

ASK JULIET & LISA - Some of the most frequently asked technical support questions

Q: Are there certain income sources in *TPC* that do not count towards the Federal Poverty Level (*FPL*)?

A: Yes! The following sources are excluded from the FPL and Annual Income fields: ADC, Child Support, Food Stamps, SSI, Workmans Compensation and Other. You can add your own income sources to the drop down menu in *TPC* that will be counted as part of the FPL and Annual Income. To do this, go to Center Admin, Lists and select Income Sources. Click New and enter in the source and click Save.

Q: What does the “Queued By” field mean on the Messages screen?

A: “Queued by” is one of the columns in the Message Center. The field is defined as the person who “created” the message – not the user who actually executes the message. To see more details about who processed a message for a patient request, more information can be seen under the History & Notes tab while on a specific patient.

Q: Are there any supplies available in *TPC*?

A: Yes! You can get eyeglasses, diabetic supplies, medical ID bracelets, hearing aids, CPAP machines and more! Some items may cost a fee. Check out the full list under Research and click on Supplies within *TPC*. To learn more about the program guidelines for the different available supplies, click on Research and search Programs.

Check out more FAQs and Training Videos under *TPC* Help!