannot be greater than 32 - No. Wks. Denied After times the sum of: 34 - WBA After plus b_dca_vallim.max_val for allowaft (#55), if 32 - No. Wks. Denied After is greater than 0.
- Must be less than the sum of: 34 - WBA After plus b_dca_vallim.max_val for allowaft (#55), if 32 - No. Wks. Denied After is 0.
- Must be 0, if 72 - Other Deductibles Inc. After is 0.
- Must be less than or equal to 72 - Other Deductibles Inc. After.
- 70 - Earn. Deduct. After plus 74 - Other Income Deductions Aft must be less than equal to 36 - MBA After.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(75) NAME: Work Search Requirements

SHORT NAME: wsreq

Definition: Enter the appropriate code that applied to the determination under investigation according to UI law and policy.

1 = Required to actively seek work (in addition to union contact if applicable)

2 = An agency directive (written or verbal) temporarily suspended the claimant's normal work search for the Denial period affected by the determination.

3 = Union deferral (seeking work only through union)

4 = Job attached deferral (temporary lay-off, recall, partial, industry attached)

5 = Other deferrals (disability, school, etc.)

-2 = Not Applicable (no active work search policy or Sample Type equals 2 or 3).

Edits:

- Must be 1 to 5, or -2.
- Cannot be 1, if 76 - Contacts is -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

Stamp Edits:

BAM OPERATIONS GUIDE

- Must be 1, 2, -2, or NULL.
- Cannot be 1, if 76 - Contacts is -2.

(76) NAME: Number of Job Contacts Listed

SHORT NAME: jobcon

Definition: Enter number of all job contacts indicated from any source. Note: If claimant sought work in denial period although not required to do so, enter number of contacts and make appropriate verifications.

- 0 = No contacts were indicated
- 1 = Information is missing or not available
- 2 = Not Applicable, if claimant not required to seek work and claimant did not seek work OR Sample Type equals 2 or 3

Edits:

- Must be within the validation range set by state agency.
- Can be 0, -1, or -2.
- Must be -2, if 75 - WS Requirement is -2.
- Cannot be -2, if 75 - WS Requirement is 1.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

Stamp Edits:

- Must be -2 or NULL.
- Cannot be -2, if 75 - WS Requirement is 1.

(77) NAME: Number of Job Contacts Made Prior to the Denial Period but Used to Satisfy Work Search Requirements for the Denial Period

SHORT NAME: prjobcon

Definition: Enter number of work search contacts made prior to the denial period if used to satisfy the state's work search requirements.

- 0 = No contacts were indicated
- 1 = Information is missing or not available
- 2 = Not Applicable, if the claimant withdrew claim after denial issued OR Sample Type equals 2 or 3

Edits:

- Must be within the validation range set by state agency.
- Can be 0, -1, or -2.
- Must be -2, if 75 - WS Requirement is -2.
- Must be -2, if 90 - Action Flag is 8.

BAM OPERATIONS GUIDE

- Must be -2, if Sample Type is 2 or 3.

Stamp Edits:

- Must be -2 or NULL.

(78) NAME: Number of Work Search Contacts Investigated for Eligibility
SHORT NAME: wsconinv

Definition: Enter total number of work search contacts investigated, regardless of investigator's determination regarding acceptability. Do not include here any work-search contacts that were not investigated for DCA.

0 = No contacts were investigated
-2 = Not Applicable, if the claimant withdrew claim after denial issued OR
Sample Type equals 2 or 3

Edits:

- Can be 0 or -2.
- Must be -2, if 75 - WS Requirement is -2.
- Must be -2, if 76 - Contacts and 77 - Prior Contacts are less than 0.
- Must be less than or equal to 76 - Contacts if 77 - Prior Contacts is less than 0.
- Must be less than or equal to 77 - Prior Contacts if 76 - Contacts is less than 0.
- Must be less than or equal to the total of 76 - Contacts and 77 - Prior Contacts.
- Must be equal to the total of 79 - Contacts Acc. and 80 - Contacts Unacc and 81 - Contacts Unver.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

Stamp Edits:

- Must be 0, -2, or NULL

(79) NAME: Number of Acceptable Work Search Contacts
SHORT NAME: wsconok

Definition: Include only work search contacts for which documentation exists in DCA file that such contacts were made by claimant and were acceptable contacts within state's written law/policy on active search for work.

-2 = Not Applicable (no WS Contacts investigated OR if the claimant withdrew claim after denial issued OR Sample Type equals 2 or 3)

Edits:

BAM OPERATIONS GUIDE

- Can be -2.
- Must be -2, if 75 - WS Requirement is -2.
- Must be -2, if 78 - Contacts Inv is -2.
- Cannot be -2, if 78 - Contacts Inv is not -2.
- Must be 0, if 78 - Contacts Inv is 0.
- Must be less than or equal to 78 - Contacts Inv.
- 79 - Contacts Acc plus 80 - Contacts Unacc plus 81 - Contacts Unver must be equal to 78 - Contacts Inv.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(80) NAME: Number of Unacceptable Work Search Contacts
SHORT NAME: wsconnotok

Definition: Include only job contacts for which written documentation exists in DCA file that such contacts were not made by the claimant or were made but are unacceptable within the framework of state's written law or policy.

-2 = Not Applicable (no WS Contacts investigated OR if the claimant withdrew claim after denial issued OR Sample Type equals 2 or 3)

Edits:

- Can be -2.
- Must be -2, if 75 - WS Requirement is -2.
- Must be -2, if 78 - Contacts Inv is -2.
- Cannot be -2, if 78 - Contacts Inv is not -2.
- Must be 0, if 78 - Contacts Inv is 0.
- Must be less than or equal to 78 - Contacts Inv.
- 79 - Contacts Acc plus 80 - Contacts Unacc plus 81 - Contacts Unver must be equal to 78 - Contacts Inv.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(81) NAME: Number of Work Search Contacts for the Denial Period that Could Not Be

Verified as Either Acceptable or Unacceptable

SHORT NAME: wsconunver

Definition: Include the work search contacts for which there was insufficient information to make a judgment of their acceptability within the state's written law/policy on work search.

BAM OPERATIONS GUIDE

2 = Not Applicable (no WS Contacts investigated OR if claimant withdrew claim after denial issued OR Sample Type equals 2 or 3)

Edits:

- Can be -2.
- Must be -2, if 75 - WS Requirement is -2.
- Must be -2, if 78 - Contacts Inv is -2.
- Cannot be -2, if 78 - Contacts Inv is not -2.
- Must be 0, if 78 - Contacts Inv is 0.
- Must be less than or equal to 78 - Contacts Inv.
- 79 - Contacts Acc plus 80 - Contacts Unacc plus 81 - Contacts Unver must be equal to 78 - Contacts Inv.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(82) NAME: Labor Exchange Registration Required
SHORT NAME: leregreq

Definition: Enter the appropriate code that applies according to law and policy. Use code 2 only if the state does not require registration or there is written law/policy that provides for non-registration under certain circumstances (e.g., temporary lay-off, union membership), and such non-registration policy is applicable to claimant.

- 1 = Yes, per state law
- 2 = No
- 3 = Yes, as a result of profiling
- 4 = Yes, for both reasons
- 2 = Not Applicable

Edits:

- Must be 1 to 4, or -2.
- 84 - LE Deferred must be -2, if 82 - LE Reg. Req. is 1, 3, or 4.
- 84 - LE Deferred must be 1 to 7, if 82 - LE Reg. Req. is 2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

Stamp Edits:

- Must be 1 to 4, -2, or NULL.

(83) NAME: Actively/Currently Registered with Labor Exchange as of Determination Under Investigation
SHORT NAME: lereg

BAM OPERATIONS GUIDE

Definition: Enter the appropriate code that applies to the denial period. State's written law, policy, and procedures govern whether claimants are required to be registered with the Employment Services and what constitutes registration. DCA coding should be consistent with such law, policy, and procedures.

- 1= Registered with the Employment Services and has received one or more staff assisted services during the current benefit year
- 2= Not registered with Employment Services and has not used self-help services from the American Job Center delivery system during the current benefit year
- 3= Not registered with Employment Services but has received staff assisted services or has used self-help services from the American Job Center delivery system during the current benefit year
- 4= Registered with the Employment Services but has received no staff assisted services during the current benefit year
- 1= Information not available or missing
- 2= Not Applicable if the claimant withdrew claim after denial issued OR the Sample Type is Monetary (2) or Separation (3)

Edits:

- Must be 1 to 4, -1, or -2.
- 85 - LE Referrals cannot be -2, if 83 - LE Reg/Services is 1.
- 85 - LE Referrals must be -2, if 83 - LE Reg/Services is 2.
- 85 - LE Referrals must be 0, if 83 - LE Reg/Services is 4.
- Must be -2, if 82 - LE Requirement is -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

Stamp Edits:

- Must be 1, -2, or NULL.

(84) NAME: Reason Labor Exchange Registration Deferred

SHORT NAME: leregdef

Definition: Enter appropriate code.

- 1 = Union member
- 2 = Job attached
- 3 = Partial
- 4 = Seasonal
- 5 = Approved training

BAM OPERATIONS GUIDE

6 = Local Office Policy

7 = Other

-2 = Not Applicable if the claimant withdrew claim after denial issued OR the Sample Type is Monetary (2) or Separation (3)

Edits:

- Can be 1 to 7, or -2.
- Must be -2, if 82 - LE Reg. Req is 1, 3, 4, or -2.
- Must be 1 to 7, if 82 - LE Reg. Req is 2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

Stamp Edits:

- Must be -2 or NULL.

(85) **NAME:** Number of Labor Exchange Referrals

SHORT NAME: lerefers

Definition: Enter number of times Employment Services referred claimant for employment during current benefit year up to and including the period affected by the denial determination.

0 = No referrals while registered in current benefit year

-1 = Information missing or not available or missing

-2 = Not Applicable (not registered during current benefit year OR claimant withdrew claim after denial issued OR Sample Type equals 2 or 3)

Edits:

- Must be within the validation range set by state agency.
- Can be -1 or -2.
- Cannot be -2, if 83 - LE Reg/Services is 1.
- Can be 0, if 83 - LE Reg/Services is 1.
- Must be 0, if 83 -LE Reg/Services is 4.
- Must be -2, if 83 - LE Reg/Services is 2 or -2.
- Must be -1, if 83 - LE Reg/Services is -1.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(86) **NAME:** Registered with Private Employment Agency

SHORT NAME: privagreg

Definition: Enter code that applied as of the denial period.

1 = Yes

2 = No

BAM OPERATIONS GUIDE

- 1 = Information missing or not available
- 2 = Not Applicable, if the claimant withdrew claim after denial issued OR the Sample Type is Monetary (2) or Separation (3)

Edits:

- Must be 1, 2, -1, or -2.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(87) NAME: Number of Private Employment Agency Referrals
SHORT NAME: privagref

Definition: Enter the number of times the claimant was referred for employment by a Private Employment Agency during the Denial period. Do not include leasing agencies.

- 0 = registered but not referred
- 1 = Information not available or missing
- 2 = Not Applicable

Edits:

- Must be within the validation range set by state agency.
- Cannot be -2, if 86 - Regis. Priv. Agency is 1.
- Must be -2, if 86 - Regis. Priv. Agency is 2.
- Must be -1, if 86 - Regis. Priv. Agency is -1.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or

(88) NAME: Union Referral Status
SHORT NAME: unrefstat

Definition: Enter appropriate code that applies to the denial period after appropriate verification.

- 0 = Claimant NOT a member of a union
- 1 = Claimant is a member in good standing of a union with a hiring hall and was eligible to be referred by the union during the denial period
- 2 = Claimant is a member of a union with a hiring hall but was not eligible for union referral
- 3 = Claimant is a member of a non-hiring hall union
- 1 = Information is missing or not available
- 2 = Not Applicable

Edits:

- Must be 0 to 3, -1, or -2.

BAM OPERATIONS GUIDE

- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

(89) NAME: Number of Union Referrals

SHORT NAME: unref

Definition: Enter number of times that a union with a hiring hall referred claimant for employment during the denial period. All such referrals should be verified.

Do not include referrals associated with a non-hiring-hall union.

-1 = Information is missing or not available

-2 = Not Applicable

Edits:

- Must be within the validation range set by state agency.
- Can be -2.
- Must be -1, if 88 - Union Referral Status is -1.
- Must be -2, if 88 - Union Referral Status is 0, 2, or 3.
- Can be 0, only if 88 - Union Referral Status is 1.
- Cannot be -2, if 88 - Union Referral Status is 1.
- Must be -2, if 90 - Action Flag is 8.
- Must be -2, if Sample Type is 2 or 3.

BAM OPERATIONS GUIDE

Case Action and Error Issue Information

The outcome of each case investigated is a set of data about that claim and classification as to whether or not the denial was proper. Each denial sampled for BAM must be accounted for in the coding and analysis of program data, because a single case represents a very large number of denials in the statewide population. At the end of a set measurement period, the coded findings of all completed cases are analyzed based on information available.

This part provides specific instructions for recording the propriety of denials and for closing cases and classifying errors detected during the investigations.

(90) NAME: Action Code Flag
SHORT NAME: actflag

Definition: Enter the appropriate code.

0 = Monetary eligibility established upon receipt of CWC, UCFE, and/or UCX wage credits; or monetary eligibility established as a result of the application of an alternate base period (ABP) or extended base period (EBP). Claimant eligibility initially denied.

1 = Proper denial determination / payment.

2 = Overpayment established on WBA, dependent's allowance entitlement, MBA, or remaining balance (RB) decreased which was later "officially" reversed. DCA agrees with the "official" action.

3 = Supplemental check issued/offset applied on WBA, dependent's allowance entitlement, MBA, or remaining balance (RB) increased which was later "officially" reversed. DCA agrees with the "official" action.

8 = Claimant withdrew claim after denial issued.

9 = Improper payment/determination.

Edits: Must be 0, 1, 2, 3, 8 or 9.

If 90 - Action Flag is 0:

- 3 - Sample Type must be 2 (Monetary); AND 43 - Reason for Monetary Denial After Investigation must be 00-09; AND
 - 22 - Program must be 2, 3, 4, 5, 6, or 7; OR
 - 23 - CWC must be 1, 3, 4, or 6; OR

BAM OPERATIONS GUIDE

- 56 - Monetary Redetermination must be 3.

If 90 - Action Flag is 8:

- Neither 22 - Program nor 23 - CWC can be NULL.

(91) NAME: Initial Determination Appealed
SHORT NAME: detapp

Definition: Enter the appropriate code as of the date the investigator completed the case.

- 0 = Denial not appealed
- 1 = Claimant appealed
- 2 = Employer appealed
- 3 = Other interested party appealed
- 2 = Not applicable

Edits:

- Must be 0 to 3, or -2.
- 92 - Results of Appeal of Initial Determination must be 0, if 91 - Initial Det. Appealed is 0.
- 92 - Results of Appeal of Initial Determination must be 1 to 6, if 91 - Initial Det. Appealed is 1, 2, or 3.

(92) NAME: Results of Appeal of Initial Determination
SHORT NAME: apprslt

Definition: Enter the appropriate code denoting the results of the appeal of the initial determination that denied eligibility. Record status of the appeal as of the date the investigator completed of the case.

- 0 = No appeal filed
- 1 = Affirmed, eligible
- 2 = Affirmed, ineligible
- 3 = Reversed, eligible
- 4 = Reversed, ineligible
- 5 = Appeal decision pending
- 6 = Original determination redetermined by state
- 2 = Not applicable

Edits:

- Must be 0 to 6, or -2.
- 91 - Initial Det. Appealed must be 0, if 92 - Results of Appeal of Initial Determination is 0.

BAM OPERATIONS GUIDE

- 91 - Initial Det. Appealed must be 1 to 3, if 92 - Results of Appeal of Initial Determination is 1 to 6.
- 91 - Initial Det. Appealed must be -2, if 92 - Results of Appeal of Initial Determination is -2.

(93) NAME: Investigation Completed
SHORT NAME: invcomp

Definition: Enter code of 1 when case investigation has been completed, i.e., after the investigator has finished all fieldwork, reports, determinations, and coding. Entry of this character will only be allowed if all previous required data elements have been coded. Entering 1 will automatically enter the current date in the next field of the computer record.

Edits:

- Must be 1.
- No DCI field can be NULL.
- Claim Type cannot be 0 when claim date is 02/02/0002 for Sample Type 2 case.
- Claim Type cannot be greater than 0 when claim date is 02/02/0002.

(94) NAME: Date Investigator Completed Case
SHORT NAME: invcompdate

Definition: Automatically filled upon entry of code 1 in "Investigation Completed".

Edits: None, Automatically filled

(95) NAME: Supervisory Review Completed
SHORT NAME: suprevcomp

Definition: Enter code of 1 when supervisor has reviewed and approved completed case. Enter code 0 when the supervisor has cleared the completed case without review. Entry in this field will be only allowed if item "Investigation Completed" above has been coded 1. Entering 1 or 0 will automatically enter the current date in the next field of the computer record.

Edits:

- Must be 0 or 1.
- Will be allowed, only if 93 - Inv. Completed is 1.

(96) NAME: Date Supervisor Completed Case
SHORT NAME: supcompdate

BAM OPERATIONS GUIDE

Definition: Automatically filled upon entry of code 0 or 1 in field “Supervisory Approval Completed”.

Edits: None, Automatically filled

(97) **NAME:** Supervisor Identification
SHORT NAME: supvid

Definition: The supervisor identification name is the name of the supervisor who completed the case investigation. The login name is obtained from the “/etc/passwd” system file.

Edits: None, Automatically filled

BAM OPERATIONS GUIDE

Coding DCA Error Issues

When the denial is not a proper denial, code “9” is entered into DCA Element 90-Action Code Flag. When code 9 is entered the system retrieves a new screen (Error Issue Information screen) for data entry of issues. This interrupts completion of DCA Elements 91 through 97. The user will see a new screen into which individual issues or wrong denials are to be recorded. Please note that if Action Code Flag equals 0, 1, 2, 3, or 8, the Error Issue Information screen will not be displayed.

The Error Issue Information screen records the following information for each issue:

- (98) Dollar Amount of Error
- (99) Error Issue Action Code
- (100) Error Cause
- (101) Error Responsibility
- (102) Error Detection Point
- (103) Prior Agency Action
- (104) Prior Employer Action
- (105) DCA Action Appealed
- (106) Prior Claimant Action

States may modify the last digits of the codes for five of these items to provide more detailed information for their use: Error Cause (**100**), Error Detection Point (**102**), Prior Agency Action (**103**), Prior Employer Action (**104**), and Prior Claimant Action (**106**). The last digit in each of these codes is zero. State s may choose to develop additional categories using any digits from 1-9 to provide further detail in these areas.

Definitions and explanations for the above data elements are detailed below:

(98) NAME: Dollar Amount of Error
SHORT NAME: totamt

Definition: Enter the total amount of error only for the week(s) affected by the denial determination selected for investigation. Round to nearest whole dollar amount.

Edits:

- Can be 0.
- Must be 0 if 99 - Action Code is 24.
- Cannot exceed State Maximum Benefit Amount (MBA) plus State Maximum Dependents Allowance(b_vallim.max_val(mbaaft) + b_vallim.max_val(allowaft)).

(99) NAME: Error Issue Action Code
SHORT NAME: action

BAM OPERATIONS GUIDE

Definition: The Error Issue Action Code identifies the type of error using numeric codes. The three (3) type of error action codes include:

(a) **PROPER DENIAL: DIFFERENT/WRONG ISSUE OR REASON**

30 = Claimant was properly denied, but for wrong or different reason/section of law.

(b) **IMPROPER DENIAL DETERMINATIONS / UNDERPAYMENTS**

20 = DCA investigation determines that the denial determination was improper or benefit payment was too small and official agency action now finds the claimant to be eligible or entitled to a supplemental check issued/offset applied or increase in WBA, dependents' allowance entitlement, MBA, or remaining balance (RB).

21 = DCA investigation determines denial determination was improper or payment was too small, although technically proper due to finality rules.

22 = DCA investigation determines denial determination was improper or payment was too small, although technically proper due to rules other than finality.

23 = DCA investigation determines denial determination was improper or payment was too small (supplemental check issued/offset applied) which was later officially reversed, revised, adjusted or modified, and BAM disagrees with the official action.

24 = DCA investigation determines that the denial determination was improper but no payment is due to the claimant. (Requires Error Cause code 710 or 720).

Note: Code 24 is used to code DCA investigation findings in which the claimant was improperly denied for the specific issue selected for the DCA sample, but the claimant is not entitled to UI benefits as of the date that the DCA case is closed by the supervisor. This is due to either: 1) separate official action(s) by the state agency, or 2) the state has issued a nonmonetary determination denying eligibility for UI benefits but no weeks have been claimed as of the date that the DCA case was completed.

(c) **OVERPAYMENTS**

10 = Fraud Overpayment/Voided Offset.

BAM OPERATIONS GUIDE

- 11 = Nonfraud Recoverable overpayment/voided offset.
- 12 = Nonfraud Non-recoverable Overpayment or official action taken to adjust future benefits by decreasing WBA, MBA, KWDA, or RB.
- 13 = DCA investigation determines payment was too large, although payment is "technically" proper due to finality rules.
- 14 = DCA investigation determines payment was too large except for formal warning rule that prohibits official action. Payment "technically" proper due to law/rules requiring formal warnings for unacceptable work search efforts.
- 15 = DCA investigation determines payment was too large, although payment "technically" proper due to rules other than finality or formal warning rules for unacceptable work search efforts.
- 16 = Overpayment established or WBA, KWDA entitlement, or RB decreased which was later "officially" reversed, revised, adjusted, or modified and DCA disagrees with the "official" action.

Edits:

- Must be 10-16, 20-24, or 30.
- 100 - Cause must be a 700-709, if 99 - Action Code is 30.
- 100 - Cause must be a 710-729, if 99 - Action Code is 24.
- Cannot be 14 if 75 - WS Requirement is -2.
- Cannot be 10-16 if Sample Type is 2 and 30 - Original Amount Paid is 0.

(100) NAME: Error Cause
SHORT NAME: cause

Definition: Enter the code to indicate the cause (reason) for the error. Enter appropriate code from below. The last digit of this code is reserved for state use to provide greater detail as to the cause of error.

(a) In the **Benefit Year**, unreported or errors in reporting/recording earnings or days/hours of work affecting the determination under investigation due to:

- 100 = Unreported (concealed) earnings or days/hours of work.
- 110 = Earnings or days/hours of work incorrectly estimated/reported/recorded or deducted.
- 120 = Errors in reporting or unreported Severance Pay.

BAM OPERATIONS GUIDE

130 = Errors in reporting or unreported Vacation Pay.

140 = Errors in reporting or unreported Social Security or pension benefits.

150 = Other causes related to reporting or recording of earnings or days/hours of work for the denial period.

(b) In the **Base Period**, errors in Reporting/Recording Earnings or Weeks, Days, or Hours of Work affecting the determination due to:

200 = Earnings or weeks/days/hours of work incorrectly estimated/reported/recorded.

210 = One or more base period employers not reported by claimant.

220 = Earnings or weeks/days/hours of work not reported by employer.

230 = Other causes related to reporting, recording of earnings or weeks/days/hours of work for base period.

240 = Misclassified worker. Employer misclassified the claimant as an independent contractor.

248 = Misclassified worker. Claimant improperly classified as an independent contractor; however, the employer furnished claimant a 1099 earnings statement.

249 = Misclassified worker. Claimant improperly classified as an independent contractor and the employer **did not furnish** the claimant with a 1099 earnings statement.

250 = Alternative Base Period. An error was made in recording or reporting wages used in the alternative base period monetary determination.

(c) **Separation** Issues due to:

300 = Voluntary Quits

310 = Discharges

320 = Other causes related to separation issues.

(d) **Eligibility** Issues due to:

BAM OPERATIONS GUIDE

400 = Ability to work

410 = Availability for work

420 = Active work search

430 = Refusal of suitable work

440 = Self-employment

450 = Illegal alien status

460 = Reporting requirements / Failed to report

470 = Other causes related to eligibility issues

480 = Claimant filed UI claim knowingly using the identity (name, social security number, address, employer or other information identifying a specific individual) of another person, without that person's knowledge or permission, in order to obtain UI benefits.

(e) Dependents' Allowances Incorrect due to:

500 = Dependents' information incorrectly reported/recorded or allowance incorrectly calculated.

510 = Other causes related to dependents' allowances.

(f) Other Causes due to:

600 = Benefits paid during a period of disqualification, even though a stop-pay order was in effect.

610 = Redetermination (at deputy level) or reversal (appeal or higher authority).

620 = Back pay award.

630 = All other causes.

638 = Fraud outside of Key Week caused the Key Week to be improper.

(g) Other causes due to a claimant being properly denied, but for wrong reason or section of law.

BAM OPERATIONS GUIDE

700 = Claimant properly denied, but the determination had a procedural/implementation error (e.g., denial based on wrong reason or section of law; applicable dates of the denial are incorrect). (Code valid only for Error Issue Action code 30). [Default code is 700; codes 701-709 are reserved for state option use.]

Note: The definition of this code has been broadened to include any procedural or implementation error to reflect DCA findings that the claimant was properly denied, but an error was committed in the way that state law was applied or cited in the determination or how the determination was implemented.

710 = Denial issue subject to DCA investigation was decided improperly but claimant not entitled to benefits as of the date that the DCA investigation was completed due to other issues affecting the claim. (Code valid only for Error Issue Action code 24). [Default code is 710; codes 711-719 are reserved for state option use.]

Note: This code is used when the claimant is ineligible for UI benefits as of the date that the DCA case was completed due to separate official agency action(s). BAM DCA investigators should not make any determination of the propriety of the other actions that have resulted in the claimant's ineligibility for UI benefits.

720 = Denial issue subject to DCA investigation was decided improperly but claimant not entitled to benefits as of the date the DCA investigation was completed because no week was claimed. (Code valid only for Sample Type 3 or 4 and Error Issue Action code 24.) [Default code is 720; codes 721-729 are reserved for state option use.]

Note: This code is used when the agency has issued a nonmonetary determination denying eligibility for UI benefits but no weeks have been claimed as of the date that the DCA case was completed.

730 = Alternative Base Period – Claimant properly denied however an error was made in recording or reporting wages used in the alternative base period monetary determination or an alternative base period was not considered / no documentation of ABP considerations.

Edits:

- Must be 100-159, 200-259, 300-329, 400-489, 500-519, 600-639, or 700-739.
- Must be 420, if 99 - Action Code is 14.
- Must be 700-709 or 730-739, if 99 - Action Code is 30.

BAM OPERATIONS GUIDE

- Cannot be 250-259, if 99 - Action Code is 30 and Sample Type is 2.
- Must be 710-719, if 99 - Action Code is 24 and Sample Type is 2.
- Must be 710-729, if 99 - Action Code is 24 and Sample Type is 3 or 4.
- Cannot be 420, if 75 - WS Requirement is -2.

(101) NAME: Error responsibility
SHORT NAME: resp

Definition: Enter ALL the appropriate codes to indicate the party or parties responsible (by action or inaction) for the payment error. Do not repeat a given code even if more than one party per category applied, (e.g., if more than one employer or more than one third party was responsible). Responsibility is a four-position data element. Each position is coded with the appropriate code for the responsible party or zero (0), according to the following table:

ERROR RESPONSIBILITY	
<p><u>A = Claimant</u> 0 – Not responsible 1 – Responsible</p>	<p><u>B= Employer</u> 0 – Not responsible 2 – Responsible</p>
<p><u>C = Agency</u> 0 – Not responsible 3 – Responsible</p>	<p><u>D = Third Party</u> 0 – Not responsible 4 – Responsible</p>

Edits:

- Cannot have an Employer Responsibility entry, if 104 - Prior Employer Action has a series code of 70.
- Must contain a 2 if 104 - Prior Employer Action equals 20 to 59.
- Must contain a 1 if 106 - Prior Claimant Action equals 20 to 59.
- Must contain a 1 if 99 - Error Action Code equals 10.
- Must have an Agency Responsibility entry, if 103 - Prior Agency Action has a series code of 30, 40, 50, or 80.

(102) NAME: Error Detection Point
SHORT NAME: detectpt

Definition: Enter the code that indicates the point where the error was first detected in the DCA investigation. The last digit of this code is reserved for state use in providing greater detail

0 – 9 State Information Data Exchange System (SIDES):

0 = SIDES Information Adequate and Timely

1 = SIDES process issues dealing with information adequacy

BAM OPERATIONS GUIDE

- 2 = SIDES process issues dealing with response timeliness
- 3 = SIDES process issues dealing with response processing in the state
- 4 = SIDES process issues dealing with response client server processing
- 5 = SIDES process issues dealing with web based response server processing
- 6 = Attachments to the SIDES response: inconsistent with response separation type (i.e. layoff with documented misconduct/quit information attached, Code 99 with separation issue documentation attached, etc.)
- 7 = SIDES response Claimant not employed by employer state processing and/or state follow-up
- 8 = SIDES response Third party administer (TPA) does not represent employer state processing and/or state no follow-up
- 9 = TPA and/or Employer SIDES response code 99
- 10 = Verification of work search contact
- 20 = Verification of wages and/or separation
- 30 = Claimant interview
- 40 = Verification of eligibility with 3rd parties
- 50 = UI Records
- 60 = Employment Service records
- 70 = Verification with union
- 80 = Crossmatch of claimant SSN with state or National Directory of New Hires

States can use codes 81 through 89 to document point of detection subsequent to new hire directory match.

81 = Verification of work search contact

82 = Verification of wages and/or separation

BAM OPERATIONS GUIDE

83 = Claimant interview

84 = Verification of eligibility with 3rd parties

85 = UI records

86 = Employment Services records

87 = Verification with a labor union

88 = (Second digit reserved for state use)

89 = (Second digit reserved for state use)

90 = Crossmatch of claimant SSN with state or national wage record files

States can use codes 91 through 99 to document point of detection subsequent to wage record match.

91 = Verification of work search contact

92 = Verification of wages and/or separation

93 = Claimant interview

94 = Verification of eligibility with 3rd parties

95 = UI records

96 = Employment Services records

97 = Verification with a labor union

98 = (Second digit reserved for state use)

99 = (Second digit reserved for state use)

Edits: Must be 0 to 99.

(103) NAME: Prior Agency Action
SHORT NAME: agact

Definition: A code is assigned which indicates any actions taken by the state on the issue as of the date sample selected. Enter the appropriate code from

BAM OPERATIONS GUIDE

below. The last digit of this code is reserved for state use in providing greater detail

- 10 = Official procedures had been followed and forms had been fully completed but issue was not detectable by normal procedures.
- 20 = State was in the process of resolving issue and took correct action before DCA investigation completed or state had correctly resolved issue prior to sample being selected.
- 30 = State identified issue prior to selection but took incorrect action.
- 40 = State had sufficient documentation to identify that there was an issue but did not resolve the issue.
- 50 = Official procedures/forms had not been properly followed/completed by state thereby precluding ability to detect issue.
- 60 = State agency had detected payment error as a result of crossmatch of claimant SSN with state or National Directory of New Hires and had taken official action to establish overpayment for recovery (or issued supplemental check or increased claimant's WBA, MBA, RB) before the BAM investigation was completed.
- 70 = State agency had detected payment error as a result of crossmatch of claimant SSN with state or national wage record files and had taken official action to establish overpayment for recovery (or issued supplemental check or increased claimant's WBA, MBA, RB) before the BAM investigation was completed.
- 80 = Agency provided incorrect information or instructions to claimant, employer, or third party.
- 90 = Agency based determination on incorrect information provided by another state workforce agency.

Edits:

- Must be 10 to 99.
- Cannot have a series entry of 30, 40, 50, or 80, if 101 - Responsibility does not have an Agency Responsible entry (3).

(104) NAME: Prior Employer Action

SHORT NAME: empact

BAM OPERATIONS GUIDE

Definition: A code is assigned to indicate any actions taken by the employer affecting the issue as of the date sample was selected. Enter the appropriate code from below. The last digit of this code is reserved for state use to provide greater detail regarding employer action.

- 10 = Employer provided adequate information to state in a timely manner for determination.
- 20 = Employer provided adequate information after due date for determination.
- 30 = Employer provided inadequate/incorrect information in a timely manner for determination.
- 40 = Employer provided inadequate/incorrect information after due date for determination.
- 50 = Employer did not respond to request for information.
- 60 = Employer, as an interested party, was not requested by agency to provide information for determination.
- 70 = Not an employer related issue.
- 80-89 = Employer failed to report the claimant as a new hire as mandated by law and this "lack of action" permitted the overpayment to occur. (e.g. concealed earnings/separation error).
- 91 = Employer representative provided adequate information to state in a timely manner for denial determination.
- 92 = Employer representative provided adequate information after due date for denial determination.
- 93 = Employer representative provided inadequate/incorrect information in a timely manner for denial determination.
- 94 = Employer representative provided inadequate/incorrect information after due date for denial determination.
- 95 = Employer representative did not respond to request for information.
- 96 = Employer representative on behalf of the Employer, as an interested party, was not requested by agency to provide information for denial determination.

BAM OPERATIONS GUIDE

Edits:

- Must be 10 to 79, 80 to 89, or 91 to 96.
- Cannot have a series entry of 70, if 101 - Responsibility has an Employer Responsible entry (2).

(105) NAME: DCA Action Appealed
SHORT NAME: actapp

Definition: Enter the appropriate code from below for appeals filed as a result of DCA action on the denial determination.

The last digit of this code is reserved for state use to provide greater detail regarding the appeal.

10 = No appeal filed against DCA determination.

20 = Claimant appealed DCA determination, and employer was an interested party.

30 = Claimant appealed DCA determination, and employer was not an interested party.

40 = Employer appealed DCA determination, and claimant was an interested party.

50 = Both claimant and employer appealed DCA determination.

60 = State appealed DCA determination.

70 = Not an appealable DCA determination.

Edits: Must be 10 to 79.

(106) NAME: Prior Claimant Action
SHORT NAME: clmtact

Definition: A code is assigned to indicate any actions taken by the claimant affecting the issue as of the date sample was selected. Enter the appropriate code from below. The last digit of this code is reserved for state use to provide greater detail regarding claimant action.

10 = Claimant provided adequate and timely information to state for determination.

20 = Claimant provided adequate information to state after due date for determination.

BAM OPERATIONS GUIDE

30 = Claimant provided timely but inadequate/incorrect information to state for determination.

40 = Claimant provided inadequate/incorrect information to state after due date for determination.

50 = Claimant did not respond to state request for information.

60 = State did not request the claimant to provide information.

Edits: Must be 10 to 69.

BAM OPERATIONS GUIDE

REOPEN INFORMATION

(reoptype) **NAME:** Reopen Case
SHORT NAME: Reopen Case

Definition: Enter one of the following codes:

3 = State has recognized an error in the data of this closed case and has made the correction(s).

4 = An appeal decision requires changes to the data of a closed case.

5 = Data of a closed case were changed as a result of a monitor review.

6 = Case reopened pending further information.

9 = Data of a closed case were changed or payment accuracy status updated as a result of additional information obtained through investigation methods other than crossmatch with new hire or wage records.

Edits: Must be 3, 4, 5, 6, 9, or null

(reopdate) **NAME:** Reopen Case Date
SHORT NAME: Reopen Case Date

Definition: The date that identifies when a case was reopened. The BAM software system will automatically set it as current date for the Reopen Case Codes 3, 4, or 5. The field will remain NULL when the Reopen Case Code is 6.

Edits: System entered date

(reopid) **NAME:** Reopen Case Identification
SHORT NAME: Reopen ID

Definition: The login ID of the person performing the reopen function.