

KEES HELP DESK

Please contact the Help Desk:

- User account Sign Up issues
- Assistance with password security questions
- Other unresolved issues

Help Desk 1-877-782-7358

Locating Case Number on Form

KanCare Clearinghouse
PO Box 3599
Topeka, KS 66601-9738



CASE NAME
Address 1
Address 2
City, KS ZIP

Notice Date: 11/20/2018
Case Name: CASE NAME
Case Number: 00000000
Program: Medical

Verification Request List

The following is a list of Verifications that are needed in order to determine and/or maintain your eligibility for benefits or to prove reported information.

Please provide these verifications by the due date listed below. Failure to provide the requested information may cause your benefits or services to be denied, delayed or closed.



Document Upload Portal User's Manual

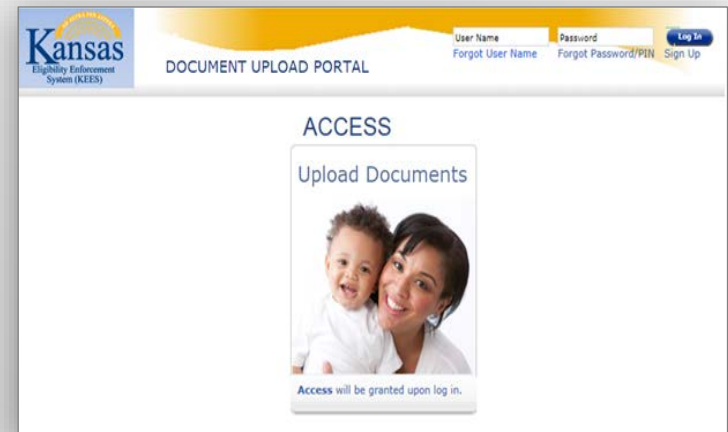


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LOG OUT

- Click **Log Out** in the top right-hand section of the Document Upload Portal home page.



FORGOT USER NAME

- From the Document Upload Portal homepage click the **Forgot User Name** hyperlink.
- The **Forgot User Name** page displays. Enter personal information and click the **Submit** button.
- An email will be sent to the email address on file with your User Name.

FORGOT/CHANGING PASSWORD

- From the Document Upload Portal homepage enter your User Name and click the **Forgot Password** hyperlink.
- The **Verify User** Page displays with the Provider security questions.
- Fill in the answers to the Security questions. Click the **Continue** button.
 - NOTE:** If you do not remember your answers
See Page 10.
- The **Reset Password** page displays. Enter a new Password and Confirm Password. Click the **Submit** button.
 - NOTE:** Password cannot be one of the six passwords previously used.
- The Confirmation Message page will display informing you of a successful password change.

Document Upload Portal

GENERAL INFORMATION

The Document Upload Portal is a web based password secured public portal that allows providers to upload documents for an existing medical case.

- Supporting Documentation

To use the Document Upload Portal, you will need to sign up.

SYSTEM SUMMARY

User Access

<https://docuploadportal.kees.ks.gov>

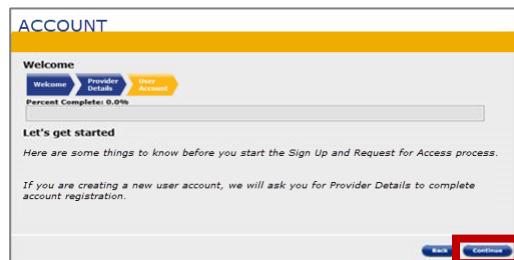
URL to access the Document Upload Portal Homepage.

Let's get started

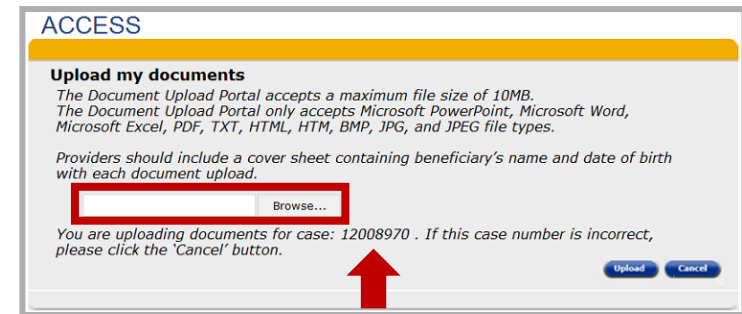
- From the Document Upload Portal homepage click **Sign Up**.



- The **Welcome** page displays with instructional text.
- Click **Continue**.



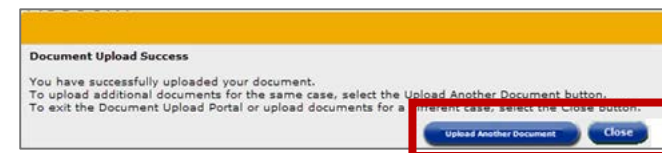
Important – The providers should include a cover sheet containing beneficiary's name and date of birth with each document uploaded.



The Document Upload page will display the case number the documents will be uploaded to. If the case number is incorrect, click the **Cancel** button.

Documents cannot exceed 25MB. The Portal only accepts PowerPoint, Word, Excel, PDF, TXT, HTML, HTM, BMP, JPG, and JPEG file types.

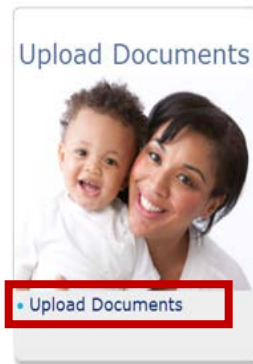
- To Upload a document click **Browse**; this allows you to search your computer for a document to upload.
- Select the document to upload. The file will populate on the **Document Upload** page.
- Click the **Upload** button.
- The **Document Upload Success** page will display.



NOTE: Click the **Upload Another Document** button up Upload another Document to the same case number. Click the **Close** button to Upload a Document to a different case number.

USING THE SYSTEM

- Sign into the **Document Upload Portal**
- Click the **Upload Document** hyperlink.
- The **Consumer Search** page will display.



Consumer Search

The **Consumer Search** page allows providers to identify consumers for document upload.

- Enter the **Medical Case Number**.
See page 10 to locate Case Number on Form.
- Enter the **Primary Applicants Date of Birth**.
- Click the **Search** Button.
If **no** match is found it will display; **Error! The information you entered does not match our records. Please try again.**
- If a match is found the **Document Upload** page displays.

Provider Information

- The **User Online Account Credentials** page displays. This page captures credentials required for account setup.

- User Name** cannot contain special characters. The **Password** cannot contain the User Name. **Password** must be at least eight characters and contain all the following four characteristics:
- Upper Case
 - Lower Case
 - Numerical
 - Special Character

To Sign Up as a New User and request access complete the following information:

First Name

Last Name

Date of Birth (mm/dd/yyyy)

Phone Information

Email Address *Must be a Valid Email and associated to a provider facility*

Select Security Questions

NOTE: Select Security Questions you know the answer. You will be asked to answer these questions to recover your password.

Provider Information, cont.

- Once you have all the required information complete click on the **Save and Continue** button.
- The **Verify User Account Credentials** Page displays.
- Use the **Back** button to change any information.
- Verify all details are accurate. Click the **Sign-Up** button to create an account.

Verify User Account Credentials

Welcome → Provider Details → **User Account**

Percent Complete: 75.6%

The summary of the User Account Credentials entered on the previous screen are below. Use the Back button to change any information.

Make sure all the details are accurate and complete in order for us to take timely action on your request.

New Provider User Summary

User Name	kansasdemo15
Password	*****
First Name	Pam
Middle Name/Initial	
Last Name	Smith
Suffix	
Date Of Birth	04/24/1986

Contact Information

Type	Phone Number	Extension
Cell	(857)583-9475	

Type	Email Address
Primary	pamsmith@testuser.com

Security Questions

First Security question	What was the name of your first school?
Answer	Kansas
Second Security question	What was your favorite place to visit as a child?
Answer	Kansas

[Back](#) [Sign Up](#)

- The **'Thank you for signing up'** page displays.

ACCOUNT

Thank you for signing up.

To complete your account setup, a Validation Token has been sent to the email address used to create your Document Upload Portal account. Enter the validation token below and select Continue.

Validation Token*

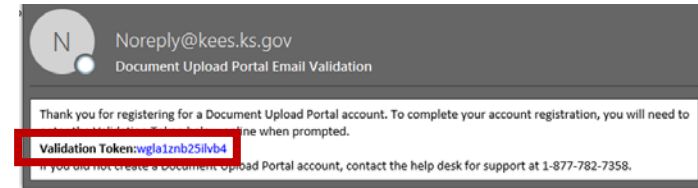
To resend your validation token, select the Resend button.

[Resend](#) [Continue](#)

E-Mail Confirmation

To complete your account setup, you need to validate your email address. A validation email containing a **Validation Token** will be sent to the email address used to create your **Document Upload Portal** account.

- Access your email account and locate the email from KEES.



- Open the email, the **Validation Token** will display.
- Enter the **Validation Token** on the **'Thank you for signing up'** page and click the **Continue** button.

ACCOUNT

Thank you for signing up.

To complete your account setup, a Validation Token has been sent to the email address used to create your Document Upload Portal account. Enter the validation token below and select Continue.

Validation Token*

To resend your validation token, select the Resend button.

[Resend](#) [Continue](#)

NOTE: If needed click the **Resend** button to resend the validation email.

- The **Email Validation Success** page displays.

ACCOUNT

Email Validation Success

Thank you for validating your email account. You can now upload documents using the Document Upload Portal.

[Close](#)