

Agency Cross Communication Guide

Both DCF & KDHE process programs in KEES. Even though each agency's programs are on different case numbers, the majority of the person level data in KEES is shared. This means...

Since a large portion of the data is shared it is imperative that each agency communicate when critical data is added, edited or ended. Below are some scenarios and communication protocol decided by policy members from each agency.

DCF to KDHE

- DCF should create a Contact Log Entry within the context of the **MEDICAL** case in the scenarios outlined in the chart below. The Region and Location of the task will default to KanCare Clearinghouse when the Location field is left blank. [SEE WORKER ID CODE TABLE](#)

Data Collection Page	When to Notify	Medical Case Contact Log Entry
Contact Summary	Address <ul style="list-style-type: none"> • When the Primary Applicant moves out of state 	Contact Type = Document Contacted By = Household Member Location = Leave Blank Agency = KDHE Category = Change Requests Contact Reason = Address Change
Medical Condition	When a verified Medical Condition Begins, Ends or Changes. Medical conditions that do not need communicated: <ul style="list-style-type: none"> • Incapacity – Verifiable and at least 30 Days • Other Food Assistance Disability 	Contact Type = Document Contacted By = Household Member Location = Leave Blank Agency = KDHE Category = Change Requests Contact Reason = Customer Data Update
Expense	Health Insurance Premiums Begins, Ends or Changes <ul style="list-style-type: none"> • Contributors • Amount Paid 	Contact Type = Document Contacted By = Household Member Location = Leave Blank Agency = KDHE Category = Change Requests Contact Reason = Expense Change

KDHE to DCF

- KDHE should create a Contact Log Entry within the context of the **NON-MEDICAL** case in the scenarios outlined in the chart below. KDHE should select the DCF location based on the worker ID assigned to the program block(s). [SEE WORKER ID CODE TABLE](#)

Data Collection Page	When to Notify	Non-Medical Case Contact Log Entry
Contact Summary	Address <ul style="list-style-type: none"> • When the Primary Applicant moves out of state 	Contact Type = Document Contacted By = Household Member Location = Location of Worker ID assigned to the program block Agency = DCF Category = Change Requests Contact Reason = Purple-Change