KsCares
Provider Data Entry Instructions
9/18/06

Signing On

When you get to the KsCares Main Menu (KSNM), type "PRVM" and press ENTER. You will go to PRVM (Provider/Vendor Maintenance Menu).

New Providers

Searching on PRLI
Before entering a new provider on PRRA, you need to search PRLI by both name and SSN (if the provider is a person) in the search fields at the top of the screen; first search by name then remove the name and search by SSN if necessary. Searching on PRLI is done to avoid creating duplicate providers and that is very important. If you find the provider on PRLI, you should reopen that provider rather than create a new provider (if there is more than one of the same closed provider, reopen the one that was closed most recently). On PRVM enter PL in the Selection field and the name of the provider (last name, comma, first name) in the Provider Name field and press ENTER.

```
PRLI                           KSCARES                          05/23/06
 S K FERRIE                   PROVIDER LIST                      16:11:25

Provider Name:
      County:        City:                    Zip Code:        SSN: 555555555
                                                               Type/    Pay By
Sel   Provider Name / Address        Provider ID     SSN      Co  HQ  Plan Check
 X    DOE, ANGELA                    C000000    555555555       INH    N
      1545 NOPLACE DR.,APT. Z    OTTAWA           KS  66067  FR

      FLINTSTONE, RACHEL             B000000    555555556       LIC    N
      555 EVERYWHERE             WATHENA          KS  66090  DP

      RUBBLE, HOLLY                  B000001    555555557       REL    N
      555 S 10TH                 NEWTON           KS  67114  HV

      JONES, AGATHA                  B000002    555555558       REG    N
      5555 SOMEPLACE AVE         LEAVENWORTH      KS  66048  LV
                                                     9
      STRANGELOVE, EDNA              C000001    555555555       INH    N
      555 S SOUTH                HILLSBORO        KS  67063  MN
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      HELP  HELP  CNCL  RTRN  PRRA  PRR2  UP    DOWN  PLHP  NOHI  OVCH
```

If you find the provider, enter X in the Select (SEL) field on the left and press PF5 to go to PRRA to reopen the provider. If you don't find the provider on PRLI, go back to PRVM and type "PR" then press ENTER. You will be going to PRRA (Provider Rate).

PRRA

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 PRRA                          KSCARES                          05/23/06
 S K FERRIE                   PROVIDER RATE                     13:41:42

PROVIDER NAME: LI'L ANGELS ACADEMY INC.              PROVIDER ID: A000000
MAIL ADDR: 1234 W 6TH              AVERAGE       KS 66049      HQ:
DHE STAT: OPEN       PROV TYPE: CCC  CC PLAN: Y REASON:    DATE CH: 04/09/01
ST ADDR: 1234 W 6TH               AVERAGE       KS 66049      CO: DG
PHONE: 785 555 5555     CONTACT:                          DHE EXEMPT: N
HQ NAME: LI'L ANGELS ACADEMY INC.                        HQ ID: A100000
HQ ADDRESS 130 S HUMBLEPIE #500    OURTOWN       IL 60661
SSN: 000000000         ACCRED:             FARMS ID: 11111111111111111
DCF START DATE: 12 01 00        DCF TERM DATE: 00 00 00      PAY BY CHECK:
DCF EBT REFERRAL DATE: 05 05 05  DCF EBT TERM DATE: 00 00 00
EBT STATUS: AC                  EBT STATUS DATE: 08 16 05        POS IND: Y
NEXT REVIEW/CAN: 00 00 00 TEMP PERM EXP: 00 00 00 REL TRAIN COMPLETE: 00 00 00
PRIM SPOKEN LANG: EN       PRIM WRITTEN LANG: EN     OTHER LANG:
NARRATIVE:

                                        AUTHORIZED:        NEXT:      Enter-
PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
     HELP  HELP  CNCL  RTRN  VESE  PRDI  PLHP  PRIH  PRR2  PRMA  BRK   UPDT
```

When you get to PRRA all fields will be blank. You must enter information in the following fields for every new provider:

> Name
> Mailing Address
> Street Address (only if different from the Mailing Address)
> Provider Type (unless provider is a Headquarters)
> CC Plan
> County
> Phone
> SSN (required if Provider Type is REL or INH; optional for others)
> FARMS ID (only required if Y is entered in Pay by Check)
> DCF Start Date
> Next Review/CAN Check (required if Provider Type is REL or INH)
> Primary Spoken Language
> Primary Written Language

Other fields are optional.

Name should be entered last name, first name if it's a person.

The **Provider ID** will be created automatically when you leave PRRA and go to PRR2 after completing all the required fields on PRRA.

HQ: All providers that have more than 1 location that is currently open on KsCares must have a Headquarters provider opened on PRRA. This must be done even if that HQ also provides care to children -- in other words, those providers would be on KsCares twice with exactly the same addresses for both the HQ and non-HQ. The reason for creating these HQ providers is so the EBT contractor will be able to send all of their provider enrollment material (including the EBT contracts) to the HQ rather than to each individual provider that is tied to that HQ.

If this provider is an HQ then Y must be entered. If it's not an HQ, then leave the field blank. If the provider is an HQ, then CC Plan you must be N, with a Reason code of "OT"; Provider Type will be blank.   If the HQ is not located in Kansas, you can enter any Kansas county code – it won't matter because that code won't be used for anything. No CC Plans will be written for this HQ provider.

The following fields are mandatory for HQ providers:

    HQ
    County
    CC Plan (always N)
    Reason (always OT)
    Phone
    DCF Start Date
    Primary Spoken Language
    Primary Written Language

<u>After you have entered Y in the HQ field and updated PRRA, the Y cannot be removed</u>. You can only close the HQ provider (by entering an DCF Term Date).

After you have completed PRRA for an HQ, you will not be required to go to PRR2 because PRR2 only has rate information, and HQ providers will never be paid.

DHE Status field will be blank; something will be displayed here automatically if this provider is later matched to a DHE provider on PRMA. The codes are:

    Open   Active
    Closed   Closed
    Pending   Pending License/Regulation
    Illegal   Illegal Operation
    Intent   Intent to Apply

The **Provider Type** is very important because KsCares uses it to determine what rates to pay and whether or not a DHE match must be done on PRMA. For a new provider you enter the Provider Type on PRRA. If you want to change the code later for that provider, you must do it on PRR2.

The **CC Plan** field is also very important. "Y" must appear in CC Plan to allow workers to create new CC Plans with this provider; without a Plan, no payments can be made for a provider. If "N" appears in CC Plan, new Plans cannot be created with this provider -- although existing Plans can continue and payments can be made, until workers close those Plans. In the CC Plan field, enter "N" unless Provider Type is REL or INH, or unless you will also enter "Y" in the DHE Exempt field. For REL or INH providers enter Y (you will not be doing a match to a KDHE provider on PRMA). The Ns entered for other providers will automatically be changed later by the system after the provider match has been done on PRMA. Note: After you enter N, you will get a warning message to enter an DCF Term Date; you only need to enter a Term Date if you are closing the provider. For a new provider, ignore the warning message and continue your data entry.

The **Reason** field is only required if an "N" is entered for CC Plan. If you press PF2, with your cursor on the field, you will see a help window that lists the available codes.

Date Changed is the last date on which the CC Plan field was changed. This date will appear automatically; you can't enter it.

Street Address: For a new provider, the computer will automatically copy the Mailing Address into the Street Address field. You can change what has been copied. This should not be a mailing address such as a PO Box. If there is a PO Box in the mailing address, then the Street Address should be the actual location of the provider – although there will not be an edit that prevents a PO Box from being entered. the EBT contractor needs this Street Address to deliver the POS device if the provider wants a POS device. Whatever appears for Street Address is the address that will be displayed on the PRLI (Provider List) screen.

In the CO (County) field, enter the two digit county code. The county code is very important because it tells the system which payment rates to use for this provider. If it is an out-of-state provider, the county code should be the Kansas county closest to the provider. Each Region is responsible for all providers located in their Region. If your Region has clients who use a provider in another Region, that other Region should be responsible for entering the provider on KsCares and making changes on PRRA.

Phone: This can be a cell phone. For INH providers it should the provider's phone at their residence because if the EBT contractor needs to contact the provider by phone, they will need this number. If for some reason the INH provider does not have their own phone, you can enter the parent's phone number here. Note: For any INH provider on PRRA you could enter the parent's phone number in the Narrative field, if you want to have both phone numbers on PRRA. If for some reason you don't have a phone number for the provider and you need to close them, you can enter 9s in the field.

Contact: The name and phone number (or email address) of a contact person can be entered here if this person is different from the Provider Name. There are no restrictions on how you enter this information. This is not a mandatory field.

DHE Exempt: There are four codes (press PF2 to see them):

- M Problem matching provider to current DHE license on PRMA
- N   Provider Not Exempt from DHE licensing
- T   Provider has Temporary Permit from DHE
- Y   Provider is Exempt from DHE licensing

"M" and "T" are the equivalent of "Y". The CC Plan field can be Y if either M, T or Y appears in the DHE Exempt field. For a new provider, the code will automatically be set to N.

HQ Name: This is the name of the HQ for this particular provider, if they have an HQ. If you need to add the HQ Name, HQ ID and HQ Address for a provider, you can type in the first few letters of the HQ Name, press ENTER and you will be taken to another screen (HQSE) that will have a list of all the HQ providers that are on KsCares. The list will start with the name that is closest to the letters you just entered. Then you can

select the HQ provider you want on that screen, press ENTER, and you will return to PRRA where data will automatically appear in all of the HQ fields.

HQ ID: After you have selected an HQ on HQSE, their Provider ID will appear automatically in this field on PRRA.

If you want to "unlink" the provider from a HQ (either because you selected the wrong HQ, or the provider no longer needs to be linked to an HQ), you can break this link to the HQ by blanking out the HQ ID or the HQ Name, then putting Y in the Authorized field and pressing PF12. Then you will automatically go to HQSE again. On HQSE you can select another HQ, or if the provider should no longer be linked to any HQ, you can then press PF3 or PF4. Then you will be returned to PRRA, and the information in all 3 HQ fields will be gone.

HQ Addr(ess): The address of the HQ provider. It appears automatically.

Note: after you have linked or unlinked a provider to an HQ, that night KsCares will automatically send this information to the EBT contractor.

SSN: This is a mandatory field if the Provider Type is REL or INH; it can entered for other Provider Types. If for some reason the REL or INH provider does not have an SSN, you should enter all 9s.

Accred(itation): Spaces for up to 3 different two-digit codes can be entered. This is not a mandatory field. The current codes are (press PF2 to see them):

    YC   NAEYC (Nat. Assoc. for Education of Young Children)
    FC   NAFCC (Nat. Assoc. for Family Child Care)
    SA   NASACA (Nat. School-Age Care Assoc.)

FARMS ID: If the provider is still on FARMS, the ID will be displayed in this field; if the provider is no longer on FARMS, the ID will be blank – unless there is a Y in the Pay by Check field in which case the ID will be displayed but there will be message at the top of the screen saying the ID is no longer on FARMS**.**

If you put a Y in the Pay by Check field for a provider, then you must also have an ID in this FARMS ID field – because the provider must be on FARMS so that the check can be processed through FARMS and STARS. In order to get that FARMS ID, you will press PF5 and go automatically to VESE.   VESE will automatically try to find the same provider on FARMS, using the name in the Provider Name field on PRRA. If you see the correct provider on VESE, you can then select that provider on VESE and press ENTER, and that provider's ID will then be displayed in the FARMS ID field when you are returned automatically to PRRA.

After you have selected the FARMS ID on VESE and it's displayed on PRRA, if you want to make sure it's the correct ID you can press PF5 again and go to VESE where you will see the provider's name and address (with the ID) as it appears on FARMS.

If you want to change this ID, you can go to VESE and select another ID there. You can also delete the ID on PRRA and leave the field blank, if the provider will no longer be paid by check – although that's not necessary to do (you can remove the Y in Pay by Check and leave the ID in this field, if you want).   To delete FARMS ID, press PF5 to go to VESE then press PF4 on VESE to return to PRRA; the FARMS ID should be gone. Then enter Y in Authorized and press PF12 to update.

<u>If Pay by Check is Y and the Provider Type is INH, then this FARMS ID must begin with "3" – indicating the payment by check will be made to the PI of the case (or another person on the case) not to the actual provider.</u>

<u>If you reopen a provider that must be sent to the EBT contractor and if that provider has an ID beginning with 3 in the FARMS ID field, you must remove that FARMS ID; if you don't, KsCares won't send the provider to the EBT contractor</u>.

DCF Start Date (MM/DD/YY). This is the effective date of the provider agreement. It is mandatory for all providers. This date can be changed.

DCF Term(ination) Date (MM/DD/YY): This is the last day on which the provider can serve our clients. It's mandatory when the provider closes. It can be before or after the current date, but it cannot be before the DCF Start Date. When you enter an DCF Term Date, you can leave the CC Plan field as Y if you want, and then change it to N at a later date.   The CC Plan field is not dependent upon the DCF Start Date or DCF Term Date.

If you enter an DCF Term Date that is more than 30 days in the future, you will get a warning message about that. That message is there just to help prevent typos if you accidentally enter a date far into the future. If the date you entered is correct, you can just ignore the warning and press PF12 to save the date you entered.

If you delete the DCF Term Date then press PF12, this will be treated as a provider reopening and the provider will be sent to the EBT contractor. You will get a warning message that says "Deleting DCF Term Date will reopen provider," and you will be required to press PF12 again to reopen provider. (If you don't want to reopen the provider, then press PF3 or PF4 to exit PRRA without pressing PF12 again.) If the provider is reopened, then data in the following fields will automatically be deleted: DCF Term Date and EBT Term Date; and the EBT Referral Date will be changed to the current Date.

If DCF Term Date is deleted and if the EBT Termination Date is prior to the current date, then that night KsCares will automatically send this provider to the EBT contractor as a reopening. If DCF Term Date is deleted but the EBT Termination Date is not prior to the current date, then KsCares will not automatically send this provider to the EBT contractor as a reopening – because the provider closure had not been sent yet to the EBT contractor.

If a provider has been closed and has both an DCF Term Date and the DCF EBT Term Date that are in the past (meaning the provider closure has been sent to the EBT contractor), you cannot delete the DCF Term Date to reopen the provider unless the provider's EBT Status is SU (Suspended) or DE (Deleted). If the EBT Status is anything else, you must contact Help Desk and ask that a computer programmer delete the DCF Term Date to reopen the provider. This requirement is in place to prevent situations where you close a provider then reopen the provider before the EBT contractor has had time to process that closure.

Pay by Check: Can be either Y or blank. Initially it will be blank. EES Administration approval is required for ALL Pay by Check situations. After you enter Y, all subsequent payments made for Plans with this provider will be paid by check (or through direct deposit) through FARMS and STARS. They will not be put in the client's EBT account, but they will be paid directly to the provider.

This option must only be used in situations approved by EES Administration Child Care Policy Staff.

After Y is entered in the Pay by Check field, every unpaid month on every Plan for that provider will be paid by check – if you go to CHCP for those Plans, you will be able to see the Y in Pay by Check for those unpaid months. If you remove the Y in Pay by Check on PRRA, then all of the Ys on CHCP for any unpaid months will automatically disappear, and those payments will be made through EBT. Note that a worker will also be able to enter a Y in that field on CHCP for any unpaid month for that particular Plan; however, workers won't be able to change the Ys on CHCP that were automatically inserted when you entered the Y on PRRA.

DCF EBT Referral Date (MM/DD/YY): On the day you enter an DCF Start Date (either for a new provider or a provider that is reopening), the current date will automatically appear in this field – unless there is a Y in the Pay by Check field which means the provider will be paid by check and not through EBT (so the provider will not be sent to the EBT contractor). That night the provider will automatically be sent to the EBT contractor as a new or reopened provider. If you want to delay this sending to the EBT contractor, you can change this EBT Referral Date – but only to a later date; you can't change it to a date prior to the current date.

DCF EBT Term(ination) Date (MM/DD/YY): When you enter a date in DCF Term Date to close a provider, a date will appear automatically in the DCF EBT Term Date field. This EBT Term Date will be 30 days after the current date. When the EBT Term Date arrives, KsCares will automatically send this provider to the EBT contractor as a closure. You can change the EBT Term Date if you want, as long as it's not prior to the current date (meaning it hasn't been sent yet to the EBT contractor). If you change it, the new date can be more or less than the 30 day default date, but it can't be prior to the current date, and it must also be after the EBT Referral Date. This delay in sending the closure to the EBT contractor will allow time to have any late payments made by EBT. Within a day or two after the EBT contractor receives the closure, clients will no longer be able to pay that provider by EBT. If you are certain that all payments have

already been made to this provider, you can change the EBT Term Date to the current date. Alternatively, if you need more than 30 days for all payments to be made, you can extend this date past the original 30 days, if necessary.

EBT Status: This field indicates the provider's status with the EBT contractor. It will be displayed automatically and you cannot change it. The codes are:

NE	New Provider sent to the EBT contractor by KsCares
RE	Reopened Provider sent to the EBT contractor by KsCares
IL	Provider Received by the EBT contractor from KsCares
CS	Contract Sent to Provider by the EBT contractor
CG	the EBT contractor Contact Signed by Provider
AC	Provider Active with the EBT contractor
SU	Provider Suspended by the EBT contractor prior to being deleted/closed
DE	Provider Deleted (closed) on the EBT contractor' Merchant data base

EBT Status Date: The date on which the provider's status with the EBT contractor was changed. It will be displayed automatically and you cannot change it.

POS Ind: If the provider has a POS device, a Y will appear. If they do not, an N will appear. This information comes from the EBT contractor, is displayed automatically and cannot be changed on PRRA.

Next Review (MM/DD/YY): The date when this provider needs to be reviewed (and the CAN check done, if that's a requirement). If the Provider Type is REL and INH, this is a mandatory field. An entry can be made for any Provider Type. There is a monthly report that lists all reviews due in the next month or overdue.

Temp(orary) Perm(it) Exp(iration Date) (MM/DD/YY): The expiration date of the provider's temporary permit from DHE. This is not a mandatory field.

Rel(ative) Train(ing) Complete(d) (MM/DD/YY): The date on which training was completed if the Provider Type is REL. This is not a mandatory field.

Prim(ary) Spoken Lang(uage): The provider's primary spoken language. It's a mandatory field. This information will be used by DCF to determine how many providers may need interpreters. The codes are on the Language Type table (accessed with PF2) and are the same codes being used for the clients' Primary Spoken and Written Language fields on KAECSES and KsCares.

Prim(ary) Written Lang(uage): The provider's primary written language. It's a mandatory field. This information will be sent to the EBT contractor – as either English, Spanish or Other. This data will also be used by DCF to determine how many providers may need written material in another language. The codes are on the Language Type table controlled by EES Administration.

Other Languages: If the provider or the provider's staff have speaking ability with other foreign languages, you can enter up to five language codes in these fields.   It's not a mandatory field. The codes are on the Language Type table controlled by EES Administration.

Narrative: Up to 4 lines of narrative can be entered. It's not a mandatory field. If the narrative is changed, the old narrative will not be saved. You can enter anything you want. If there is a Y in Pay by Check, you should make an entry here as to why this provider's payments will not be made by EBT.

Authorized: Whenever you update PRRA, you must enter Y in the Authorized field and then press PF12.

After you have updated PRRA (for either a new provider or an existing provider), you will <u>always</u> be sent automatically to PRR2 – unless the provider is an HQ provider.
PRR2

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PRR2                           KSCARES                        05/23/06
 S K FERRIE                PROVIDER RATE - SCREEN 2              13:43:55

PROVIDER NAME: LI'L ANGELS ACADEMY INC.       PROVIDER ID: A100000

                        RATE EFFECTIVE MONTH
             SELECT      START      END
               X         05 03     99 99        CURRENT
                         12 00     04 03        PREVIOUS


TIER:      SICK CHILD:        ENHANCED RATE:         SPECIAL PURPOSE:
REGISTERED REGULAR RATES    RELATIVE REGULAR RATES    LICENSED REGULAR RATES
 18 MOS OR LESS:  0.00       18 MOS OR LESS:  0.00     18 MOS OR LESS:  0.00
MORE THAN 18 MOS:  0.00     MORE THAN 18 MOS:  0.00   MORE THAN 18 MOS:  0.00
_____CCC_RATES_____
 12 mos or less 13 MOS-18 MOS   19 mos-30 mos   31 MOS-6 YEARS  6 YRS OR MORE
 REGULAR:  4.75 REGULAR:  4.13  REGULAR:  4.13  REGULAR:  3.30  REGULAR:  3.00
 SP PURP:  0.00 SP PURP:  0.00  SP PURP:  0.00  SP PURP:  0.00  SP PURP:  0.00

PROV TYPE: CCC     RATE EFFECTIVE MONTH: 05 03      CURRENT   AUTHORIZED:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      HELP  HELP  CNCL  RTRN              UP   DOWN  PRRA  PRLI        UPDT
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PRR2 is where all the fields related to rates are located.

When you access PRR2, the provider's Name and ID will appear automatically.

Rate Effective Month fields will be displayed in the top portion of the screen in the center. The three most recent Rate Effective Months will be displayed for this provider, with the most recent one (either the current one or a future one) at the top. If the provider has had more than 3 different Rate Effective Months, you can scroll downward using PF8, and scroll back up using PF7, to view all of them.   If you want to view the rates from one of the other Rate Effective Months, you can enter an X in the Select field for that date then press ENTER; all of the rate information for that Rate Effective Month will then be displayed in the bottom part of the screen.

Tier: This field is not being used currently. It will be a way to add an additional rate amount to payments for certain providers. Providers could be in either tier 1, 2, 3, etc.

Sick Child: Enter "Y" if this provider serves sick children.

Enhanced Rate: Enter "Y" if the home provider is eligible for the enhanced/special purpose rate, and if the Provider Type is not CCC.

Special Purpose: Enter "Y" if the provider can be paid at the special purpose rate, and if the Provider Type is CCC. You must also enter rates in the Special Purpose rate fields below the CCC Rates line.

Rate fields: Enter rates in the appropriate rate fields for the provider's Provider Type. There are no rate fields for INH providers because KsCares pays the same statewide rate for all INH providers. For REL providers, leave the rate fields blank. REL providers get an automatic rate which is calculated and controlled by KsCares/ EES Administration. For the other 3 Provider Types (REG, LIC, CCC), if you enter a rate for 1 age group, you must enter rates for all the other age groups for that Provider Type. If the provider does not serve children in that age group, enter 0.05 in that age group. It is important to enter the provider's correct rates – what they normally charge private pay people – in these rate fields. If you leave the rate fields blank, the system will automatically use the maximum DCF rates for that provider. This may result in overpayments.

Special Purpose Rate fields: The statewide maximum Special Purpose rates are $7.37 for the 3 lowest age groups, and $7.05 for the two highest age groups. Never enter a Special Purpose rate higher than these maximum rates on PRR2.

Provider Type: Any changes made to a Provider Type must be done on PRR2.

You cannot change the Provider Type to INH if Pay by Check on PRRA is Y unless the FARMS ID on PRRA begins with 3.

Rate Effective Month: For a new provider, when you first view PRR2 there will be a date displayed automatically in the Rate Effective Month field. That date will be the same month as the date you just entered in the DCF Start Date field on PRRA. If you want to change that date here on PRR2, you can do that, if it's necessary.

The Rate Effective Month is very important. It's the month when the rates entered take effect. KsCares knows which rates to use on CC Plan (CHCP) and for any payments based on this date. If the CC Plan begins prior to the first Rate Effective Month for a provider, CHCP won't be able to display rates for any months prior to the first Rate Effective Month on PRR2.

Changing Rates: If you make a change in the Provider Type field or in the rate fields, most of the time you will want to enter a new Rate Effective Month to indicate when that Provider Type and/or new rates will take effect. The only exception to this would be if you're correcting data you previously entered in those fields; in that situation you may

not need to enter a new Rate Effective Month. When you do enter a new Rate Effective Month, you're creating a new set of rates for the provider. PRR2 will automatically insert an End Date in the old rate for that provider, and you will be able to see that End Date, as well as the new rate, in the Rate Effective Month fields in the center of the screen.

Authorized: If you make a change to any of the fields in the bottom part of the screen, you must also enter Y in the Authorized field and press PF12 – as you do on PRRA – before the screen is updated.

Provider Data Sent to the EBT Contractor

The same day you open a provider on PRRA, KsCares will automatically send that provider to the EBT contractor' MMS (Merchant Management System).   The provider's EBT Status will be either NE (New) or RE (Reopen).   Normally it should take about two weeks from the time KsCares sends the provider to the EBT contractor until the provider is activated by the EBT contractor and can begin receiving EBT payments from clients; however, the process could take longer if the provider doesn't complete and return the EBT contractor' contract promptly.   After the provider returns the contract to the EBT contractor (and after they receive their POS device, if they wanted one), their EBT Status will be changed by the EBT contractor to AC (Active). However, clients may not be able to pay that provider until several days after the status is changed to AC.

KsCares sends <u>only</u> the following data for each provider to the EBT contractor:

    Provider Name
    Mailing Address
    Street Address (if different from mailing)
    Phone
    HQ Name and ID (if there is an HQ)
    Primary Written Language

If you make a change to any of this data on PRRA, KsCares will automatically send that change to the EBT contractor the same night.   KsCares sends no other provider data, including no KDHE data stored on KsCares, to the EBT contractor.

Matching Provider with KDHE Provider

After opening a provider on PRRA and PRR2, if the new provider is licensed or regulated by KDHE (the Provider Type is CCC, LIC or REG), you must return to PRRA then go to PRMA to match this provider with a KDHE provider that has been received by KsCares from KDHE's CLARIS system. The only exception to this is if you entered "M", "T" or "Y" in the DHE Exempt field on PRRA. For any Providers that do not need a DHE match on PRMA, the data entry process has been completed, and you can move on to the next provider. <u>Doing this match on PRMA for licensed providers is important</u>; after it has been done, if KDHE closes that provider on CLARIS, KsCares will be

notified and the DCF provider will be closed automatically – CC Plan on PRRA will be changed automatically from Y to N with a Reason code of "DC."

For any Provider that needs a match on PRMA, press PF10 on PRRA. You will then go to PRMA.

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PRMA                          KSCARES                        05/23/06
 S K FERRIE                PROVIDER MATCH                     17:01:25

Provider Name: SMITH, BECKY                     Provider ID: B100000
 Mailing Addr: 1234 COTTONWOOD AVE AVERAGE  KS 66046 0000         Co: DG
      St Addr: 1234 COTTONWOOD AVE AVERAGE  KS 66046 0000       Type: LIC
              Sort by County:           Sort by Zip Code:

 SEL   DHE Provider Name / Address                        DHE Co

       JOHN BROWN'S DAY CARE HOME                          SN
       1234 SW DARKMATTER CT         TOPEKA         KS   66614-0000

       HAPPY TRAILS DAY CARE HOME                          GT
       1143 E FAVORITE AVE           ULYSSES        KS   67880-0000

       CANDYCANE LANE  RE HOME                             FI
       603 SANTA CLAUS               GARDEN CITY    KS   67846-0000


Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      HELP  HELP  CNCL  RTRN        PRRA  UP    DOWN                    UPDT
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On the bottom part of PRMA are listed alphabetically all KDHE providers on KSCARES' data base of KDHE providers that have not already been "matched" on PRMA to an DCF provider. (After they have been matched, they disappear from PRMA although they are still on the data base and can reappear at any time if the match is broken; matches done on PRMA can only be broken on PRRA.) PRMA displays many KDHE providers who do not have agreements with DCF and will never be matched to an DCF provider.   PRMA also displays closed as well as open DHE providers.

PRMA has tried to automatically find the appropriate KDHE provider for this DCF provider -- by comparing the names. However, KDHE providers are now listed first name first on CLARIS and on KsCares, rather the last name first as DCF providers are listed on KsCares. So, if the provider's name is a person, then PRMA won't be able to locate the provider when you first view the screen.   If the correct KDHE provider does not appear on the screen immediately, you will need to search through the listing of KDHE providers to find the correct one. You can use PF8 (to scroll down) and PF7 (to scroll up). However, the first listing you see displayed on PRMA contains all DHE providers in the state (including providers with whom DCF has no agreements), and you probably want to narrow your search geographically before you start scrolling. You can enter either the provider's zip code in the Sort by Zip Code field in the center of the screen, or the provider's two-digit county code in the Sort by County field; then press ENTER. The listing of KDHE providers will then be resorted, to begin with providers whose last names start with "A" in the zip code or county you just selected.

If you find the right provider, enter "X" in the Sel (Selection) field next to the provider and press PF12. A message will display to use PF6 to exit and approve the match. Press PF6 and you will be returned to PRRA.

On PRRA check the DHE Stat (DHE Status) field on the far left near the top of the screen; a code should now be displayed here, indicating the provider has been matched on PRMA. Providers who are new to KDHE may have PEND (Pending) **–** which means the provider has not yet been approved by KDHE to provide care. If DHE Status is Closed or Pending, CC Plan will continue to be N and workers wll not be able to create CC Plans with this provider. (Note that the DHE Case Status codes appear on the KsCares code cards.) Use PF6 to go to PRDI where DHE Status Date will be displayed -- the date this DHE Status went into effect. If the license number issued by DHE for this provider was closed previously, you may have just matched the provider to an old license number; the provider may have a newer license number with DHE that is open. If you need to, break the match on PRRA with the KDHE provider to whom you just matched the DCF provider.

Solving Matching Problems

If you're sure the provider is open with KDHE – either the provider has shown you their license or you can see on CLARIS they are open – then you can activate the provider on PRRA by entering M or T in the DHE Exempt field, changing CC Plan from N to Y, removing the DHE code in the Reason field, enter Y in Authorized and press PF12.   In these situations you must do the match on PRMA later, after KDHE sends the open provider to KsCares.

Breaking KDHE Match

If you find that the DCF provider has been matched to the wrong KDHE provider, or if you need to break the match done on PRMA for any reason, break the match simply by pressing PF11 on PRRA, then entering Y in Authorized and pressing PF12. Then you must enter DH in the Reason field and press PF12 again. You will be returned to PRVM and the match will have been broken. You can then go back to PRMA and do a new match with another DHE provider, if that is necessary.

Closing Provider

When you enter a date in DCF Term Date (even if you leave a Y in CC Plan) you are closing the provider on KsCares. PRRA will automatically insert a date 30 days in the future in the DCF EBT Term Date field. That is the date when the provider closure will be sent automatically to the EBT contractor. If you closed the provider in error, you can remove the DCF Term Date (which will automatically delete the date in DCF EBT Term Date) before that closure is sent to the EBT contractor. You can also change the DCF

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EBT Term Date – to the current date or any date after the current date, thus sending the provider closure to the EBT contractor sooner or later than the 30 day default.

Once the provider closure has been sent to the EBT contractor, the EBT contractor will immediately put the provider in an EBT Status of SU (Suspend) which means clients will not be able to pay them.   A few days after that they will close them – change the Status to DE (Delete). If the provider has a POS device, they won't change them to DE until after the provider returns the POS device to the EBT contractor.

Reopening Provider

You reopen a provider by removing the DCF Term Date and also changing the DCF Start Date. When you do that, the DCF EBT Referral Date should be changed automatically to the current date, the DCF EBT Term Date will be removed automatically, the EBT Status will be changed automatically to RE, and the EBT Status Date will be changed to the current date. You should also make any other changes that need to be made on PRRA or PRR2 – such as the addresses, Provider Type, rates, etc. If there is a problem with reopening the provider (for example, the EBT Status is not automatically changed to "RE" and the EBT Referral Date is not automatically changed to the current date), contact Help Desk. Note that if you close a provider and that provider closure is then sent to the EBT contractor (on the DCF EBT Term Date) and then you try to reopen that provider but their EBT Status is still AC (which means that the EBT contractor has not processed that closure yet), you will not be able to reopen the provider. You must wait until the EBT contractor processes the closure and changes the EBT Status to either SU or DE before you can reopen the provider.

If you closed the provider on PRRA but that closure was never sent to the EBT contractor for some reason (some type of system problem), and the provider's EBT Status is still AC but you want to reopen the provider, you will probably need to contact DCF Help Desk to help you get the provider reopened.

Duplicate Provider IDs for Providers with 2 Different Provider Types

The only situation where a provider should have more than one open Provider ID with the same address at the same time is when a provider is serving one family as an INH provider and another family as an REL provider (if the provider is serving the same children – both in her own home and in the client's home – then the provider should only have 1 Provider Type and 1 Provider ID).   If the provider needs to have 2 open IDs at the same time, you should create an HQ ID on PRRA and link those 2 IDs to the HQ ID. Also, make the 2 provider names slightly different, such as Mary Smith REL and Mary Smith INH.   Doing this will mean that when KsCares sends these 2 Provider IDs and the HQ ID to the EBT contractor, the EBT contractor will know they are linked together, and they will send the provider one contract rather than two. If you don't send

the EBT contractor an email, they will think you have incorrectly created duplicate IDs for the same provider because the two addresses are the same.

On the same day you enter the second ID and the HQ ID on PRRA, send an email to the EBT contractor's MMS staff letting them know KsCares will be sending these two providers, both at the same address, and both linked to an HQ. In that message include the names and IDs for both sites, as well as the HQ.

If you discover a provider has 2 open IDs and they should not have, you will need to close one of the IDs on PRRA, and you must also notify the EBT contractor's MMS staff about this duplication – because KsCares will send that provider closure to the EBT contractor, and you won't want the EBT contractor to close both the Provider IDs.   If one of the Provider IDs is active with the EBT contractor and the other is not, the active ID is the one that should be left open. If both IDs are active or neither are active, then if one ID has open CC Plans then that ID should be active. If there are no open Plans for either ID, then it shouldn't matter which ID is active.   In some situations you may need to contact DCF Help Desk and have a computer programmer convert some CC data (such as CC Plans or CC payment history) from one ID to the other ID, when there is a duplicate ID situation.

Questions/Problems

When you are entering or changing data on the system, if you have problems or questions about a specific situation or provider, contact DCF Help Desk. If you have general questions about these instructions or about the data entry process, contact the EES KsCares Manager, Steve Ferrier (mailto:Steve.Ferrier@DCF.ks.gov or 785/296-0148).