

KEES June 2020 Release

June 2020 Release: Agenda

7.2 Phase 1

Browser Compatibility

Session Timeout

My Work Portal

Staff Management

SSP

- ▶ View Application Status
- ▶ Delete Incomplete Applications

Registration

e-Application Statuses

Prevent Partial Records

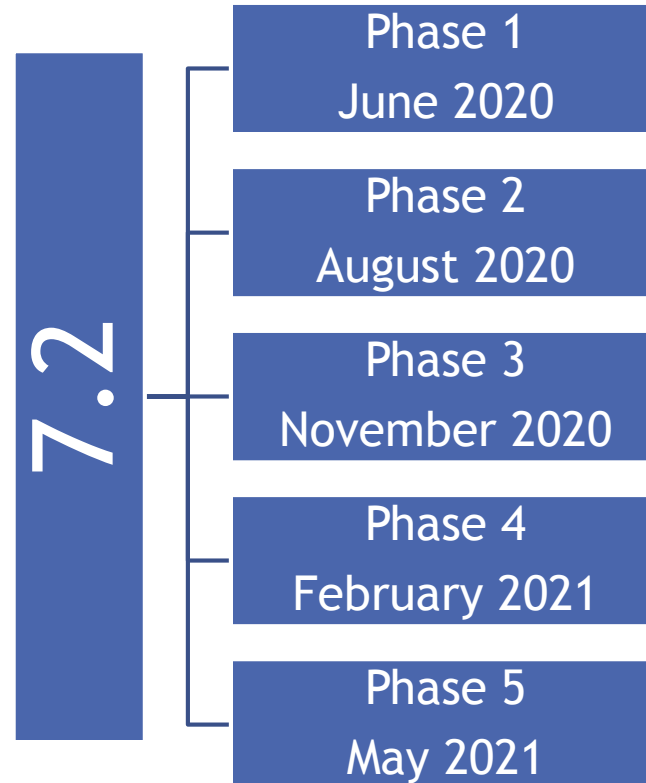
Review Discontinuance Batch Updates

Data Acceptance

7.2 Phase 1 Upgrade

June 2020 Release: 7.2 Phase 1 Upgrade

The June 2020 Release includes updates to KEES and the Self Service Portal (SSP) that are referred to as 7.2 Phase 1. A series of updates to KEES are planned as indicated below.



Browser Compatibility

June 2020 Release: Browser Compatibility

The Medical Self-Service Portal (SSP) can now be accessed using the browsers below. With the June 2020 Release, KEES will no longer support IE versions 9 and 10.



Microsoft Edge



Internet Explorer 11



Google Chrome



Mozilla Firefox



Apple Safari

June 2020 Release: Browser Compatibility



To access and process cases in KEES, Eligibility staff should always use the Internet Explorer (IE) browser.

- Workers are only able to view and send forms and NOAs in **IE**.
- Workers can only pull up ImageNow and use the Images button in **IE**.

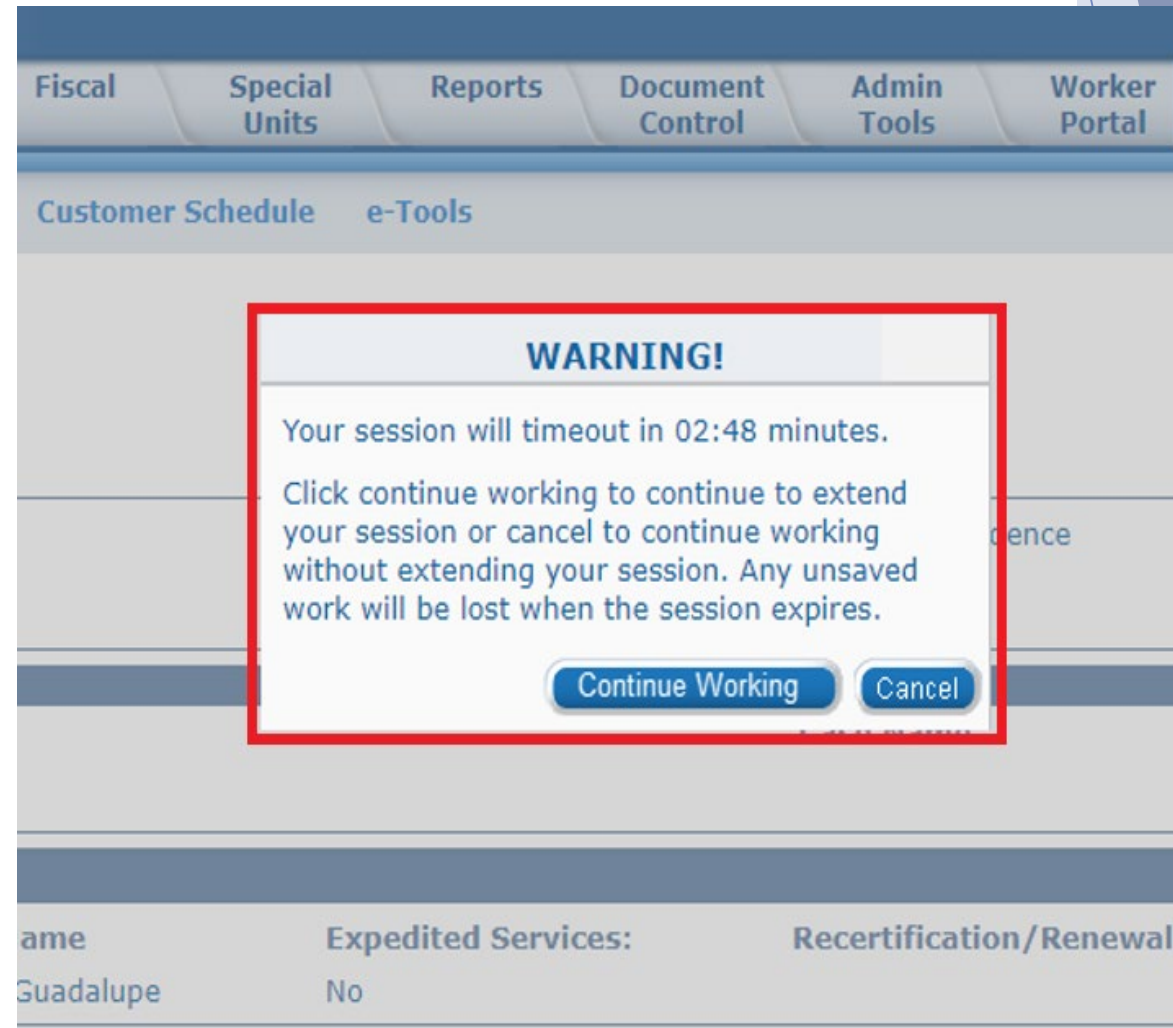
Session Timeout

June 2020 Release: Session Timeout

There is a new session timeout warning message. After 15 minutes of inactivity, a session timeout warning displays and begins counting down for 5 minutes. There will no longer be a countdown displayed in the lower corner of the screen.

- Click the **Continue Working** button to resume your session.
- Click the **Cancel** button to close the warning window.

If you are not actively working in ABMS, the system times out and returns you to the ABMS logout page.



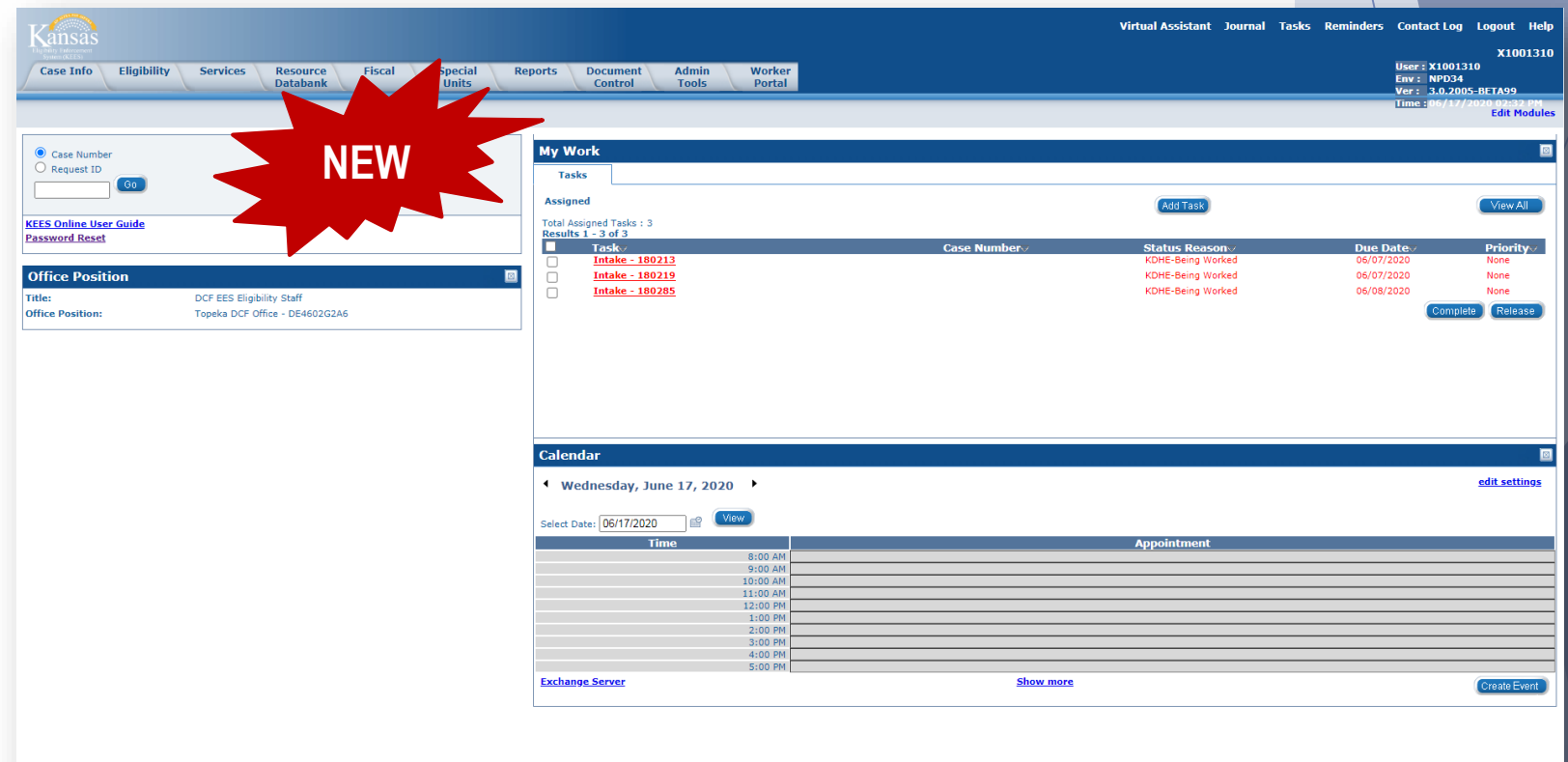
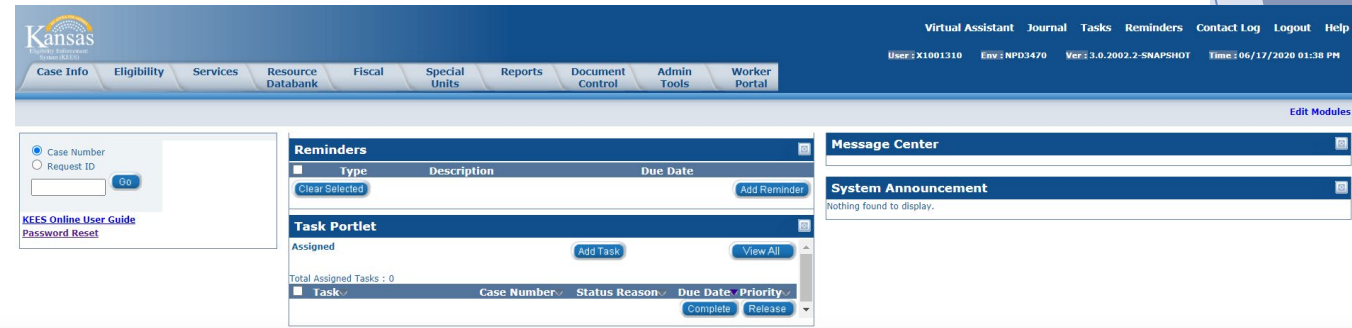
My Work Portlet

June 2020 Release: My Work Portlet

With the implementation of the June 2020 Release, the **Task Portlet** is being changed to the **My Work Portlet**.

Other changes include the removal of the **Reminders**, **Message Center**, and **System Announcement Portlets** from the KEES Homepage.

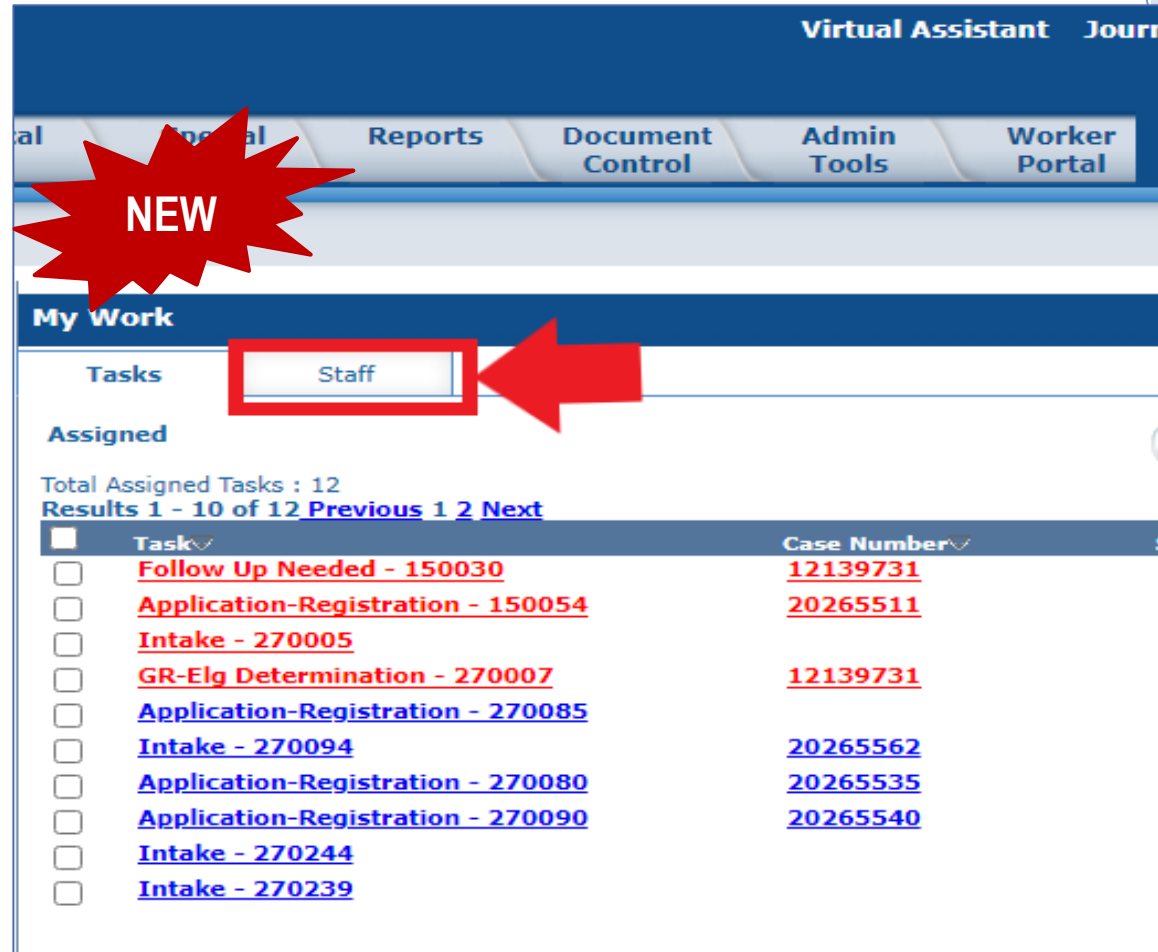
A **Task** tab listing cases assigned to an Eligibility Worker displays on **My Work Portlet**.



June 2020 Release: My Work Portlet

A **Staff** tab is available and will only display for Supervisors. This tab can be used to monitor the number of tasks, including those that are overdue, that are assigned to your team.

For more information on this, review the *Staff Management* recorded demo after completing this training.



Virtual Assistant Journal

al al Reports Document Control Admin Tools Worker Portal

NEW

My Work

Tasks **Staff**

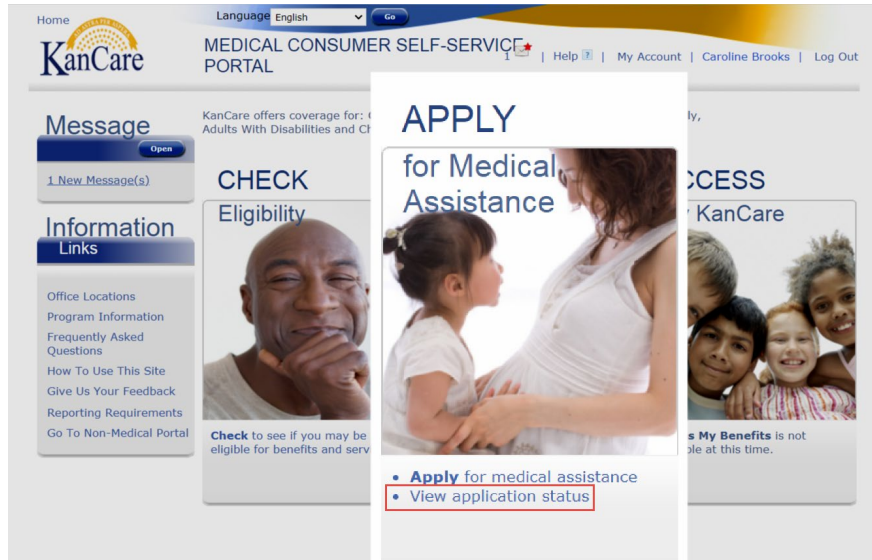
Assigned

Total Assigned Tasks : 12
Results 1 - 10 of 12 [Previous](#) [1](#) [2](#) [Next](#)

<input type="checkbox"/>	Task	Case Number
<input type="checkbox"/>	Follow Up Needed - 150030	12139731
<input type="checkbox"/>	Application-Registration - 150054	20265511
<input type="checkbox"/>	Intake - 270005	
<input type="checkbox"/>	GR-Elg Determination - 270007	12139731
<input type="checkbox"/>	Application-Registration - 270085	
<input type="checkbox"/>	Intake - 270094	20265562
<input type="checkbox"/>	Application-Registration - 270080	20265535
<input type="checkbox"/>	Application-Registration - 270090	20265540
<input type="checkbox"/>	Intake - 270244	
<input type="checkbox"/>	Intake - 270239	

Self-Service Portal (SSP)

June 2020 Release: Self-Service Portal (SSP)



Under **Apply for Medical Assistance**, consumers can now **View the application status** of their SSP apps.

On **View Application Status**, consumers can choose a **Date Range** to narrow or broaden their **Search** for SSP applications. The available **Date Ranges** are

- 7 days
- 30 days
- Last 6 months
- Last 1 year
- All

APPLY
For Medical Assistance

View Application Status

You can search for applications by selecting the required date range and clicking the 'search' button.

* Red asterisk indicates required

Submitted Date Range*
Last 30 days
Last 7 days
Last 30 days
Last 6 months
Last 1 year
ALL

Search

Results 1 - 2 of 2

	Program	Application Number	Action
06/03/2020	Medical	12592407	View
05/19/2020	Medical	12591896	View

June 2020 Release: Self-Service Portal (SSP)

The View Application Status Detail page lists the status of each SSP applicant's request. The e-App Status in KEES determines what status the consumer sees on the SSP.

View Application Status Detail

The status values of the programs for this application are listed below.

- *Not Submitted* - An application was started on self-service portal but was not submitted. Go to [Continue Saved Application](#) to submit your application
- *Approved* - The application for benefits was approved. Go to [View My Benefits](#) for more information.
- *Denied* - The application was marked as denied. Contact your local office for more information.
- *Duplicate* - The application was marked as a duplicate. Contact your local office for more information.
- *Invalid* - The application was marked as invalid. Contact your local office for more information.
- *In Progress* - The application is being reviewed. If more information is needed you will be contacted by the local office.
- *Processed* - The application for benefits has been processed. Go to [View My Benefits](#) for more information.
- *Received* - The application was received by the local office for review and processing.
- *Rejected* - The application was marked as rejected. Contact your local office for more information.
- *Withdrawn* - The application has been withdrawn. Go to [Apply for Assistance](#) to apply again.

Application #: 12592407
Application Date: 06/03/2020

Click the arrows to show or hide a section.

Medical		
Applicant Name	Case #	Status
Caroline Brooks		Received
Ulysses Brooks		Received
Homer Brooks		Received
Octavia Brooks		Received
Troy Brooks		Received
Ophelia Brooks		Received

Back Exit

As the consumer will see the status that's been entered, it's important to select the *correct* e-App status when processing a case.

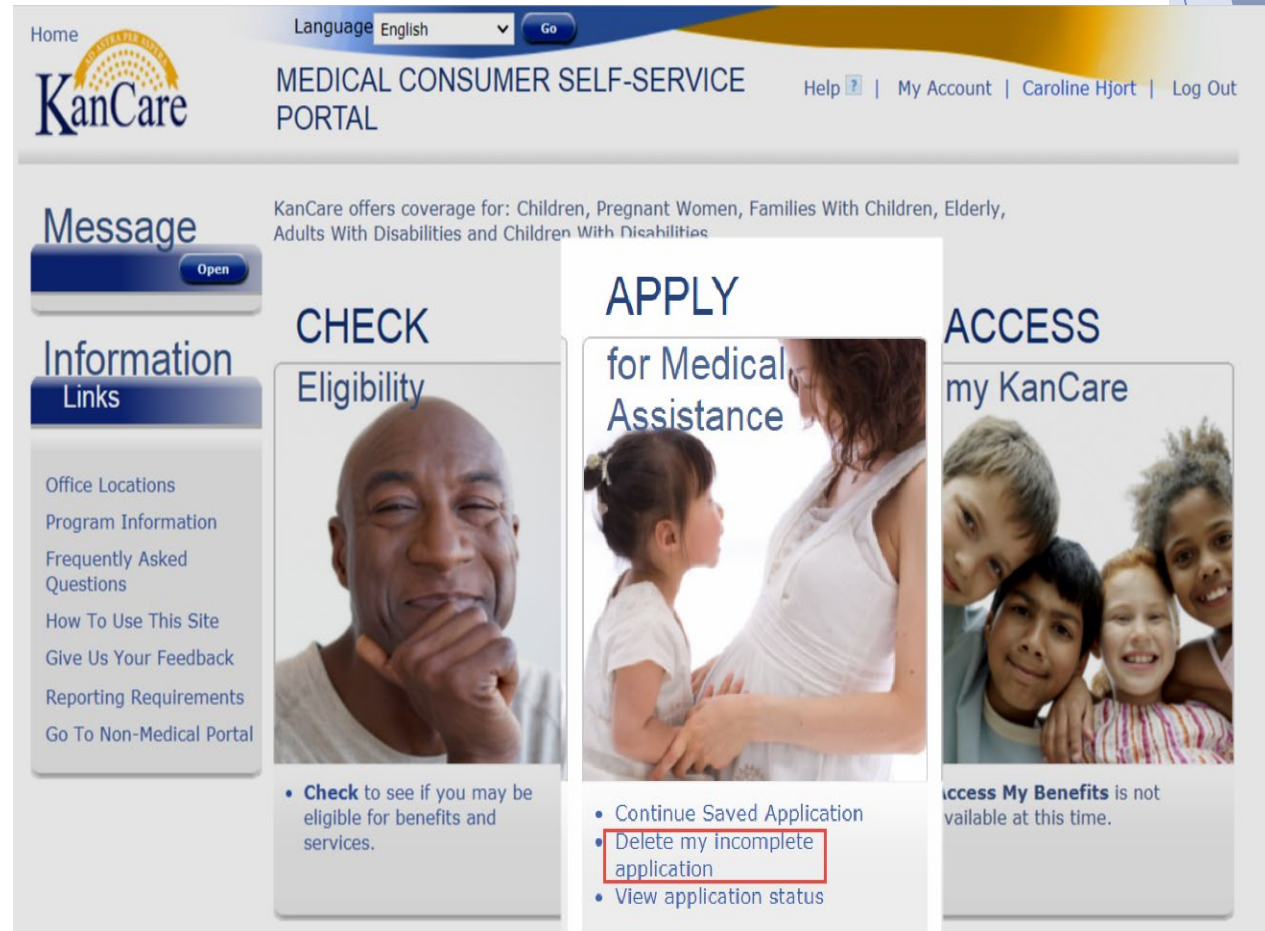
Changes have been made to e-App Statuses. The exact changes will be reviewed later in the presentation.

June 2020 Release: Self-Service Portal (SSP)

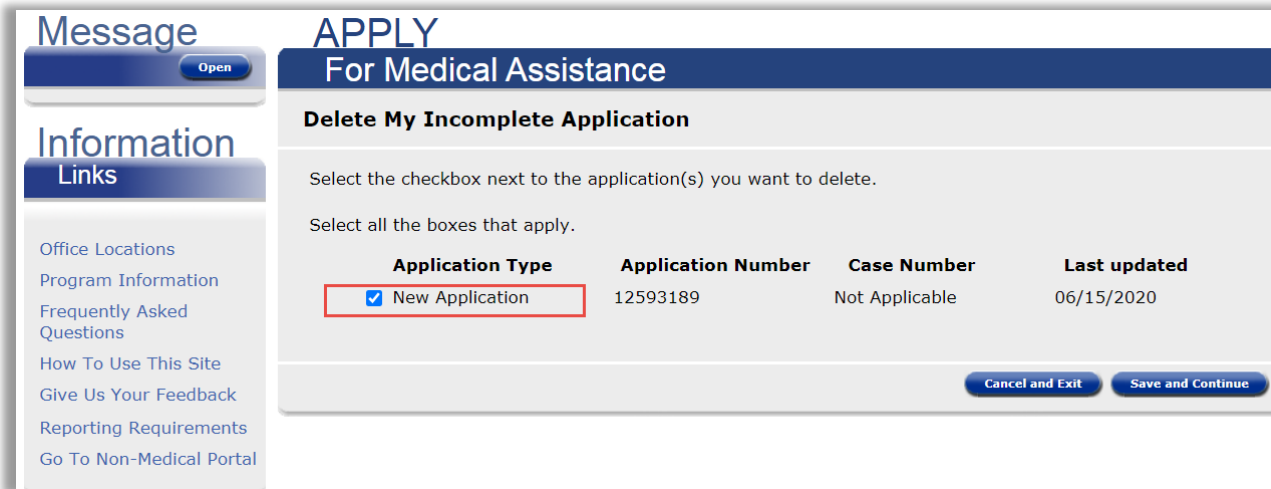
Consumers will also have the ability to delete an incomplete or unfinished SSP app.

This can be done by clicking on the **Delete my Incomplete application** hyperlink in the **Apply for Medical Assistance** section of the SSP.

This same functionality will also be available to Authorized Representatives.



June 2020 Release: Self-Service Portal (SSP)



Message [Open](#)

Information Links

- Office Locations
- Program Information
- Frequently Asked Questions
- How To Use This Site
- Give Us Your Feedback
- Reporting Requirements
- Go To Non-Medical Portal

APPLY For Medical Assistance

Delete My Incomplete Application

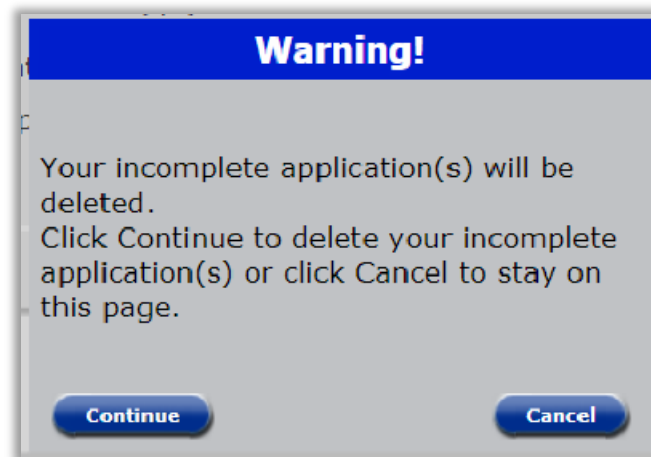
Select the checkbox next to the application(s) you want to delete.

Select all the boxes that apply.

Application Type	Application Number	Case Number	Last updated
<input checked="" type="checkbox"/> New Application	12593189	Not Applicable	06/15/2020

[Cancel and Exit](#) [Save and Continue](#)

From the **Delete My Incomplete Application** page, the consumer can select the checkbox next to the SSP application they want to delete. Clicking the **Save and Continue** button deletes the incomplete SSP application.



Warning!

Your incomplete application(s) will be deleted.
Click Continue to delete your incomplete application(s) or click Cancel to stay on this page.

[Continue](#) [Cancel](#)

A Warning Message displays giving the consumer a chance to cancel the action or continue with deleting the incomplete SSP application.

June 2020 Release: Self-Service Portal (SSP)

For Medical Assistance

Delete My Incomplete Application Confirmation

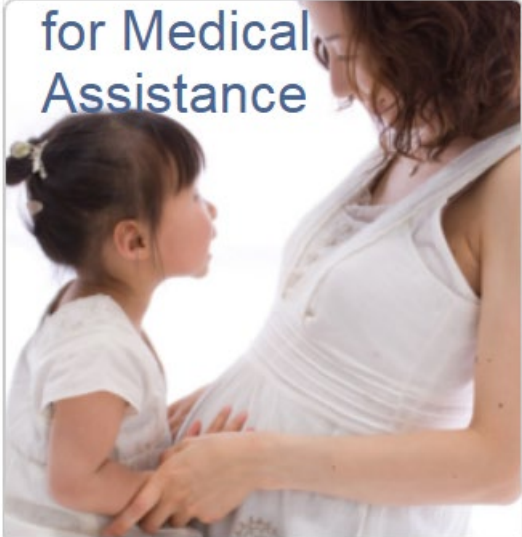
We have deleted your incomplete application(s).

You may apply again at any time.

Exit

APPLY

for Medical Assistance



- **Apply** for medical assistance
- View application status


Once the incomplete SSP application has been deleted, the **Delete My Incomplete Application Confirmation** page displays.

If there are no more incomplete SSP applications, as in this case, the option to delete is no longer displayed in the Apply for Medical Assistance section of the SSP.

Staff Management

June 2020 Release: Staff Management

Supervisors can now associate their staff members to them via the staff member's **Position Detail** page. This allows the Supervisors to utilize the updated Work Portlet functionalities like being able to see tasks staff have checked out, or assigning/reassigning tasks to staff members, etc.



The screenshot shows the 'Position Detail' page in the KEES system. The top navigation bar includes tabs for Case Info, Eligibility, Services, Resource Databank, Fiscal, Special Units, Reports, Document Control, and Admin Tools. The 'Admin Tools' tab is selected, and the 'Position Detail' page is displayed. The page has a left sidebar with a tree view containing Staff, Office, Unit, Position (selected), Staff Assignment, Flag, and System Announcement. The main content area is titled 'Position Detail' and contains a 'General Position Information' section. This section includes fields for Worker ID (KC0105Z300), Office Name (Landon State Office Building), Unit ID (Z3 00), Supervisor (DE4402G1B9), Assignment Type Code (Intake & Continuing), Position Status (Active), Auto Assign Indicator (Yes), Max Case Load (10000), and Legacy Case Load Number. There are 'Save', 'Save and Copy', and 'Cancel' buttons at the top right of the form. Below the 'General Position Information' section is a 'Valid Program Code(s)' section with a table that has columns for 'Type' and 'Action'. The 'Type' column has a dropdown menu, and the 'Action' column has an 'Add' button.

Type	Action
<input type="text"/>	<input type="button" value="Add"/>

For more information on this functionality, review the *Staff Management* recorded demo after completing this training.

Registration

June 2020 Release: Registration



There are several changes that impact Registration. Since Registration is the foundation of Eligibility, a high level review of these changes is next.

June 2020 Release: Registration

The **e-Application Summary** displays *New* fields to assist both registration staff and eligibility workers in completing work.

This page also has new functionality that allows you to view the **e-Application Summary** page while registering the application

[Link e-App to Case](#) [Edit](#) [Close](#)

e-Application Summary

e-App Number: 12593093	e-App Status: Received	e-App Source: SSP	Source: SSP Medical
Application Date: 06/12/2020	Submit Date: 06/12/2020	Priority : None	Case Number:
	Recertification/Renewal: No	Alternative Interview: No	Alternative Interview Reason:
Office: KanCare Clearinghouse 6700 SW Topeka Blvd Bldg 281 Topeka, KS 66619	Auto Renewal Consent:	Voter Registration	Priority Date: 06/12/2020

Primary Applicant Information

First Name: Guadalupe	Middle Name:	Last Name: Lopez
SSN: 555-89-4578	Date of Birth: 08/05/1998	Gender: Female
Language: English	Hispanic Indicator: No	Race/Ethnicity :
Marital Status:	Requested Medical Type:	Applying: No
Other Comm Needs:		

▼ Program Applications

▶ Associated Cases

▶ Expedited Services

▶ Additional Information

Other Applicants

<input checked="" type="checkbox"/>	Name	SSN	Date of Birth	Disabled	Gender	Requested Medical Type	Prior Med	Transfer Status
<input checked="" type="checkbox"/>	De La Pena, Alfa	656-89-7814	09/04/2015		Female		No	Pending
<input checked="" type="checkbox"/>	Lopez, Jesus	515-87-7895	10/22/2017		Male		No	Pending

June 2020 Release: Registration

e-Application Summary [Link e-App to Case](#) [Edit](#) [Close](#)

e-App Number: 12593093	e-App Status: Received	e-App Source: SSP	Source: SSP Medical
Application Date: 06/12/2020	Submit Date: 06/12/2020	Priority : None	Case Number:
	Recertification/Renewal: No	Alternative Interview: No	Alternative Interview Reason:
Office: KanCare Clearinghouse 6700 SW Topeka Blvd Bldg 281 Topeka, KS 66619	Auto Renewal Consent:	Voter Registration	Priority Date: 06/12/2020

Primary Applicant Information

First Name: Guadalupe	Middle Name:	Last Name: Lopez
SSN: 555-89-4578	Date of Birth: 05/1998	Gender: Female
Language: English	Hispanic Indicator:	Race/Ethnicity :
Marital Status:	Requested Medical Type:	Applying:

Program Applications

- Associated Cases
- Expedited Services
- Additional Information

Other Applicants

<input checked="" type="checkbox"/> Name	SSN
<input checked="" type="checkbox"/> De La Pena, Alfa	656-87814
<input checked="" type="checkbox"/> Lopez, Jesus	515-87895

Program Applications

Medical

Program Applicant	Status
Ingrid Knutsen	Received
Ragnar Knutsen	Received

Program Applicants will display a **Status** associated to each program applicant.

June 2020 Release: Registration

e-Application Summary

Link e-App to Case

Edit

Close

e-App Number: 12591386	e-App Status: Received	e-App Source:	Source: Worker Portal
Application Date: 04/20/2020	Submit Date: 04/20/2020	Priority : None	Case Number:
	Recertification/Renewal: No	Alternative Interview: No	Alternative Interview Reason:

Clicking the **Link e-App to Case** will display a *New* page called the **Application Intake** page. This new page will only display for applications or requests that have gone through the Worker Portal, SSP, PE Tool, MIPPA, or FFM.

June 2020 Release: Registration

The **Application Intake** displays information submitted on the application:

- **Primary Applicant**
- **E-App Number**
- **New Applicants**
- **People Associated with the Case**

Application Intake

Save and Continue Cancel

Primary Applicant
Primary Applicant E-App Number: 12593153

New Applicants

<input checked="" type="checkbox"/>	Program	Case Number	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Medical		Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Medical		Jesus Lopez	06/12/2010	No
<input checked="" type="checkbox"/>	Medical		Alphina De La Rosa	05/12/2015	Yes

People Associated with the Case

<input checked="" type="checkbox"/>	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Alphina De La Rosa	05/12/2015	Yes
<input checked="" type="checkbox"/>	Jesus Lopez	06/12/2010	No

June 2020 Release: Registration

The **Primary Applicant** dropdown populates the **Primary Applicant** submitted on the SSP.

The **Primary Applicant** can be edited or changed on the **Application Intake** page for cases that are new to KEES.

The **Primary Applicant** will remain unchanged when e-linking to an existing case number.

Application Intake

Save and ContinueCancel

Primary Applicant

Guadalupe Lopez

E-App Number: 12593153

New Applicants

<input checked="" type="checkbox"/>	Program	Case Number	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Medical		Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Medical		Jesus Lopez	06/12/2010	No
<input checked="" type="checkbox"/>	Medical		Alphina De La Rosa	05/12/2015	Yes

People Associated with the Case

<input checked="" type="checkbox"/>	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Alphina De La Rosa	05/12/2015	Yes
<input checked="" type="checkbox"/>	Jesus Lopez	06/12/2010	No

June 2020 Release: Registration

Application Intake

Save and Continue Cancel

Primary Applicant

Primary Applicant E-App Number: [12591846](#)

New Applicants

<input checked="" type="checkbox"/>	Program	Case Number	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Medical		Saffron Hawking	01/07/2000	No

People Associated with the Case

<input checked="" type="checkbox"/>	Name	DOB	File Cleared
No Data Found			

e-Application Summary

e-App Number: 12591846	e-App Status: Received	e-App Source:	Source: Worker Portal
Application Date: 05/13/2020	Submit Date: 05/13/2020	Priority : None	Case Number:
	Recertification/Renewal: No	Alternative Interview: No	Alternative Interview Reason:
Office: KanCare Clearinghouse 6700 SW Topeka Blvd Bldg 281 Topeka, KS 66619	Auto Renewal Consent:	Voter Registration	Priority Date: 05/13/2020

Primary Applicant Information

First Name: Saffron	Middle Name:	Last Name: Hawking
SSN: 040-11-2332	Date of Birth: 01/07/2000	Gender: Female
Language: English	Hispanic Indicator: No	Race/Ethnicity :
Marital Status:	Requested Medical Type:	Applying: No

The **E-App Number** hyperlink is used to redisplay the **e-Application Summary** in a separate window while completing registration on an e-Application. Staff are able to *stay within the Registration workflow* which simplifies and streamlines the process.

June 2020 Release: Registration

Application Intake

Save and Continue

Cancel

Primary Applicant

Primary Applicant

E-App Number: [12593153](#)

New Applicants

<input checked="" type="checkbox"/>	Program	Case Number	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Medical		Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Medical		Jesus Lopez	06/12/2010	No
<input checked="" type="checkbox"/>	Medical		Alphina De La Rosa	05/12/2015	Yes

People Associated with the Case

<input checked="" type="checkbox"/>	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Alphina De La Rosa	05/12/2015	Yes
<input checked="" type="checkbox"/>	Jesus Lopez	06/12/2010	No

The New Applicants section on the Application Intake page displays a list of all applicants and the programs each has applied for.

June 2020 Release: Registration

The **People Associated with the Case** section displays a list of all the people on the e-Application including any people not applying for benefits.

Application Intake

Save and ContinueCancel

Primary Applicant
Primary Applicant Guadalupe Lopez E-App Number: [12593153](#)

New Applicants

<input checked="" type="checkbox"/>	Program	Case Number	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Medical		Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Medical		Jesus Lopez	06/12/2010	No
<input checked="" type="checkbox"/>	Medical		Alphina De La Rosa	05/12/2015	Yes

People Associated with the Case

<input checked="" type="checkbox"/>	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Alphina De La Rosa	05/12/2015	Yes
<input checked="" type="checkbox"/>	Jesus Lopez	06/12/2010	No

June 2020 Release: Registration

Application Intake

[Save and Continue](#) [Cancel](#)

Primary Applicant

Primary Applicant E-App Number: [12593153](#)

New Applicants

<input checked="" type="checkbox"/>	Program	Case Number	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Medical		Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Medical		Jesus Lopez	06/12/2010	No
<input checked="" type="checkbox"/>	Medical		Alphina De La Rosa	05/12/2015	Yes

People Associated with the Case

<input checked="" type="checkbox"/>	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Alphina De La Rosa	05/12/2015	Yes
<input checked="" type="checkbox"/>	Jesus Lopez	06/12/2010	No

The **File Cleared** column displays a *Yes* or *No* status.

A status of *Yes* indicates that the applicant was automatically **File Cleared**.

A *No* indicates that KEES completed a Person Search and was unable to determine if the applicant was known.

June 2020 Release: Registration

Application Intake

Save and Continue Cancel

Primary Applicant
Primary Applicant E-App Number: 12593153

New Applicants

<input checked="" type="checkbox"/>	Program	Case Number	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Medical		Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Medical		Jesus Lopez	06/12/2010	No
<input checked="" type="checkbox"/>	Medical		Alphina De La Rosa	05/12/2015	Yes

People Associated with the Case

<input checked="" type="checkbox"/>	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Alphina De La Rosa	05/12/2015	Yes
<input checked="" type="checkbox"/>	Jesus Lopez	06/12/2010	No

Any program applicant displaying a Yes in the **File Cleared** column will skip **Registration Person Search** during the e-linking process.

June 2020 Release: Registration

The Application Intake page defaults to automatically select the checkboxes for all persons in the **New Applicants** and **People Associated with the Case** sections.

When linking an e-App to a new case KEES will add all Program(s), Applicants (known and new) and **People Associated with the Case**.



Application Intake

Save and Continue Cancel

Primary Applicant

Primary Applicant Guadalupe Lopez E-App Number: [12593153](#)

New Applicants

<input checked="" type="checkbox"/>	Program	Case Number	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Medical		Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Medical		Jesus Lopez	06/12/2010	No
<input checked="" type="checkbox"/>	Medical		Alphina De La Rosa	05/12/2015	Yes

People Associated with the Case

<input checked="" type="checkbox"/>	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Alphina De La Rosa	05/12/2015	Yes
<input checked="" type="checkbox"/>	Jesus Lopez	06/12/2010	No

De-selecting the checkboxes prevents a person from being registered to a program and/or added to a case.

June 2020 Release: Registration

Clicking the **Save and Continue** button completes the e-linking registration process.

What page displays next depends on the information displaying on the **Application Intake** page.

Application Intake

Save and ContinueCancel

Primary Applicant

Primary Applicant Guadalupe Lopez ▼E-App Number: [12593153](#)

New Applicants

<input checked="" type="checkbox"/>	Program	Case Number	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Medical		Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Medical		Jesus Lopez	06/12/2010	No
<input checked="" type="checkbox"/>	Medical		Alphina De La Rosa	05/12/2015	Yes

People Associated with the Case

<input checked="" type="checkbox"/>	Name	DOB	File Cleared
<input checked="" type="checkbox"/>	Guadalupe Lopez	08/05/1998	No
<input checked="" type="checkbox"/>	Alphina De La Rosa	05/12/2015	Yes
<input checked="" type="checkbox"/>	Jesus Lopez	06/12/2010	No

June 2020 Release: Registration

If the **Primary Applicant** displays **No** for **File Cleared** on the Application Intake page:

- The **Registration Person Search Results** page will display the selected **Primary Applicant** to be file cleared.

OR

If the **Primary Applicant** displays **Yes** for **File Cleared** on the **Application Intake** page:

- The **Previous Case List** page will display.
- The **Registration Person Search Results** page will be skipped.

Registration Person Search Results

This person may already exist in the system. To avoid creating duplicate records, make sure the person you are searching for is not in the list below.

▼ Refine Your Search

Last Name:*	First Name:*	Middle Name/Initial:	Suffix:
<input type="text" value="Lopez"/>	<input type="text" value="Guadalupe"/>	<input type="text"/>	<input type="text" value=""/>
Social Security Number:	Date of Birth:	Alien Number:	Gender:*
<input type="text" value="544-98-7845"/>	<input type="text" value="08/05/1998"/>	<input type="text"/>	<input type="text" value="Female"/>
Client ID:	<input type="text"/>		

* - Indicates required fields

>Results per Page:

Search Results Summary

Results 1 - 2 of 2

Name	DOB	SSN	Address	Relationships	Aliases	KE	CS	FA	KM
Lopez, Guadalupe 0010363608	08/05/1998	544-98-7845	323 MAIN ST ALLEN,KS 66833	Jesus Lopez		Y			

Previous Case List

Case Number	County	Name	DOB	Active Programs
<input type="radio"/> 20267685	Kansas	Guadalupe Lopez	08/05/1998	
		Jesus Lopez	06/12/2010	

June 2020 Release: Registration

e-Application

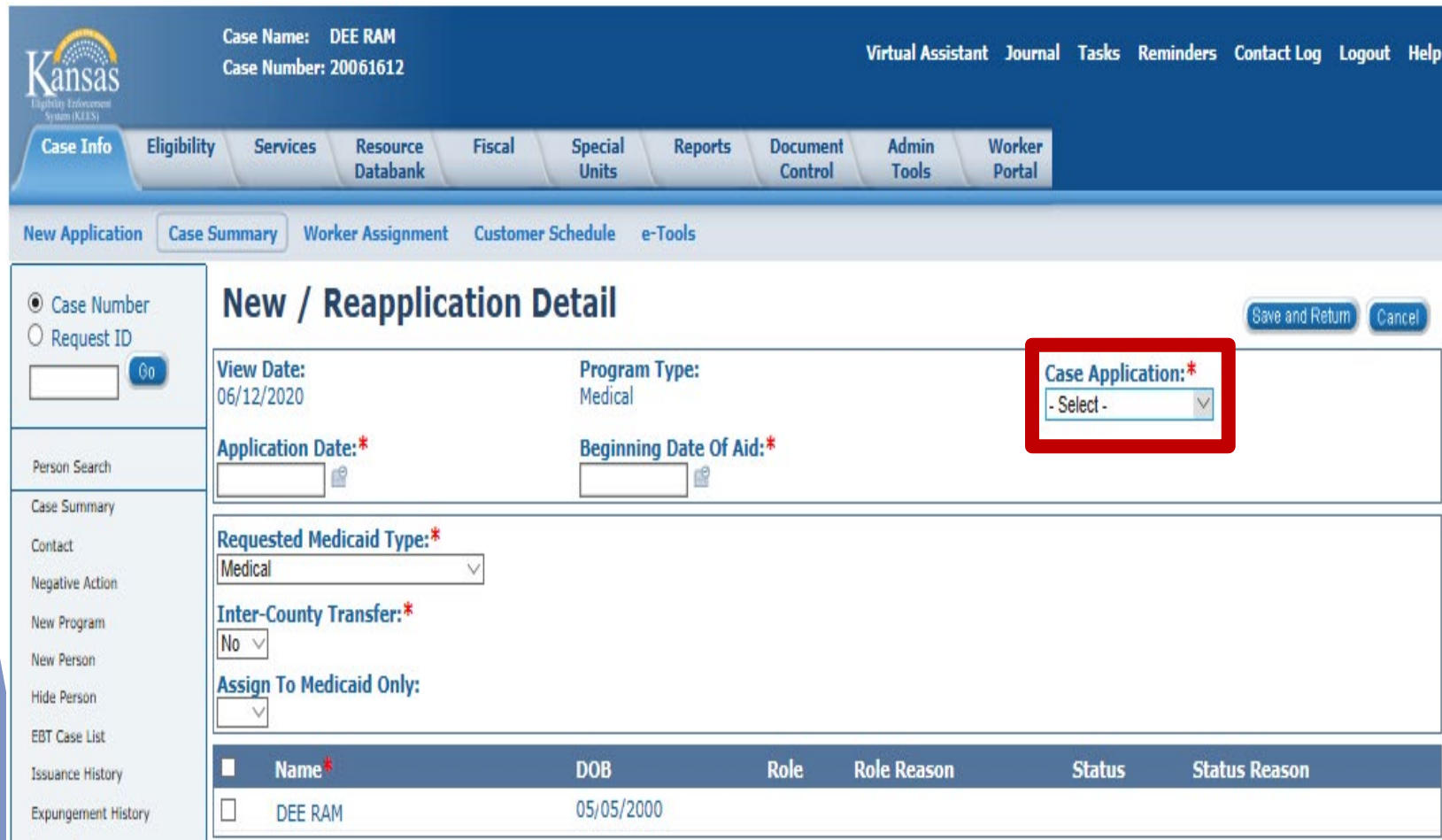
- When linking an e-App to a New Case KEES will add all Program(s), Applicants (known and new) and people on the application who are not applying.
- When linking a new e-Application to an Existing Case:
 - New applicant not known to the existing case will be added to the case and not be added to any existing program.
 - No program blocks will be added when linking to an existing case.
 - Any existing program blocks applied for will need to be reapplied.

June 2020 Release: Registration



Remember to e-Link to the existing case before adding Program Blocks or Reapplying anyone.

June 2020 Release: Registration



Case Name: DEE RAM
Case Number: 20061612

Virtual Assistant Journal Tasks Reminders Contact Log Logout Help

Case Info Eligibility Services Resource Databank Fiscal Special Units Reports Document Control Admin Tools Worker Portal

New Application Case Summary Worker Assignment Customer Schedule e-Tools

☒ Case Number
☐ Request ID

Person Search

Case Summary

Contact

Negative Action

New Program

New Person

Hide Person

EBT Case List

Issuance History

Expungement History

New / Reapplication Detail

View Date: 06/12/2020 Program Type: Medical Case Application: *
- Select -

Application Date: * Beginning Date Of Aid: *

Requested Medicaid Type: *
Medical

Inter-County Transfer: *
No

Assign To Medicaid Only:
No

	Name *	DOB	Role	Role Reason	Status	Status Reason
<input type="checkbox"/>	DEE RAM	05/05/2000				

The **New / Reapplication Detail** page displays anytime you are adding a new program block, reapplying an existing program block, or adding a person to an existing program block.

The **Case Application** field is used to indicate whether the request came from an e-Application, a paper specialty application (ie applications that do not go through the Worker Portal), or a phone call.

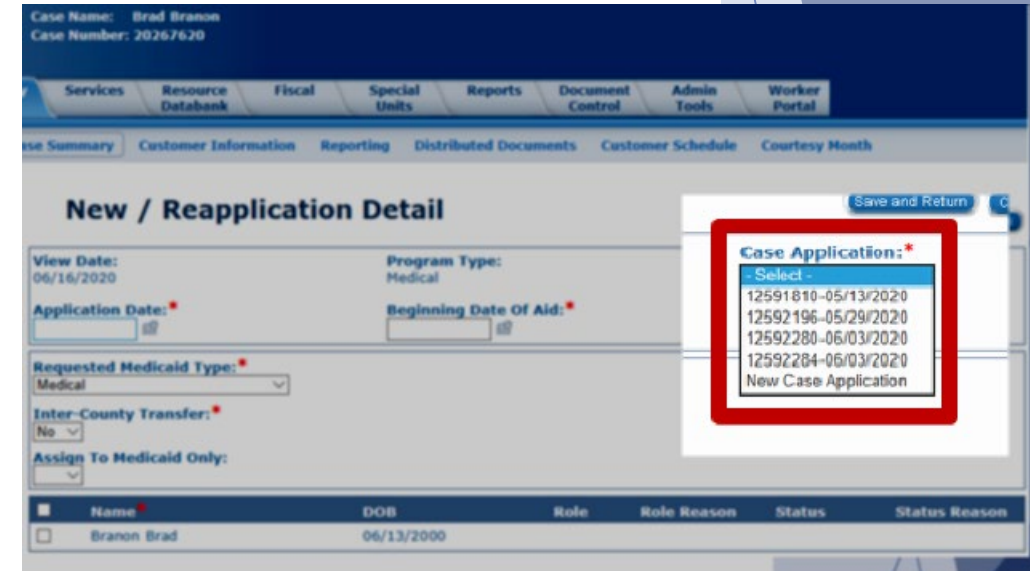
June 2020 Release: Registration

If the request was received on an eApplication (FFM, SSP, Worker Portal, or LIS(MIPPA), then the **eApp ID Number** should be selected from the dropdown menu.

If the request was received via a specialty application, then **New Case Application** should be selected from the dropdown menu.

For requests made via phone (add a person) if there is an existing application that has not been processed, and is within 45 days of the original request, the **e-App ID Number** of the original request should be selected in the dropdown.

If the application has already been processed but is still within 45 days, then **New Case Application** should be selected from the dropdown and the original application date should be used. If beyond 45 days, **New Case Application** should be selected from the dropdown and the new application date should be entered.



Case Name: Brad Branon
Case Number: 20267620

Services Resource Databank Fiscal Special Units Reports Document Control Admin Tools Worker Portal

Case Summary Customer Information Reporting Distributed Documents Customer Schedule Courtesy Month

New / Reapplication Detail

View Date: 06/16/2020 Program Type: Medical

Application Date: Beginning Date Of Aid:

Requested Medicaid Type: Medical

Inter-County Transfer: No

Assign To Medicaid Only:

Case Application: *

- Select
- 12591810-05/13/2020
- 12592196-05/29/2020
- 12592280-06/03/2020
- 12592284-06/03/2020
- New Case Application

Name	DOB	Role	Role Reason	Status	Status Reason
Branon Brad	06/13/2000				

June 2020 Release: Registration

Selecting the applicable e-App number ties the e-Application to the program.

New / Reapplication DetailSave and ReturnCancel

View Date:
06/12/2020

Program Type:
Medical

Case Application:*

- Select -
1001481-04/13/2020
12593153-06/12/2020
New Case Application

Application Date:*

Beginning Date Of Aid:*

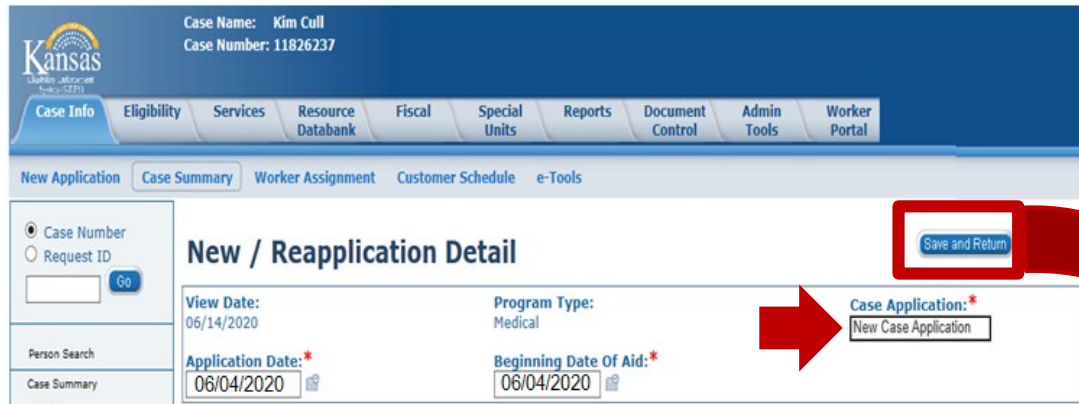
Requested Medicaid Type:*
Medical

Inter-County Transfer:*
No

Assign To Medicaid Only:

<input type="checkbox"/>	Name*	DOB	Role	Role Reason	Status	Status Reason
<input type="checkbox"/>	DEE RAM	05/05/2000				

June 2020 Release: Registration



Case Name: Kim Cull
Case Number: 11826237

Case Info | Eligibility | Services | Resource Databank | Fiscal | Special Units | Reports | Document Control | Admin Tools | Worker Portal

New Application | Case Summary | Worker Assignment | Customer Schedule | e-Tools

☒ Case Number
☐ Request ID
Go

Person Search
Case Summary

New / Reapplication Detail

View Date: 06/14/2020
Application Date: 06/04/2020

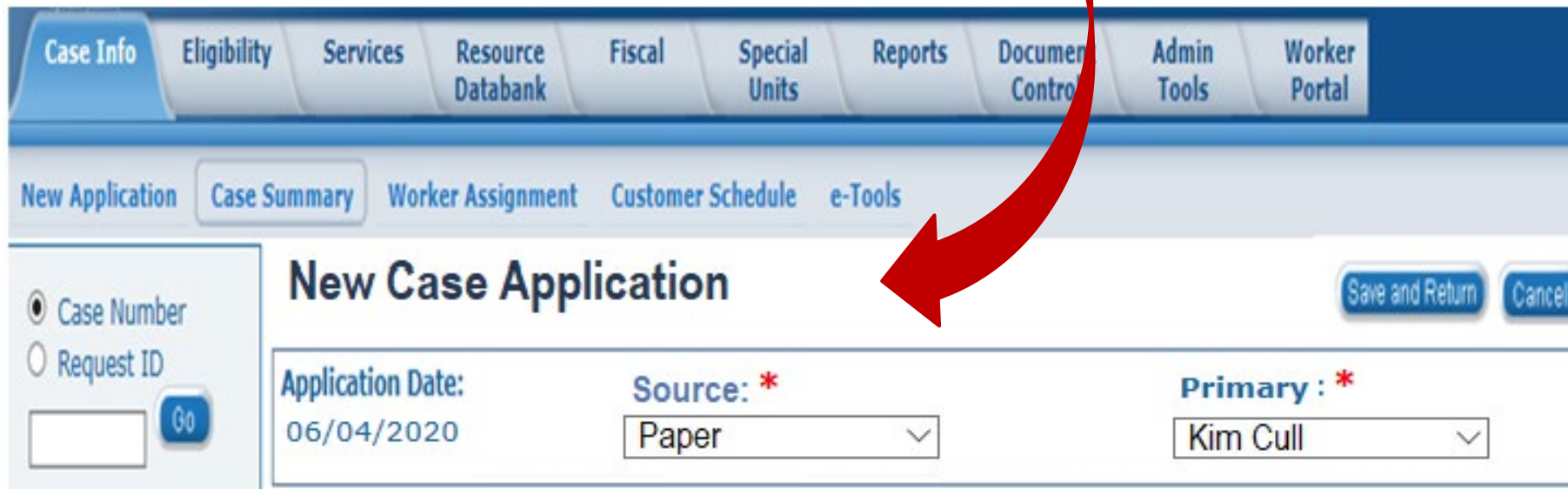
Program Type: Medical
Beginning Date Of Aid: 06/04/2020

Case Application: *
New Case Application

Save and Return

If *New Case Application* is chosen from the dropdown menu, the **New Case Application** page displays.

Select a **Source** of *Paper*, *Phone*, or *Walk in*, the **Primary Applicant**, and click the **Save and Return** button.



Case Info | Eligibility | Services | Resource Databank | Fiscal | Special Units | Reports | Document Control | Admin Tools | Worker Portal

New Application | Case Summary | Worker Assignment | Customer Schedule | e-Tools

☒ Case Number
☐ Request ID
Go

New Case Application

Application Date: 06/04/2020
Source: *
Paper

Primary: *
Kim Cull

Save and Return | Cancel

June 2020 Release: Registration

Select Requested Medicaid Type

NEW

* - indicates required fields

Program Applicant	Date of Birth	Requested Type *
Brandon Hall	01/01/2000	MAGI

Save and Continue Cancel

The **Select Requested Medicaid Type** is a new page will display as a part of new case registration. Select the appropriate response from the **Requested Type** drop down.

June 2020 Release: Registration

Case Name: Kelsey Bon
Case Number: 20252458

Virtual Assistant Journal Tasks Reminders Contact Log Logout Help

Case Info Eligibility Services Resource Databank Fiscal Special Units Reports Document Control Admin Tools Worker Portal

Workload Inventory Case Summary Customer Information Reporting Distributed Documents Customer Schedule Courtesy Month

Case Summary

Case Name: Kelsey Bon
Mailing Address: 713 S UNION COFFEYVILLE, KS 67337
Phone Number: (918)801-5262
County of Residence: Kansas
Home Address: 713 S UNION COFFEYVILLE, KS 67337

Companion Cases

Case Number Case Name

e-Applications

e-App Number	Applicant Name	Expedited Services	Recertification/Renewal	Application Date	e-App Status
2227718	bon, kelsey	Yes	No	11/27/2019	Accepted

Case Name: Sheila Jones
Case Number: 20267206

Virtual Assistant Journal Tasks Reminders Contact Log Logout Help

Case Info Eligibility Services Resource Databank Fiscal Special Units Reports Document Control Admin Tools Worker Portal

New Application Case Summary Worker Assignment Customer Schedule e-Tools

Case Summary

Case Name: Sheila Jones
Mailing Address: 9 S MECHANIC ST EMPORIA, KS 66801
Phone Number: (620)794-0128
County of Residence: Kansas
Home Address: 9 S MECHANIC ST EMPORIA, KS 66801

Companion Cases

Case Number Case Name

Case Applications

App Number	Applicant Name	Expedited Services:	Recertification/Renewal	Application Date	App Status
12590746	Jones, Sheila	No	No	04/13/2020	In Progress
1001321	Jones, Sheila	No		06/03/2020	In Progress

Display:

07/01/2020 View

7.2.1 Case Summary

The Case Summary **e-Application** section will no longer display.

A new section **Case Applications** will display all applications registered to the case.

NEW

June 2020 Release: Registration



Case Summary

Case Number: JOSHUA COLLIER
Case Name: JOSHUA COLLIER
Mailing Address: 1935 SW ST, TOPEKA, KS 66604
Phone Number: [Redacted]
County of Residence: Kansas

Companion Cases

Case Number	Case Name
JOSHUA COLLIER, JOSHUA	

Case Application

App Number	Applicant Name	Expedited Services	Recertification/Renewal	Application Date	App Status
21004531	JOSHUA COLLIER, JOSHUA	No		06/15/2020	In Progress

Medical Programs - 4873

Worker	Primary Applicant/Recipient
JOSHUA COLLIER	JOSHUA COLLIER

Case Application Summary

Case Applications displays an **App Number** hyperlinking associated to all applications registered to the case.

The **App Number** hyperlink associated to an e-App navigates you the **e-Application Summary** page.

The **App Number** associated to a Paper application navigates you to a new page the **Case Application Summary**.

Case Application Summary

App Number: 21004531
App Source: Paper
Created By: [X5615169](#)
Application Date: 06/15/2020
Submit Date: 06/15/2020 16:51:20
Case Number: [11892161](#)

Primary Applicant Information

First Name:	Middle Name:	Last Name:
JOSHUA		COLLER

SSN:	Date of Birth:	Gender:
488-92-8305	05/05/1979	Male

Program Applications

Medical

Applicant Name	Status
JOSHUA COLLIER	Pending

June 2020 Release: e-Application Statuses

As previously mentioned, SSP consumers will now be able to view the status of their SSP applications. e-Application Statuses have been updated to coincide with this change.

Remember, it's important to select the *correct* e-App status when processing a case because the consumer will see the status that's been entered.

Selecting the correct e-App status will help the consumer and prevent unnecessary confusion which often leads to an increase in calls.

View Application Status Detail

The status values of the programs for this application are listed below.

- **Not Submitted** - An application was started on self-service portal but was not submitted. Go to [Continue Saved Application](#) to submit your application
- **Approved** - The application for benefits was approved. Go to [View My Benefits](#) for more information.
- **Denied** - The application was marked as denied. Contact your local office for more information.
- **Duplicate** - The application was marked as a duplicate. Contact your local office for more information.
- **Invalid** - The application was marked as invalid. Contact your local office for more information.
- **In Progress** - The application is being reviewed. If more information is needed you will be contacted by the local office.
- **Processed** - The application for benefits has been processed. Go to [View My Benefits](#) for more information.
- **Received** - The application was received by the local office for review and processing.
- **Rejected** - The application was marked as rejected. Contact your local office for more information.
- **Withdrawn** - The application has been withdrawn. Go to [Apply for Assistance](#) to apply again.

Application #: 12592407
Application Date: 06/03/2020

Click the arrows to show or hide a section.

☒ **Medical**

Applicant Name	Case #	Status
Caroline Brooks		Received
Ulysses Brooks		Received
Homer Brooks		Received
Octavia Brooks		Received
Troy Brooks		Received
Ophelia Brooks		Received

[Back](#) [Exit](#)

June 2020 Release: e-Application Statuses

New Status	Old Status	SSP Display to Consumer	Comments
Invalid	Invalid	Invalid	Do Not Use
Processed by Worker	Posted	Processed	Manually set by worker Used in the Multiple e-Application process.
Received	Pending	Received	Status prior to Worker ID being Assigned
In Progress	In Progress	In Progress	Worker ID assigned
Withdrawn	Withdrawn	Withdrawn	System generated e-App status- Do Not Use Currently, we don't allow medical consumers to withdraw an application through the SSP. If a Medical application is withdrawn, then staff will use the <i>Withdrawn by Worker</i> status.
Processed	Accepted	Approved Denied	Status displays by each program submitted on the e-Application
Duplicate	Not an Option	Duplicate	Application has been determined as a Duplicate and not linked to a case.
Rejected	Not an Option	Rejected	Do Not Use —could cause confusion for consumers
Withdrawn by Worker	Not an Option	Withdrawn	Consumer notifies staff that they would like to withdraw their application. We register these applications and then use Negative/Action to deny these applications, updating the e-App status to <i>Withdrawn by Worker</i> .

This table displays a list of New **e-App Statuses** as well as the Old Status and what is displayed to the SSP Consumer.

Please note which of the New **e-App Statuses** should *not* be used.

June 2020 Release: e-Application Statuses

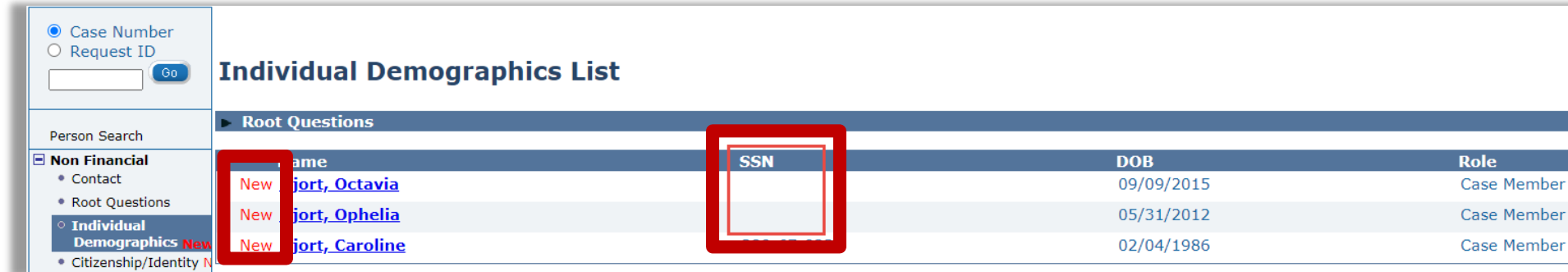
If the e-App has been linked to a case and the status remains **Received** a Worker ID has not been assigned.

Not having a Worker ID assigned may prevent staff from being able to select the correct e-App status.

If this occurs, staff will need to assign a Worker ID in order to select the correct e-App status.

Prevent Partial Records

June 2020 Release: Prevent Partial Records



Individual Demographics List			
Root Questions			
Name	SSN	DOB	Role
New jort, Octavia		09/09/2015	Case Member
New jort, Ophelia		05/31/2012	Case Member
New jort, Caroline		02/04/1986	Case Member

Staff will now see a **New** indicator for consumers not known to KEES if they have records with missing information (a partial record). This is different from our current Data Acceptance process, which displays a **New** indicator for existing people when different information from what is on file has been reported.

Review Discontinuance Batches

June 2020 Release: Review Discontinuance Batches



The Review Discontinuance Batch for Failure to Return Review has been updated to exclude anyone in *Pending* status. Other changes include:


- SSI with MSP: Consumers with SSI and MSP who received and did *not* return a Pre-Populated Review will have their MSP discontinued however, their SSI coverage will continue. A **Customer Option** record of *Medicare Savings Plan* will be added by the batch for these individuals.
- Presumptive Disability with SSI: SSI consumers that are considered Presumptive Disability recipients who received and did *not* return a Pre-Populated Review, will have their coverage discontinued for *Failure to Return Signed Review*.

The batch for Failure to Process a Returned Review will remain turned off.

Data Acceptance

June 2020 Release: Data Acceptance

A new page, called **Records Match**, displays on some KEES pages when completing **Data Acceptance**. To get to a **Records Match** page click the hyperlink for the **New** information reported by a consumer.



Case Name: Samantha Fenwick
Case Number: 20267739

Virtual Assistant Journal Tasks Reminders Contact Log Logout Help

Training8
User: Training8
Env: NPD34
Ver: 3.0.2005-BETA102
Time: 06/22/2020 03:49 PM

Case Info Eligibility Services Resource Databank Fiscal Special Units Reports Document Control Admin Tools Worker Portal

Workload Inventory Case Summary Customer Information Reporting Distributed Documents Customer Schedule Courtesy Month

Case Number
Request ID
Go

Person Search

Non Financial
Presumptive Eligibility
Financial
Root Questions
Income
Resources
Special Needs
Expenses **New**
Tax New
Medicare New
Third Party Liability

Expense List

* - Indicates required fields

Root Questions

Search Results Summary Results 1 - 2 of 2

Display From: To: View

Category	Type	Amount	Begin Date	End Date	Action
Shelter	Rent	256.00	06/01/2020		Edit
Medicaid Expenses	Prescriptions	55.00	06/01/2020		Edit
New Shelter	Rent	205.00	06/16/2020		Edit

June 2020 Release: Data Acceptance

A **Detail** page displays next. In this example, the **Expense Detail** page is displayed.

Click an **Edit** button to navigate to the **Expense Records Match** page.

Expense Detail

Edit

Close

* - Indicates required fields

Expense Category:*

Shelter

Description:

DENTAL SOURCE OF MO & KSMONTHLY DENTAL INS. PREM.

Expense Type:*

Frequency:*

Twice a Month

1st Due Day:*

2nd Due Day:*

Display From:

To:

View

Contributors *

	Persons	Begin Date	End Date	Action
New	Samantha, Fenwick	06/01/2020		

Amounts

Amount	Amount Paid by Others	Begin Date	End Date	Action
New 205.00		06/01/2020		

Edit

Close

June 2020 Release: Data Acceptance

Expenses Records Match

* - Indicates required fields

Continue Discard Change Cancel

Report a Change Expenses New Record

Name	Category	Type	Description	Begin Date	End Date
New Fenwick, Samantha	Shelter	Rent		06/01/2020	

Expenses Existing Records

Name	Category	Type	Description	Begin Date	End Date
<input checked="" type="radio"/> Create New	Shelter	Rent		06/01/2020	

Continue Discard Change Cancel

The **Records Match** page allows eligibility staff to compare the **New** information to what already exists in KEES. After reviewing both records, eligibility staff can **Discard** the **New** information or **Create a New** record.

Clicking the **Continue** button allows staff to edit the existing record on the **Expense Detail** page.

June 2020 Release: Data Acceptance

Employment Records Match

* - Indicates required fields

Continue Discard Change Cancel

Report a Change Employment New Record

Employer	Job Title	Date Hired	Termination Date
New Target			

Employment Existing Records

Employer	Job Title	Date Hired	Termination Date
<input checked="" type="radio"/> Create New			

Continue Discard Change Cancel

If there is no existing data, the **Records Match** screen displays and auto-selects the **Create New** button.

Clicking the **Continue** button displays the corresponding **Detail** page.

Employment Detail

* - Indicates required fields

Names: Category:

Employer Information

Employer:

Address:

Contact:

Job Information

Job Title:

Date Hired:

Termination Date:

In the past 6 months, did this person:

☐ Change jobs

☐ Stop working

☐ Start working fewer hours

Accept Cancel

June 2020 Release: Data Acceptance

Employment Records Match

* - Indicates required fields

Continue Discard Change Cancel

Report a Change Employment New Record

Employer	Job Title	Date Hired	Termination Date
New Target			

Employment Existing Records

Employer	Job Title	Date Hired	Termination Date
<input checked="" type="radio"/> Create New			

Continue Discard Change Cancel

If there is no existing data, the **Records Match** screen displays and auto-selects the **Create New** button.

Clicking the **Continue** button displays the corresponding **Detail** page.

Employment Detail

* - Indicates required fields

Names: *
Felicia Amores

Category: *
Employment

Employer Information

Employer: *
Target

Address:

Contact:

Job Information

Job Title:

Date Hired:

Termination Date:

In the past 6 months, did this person:

☐ Change jobs

☐ Stop working

☐ Start working fewer hours

Accept Cancel

June 2020 Release: Data Acceptance

As mentioned earlier, not all Data Collection pages have Records Match pages. Below is a list of pages in KEES that do have this new page; the corresponding Records Match pages are listed in the right column.

KEES Page	Records Match Page
Non-Citizenship Status List	Citizenship Status Records Match
School Attendance List	School Attendance Records Match
Employment List	Employment Records Match
Income List	Income Records Match
Resource List	Property Records Match
Expense List	Expenses Records Match
Living Arrangements List	Living Arrangement Records Match
Household Status List	Household Status Records Match
Relationship List	Relationship Records Match
Pregnancy List	Pregnancy Records Match
Residency List	Residency Records Match
Purchase and Prepare List	Purchase and Prepare Records Match
Eligibility Non-compliance List	Eligibility Non-compliance Records Match
Striker List	Striker Records Match
Medical Condition List	Medicare Records Match
Third Party Liability - Other Health Insurance List	Third Party Liability Records Match
Third Party Liability - Other Health Insurance List	Other Health Care Records Match
Other Program Assistance List	Other Program Assistance Records Match

Motor Vehicle Records

June 2020 Release: Motor Vehicle Records

Motor Vehicle Detail Save and Add Another Save and Return Cancel

* - Indicates required fields

Owners		
Owner(s)*	Percentage*	Action
Saffron Anson	100	Add
Remove		

Year:*
2017

Model:
s-10

Begin Date:*
06/01/2020

Fair Market Value Source:
Blue Book

Registered In Kansas:*
Yes

Encumbrance:

Status/Usage Code:*
- Select -

☐ Count as Most Valuable Vehicle (Medicaid only)

Verified:
Pending

Make:
chevy

Motor Vehicle Type:*
Truck

End Date:

Fair Market Value:*
6500

When adding a motor vehicle record, an **Error!** message displays if an owner has not been added to the record.

Motor Vehicle Detail Save and Add Another Save and Return Cancel

* - Indicates required fields

Error! Owner - You must select an owner.

Owners		
Owner(s)*	Percentage*	Action
Saffron Anson	100	Add
Remove		

Year:*
2017

Model:
s-10

Begin Date:*
06/01/2020

Make:
chevy

Motor Vehicle Type:*
Truck

End Date:

June 2020 Release: Motor Vehicle Records



To add the owner to the record, ensure that the correct name is selected from the **Owner(s)** dropdown menu and click the **Add** button.

The **Motor Vehicle Detail** screen redisplay with the added **Owner**. Repeat the above step for motor vehicles that are jointly owned.

Motor Vehicle Detail

Save and Add AnotherSave and ReturnCancel

* - Indicates required fields

Owners

<input type="checkbox"/>	Owner(s)*	Percentage*	Action
<input type="checkbox"/>	Saffron Anson <div></div>	100 <div></div>	<div>Add</div>

Remove

Year:*

2017

Model:

s-10

Begin Date:*

06/01/2020

Fair Market Value Source:

Blue Book

Registered In Kansas:*

Yes

Make:

chevy

Motor Vehicle Type:*

Truck

End Date:

Fair Market Value:*

6,500.00

Questions?

June 2020 Release: Questions

Please contact Training@KEES.ks.gov if you have any questions related to this presentation.