

☺ Job Aid: TWIST Troubleshooting

Chapter Appendices

Here is a list of common user errors. Have you made sure you have checked all of these items to avoid errors?

Possible Problem	Common errors	Correct action
Can't find the participant	Correct search method?	First 3 letters of the first and last name and date of birth. Use a broader search if you think the participant is in the system but don't find them.
Participant shown twice	Participant in system, but may be duplicate or is termed?	Review the "AP Enroll Status" screen in Client Demographics to see what other programs they are in and decide course of action.
Can't issue benefits	Are you using the correct transaction type?	Search for participant correctly, then make sure you use the correct transaction type for the participant's enrollment status. See Transaction Types and Deciding Which Transaction Type to Use Job Aids.
	Is record terminated? Is the cert end date in the future or within current month? Did you select reinstate as the transaction type?	In a terminated record, when the cert end date is in the future or the current month, select <u>REACTIVATE</u> as the transaction type and save.
	Is the "CPA Reviewed" check box checked on the "Health History" screen?	Go back and check the box and Save. You should see the blue check appear on the tab.
	On the FSS screen there is a letter showing instead of a check box.	See the Family Summary Codes Job Aid for what each code means.
	Does the mom's category match the baby's? FSS will show an M in the FB field.	TWIST will not allow you issue benefits if there is a mismatch between mom and baby category.
	Is the "Eligibility Pending" box checked on the Intake screen? FSS will show an E in the FB field.	You will have to wait until proofs have been entered on the intake screen and the Eligibility Pending box is unchecked to issue the next month's benefits.

Possible Problem	Common errors	Correct action
	The Fd Pkg field on the FSS is blank. Did you extend the cert end date? Did you save the new dates on the FPA tab?	Whenever the cert date is extended, you must go to the FPA tab and click save, even if there is already a check mark on the tab.
	Have you saved the mandatory data on the “Medical Data,” “Health History,” “Diet Assessment,” “NE Plan,” “Food Package Assignment” screens?	You will have a blue check mark on the tabs.
	Are the Certification Start and End Dates correct on the “Intake” screen?	Do these need to be changed? Check to see if dates are passed by more than thirty days. Are cert dates still valid? Does this impact the correct Transaction type or food package assignment?
Food Package Assignment tab is grayed out	Is there a risk assigned? Is the participant eligible?	Click on the Determine Eligibility button in certification and find out why the participant is not eligible. Participant cannot receive benefits if not eligible.
Wrong Food package showing	Did you change the participant category? Did you save the changes to the food package? Did you forecast the correct package for future months?	Make sure that food package assignment changes have been forecast correctly and saved.