



Only You Can Prevent PIN Issues

1) Why should I care about duplicate PINs?

- *Causes delays in processing and allotting benefits for clients*
- *Counts as a QC error if they are found before we can correct them*
- *Takes up lead time sending them in for corrections and tracking them*
- *Takes up State time when they have to fix them for us*

2) Okay, that sounds bad! What can I do about it?

- **When you are processing an application or doing a person add:**
 - *Search by name for duplicate entries*
 - *Search by SSN*
 - *Search by address to see if another case already exists*
 - *Try to find missing info in SOLQ and KIDS if possible*

3) Oh no! I created another PIN for somebody! What do I do?

- *Don't Panic*
- *Put all duplicate PINS in case comments*
- *Send in to the PRT and await further instructions*

Remember, we're all in this together!