



## LAWIN Guidance: Primary Endorser Field

June 2021 Updated



Clinics need to make sure that families who have a PHAME-assigned ID (7 or 9 digits) have a **primary endorser** in LAWIN. When our PHAME families rolled over to LAWIN, some of the endorser and/or proxy fields got flip-flopped. This will create an error with the Bnft app. Clinics should be reviewing the endorser field at every certification.

If a participant calls the clinic and states the app isn't taking their 'Date of Birth' (DOB), it is most likely because there is a 'Date of Birth' missing for the Primary Endorser in SOAR **or** there isn't a Primary Endorser assigned. It could also be that the DOB in the primary endorser is incorrect or has a typo.

- Double check that the family has a primary endorser and not just an additional endorser. Double check that the DOB listed is correct.
- A quick trick that helps resolve the issue is editing the primary endorser's name in some way; saving & closing the endorser record; opening the record and fixing the name edit.
  - I suggest adding an "e" to the end of the endorser's first name, saving it, and then opening it to remove the "e" and resaving it. This will signal a message to SOAR which will fix the majority of the issues with the Bnft app.

For example- this family below currently has a certified child and pregnant woman; however, when staff look in the endorser field, there is only an additional endorser listed. Clinic staff can add in the pregnant adult participant as the "primary endorser" and it should fix any data issues. All families should have a primary endorser, even if they are not going to use the Bnft app.

Full Name	Date of Birth	Family	Relationship	Member Type	Created On
Dan Breastfeeder	6/1/1980	LAKABreastfeeder	Parent	Additional Endorser	12/17/2020 8:45 AM

If a participant has an issue with the app downloading, *please edit the endorser field as listed above.*

Most foster families will have to call State Agency for assistance so please give them **Kate Andrus' cell number: 225-439-8803**; they can call or text her and she can submit a ticket to the company so that they can fix the issue.