e-Change

Linking and Processing an e-Change

TASK NAME	CHANGE REPORTED
Contact Info Change	Address or other Contact Information
End/Close Request	End Coverage
Add Newborn	Add Newborn
Request For Coverage	Add Person
Process Change	• Household • Authorized Representative • Expense • Other

From Within the Change Task:

1. Click the **Images** button. The PDF of the reported change displays in **Perceptive Content**.
2. Click the **e-Change** hyperlink located in **Task Detail**. The **e-Change Summary** page displays.
3. Click the **Process e-Change** button. The **Previous Case List** page displays.
4. Click the radio button for the desired **Case Number**.
5. Click the **Select** button. The **e-Change Summary** page displays and the **Case Number** and **Case Name** display in the **Associated Cases** section.
6. Click the **Case Number** hyperlink. The **Case Summary** page displays.

7. Review the **e-Change Summary** page and PDF document to determine which changes have been reported.

8. Process the reported changes to the case. See **Add a Program Person**, **E&D Non-Financial Data Collection**, **MAGI Non-Financial Data Collection**, **E&D Financial Data Collection**, and/or **MAGI Financial Data Collection** for detailed steps.

9. Review **ImageNow** to ensure the **e-Change** PDF is associated with the correct case number. If needed, **Re-Index** to the correct case.

10. Complete a **Journal** entry.

11. Complete the task.

e-Change Business Process

When a consumer submits a change through the SSP, KEES automatically creates and images a PDF version of the change(s) to the **Medical Report a Change** document type and a change-task to the **Administrative** queue.

Registration:

1. Access the **Task Inventory** page and click the **Change Task** hyperlink to claim the task.

2. Click the **Images** button on the **Task Detail** window to view the PDF of changes associated with the task.

3. Click the **e-Change Summary** hyperlink on the **Task Detail** window to navigate to **e-Change Summary** page.

4. Click the **Process e-Change** button on the **e-Change Summary** page.

> **NOTE:** If processing an e-Change to add a person to a program, the **Application Intake** page will display to add the person as a Case Person.

5. If the change is for a new address, add the new address in KEES.
6. Complete the KEES **Tasks** with a **Status Reason** of *KDHE - Being Worked*.

Eligibility Worker:

1. Claim all KEES tasks for the case.
2. Process the task(s). This includes adding additional program people, completing the collateral contact process, taking all necessary case actions, and re-indexing uploaded documents to the appropriate document type in the **Case-No Task**.

> **NOTE:** The PDF of the reported change should be re-indexed from the **SSP Uploaded Document** type to the **Correspondence** document type.

1. Complete the task using the appropriate status reason (see below) and click the **Complete** button.
   a. *KDHE – Being Worked*: Change is processed, and a determination is given.
   b. *KDHE – Pending*: Change cannot be fully processed, and a determination is not given.

Key Process Considerations

- **Shared Data** is when a data collection page in KEES has one data field used by both DCF and KDHE to collect information and determine eligibility.

    - Communication between agencies is required when certain data is created, updated or changed in KEES.
- The **e-Change** status on the **e-Change Summary** page displays as **Received** when a change is submitted from the SSP. The **e-Change** status flips to *In Progress* when the **e-Change** is linked to a case number and to *Processed* after **Running EDBC**.