Communication Guide - Medical to Non-Medical

12-4-15

Communication: Medical to Non-Medical Programs

The following outlines what information is to be shared between DCF and the Clearinghouse or Outstationed Workers on Medical to Non-Medical programs. See Section 3 for help filling out the contact log.

Information Not Being Communicated

Type of Information	When to Notify
Address	Never
Pregnancy	Never
Household Changes	Never
Relationships	Never
Residency	Never
Income & Employers	Never
Expenses	Never

Information Being Communicated From KDHE to DCF

Type of Information	When to Notify	Method
Personal Identifying Information (Name, SS#, DOB, Citizenship, Identity, & Non-Citizenship)	Starts, Changes, Ends	Create a Contact Log Entry **Agency** = DCF **Category** = Change Requests **Contact Reason** = Orange/Purple –Change or Purple—Change

Information Being Communicated From DCF to KDHE

Type of Information	When to Notify	Method
Medical Condition	Changes	Create a Contact Log Entry **Agency** = KHDE **Category** = Change Requests **Contact Reason** = Customer Data Update
Personal Identifying Information (Name, SS#, DOB, Citizenship, Identity, & Non-Citizenship)	Starts, Changes, Ends	Create a Contact Log Entry **Agency** = KHDE **Category** = Change Requests **Contact Reason** = Customer Data Update

Information Being Communicated From DCF to KDHE Outstationed Workers

Type of Information	When to Notify	Method
Medical Condition	Changes	Create Manual Task **Region** = KDHE Outstationed **Location** = Outstationed Site **Queue** = Outstationed **Task** = Demographic Change
Personal Identifying Information (Name, SS#, DOB, Citizenship, Identity, & Non-Citizenship)	Starts, Changes, Ends	Create Manual Task **Region** = KDHE Outstationed **Location** = Outstationed Site **Queue** = Outstationed **Task** = Demographic Change

Standardized Way DCF and KDHE Will Fill Out Contact Log For Communication Purposes:

1. In the context of a case, click **Contact Log** in the Utility Navigation Bar. The **Contact Log Entry** window displays the case number entered.
2. Consumers associated with the case are available for selection under the **Person** drop-down menu. Select the person making the contact.
3. Click the **Contact Type** drop-down menu and select the **E-Mail**.
4. Click the drop-down menu for **Contacted By** and select the value of **Agency**. This tailors the Contact Log fields for the user's circumstances. The variable fields for the remainder of the **Contact Log** display.
5. In the **First Name** field enter the first name of the person filling out the contact log entry.
6. In the **Last Name** field enter the last name of the person filling out the contact log entry.
7. In the **Name of Agency/Organization/Provider/Inquirer** enter the office that the person filling out the contact log entry works in.
8. See chart for **Agency**, **Category** & **Contact Reason**.
9. In the **Additional Notes** section include any information that is important to the case.