Agency QA Submissions: Boundaries & Limitations

While it is CSB's intention to work closely with agencies to help them attain full QA compliance, it is necessary for agencies to facilitate this collaboration by submitting QA reports and peripherals and requesting assistance in a timely manner. The QA process has been streamlined to maximize the time partner agencies are given to achieve compliance thereby allowing more opportunity for technical assistance *prior* to the submission deadline. Due to this streamlining, the time CSB has to process the submitted reports and return results has been greatly reduced. This change necessitates that boundaries and limitations be set around late submissions and last minute requests for assistance.

SSN additions/corrections
It is recommended that social security numbers additions and corrections be faxed to the CSP System Administrator on a weekly or biweekly basis, SSN lists may be submitted on a basis that fits your schedule. However, if you have a list of social security numbers to be corrected/entered for a QA period, the list should be submitted to the CSP System Administrator no later than the second day of the month following the end of the quarter.

Duplicate reports
While it would be preferable that a weekly or biweekly routine of running and submitting the duplicate report would be adopted, duplicate reports may be run and submitted on a basis that fits your schedule. However, all duplicate merges must be requested by close of business the first day of the month following the end of a quarter.

Late submission/failure to submit
Agencies failing to submit QA reports by the deadline or submitting incorrectly run reports will automatically be found noncompliant and added to the Monthly QA Roster.

Technical Assistance requests
Requests for QA-specific technical assistance may be made any time prior to the 8th working day of the month following the end of a quarter, unless the problem is system performance or an ART error.