



Working Grievances



As of October 2019, the process for working grievances has changed. Workers will now search for and update the grievance Contact Log to record the call details related to the grievance and complete the grievance tasks.

To search for a Contact Log:

1. Click on Admin Tools from the Global Navigation bar.
2. Click Contact Log from the Local Navigation bar.
3. Enter the following search criteria:
Search By: Case
Case Number: <case number> Do not click Select button.
Contact Reason: Blank
Date From and Date To: <mm/dd/yyyy> Note: Optional to narrow search results.

The screenshot shows the KEES web application interface. At the top, there is a navigation bar with the following items: Journal, Tasks, Reminders, Contact Log, Logout, and Help. Below this is a secondary navigation bar with items: Case Info, Eligibility, Reports, Document Control, Admin Tools (highlighted with a red box), and Worker Portal. On the right side of this bar, user information is displayed: User: X1001310, Env: NPD35, Ver: 3.0.1910-BETA25, Time: 09/25/2019 01:06 PM. Below the navigation bars is another set of menu items: Office Admin, Workload Assignment, Performance Analysis, Alerts, and Contact Log (highlighted with a red box). The main content area is titled 'Contact Log Search'. It includes a search form with the following fields and controls:

- Search By:** * (required field) with a dropdown menu set to 'Case'.
- Case Number:** * (required field) with a text input containing '20082628' and a 'Select' button.
- Contact Reason:** with a dropdown menu.
- Date Range:** with 'Date From' and 'Date To' fields. 'Date From' contains '09/13/2019'.
- A 'Search' button is located at the top right of the search form.
- At the bottom right, there is a 'Results per Page' dropdown set to '25' and another 'Search' button.



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Contact Log Search

* - Indicates required fields

Search Results Summary

Results 1 - 1 of 1

Search Results Summary

<input checked="" type="checkbox"/>	Date	Worker ID	Case Number	Contact Reason
<input checked="" type="checkbox"/>	09/27/2019	KH0206Q1A5	20082628	Eligibility Determination

[View](#)

5. Click the Date hyperlink to view and update the Contact Log entry. The Contact Log Detail displays.

Note: If viewing and updating more than one entry, click the check boxes next to the entries and click the View button.

Contact Log Detail

[Close](#)

▼ 09/27/2019

Worker:	Christie Jacox	Additional Notes:	PA disagrees with the denial letter he received. He states that he should be eligible for coverage because he doesn't have any income. Advised that an eligibility worker will follow up to discuss case.
Worker ID:	KH0206Q1A5		
Case Number:	20082628		
Person:	Benedict Webber		
Contacted By:	Household Member		
Contact Reasons:	Eligibility Determination		
Contact Type:	Inbound Call		

[Edit](#) [Update](#)

[Close](#)



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Updating Contact Log

1. Click the Update button. A new window opens and the Contact Log Entry page displays.
2. Select the appropriate Attempt from the drop-down list and add a summary of the call in the Additional notes section.

Contact Log Entry

* - Indicates required fields

Case Number: 20082628 **Person:** Benedict Webber **Contact Type:*** Inbound Call
Contacted By:* Household Member **Location:**
First Name: **Middle Name/Initial:** **Last Name:** **Suffix:**
Agency:* KDHE **Category:*** Grievances/Complaints **Contact Reason:*** Eligibility Determination **Attempt 1:** Work Completed During Contact
Grievance Regarding:* Benedict Webber
Notes:
 PA disagrees with the denial letter he received. He states that he should be eligible for coverage because he doesn't have any income. Advised that an eligibility worker will follow up to discuss case.
Additional notes:
 Attempted to call the PA regarding eligibility grievance. PA didn't answer, unable to leave message.

3. Click the **Save** button. The window closes and the notes save to the Journal.

10/16/2019 11:19 AM	Outbound Call	Brandon Corneliusen, KC0105A3D2
Outbound Call to Benedict Webber regarding: Eligibility Determination. Attempted to call PA regarding eligibility grievance. PA didn't answer, unable to leave message.		
10/16/2019 11:00 AM	Inbound Call	Christie Jacox, KH0206Q1A5
Inbound Call from Benedict Webber regarding: Eligibility Determination. PA disagrees with the denial letter he received. states that he should be eligible for coverage because he doesn't have any income. Advised that an eligibility worker will follow up to discuss case.		



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Tasks

When the Attempt drop-down menu is updated and saved, the previous task is completed. A Follow Up grievance task will be created if applicable.

Attempt #	Selection	System Action
Attempt 1		
	Grievance Follow Up- Resolved	Completes GR task. No other task generated.
	Grievance Follow Up- Unresolved	Completes GR task. Generates GR 2 nd Attempt task.
Attempt 2		
	Grievance 2 nd Follow Up - Resolved	Completes GR 2 nd Attempt task. No other task generated.
	Grievance 2 nd Follow Up - Unresolved	Completes GR 2 nd Attempt task. Generates GR 3 rd Attempt task.
Attempt 3		
	Grievance 3 rd Follow Up - Resolved	Completes GR 3 rd Attempt task. No task generated.
	Grievance 3 rd Follow Up - Unresolved	Completes GR 3 rd Attempt task. No task generated.

After three attempts, the PA was unable to be contacted. All grievance tasks were automatically generated and completed.

Case 20082628 Tasks:

[Add Task](#)

Task	Queue	Received Date	Status	Actions
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No Results

- 10/17/2019 4:33 PM** **Outbound Call** **Brandon Corneliusen,KC0105A3D2**
 Outbound Call to Benedict Webber regarding: Eligibility Determination.3rd attempt: Attempted to call PA regarding eligibility grievance. PA didn't answer, unable to leave message.
- 10/16/2019 2:55 PM** **Outbound Call** **Brandon Corneliusen,KC0105A3D2**
 Outbound Call to Benedict Webber regarding: Eligibility Determination.2nd attempt: Attempted to call PA regarding eligibility grievance. PA didn't answer, unable to leave message.
- 10/16/2019 11:19 AM** **Outbound Call** **Brandon Corneliusen,KC0105A3D2**
 Outbound Call to Benedict Webber regarding: Eligibility Determination. Attempted to call PA regarding eligibility grievance. PA didn't answer, unable to leave message.