NOAs & Forms

1. NOAs
   a. May contain repetitive fragments
      i. Use different/similar phrases to convey the same message multiple times throughout the NOA
   b. Fragments may appear in an illogical order
2. EDBC result dictates NOA content
   a. Important to only accept the EDBC result if it is correct
   b. Incorrect EDBC result will result in an incorrect NOA
3. EDBC denial may be generic
   a. Example: "Doesn't meet program requirements"
   b. The NOA fragments will be more specific as to the denial reason
4. Important to read the NOA to verify that it is correct
   a. Worker may not agree with the specific reason(s) in the NOA
   b. If the worker disagrees with the NOA the EDBC result should be researched (Troubleshooting EDBC)
5. Deleting correspondence is an option until it has been sent to the intended recipient
   a. The "Save and Print Locally" button will lock in the EDBC result
6. Append
   a. Refer to policy to determine when it is appropriate to append vs delete and create manual NOA/Form
7. Forms
   a. Blank
   b. Pre-populated with case/person information
8. Forms: Known issues on our radar
   a. C-N913
      i. allows for 254 characters, not 375
   b. K-IA51
      i. variable populated date rather than month (prints as 06/01/2015 instead of 06/2015)
   c. KC1700
      i. Medical expenses not populating on the form
   d. Generating barcoded forms may result in an error
   e. V075
      i. Clicking "Save and Print Locally" does not allow for a printer to be selected and does not Save to Distributed Documents
9. NOAs: Known issues
   a. Many of the known issues are slated to be fixed prior to go live
   b. Policy is evaluating the known issues and this will be discussed at a later date