



Exceptional Case - Close 2012 Scheme Case

This procedure shows caseworkers how to set up a case to progress as exceptional.

Three scenarios exist; cases at application stage are closed on CMS2012, cases that have passed the provisional calculation stage and cases that have passed the initial calculation stage are paused on CMS2012 and all future action is suppressed.

There are two types of cases identified for exceptional case handling:

- Type one cases cannot be started on CMS2012 as one or more case participants has no national insurance number or child reference number
- Type two cases are initially on CMS2012 and due to an incident that prevents progression these cases are moved to 2012 exceptional case handling solution

Cases are closed or paused on CMS2012 at the point of failure. There are several actions to complete depending on the type and status of the case, these include the following:

- Set a lock assignment on the case
- Suppress all contact/s
- Provide the client with a progress report and advise them that movement to the exceptional case handling process will not affect payments

If any case is to be managed as an exceptional case the full casegroup is removed from CMS2012.

Prior to pausing the case confirm and update all specialist action (e.g. complaints) in case notes and close all service requests in chronological order, oldest first, all child SRs are closed before the relevant parent SR.

Open the [reconciliation tool](#) whilst carrying out this action and complete the removal sheet for each case you are closing. Notes explaining each header is provided within the tool.



When speaking to clients always use the new terminology - for more information refer to [Terminology Changes](#).



This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.



Ensure you open the [reconciliation tool](#), which is held by CFAT, prior to carrying out this action. Use the notes for guidance on each header and complete the removal sheet for each case you are halting.



Prior to starting the Case Closure process, please ensure you have attempted three calls over a period of two days to each client to advise them their case is being moved to the Exceptional Case team.



Record on both the receiving parents and the paying parents **Notes** that the case has moved to the Exceptional Case Handling Team to progress to ensure any caseworker accessing the case in the future knows its with the ECH team.

Close case at application stage

1. If the case is to be closed at application stage due to one of the case participants having no national insurance number or child reference number make a record of the incident number in the notes field.
2. Suppress notifications on all case participants at contact level. Once the contact is suppressed, no outbound calls can be made to them until suppression is removed.
3. Select the last name of the client for which suppression is required. Create a service request (SR) and set the status to **in progress**. Select the following from the drop down boxes:
 - **Process = outbound contact**
 - **Area = suppress contact/suppress case group contact**
 - **Sub area = activate suppression**



For multiple linked cases where suppression is required, each case must be suppressed individually.

4. From the drop down list select the reason for suppression as **suspend case**.
5. Update the **case** and **SR notes** field stating the case is to be progressed as exceptional and amend the review date to 25 years in the future. Select the more info tab and check the suppressed flag is ticked and save progress.



Check if any receiving parent associated has a linked case, if yes, the notifications are suppressed whilst the case is being closed but suppression must be removed once closure is complete.

6. Update the resolution code to **suppression active** and **Close** and **Complete** the SR.
7. Update the **case status** to **closed** and the **sub status** to **client withdraws**. Within the contacts tab, the active status for all parties (receiving parent, paying parent) is no longer checked. The case is subject to the exceptional case gateway.

Pause case

After case group created and bancs account created

8. Pause the case at the point of failure. Drill down on the master case number and tick the lock assignment box to prevent any case movement during the pause process.
9. Suppress notifications on all case participants at case group level, refer to steps **3 - 6** above.
10. Check the case notes to find out if there is any escalated enquiries action on the case. Where a resolution plan is in place, change the status of the resolution action to **not applicable** otherwise use **unresolved**. Make a note ECH in the notes field next to each resolution action. If there are multiple SR's they need to be closed in chronological order.
11. Check the case notes to find out if any enforcement action is on the case. Change the status of any enforcement SR's to **closed**, and the sub status to **error**, this allows any validation rules to be overridden and any mandatory fields to be populated with **NR** (not required). If there are multiple SR's they need to be closed in chronological order.
12. Select the SR tab to view all SR's associated with the case. Complete all activity plans as not required and close all SR's (including child SRs) in chronological order, oldest first (all SRs have a date) as follows; status closed, sub status as cancelled or error (select error where error is displayed).

 Any SRs displaying error should be ignored first or, if prompted, complete the resolution code/status/sub status as error/complete/cancel.

If there are any functionally unique SRs outstanding, contact the owning team to advise them the case is to be referred to the ECHT and to ask them to update the case notes and close the SR.

13. Suppress future action on the case, create the following SR:

- **Process = CofC**
- **Area = Change to personal information**
- **Sub area = Change to address**
- **Source = NRP**
- **Subject = NRP**
- **Field = Additional Contact Status**
- **Field = Hospital**

Change the **Resolution Code** to **CoC Accepted**, this will create two child SRs - **Perform Calc** and **Activate Suppression**.

14. Suppress future action on the case, by changing the **Status** of the **Activate Suppression** child SR to **Closed**. Set the review date to 25 years in the future.
15. Close the **Perform Calculation** SR.

 Check if any receiving parent associated has a linked case, if yes the notifications are suppressed whilst the case is being closed but suppression must be removed once closure is complete.

16. Launch a manual **Perform Calculation** SR:

- **Process = Perform Calculation**
- **Area = Case Maintenance**
- **Sub Area = Change Client Data**

17. Complete a nil assessment using the effective date the case is paused from. Open the perform calculation SR, the HMRC data is pulled through onto the screen.
18. In the **Current Income** field, set the amount to nil and the **Information Date Income Gathered** as today (the date the case is paused on CMS2012).
19. Select **Create Liability Amount**, this shows a nil figure. Confirm the schedule is nil, in the NRP screen, go to the financial accounts screen, drill down on the account number and select the **payment schedule** tab. Record the outstanding balance amount on the reconciliation spreadsheet.
20. If there is a DEO in place this needs to be cancelled, refer to **DEO- Cancel**.
21. Set the flag for manual allocation on the paying parent's account using the reason **System Allocation Error**. For more information refer to **Manual Allocation Flag - Set Up**.
22. End the receiving parent method of payment to (MOPT). For more information refer to **Direct Payment - Cancel** or **POCA cancel**.
 Enter the reason for change as **Case to be made exceptional**.
23. Refer to the relevant section in **Direct Debit - Cancel** to end the method of payment from (MOPF) for the paying parent.

24. Create a new SR to make a non standard case referral (for further information refer to [Non Standard Case - Refer](#)). Once this has been done, Step 25 must then be carried out.
25. Untick the **Lock Assignment** box. The case is now paused and no further payment or interface activity e.g. with customer information (CIS) will take place. The history of the casegroup is accessible to the caseworker and the Exceptional case handling team. The case is now subject to the proactive management incident management team and the exceptional case gateway process.

Content Editor [1]

[DEO- Cancel](#)

[Direct debit - Cancel](#)

[Direct payment - cancel](#)

[Manual allocation flag - set up](#)

[Non Standard Case - Refer](#)

[POCA cancel](#)

[Terminology Changes](#)