

PPS Live Meeting Notes

Wednesday, July 22, 2015

1. Duplicate Referral Batch

- is a batch to create a task for the Clearinghouse when a child is removed from the home and placed in foster care.
- At this time the batch has been stopped to fix logic. Notification of the child's removal is to be sent using the process "PPS/CH Communication" located on the KanCare Repository under Other Helpful Information.
- Continue this process until further notice. (CH will need to close the child(ren) on the Family Medical case).

2. Continuous Eligibility:

- Children with an Active Family medical case will have a continuous eligibility period.
- One of the Medical Aid Codes displayed to indicate CE is PLN/C3/N/N.
- The CE period will need to be shortened if it covers the month the foster care case needs to be opened.
- EDBC will not provide a FCM aid code if a CE period exists.
- To view/shorten the Continuous Eligibility Period:
 - i. Case Summary> Medical Program Block> View Details
 - ii. Click name hyperlink in the Program Persons section
 - iii. Continuous Eligibility Periods displays on the Medical Person Detail page
 - iv. Click the Edit button in the Continuous Eligibility Periods Section. The Continuous Eligibility Period Detail will display.
 - v. Scroll down to find the CE period that includes the date of the foster care application. *Example FC Application June 1, 2015. CE period shows 12/2014 to 12/2015.*
 - vi. *Click the Edit button by this entry and change the end date for the CE period.*
 - vii. *The End Date must be the last day of the month following the application. In the above example it would be May 31, 2015. Note the field appears as MM/YYYY. It requires MM/DD/YYYY.*
 - viii. Save and Return

3. Long Term Care Detail:

- **HCBS:** The **MCO** needs to be selected as the agency on the LTC Detail page for HCBS services.
- **PRTF and HCBS** require an amount in the Cost of Care field. PRTF use \$9000.00. HCBS use \$999.00. Cost of care field cannot be blank.
- **Converted Cases:** may display an incomplete LTC record if the child had prior PRTF or HCBS services. This page needs to be updated by closing or updating the information.

4. Other Program Assistance Page:

- Defect reported on the Other Program Assistance page. EDBC may fail if the user enters the last two days of the month. EDBC will not accept these dates as the begin date. If you get an EDBC result of no linkage to MA, go in and change the Begin Date to the first date of the month and re-run EDBC.

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5. Living Arrangement Page:

- Begin Date is the date the child was placed in detention.
- End Date is the last day of the month proceeding the month the child enters a medical eligible placement.
 - i. *Example:*
 - *Child is in detention from June 25, 2015 to July 5, 2015.*
 - *User needs to end-date the Living Arrangements page on June 30, 2015.*

6. Contact Summary Page:

- Update the Contact Summary to the DCF Contractor Address when you first touch a case.
- **ICPC /ICAMA:** Enter the address of the placement.

7. Run EDBC:

- Using the **Save and Return** function on KEES pages is the same as Re-authorization in KAECSES.
- EDBC should only be run if there is a change in eligibility:
 - i. Change in custody from DCF – KDOC-JS or vice versa
 - ii. Placement in detention
 - iii. Change from Foster Care Medical to Adoption Assistance Medical
 - iv. Discontinue case

8. EDBC results

- **“SSN pending verification”:**
 - i. Check individual demographics for status reason. If status displays “SSN provided” – change to “good cause”.
 - If you continue to get the error, go to the Verifications List page under the Financial Task bar and flip the SSN Verification from pending to verified status.
- **Ineligible Member status:**
 - i. This result will deny the case.
 - ii. An ineligible finding cannot be rescinded or reapplied.
- If the EDBC result is not correct, cancel and troubleshoot the problem.
DO NOT ACCEPT THE RESULTS
 - i. Call the help desk if assistance is needed.
- Refer to Troubleshooting EDBC in the **User Manual** for additional help.

9. Case Registration:

- Complete a thorough search to avoid duplicate Client IDs and Case Numbers.
- Call the help desk immediately if duplicates occur. Business support staff will take care of the duplicates.
- Individuals known to the ‘legacy system prior to June 20, 2015 is known to KEES. (KAECSES, FACTS, Child Care and Child Support Services)
- Enter the Alternate ID, screen print, image document showing the alternate displays and complete a journal entry with the Alternate ID listed.

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10. Resource Data Bank

- PPS type placement resources
 - i. Complete a thorough search before adding a new placement to avoid duplicate
 - ii. Follow the naming convention
 - iii. Add them under the Foster Care Resource Databank Tab.
 - iv. A placement resource maybe in the Foster Care Resource Databank if they have multiple placement types such as a foster parent and an adoptive parent or a relative and an adoptive parent.
 - Foster parents will be classified as **Foster Parents**
 - Adoptive parents will be classified as **Other**.
 - One name if paid a cash subsidy. (SMART vendor)
 - Two names can be displayed if not receiving a cash payment.
 - Relative providers will be classified as **Relative** unless they are licensed.
 - If they are licensed they will be classified as **Foster Parents**.
 - v. Problems with an address or name on CLARIS not matching are to be sent to the Contractor with a CC to Debi. Attach the acknowledgment.

11. KAECSES View Only Access:

- If information is needed on either the FCPD or ASPD screens in KAECSES prior to January 2015, staff will need to contact the help desk with the months they need to view.
- Eligibility specialists have the ability to update the screens for information to be viewed.

12. Multiple placements

- Multiple acknowledgement placements changes received on the same day for the same month, only the most recent placement needs to be entered.
- User would continue to track these placements on paper and in FACTS.

Example:

- *Relative placement 7/1/15 -7/10/15;*
- *Foster Home A: 7/11/15-7/20/15;*
- *Foster Home B: 7/21/15 to ongoing.*
- *Only Foster Home B would be updated*

13. MCO Assignments:

- Users are to assign the MCO for sibling groups and record the assignment on a separate spread sheet.
- The system will randomly assign individual children to the MCO.

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14. Image Documents

- Begin to Image the documents for the file
 - i. Remember there are two different “buckets” to place images in
 - One for PPS staff view only i.e.:
 - Petition/Affidavits
 - Court Orders
 - Acknowledgements
 - One for any KEES user to view i.e.:
 - Birth Certificate
 - Immunization Records
 - 5410 A and B

15. Aged Out Medical

- The following documents must be Imaged
 - i. Birth Certificate
 - ii. Identity
 - iii. Application
 - iv. Reviews
 - v. Additional correspondence related to Aged Out Medical
 - Refer all inquiries to the Clearinghouse
 - Questions from IL Coordinators are to be written and sent to Stacy Tidwell with a copy to Debi.
 - i. Information shall include
 - Youth’s name
 - DOB
 - Client ID
 - Specific concerns which directly impact the youth

16. ICPC and ICAMA:

- Instructions have been added to the **User Manual** in the PPS> Case Maintenance> Consumer Placement section.

17. Incident Reports:

- Contact the Call Center with all questions and issues for tracking purposes and to ensure only one person is working on a case. Once the Incident Report is assigned you will receive communication via Email or Instant Message to help resolve the issue.
- Volume of calls is quite high at this point. We are responding as quickly as possible.