Case Flags

Case Flags can be set at both the Person & Program level. The indicator is visible in the top right corner of the Case Summary page.

Case Flag Title	Flag Type	Description	Programs
Bankruptcy	Person	E&D Related	KDHE Medical
Corrupt Case Number – DO NOT use	Person & Program	Used to indicate that a case number is corrupt/not usable. For example, when the incorrect Case Head has been set using the Secondary Client ID rather than the Primary ID.	All
DDS Referral	Person	Used for KDADS.	KDHE Medical
Do NOT Use This Number- Multiple ID Numbers in Use	Person	Used to indicate which ID is the Secondary ID when the consumer has Duplicate IDs.	All
Fraud Referral	Person & Program	Used by fraud unit when the trial process begins. This is used for Administrative Hearings.	All
FRAUD Disqualification	Person & Program	Set by Fraud Only.	DCF All Programs
Failure to Cooperate with QC	Person & Program	Set by QC or EES Eligibility Staff to alert staff to inform the consumer they need to cooperate with QC at their review or next verbal contact with the consumer. End date the flag when QC communicates consumer is in cooperation status.	DCF All Programs
Kansas Early Head Start Child Care Partnership	Person & Program	Used to track cases so that their eligibility is not inadvertently changed at Review. For example, the Family Share is not changed to something other than $0. On the Case/Person Assign Flag Detail page, enter the KEHS childcare plan start date as the Begin Date. Enter the last day of the childcare period as the End Date. At review, staff should extend the End Date if the family continues to be eligible for KEHS childcare.	Childcare
Language	Person	Used to identify language need for translator when that language is not an option on the Individual Demographics page. Other – Non- English should still be selected on Individual Demographics page.	All
Safety Concern	Person	Used when a person should not be seen in an interview room alone.	All

Case Flag Title	Flag Type	Description	Programs
Multiple Case Numbers in Use	Person & Program	Used to indicate that a case was opened in error and is a duplicate; indicates which case number should be used. **Set by Helpdesk Only.**	All
OUTSTANDING OVERPAYMENT/CLAIM	Person & Program	Used to track cases that have an outstanding overpayment balance. Set by Fraud unit only.	All
OVERPAYMENT	Person & Program		KDHE Medical
Other	Program	Used for miscellaneous.	ALL
PREFERENCES	Person	Used to document things like legal name v preferred name.	ALL
Pending Fraud	Person & Program	This flag should only be set by the Fraud Unit	All
Potential Protected Filing Date	Person & Program	Used to track cases denied by PMDT and have used all MKN months and may have a protected filing date if/when SSA determines them eligible for SSI.	KDHE Medical
Protected Filing Date	Person & Program		KDHE Medical
Residency verification	Person & Program	Used for border offices to alert client moves in and out of the state.	ALL
STEPS	Person	Used for Working Healthy.	KDHE Medical
SEBT – OPT Out	Program	Set only by SEBT staff when client does not want SEBT benefits.	DCF SEBT
See Case Journal	Person & Program	Staff should include the specific journal entry in the comment section when creating the case flag, so staff are aware of the specific timing from begin date as an indicator of timing to go look in the journal for. Heightened concern/treatment of consumer.	All
SOUL Family	Person & Program	This is only set by PPS staff.	PPS
Single Point of Contact	Person	Single Point of Contact.	All
State Employee – Future CHIP Eligibility	Program		KDHE Medical
Unauthorized SSN in Use	Person & Program	Used if a consumer is using a Social Security Number that does not belong to them - should be a journal entry as well.	All

Case Flag Title	Flag Type	Description	Programs
Universal Access Case	Person & Program	A way to flag that a communication can come in from a county/area not normally serviced by that Service Center. OR Used to notify if case needs to be worked in another office due to relationships. Used for employee cases to be worked by outstations.	All
Use This Number- Multiple ID Numbers in Use	Person	Used to indicate which ID is the Primary ID when the consumer has Duplicate IDs. ***Set by Helpdesk only.***	All