

# KEES October 2019 Release

# WELCOME

# KEES October 2019 Release

## AGENDA:

- TALX
- Date of Death
- Grievances
- Review Batch
- Registration Enhancements
- Retired Workarounds
- Training Material Updates

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## TALX Changes

The TALX Active and Inactive Employment Status codes list has been updated. Reasonable Compatibility for TALX will only be tested if the Employment Status is in an Active category.

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## TALX Changes

### Employment Status Categories

#### Active

Active	Casual	Currently Employed
New Employee	Full -Time	Part Time
Sick Leave	On Leave	On Sabbatical
Temporary	Temporarily Inactive	Seasonal
Multiple Positions	Intern	Active - Works as Needed
On International Assignment	Non-employee Beneficiary	Surviving Spouse

#### Inactive

No Longer Employed	Inactive	Separated
Not Currently on Assignment	Lay Off	Retired
On Long Term Disability	Transferred	Deceased
Not Currently on Payroll	Part of Divested Population	Severed with Pay

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## Date of Death

KEES will no longer discontinue a consumer's coverage when there's a *Pending* **Date of Death** record.

In order to discontinue coverage, Eligibility staff need to complete research to confirm the consumer's death and then mark the **Date of Death** record as *Verified*.

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## Date of Death

Each week KDHE sends a *Date of Death* file to KEES. A **Date of Death** task is created for consumers on the file.

Eligibility staff *must work* the **Date of Death** task to discontinue the consumer's coverage.

If the **Date of Death** remains in *Pending* status, the Managed Care Organizations (MCO) will continue to receive capitation payments for the deceased consumer. This has a negative Fiscal impact to the State.

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## Grievances: Overview

Changes have been made to the **Contact Log** for the following reasons:

- The **Contact Log** will now make it easier to generate Grievance Reports.
- It replaces a manual process for generating Follow Up Grievance tasks.
- It has greater functionality.
  - Workers will use **Contact Log Search** to update a Grievance.

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## Creating a Grievance

To initiate a Grievance, start within the context of a case:



The screenshot shows the KEES Home Page. The header includes the Kansas Eligibility Enforcement System (KEES) logo and navigation tabs: Case Info, Eligibility, Services, Resource Databank, and Fiscal. A search section on the left contains radio buttons for 'Case Number' (selected) and 'Request ID', a text input field with '20077339', a 'Go' button, and a checkmark icon. Below the search field are links for 'KEES Online User Guide' and 'Password Reset'. On the right, there are sections for 'Reminders' and 'Task Portlet'.

**Go to KEES Home Page.**

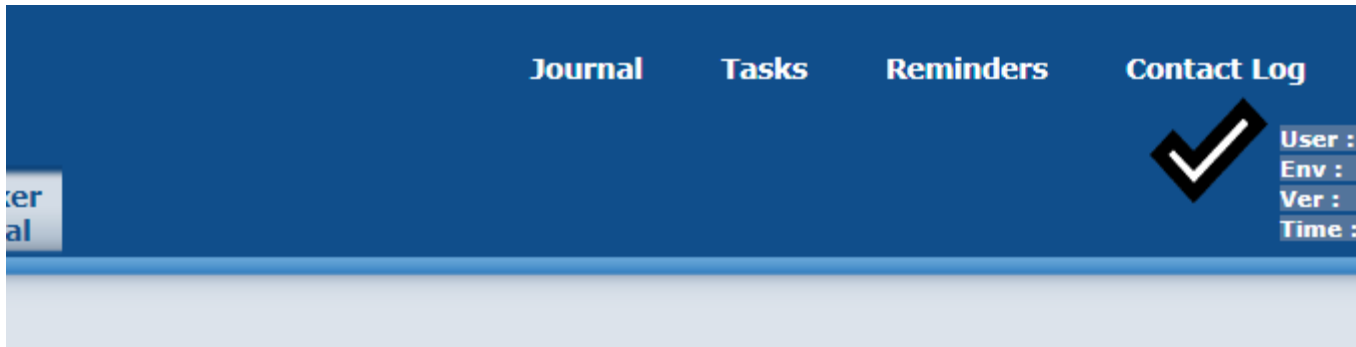
1. Click the radio button **Case Number**.
2. Enter the *Case Number* in the field provided.
3. Click the **Go** button.
4. You will be taken to the **Case Summary** page.



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## Creating a Grievance

Click **Contact Log** in the upper right corner of the page.



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## Creating a Grievance

**Contact Log Entry**

\* - Indicates required fields

Do not click Select.

Case Number: 20077339

Person: - Select -

Contact Type: \* - Select -

Contacted By: \* - Select -

Location: - Select -

Representative Type: - Select -

First Name: Middle Name/Initial: Last Name:

Phone Number: DOB: [icon]

Name of Agency/Organization/Provider/Inquirer:

Address Line 1:

Address Line 2:

City: State: ZIP Code:

Job title:

National Provider Id: Tax Id: Provider Id:

Agency: \* Category: \* Contact Reason: \* - Select - - Select - - Select -

Work Completed During Contact [checkbox] Add

Additional notes:

Check Spelling Save Cancel

The **Contact Log Entry** page will appear.

- ☐ Fields with a red asterisk are required.
- ☐ Each required field has a drop down menu of choices.
- ☐ The **Case Number** will already be entered.

**Note:** Do NOT click the **Select** button. Clicking the **Select** button will take you unnecessarily to the blank **Select Person** search page.

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## Creating a Grievance

### Contact Log Entry

\* - Indicates required fields

**Case Number:**

**Person:**

If the Case Person has a Household Status of In the Home or Temporarily Out of the Home, you will be able to select an individual from the **Person** drop-down menu.

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## Creating a Grievance

Sometimes a contact is made that requires creating a Grievance by someone who is **not currently affiliated with a case**.

### Contact Log Entry

Note: Use correct capitalization when typing in names.

\* - Indicates required fields

Case Number:

Select

Person:

Contact Type:\*

Inbound Call

Contacted By:\*

General Inquiry - No Established Case

Location:

First Name:

Sample

Middle Name/Initial:

S.

Last Name:

Sample

Phone Number:

000-000-0000

DOB:



Name of Agency/Organization/Provider/Inquirer:

Address Line 1:

0000 Any Street

Address Line 2:

City:

Anywhere

State:

KS

ZIP Code:

Complete **Contact Type** and  
**Contacted By**.

Complete **all** the fields:  
**First Name**  
**Middle Name / Initial**  
**Last Name**

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## Creating a Grievance

Required fields on the **Contact Log** are:

- \* Contacted By
- \* Contact Type
- \* Agency
- \* Category (choose Grievances / Complaints)
- \* Contact Reason
- \* Grievance Regarding

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## Creating a Grievance

Who is selected for the **Contacted By** field determines the fields that appear and are enabled. Here is the dropdown list of **Contacted By** choices.

**Contacted By: \***

- Select - ▼

- Select -

Agency

Employer

Facilitator

General Inquiry - No Established Case

Household Member

Placement Provider

Provider

Representative

Third Party no-release

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## Creating a Grievance

To create a Grievance, *KDHE* must be selected as the **Agency**.

### Contact Log Entry

\* - Indicates required fields

<b>Case Number:</b> <input type="text" value="20077339"/> <input type="button" value="Select"/>	<b>Person:</b> <input type="text" value="Taline E Mariam"/>	<b>Contact Type:*</b> <input type="text" value="Inbound Call"/>
<b>Contacted By:*</b> <input type="text" value="Household Member"/>	<b>Location:</b> <input type="text"/>	
<b>First Name:</b> <input type="text"/>	<b>Middle Name/Initial:</b> <input type="text"/>	<b>Last Name:</b> <input type="text"/>
		<b>Suffix:</b> <input type="text"/>
<b>Agency:*</b> <input type="text" value="KDHE"/>	<b>Category:*</b> <input type="text" value="- Select -"/>	<b>Contact Reason:*</b> <input type="checkbox"/> Work Completed During Contact <input type="button" value="Add"/>

**Additional notes:**

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## Creating a Grievance

**Contact Log Entry** with all required fields completed. The **Grievance Regarding** field will only appear for those **Contact Log** entries that include the **Category** *Grievances / Complaints*.

### Contact Log Entry

\* - Indicates required fields

**Case Number:**

**Person:**

**Contact Type:** \*

**Contacted By:** \*

**Location:**

**First Name:**

**Middle Name/Initial:**

**Last Name:**

**Suffix:**

**Agency:** \*

**Category:** \*

**Contact Reason:** \*

☐ Work Completed During Contact

**Grievance Regarding:** \*

**Additional notes:**  

Tip: Don't complete the Grievance Regarding field until after you've added all the Categories/Reasons.



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## Creating a Grievance

If a Grievance (GR) is made by a family member (i.e. spouse or child) or a representative on behalf of someone, you may need to complete the **Grievance Regarding Other GR Name** fields.

**Contact Log Entry**

\* - Indicates required fields

**Case Number:**

**Person:**

**Contact Type:**

**Contacted By:**

**Location:**

**First Name:**

**Middle Name/Initial:**

**Last Name:**

**Suffix:**

**Agency:**

**Category:**

**Contact Reason:**

☐ Work Completed During Contact

**Grievance Regarding:**

**GR First Name:**

**GR Middle Name/Initial:**

**GR Last Name:**

**GR Suffix:**

**Additional notes:**

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## Creating a Grievance

These are the **Contact Reasons** for the **Grievances/Complaints** that can be selected from the dropdown menu. Each **Contact Reason** from the Category **Grievances/Complaints** will be considered a *separate* **Grievance**.

**Contact Reason:** \*

- Select - ▼

- Select -

- CHIP Premiums
- Civil Rights Complaints
- Clearinghouse Materials
- Customer Self Service Portal
- Customer Service
- Eligibility Determination
- External
- Hold Time
- Legislative Contact
- Other
- Timeliness
- WH Premiums

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## Creating a Grievance

**Before saving the entry, you can:**

- ✓ Add multiple **Categories** and **Contact Reasons** in a single Grievances/Complaints Contact Log entry by clicking the **Add** button found in the lower part of the **Contact Log Entry** page.
- ✓ When you are certain you have ***all*** the required fields completed and **Categories**, and **Contact Reasons** selected, click the **Save** button.

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## Creating Multiple Grievances

### *Remember . . .*

Each Contact Log represents **one** individual.

You can log more than one Grievance in a Contact Log.

But . . .

Grievances for different people should be logged in their own **separate** Contact Logs.

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## Creating Multiple Grievances

### Contact Log Entry

\* - Indicates required fields

Case Number:

20077339

Select

Person:

Taline E Mariam ▼

Contact Type:\*

Inbound Call ▼

Contacted By:\*

Household Member ▼

Location:

▼

First Name:

▼

Middle Name/Initial:

▼

Last Name:

▼

Suffix:

▼

Agency:\*

KDHE ▼

Category:\*

Grievances/Complaints ▼

Contact Reason:\*

Timeliness ▼

☐ Work Completed During Contact

Add

Agency:\*

KDHE ▼

Category:\*

Grievances/Complaints ▼

Contact Reason:\*

Eligibility Determination ▼

☐ Work Completed During Contact

Add

Grievance Regarding:\*

▼

Additional notes:

▼

Check Spelling

Save

Cancel

Click the **Add** button to create additional **Contact Log Categories/Contact Reasons**.

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## Creating Multiple Grievances

### Contact Log Entry

\* - Indicates required fields

Case Number:

20077339

Select

Person:

Taline E Mariam ▼

Contact Type:\*

Inbound Call ▼

Contacted By:\*

Household Member ▼

Location:

▼

First Name:

▼

Middle Name/Initial:

▼

Last Name:

▼

Suffix:

▼

Agency:\*

KDHE ▼

Category:\*

Grievances/Complaints ▼

Contact Reason:\*

Timeliness

Agency:\*

KDHE ▼

Category:\*

Grievances/Complaints ▼

Contact Reason:\*

Eligibility Determination ▼

Grievance Regarding:\*

▼

Additional notes:

▼

Check Spelling

Save

Cancel

This is an example of a **Contact Log Entry** in which the user selected **Grievances/Complaints** twice with *2 different* **Contact Reasons**.

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## Creating Multiple Grievances

The user also added -

**Category:**  
*Change Requests*

**Contact Reason:**  
*Address Change*

**Contact Log Entry**

\* - Indicates required fields

**Case Number:** 20077339  **Person:** Taline E Mariam  **Contact Type:** Inbound Call

**Contacted By:** Household Member  **Location:**

**First Name:**  **Middle Name/Initial:**  **Last Name:**  **Suffix:**

**Agency:** KDHE  **Category:** Grievances/Complaints  **Contact Reason:** Timeliness  ☐ Work Completed During Contact

**Agency:** KDHE  **Category:** Grievances/Complaints  **Contact Reason:** Eligibility Determination  ☐ Work Completed During Contact

**Agency:** KDHE  **Category:** Change Requests  **Contact Reason:** Address Change  ☐ Work Completed During Contact

**Grievance Regarding:** Taline E Mariam

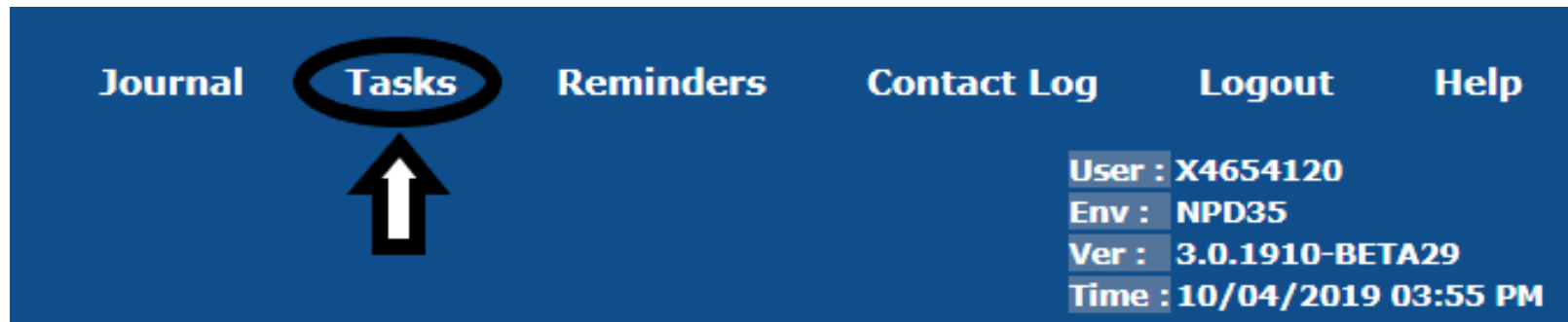
**Additional notes:**  
Customer is very unhappy. She plans on contacting the Governor.

When you finish creating a new Grievance (GR) don't forget to click the **Save** button when everything is complete.

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## Grievances Tasks

Each Grievance will generate a **Grievance Task**.



Click **Tasks** within the context of a case.



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## Grievances Tasks

Tasks are only completed when a **Contact Log** is *Updated* and **Attempts** are indicated as *Resolved*.

Task Management				
Case 20077339 Tasks:				<a href="#">Add Task</a>
Page: 1	▼ 1 2			
Task	Queue	Received Date	Status	Actions
<a href="#">GR-Timeliness</a>	Concerns	10/04/2019	New	<a href="#">Claim</a> <a href="#">Void</a>
<a href="#">GR-Customer Service</a>	Concerns	10/04/2019	New	<a href="#">Claim</a> <a href="#">Void</a>

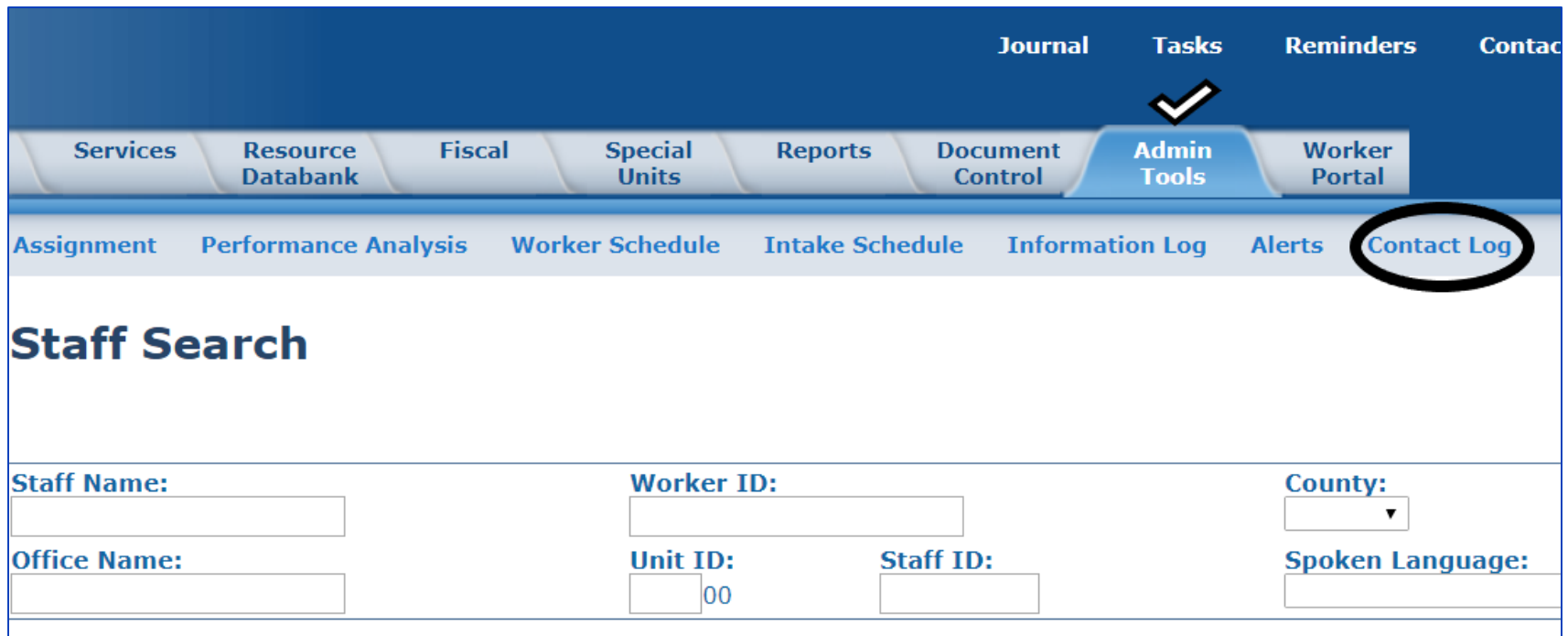
This is an example of **Grievance Tasks** generated from Grievances created for Case #20077339 on 10/04/2019.

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## Updating a Grievance

Select the **Admin Tools** tab from Global Navigation.

Click **Contact Log** from Local Navigation.



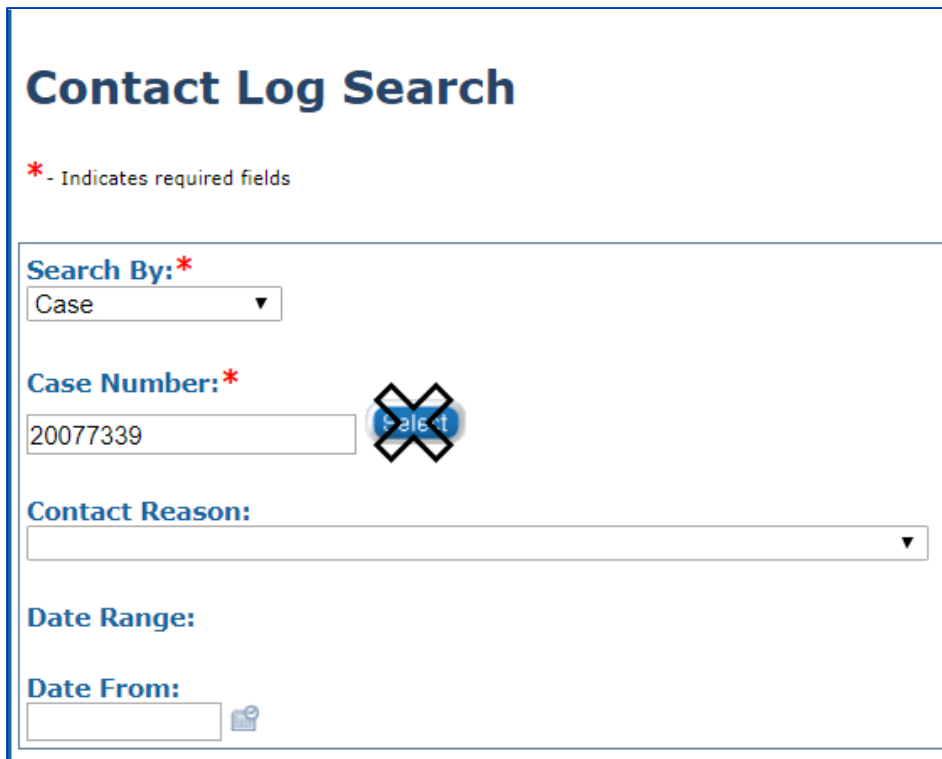
The screenshot displays the KEES Admin Tools interface. The top navigation bar includes tabs for Journal, Tasks, Reminders, and Contact. Below this, a secondary navigation bar shows tabs for Services, Resource Databank, Fiscal, Special Units, Reports, Document Control, Admin Tools (highlighted with a checkmark), and Worker Portal. A third navigation bar lists various functions: Assignment, Performance Analysis, Worker Schedule, Intake Schedule, Information Log, Alerts, and Contact Log (circled in black). The main content area is titled "Staff Search" and contains a form with the following fields:

Staff Name:	Worker ID:	County:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Office Name:	Unit ID:	Staff ID:
<input type="text"/>	<input type="text"/> 00	<input type="text"/>
		Spoken Language:
		<input type="text"/>

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## Updating a Grievance

The **Contact Log Search** page displays.



The screenshot shows the 'Contact Log Search' interface. At the top, it says 'Contact Log Search' in bold. Below that, a red asterisk indicates required fields. The 'Search By:' dropdown is set to 'Case'. The 'Case Number:' field contains '20077339'. To the right of this field is a blue button with a white 'X' and the word 'Select' in white. Below this is the 'Contact Reason:' dropdown, which is currently blank. At the bottom, there is a 'Date Range:' section with a 'Date From:' field and a calendar icon.

Select **Case** from the **Search By** drop-down menu.  
Enter the **Case Number**.  
*Do **not** click the **Select** button.\**

### Optional Search Criteria:

- Contact Reason
- Date From
- Date To

\*Clicking the **Select** button will take you **unnecessarily** to the blank **Select Person** search page.

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## Updating a Grievance

Click the **Search** button located in the upper or lower right-hand side of the **Contact Log Search** page.

### Contact Log Search

\* - Indicates required fields

Search By: \*

Case ▼

Case Number: \*

Select

Contact Reason:

Date Range:

Date From:

Date To:

Results per Page: 25 ▼

Search

Search

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## Updating a Grievance

The **Contact Log Search** page displays with the results. Search for the correct **Date** and Grievance **Contact Reason**. Click the **Date** link to access the correct Grievance record.

The screenshot shows the KEES (Kansas Eligibility Enforcement System) interface. The top navigation bar includes links for Journal, Tasks, Reminders, Contact Log, Logout, and Help. Below this is a secondary navigation bar with tabs for Case Info, Eligibility, Services, Resource Databank, Fiscal, Special Units, Reports, Document Control, Admin Tools, and Worker Portal. The main content area is titled 'Contact Log Search' and displays a table of search results. The table has columns for Date, Worker ID, Case Number, and Contact Reason. Two results are shown for the date 09/25/2019, both for Worker ID KH0206Q1A5 and Case Number 20077338. The first result has a 'View' button next to it. The date '09/25/2019' in the first row is circled in red.

**Contact Log Search**

\*- Indicates required fields

**Search Results Summary** Results 1 - 2 of 2

	Date	Worker ID	Case Number	Contact Reason
<input checked="" type="checkbox"/>	<a href="#">09/25/2019</a>	KH0206Q1A5	20077338	Eligibility Determination Timeliness
<input checked="" type="checkbox"/>	<a href="#">09/25/2019</a>	KH0206Q1A5	20077338	Eligibility Determination

[View](#)

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## Updating a Grievance

The **Contact Log Detail** page displays next.  
Click the **Update** button to access the **Contact Log Entry**.

### Contact Log Detail

▼ 10/02/2019

<b>Worker:</b>	Theresa Steinlage	<b>Additional Notes:</b>	Customer is very upset and intends to contact the Governor's office with her concerns.
<b>Worker ID:</b>	KH0206Q2F9		
<b>Case Number:</b>	20077339		
<b>Person:</b>	Taline Mariam		
<b>Contacted By:</b>	Household Member		
<b>Contact Reasons:</b>	Timeliness Customer Service Add New Person		
<b>Contact Type:</b>	Inbound Call		

Edit

Update

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## Updating a Grievance – Attempts

The **Contact Log Entry** page appears and can be updated to record the latest contact with the customer related to the **Grievances/Complaints**.

### Contact Log Entry

\* - Indicates required fields

**Case Number:** 20077339    **Person:** Taline E Mariam    **Contact Type:** \* Inbound Call

**Contacted By:** \* Household Member    **Location:**

**First Name:**    **Middle Name/Initial:**    **Last Name:**    **Suffix:**

**Agency:** \* KDHE    **Category:** \* Grievances/Complaints    **Contact Reason:** \* Timeliness    **Attempt 1:**

**Agency:** \* KDHE    **Category:** \* Grievances/Complaints    **Contact Reason:** \* Customer Service    **Attempt 1:**

**Agency:** \* KDHE    **Category:** \* Change Requests    **Contact Reason:** \* Add New Person    ☐ Work Completed During Contact

**Grievance Regarding:** \* Taline E Mariam    ☐ Work Completed During Contact

**Notes:**

Customer is very upset and intends to contact the Governor's office with her concerns.

**Additional notes:**

All fields with a red asterisk cannot be changed.

The initial **Grievances** and **Contact Reasons** cannot be changed.

Only Grievances have **Attempts**.

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## Updating a Grievance – Attempts

A **Contact Log Entry** should be updated each time an **Attempt** is made to **resolve a Grievance**.

### Contact Log Entry

\* - Indicates required fields

<b>Case Number:</b>	<b>Person:</b>	<b>Contact Type:</b> *
20077339	Taline E Mariam	Inbound Call
<b>Contacted By:</b> *	<b>Location:</b>	
Household Member		
<b>First Name:</b>	<b>Middle Name/Initial:</b>	<b>Last Name:</b>
<b>Agency:</b> *	<b>Category:</b> *	<b>Contact Reason:</b> *
KDHE	Grievances/Complaints	Timeliness
<b>Agency:</b> *	<b>Category:</b> *	<b>Contact Reason:</b> *
KDHE	Grievances/Complaints	Customer Service
<b>Agency:</b> *	<b>Category:</b> *	<b>Contact Reason:</b> *
KDHE	Change Requests	Add New Person
<b>Grievance Regarding:</b> *		
Taline E Mariam		
<b>Notes:</b>		
Customer is very upset and intends to contact the Governor's office with her concerns.		
<b>Additional notes:</b>		
<input type="button" value="Check Spelling"/>	<input type="button" value="Save"/>	<input type="button" value="Cancel"/>

**Attempt 1:**

**Attempt 1:**

☐ Work Completed During Contact

☐ Work Completed During Contact

☐ Work Completed During Contact

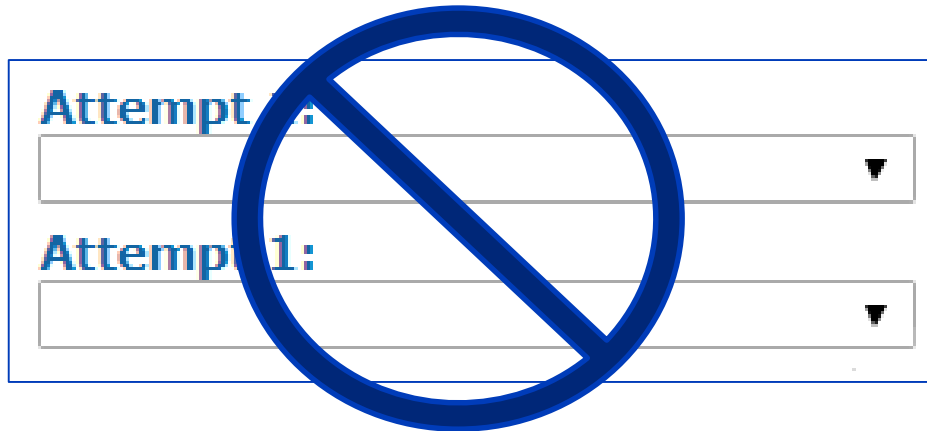
**Attempts** are assigned to each **Grievances/Complaints Contact Reason**.

**Attempt 1** is automatically assigned to a Grievance when it is initially recorded in the Contact Log Entry.



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## Updating a Grievance – Attempts



Attempt :  
▼

Attempt 1:  
▼

The **Attempt** fields should *not* be left blank.

**Attempt** fields should always be completed as either *Resolved* or *Unresolved*.

Leaving an **Attempt** field blank will have unanticipated impacts to the Grievance.

**Attempt 1:**  
Grievance Follow Up- Unresolved

**Attempt 1:**  
Grievance Follow Up- Resolved

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## Updating a Grievance – Attempts

<b>Category:</b> *	<b>Contact Reason:</b> *	<b>Attempt 1:</b>
Grievances/Complaints	Timeliness	Grievance Follow Up- Unresolved
<b>Category:</b> *	<b>Contact Reason:</b> *	<b>Attempt 1:</b>
Grievances/Complaints	Customer Service	Grievance Follow Up- Resolved

The first Grievance, **Timeliness** is *Unresolved* after **Attempt 1**.  
*Attempt 2 will be generated.*

The second Grievance, **Customer Service**, has been *Resolved* after **Attempt 1**.  
*Because it is resolved, no further **Attempts** or **Tasks** will be generated.*

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## Updating a Grievance – Attempts

Once a Grievance is resolved, it is no longer necessary to contact the customer about that Grievance and no further Attempts are assigned.

<b>Category:*</b> Grievances/Complaints	<b>Contact Reason:*</b> Timeliness	<b>Attempt 1:</b> Grievance Follow Up- <u>Unresolved</u>	<b>Attempt 2:</b> Grievance 2nd Follow Up - <u>Unresolved</u>	<b>Attempt 3:</b> Grievance 3rd Follow Up - <u>Unresolved</u>
<b>Category:*</b> Grievances/Complaints	<b>Contact Reason:*</b> Customer Service	<b>Attempt 1:</b> Grievance Follow Up- <u>Resolved</u>	<input type="checkbox"/> Work Completed During Contact	
<b>Category:*</b> Change Requests	<b>Contact Reason:*</b> Add New Person		<input type="checkbox"/> Work Completed During Contact	
<b>Regarding:*</b>				

The first Grievance, **Timeliness** remains **Unresolved** after 3 **Attempts**.

After 3 **Attempts** no further **Attempts** will be made – even if the customer isn't satisfied. *No further attempts will be generated.*

The second Grievance, **Customer Service** was *Resolved* after the **Attempt 1**. *No other Attempts were assigned.*

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## Grievances - Journal

Notes will be in the **Journal** that is generated each time a Grievance is created or Updated. Once saved, **Notes** are automatically added to the **Journal** in chronological order. Any Additional Notes will also be included in the Journal.

### Notes:

Customer is very upset and intends to contact the Governor's office with her concerns.

Theresa Steinlage has updated @ 03:05 PM on 10/02/2019 Customer is satisfied with Customer Service. But is not happy about Timeliness in processing forms.

### Additional notes:

The customer is still concerned about Timeliness but all forms are, in fact, being processed according to published schedules.

Check Spelling

Save

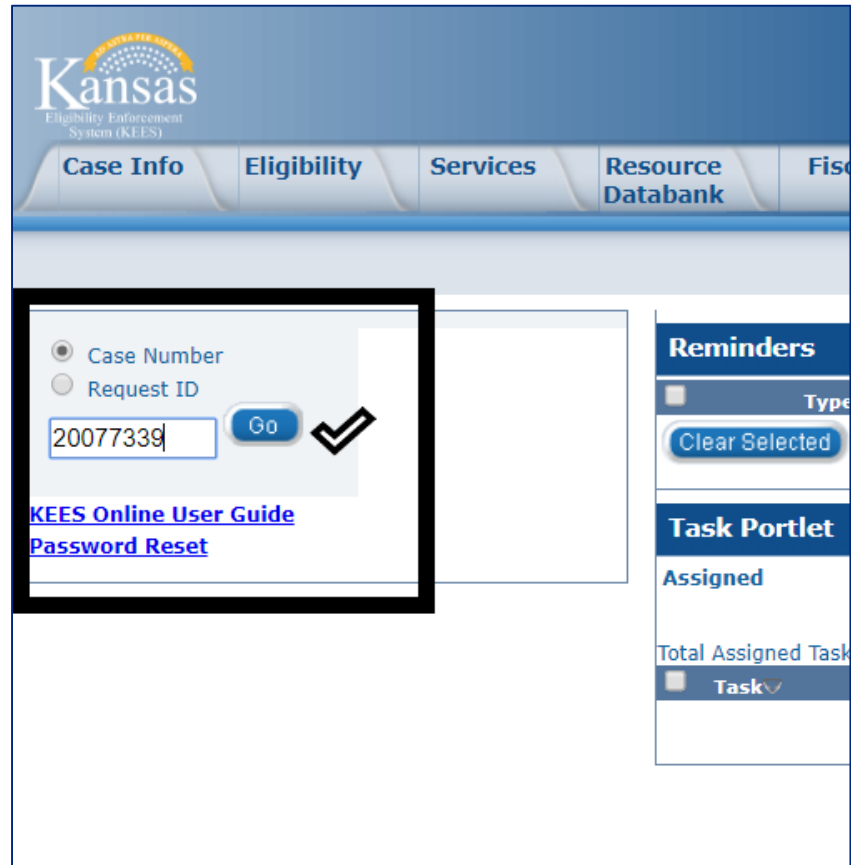
Cancel

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## Grievances - Journal

To access the **Journal** related to a case:

1. Go to the **KEES Homepage**.
2. Click the radio button **Case Number**.
3. Enter the *Case Number* in the field provided.
4. Click the **Go** button.
5. You will be taken to the **Case Summary** page.

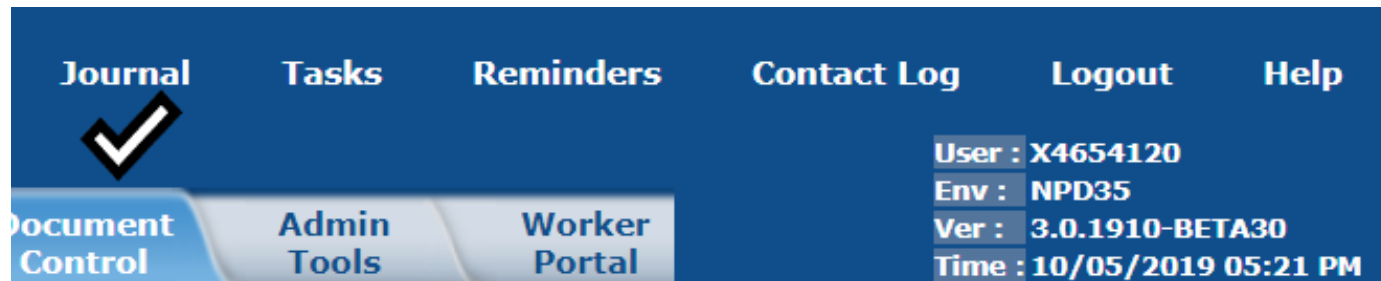


The screenshot displays the KEES (Kansas Eligibility Enforcement System) homepage. At the top, the Kansas logo is visible, followed by a navigation bar with tabs for Case Info, Eligibility, Services, Resource Databank, and Fiscal. Below the navigation bar, a search section is highlighted with a black border. This section contains two radio buttons: 'Case Number' (selected) and 'Request ID'. A text input field contains the number '20077339'. To the right of the input field is a blue 'Go' button with a checkmark icon. Below the input field, there are two links: 'KEES Online User Guide' and 'Password Reset'. To the right of the search section, there is a 'Reminders' section with a 'Clear Selected' button, and a 'Task Portlet' section showing 'Assigned' tasks and a 'Total Assigned Task' summary.

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## Grievances - Journal

Then click **Journal** (located in the upper right of the screen).



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## Grievances - Journal

Journal List

Case - 20077339 - Taline E Mariam

Append

Suppress

Edit

Copy

Transfer

Export:  
PDF 

Go

Add Entry:  
Free Form 

Go

Journal List

List Options

Search Results Summary

Results 1 - 11 of 11

Sort By:  

Date-Desc

Go

<input checked="" type="checkbox"/>	10/02/2019 4:43 PM	Outbound Call	Theresa Steinlage,KH0206Q2F9
	Outbound Call to Taline Mariam regarding: Timeliness, Customer Service, Add New Person. The customer is still concerned about Timeliness but all forms are, in fact, being processed according to published schedules.		
<input checked="" type="checkbox"/>	10/02/2019 3:05 PM	Outbound Call	Theresa Steinlage,KH0206Q2F9
	Outbound Call to Taline Mariam regarding: Timeliness, Customer Service, Add New Person. Customer is satisfied with Customer Service. But is not happy about Timeliness in processing forms.		
<input checked="" type="checkbox"/>	10/02/2019 3:04 PM	Outbound Call	Theresa Steinlage,KH0206Q2F9
	Outbound Call to Taline Mariam regarding: Timeliness, Customer Service, Add New Person.		
<input checked="" type="checkbox"/>	10/02/2019 3:03 PM	Outbound Call	Theresa Steinlage,KH0206Q2F9
	Outbound Call to Taline Mariam regarding: Timeliness, Customer Service, Add New Person.		
<input checked="" type="checkbox"/>	10/02/2019 2:52 PM	Inbound Call	Theresa Steinlage,KH0206Q2F9
	Inbound Call from Taline Mariam regarding: Timeliness, Customer Service, Add New Person. Customer is very upset and intends to contact the Governor's office with her concerns.		
<input checked="" type="checkbox"/>	10/02/2019 2:43 PM	Outbound Call	Theresa Steinlage,KH0206Q2F9
	Outbound Call regarding: Civil Rights Complaints, Eligibility Determination, Add New Person. Taline is satisfied.		
<input checked="" type="checkbox"/>	09/26/2019 4:43 PM	Inbound Call	Theresa Steinlage,KH0206Q2F9
	Inbound Call regarding: Civil Rights Complaints, Eligibility Determination, Add New Person. Customer upset about contacts with KDHE. Will be contacting Governor with concerns.		

Each **Journal** will have the latest **Notes** so that staff can see the entire Grievance from the initial log to the updates that were made with each **Attempt**. This keeps everything together, so staff do not have to hunt for each separate **Journal** entry.

# KEES October 2019 Release

## Grievances - Journal

**Journal List**

PDF ▾GoFree Form ▾Go

Case - 20077339 - Taline E Mariam

[Journal List](#)

[List Options](#)

**Search Results Summary**

Results 1 - 11 of 11

Sort By:

☒ Date-Desc ▾Go

☒ 10/02/2019 4:43 PM

Outbound Call

Theresa Steinlage,KH0206Q2F9

Outbound Call to Taline Mariam regarding: Timeliness, Customer Service, Add New Person. The customer is still concerned about Timeliness but all forms are, in fact, being processed according to published schedules.

☒ 10/02/2019 3:05 PM

Outbound Call

Theresa Steinlage,KH0206Q2F9

Outbound Call to Taline Mariam regarding: Timeliness, Customer Service, Add New Person. Customer is satisfied with Customer Service. But is not happy about Timeliness in processing forms.

The **Contact Type** is automatically set to *Outbound Call* in the **Journal**.



# **KEES October 2019 Release**

## **Review Batch Pre-Pop Reduction**

Changes have been made to the Review Batch to reduce the number of Pre-Populated Reviews received. These changes will benefit all functional areas such as the Customer Service, Mail Room, Registration and Eligibility.

# KEES October 2019 Release

## Review Batch Pre-Pop Reduction

Changes include:

- SSI with a QMB or LMB aid code will now get a Super Passive Review unless EDBC fails.
- The requirement for Reviews to automatically change to Pre-Populated after 2 Passive Reviews has been removed.
- E&D programs that use Reasonable Compatibility (RC) will now only change to Pre-Populated due to income if RC fails.

# KEES October 2019 Release

## Registration Enhancement: Cliff Baby

Several registration and eligibility issues have been fixed recently. These issues are known as Cliff Baby and App Sammie.

We'll talk about the fix for Cliff Baby first. This fix will allow workers to Add a new applicant to a recently closed Program. Prior to this enhancement, these scenarios had to be sent to the KEES Help Desk for a data fix.

# KEES October 2019 Release

## Registration Enhancement: Cliff Baby

This situation is most commonly a newborn reported after the Pregnant Woman coverage ended, however it can exist on any case that meets all the following criteria:

- The application/request for coverage cannot be used as a review.
- It is the first application for the person requesting coverage.
- The Program Block was active for a household member in the month of application.
- The Program Block is closed/collapsed in the current system month.

# KEES October 2019 Release

## Registration Enhancement: Cliff Baby

Next, we'll walk through a scenario to see how the new functionality works.

**Scenario:** PA Merlyn and CH Veronika were discontinued at their October 2019 review. On 10/01/2019 an online application was received requesting coverage only for NB Ingmar. The worker must Add the NB to the Program Block.

Display:

11/01/2019

View

Medical Programs - 5012

Worker:

Worker ID:

Program Status:

Discontinued Date:

Review Due Month:

RAJEEV TIPPANABOYINA

[KH0206Q100](#)

Discontinued

11/01/2019

10/2019

Primary Applicant/Recipient:

Language:

Phone Number:


Application Date:

Name	Requested Medical Type	Review Month	Relationship To Primary Applicant	Role	Role Reason	Status
<a href="#">Merlyn Scott</a>	Medical	10/2019	Primary Applicant	FRI		Discontinued
<a href="#">Veronika Scott</a>	MAGI	10/2019	Child	FRI		Discontinued

Program  
Block prior  
to adding  
new  
applicant

# KEES October 2019 Release

## Registration Enhancement: Cliff Baby

**Display:**  
10/01/2019 

**Medical Programs - 5012**

**Worker:**  
**Worker ID:**  
**Program Status:**  
  
**Review Due Month:**

RAJEEV TIPPANABOYINA  
[KH0206Q100](#)  
**Active**  
  
10/2019

**Primary Applicant/Recipient:**  
**Language:**  
**Phone Number:**  
**Application Date:**

Name	Requested Medical Type	Relationship To Primary Applicant	Role	Role Reason	Status	Status Reason
▶ <a href="#">Merlyn Scott</a>	MAGI	Primary Applicant	MEM		Active	
▶ <a href="#">Veronika Scott</a>	MAGI	Child	MEM		Active	
<a href="#">Ingmar Scott</a>	MAGI	Child	MEM		<b>Pending</b>	

To add the baby, the **Display** must be changed to the month of birth, October 2019, and the **View** button clicked. In the above image, baby Ingmar has been added to the Program Block and is in *Pending* status.

# KEES October 2019 Release

## Registration Enhancement: Cliff Baby

But in the current system month, November 2019, baby Ingmar's **Status** is *Denied*. This is because the Program Block is in *Discontinued* status in November 2019.



Display: 11/01/2019 View

▼ Medical Programs - 5012

Worker: RAJEEV TIPPANABOYINA

Worker ID: [KH0206Q100](#)

Program Status: **Discontinued**

Discontinued Date: 11/01/2019

Review Due Month: 10/2019

Name	Requested Medical Type	Review Month	Relationship To Primary Applicant	Status
<a href="#">Ingmar Scott</a>	MAGI	10/2019	Child	Denied

Click on the **Name** hyperlink to view Ingmar's **Medical Person History** page.

# KEES October 2019 Release

## Registration Enhancement: Cliff Baby

When Ingmar was added to the Program Block, it did not change the **Program Status** to *Active* which caused him to be in:

- *Pending Status* for the month of October 2019
- *Denied Status* for the month of November 2019

To correct baby Ingmar's **Status** for the current system month, we must **Rescind** him. Rescinding him will change his *Denied Status* to *Pending*.

Name			DOB		
Ingmar Scott			10/01/2019		
Person Application History					
App#	Application Date	Beginning Date of Aid		Action	Action Date
1	<a href="#">10/01/2019</a>	10/01/2019		Denied	10/02/2019
Person Detail History					
App#	Role	Role Reason	Status	Begin Month	End Month
1	MEM		Denied	11/2019	
1	MEM		Pending	10/2019	10/2019



# KEES October 2019 Release

## Registration Enhancement: Cliff Baby

### Rescind Detail

View Date:  
11/01/2019

Program Type:  
Medical

Program Application Date:  
11/13/2018

Rescind Reason: \*  
Rescind Disc/Deny

Save and Return

Cancel

#### Select Effective Date to Rescind \*

Effective Date: 11/01/2019

Name	DOB	Role	Role Reason	Application Date	Status	End Date
Ingmar Scott	10/01/2019	MEM		10/01/2019		

Effective Date: 11/01/2019

Name	DOB	Role	Role Reason	Application Date	Status	End Date
Merlyn Scott	03/03/1983	FRI		11/13/2018		
Veronika Scott	01/01/2010	FRI		11/13/2018		

\* - Indicates required fields

Save and Return

Cancel

Since Ingmar's *Denied Status* started 11/2019, we must ensure the Program Block's **Display** date is set to 11/01/2019 prior to clicking the **Rescind** button. In this scenario, baby Ingmar is the only household member to **Rescind** and the **Effective Date** is 11/01/2019.

# KEES October 2019 Release

## Registration Enhancement: Cliff Baby

After baby Ingmar has been Rescinded the **Program Status** and his individual **Status** will now be *Pending*.



Display: 11/01/2019 View

Medical Programs - 5012

Worker: RAJEEV TIPPANABOYINA  
Worker ID: KH0206Q100  
Program Status: Pending  
Review Due Month: 10/2019 Review

Primary Applicant/Recipient: Merlyn Scott  
Language: English  
Phone Number:  
Application Date: 11/13/2018

Name	Requested Medical Type	Review Month	Relationship To Primary Applicant	Role	Role Reason	Status	Status Reason	Referred to FFM
<a href="#">Merlyn Scott</a>	MAGI	10/2019	Primary Applicant	FRI	No Linkage to MA	Discontinued	Failure to Return Signed Review	No
<a href="#">Yeronika Scott</a>	MAGI	10/2019	Child	FRI	No Linkage to MA	Discontinued	Failure to Return Signed Review	No
<a href="#">Ingmar Scott</a>	MAGI	10/2019	Child	MEM		Pending		No

View Details

Click on the **Name** hyperlink to view Ingmar's **Medical Person History** page.

# KEES October 2019 Release

## Registration Enhancement: Cliff Baby

Here we see that the *Denied Status* has been replaced with a *Pending Status* without an **End Month**.

### Medical Person History

Name		SSN	DOB			
Ingmar Scott			10/01/2019			
Person Application History						
App#	Application Date	Beginning Date of Aid	Action	Action Date	Referred to FFM	
1	<a href="#">10/01/2019</a>	10/01/2019	Denial Rescinded	10/03/2019	No	
Person Detail History						
App#	Role	Role Reason	Status	Status Reason	Begin Month	End Month
1	MEM		Pending		11/2019	
1	MEM		Pending		10/2019	10/2019

# KEES October 2019 Release

## Registration Enhancement: App Sammie

The second registration and eligibility issue we'll discuss in App Sammie.

This fix will allow workers to Reapply a previously denied or discontinued applicant on a Program Block that was recently closed.

# KEES October 2019 Release

## Registration Enhancement: App Sammie

This situation most commonly occurs when pregnant woman coverage is requested towards the end of a review period, however it can exist on any case that meets all the following criteria:

- The application/request for coverage cannot be used as a review.
- The person requesting coverage was previously denied or discontinued.
- The Program Block was active for a household member in the month of application.
- The Program Block is closed/collapsed in the current system month.

# KEES October 2019 Release

## Registration Enhancement: App Sammie

Next, we'll walk through a scenario to see how the new functionality works.

**Scenario:** An app was received 11/13/18 for PA Bertram, UR Gretchen and CH Evelyn; all of them requested coverage. Bertram and Gretchen were denied for excess income and Evelyn was approved for PLN with a CE 11/18-10/19.

At the 10/2019 review, income exceeds for all programs and Evelyn's coverage ends 10/31/19.

# KEES October 2019 Release

## Registration Enhancement: App Sammie

### Scenario Continued:

On 10/15/19 Gretchen calls to request pregnant woman coverage. The worker must Reapply for Gretchen.

### Program Block prior to Reapplying

Display:

11/01/2019

View

Medical Programs - 3288

Worker: RAJEEV TIPPANABOYINA

Worker ID: KH02060100

Program Status: Discontinued

Discontinued Date: 11/01/2019

Review Due Month: 10/2019

Primary Applicant/Recipient: Bertram Walmsley

Language: English

Phone Number:

Application Date: 11/13/2018

Name	Requested Medical Type	Review Month	Relationship To Primary Applicant	Role	Role Reason	Status	Status Reason	Referred to FFM
<a href="#">Gretchen Brewer</a>	MAGI	10/2019	Unrelated	FRI	No Linkage to MA	Denied	Doesn't Meet Program Req.	No
<a href="#">Bertram Walmsley</a>	MAGI	10/2019	Primary Applicant	FRI	No Linkage to MA	Denied	Doesn't Meet Program Req.	No
<a href="#">Evelyn Brewer</a>	MAGI	10/2019	Child	MEM		Discontinued	Failure to Return Signed Review	No

View Details

# KEES October 2019 Release

## Registration Enhancement: App Sammie

Display:

10/01/2019

View

▼ Medical Programs - 3288

Worker:

Worker ID:

Program Status:

Review Due Month:

Primary Applicant/Recipient:

Language:

Phone Number:

Application Date:

Bertram Walmsley

English

11/13/2018

Active

10/2019

Name	Requested Medical Type	Review Month	Relationship To Primary Applicant	Role	Role Reason	Status	Status Reason	Referred to FFM
▶ <a href="#">Evelyn Brewer</a>	MAGI	10/2019	Child	MEM		Active		No
<a href="#">Gretchen Brewer</a>	MAGI	10/2019	Unrelated	FRI	No Linkage to MA	Active		No
<a href="#">Bertram Walmsley</a>	MAGI	10/2019	Primary Applicant	FRI	No Linkage to MA	Active		No

View Details

To Reapply Gretchen, the **Display** must be changed to the last month of coverage, October 2019, and the **View** button clicked. The image above displays the Active Program Block.



# KEES October 2019 Release

## Registration Enhancement: App Sammie

Gretchen has now been Reapplied to the Active October 2019 Program Block. She is in *Pending Status* starting 10/01/2019.

Display:  
10/01/2019 [View](#)

Medical Programs - 3288

Worker:  
Worker ID:  
Program Status:  
Review Due Month:

Active  
10/2019

Primary Applicant/Recipient:  
Language:  
Phone Number:  
Application Date:

Bertram Walmsley  
English  
  
11/13/2018

Name	Requested Medical Type	Review Month	Relationship To Primary Applicant	Role	Role Reason	Status	Status Reason	Referred to FFM
<a href="#">Evelyn Brewer</a>	MAGI	10/2019	Child	MEM		Active		No
<a href="#">Gretchen Brewer</a>	MAGI	10/2019	Unrelated	MEM		Pending		No
<a href="#">Bertram Walmsley</a>	MAGI	10/2019	Primary Applicant	FRI	No Linkage to MA	Active		No

[View Details](#)

# KEES October 2019 Release

## Registration Enhancement: App Sammie

Reapplying Gretchen did not change the Program Block's **Status** in the current system month. In the current system month, the Program Block is *Discontinued* and she has a *Denied* **Status**.

We will click on the **Name** hyperlink to view her **Medical Person History** page.

Display:

11/01/2019

View

Medical Programs - 3288

Worker:

RAJEEV TIPPANABOYINA

Worker ID:

[KH0206Q100](#)

Program Status:

Discontinued

Discontinued Date:

11/01/2019

Review Due Month:

10/2019

Primary Applicant/Recipient:

Bertram Walmsley

Language:

English

Phone Number:

Application Date:

11/13/2018

Name	Requested Medical Type	Review Month	Relationship To Primary Applicant	Role	Role Reason	Status	Status Reason
<a href="#">Gretchen Brewer</a>	MAGI	10/2019	Unrelated	FRI	No Linkage to MA	Denied	Doesn't Meet Program Req.

# KEES October 2019 Release

## Registration Enhancement: App Sammie

Name		SSN	DOB			
Gretchen Brewer			01/01/1996			
Person Application History						
App#	Application Date	Beginning Date of Aid	Action	Action Date	Referred to FFM	
2	<a href="#">10/15/2019</a>	10/01/2019	Denied	10/17/2019	No	
1	<a href="#">11/13/2018</a>	11/01/2018	Denied	10/17/2019	No	
Person Detail History						
App#	Role	Role Reason	Status	Status Reason	Begin Month	End Month
2	FRI	No Linkage to MA	Denied	Doesn't Meet Program Req.	11/2019	
2	MEM		Pending		10/2019	10/2019
1	FRI	No Linkage to MA	Active		11/2018	09/2019

Here we can see that Gretchen is in *Pending Status* for one month. To correct her **Status** to *Pending*, she must be Rescinded. This will change her *Denied Status* to *Pending*.

# KEES October 2019 Release

## Registration Enhancement: App Sammie

Since Gretchen's *Denied Status* started 11/2019, we must ensure the **Display** date is set to 11/01/2019 prior to clicking the **Rescind** button.

In this scenario, Gretchen is the only household member to Rescind and the **Effective Date** is 11/01/2019.

### Rescind Detail

Save and Return Cancel

View Date:  
11/01/2019

Program Type:  
Medical

Program Application Date:  
11/13/2018

Rescind Reason:  
Rescind Disc/Deny

Select Effective Date to Rescind\*

☒ Effective Date: 11/01/2019

Name	DOB	Role	Role Reason	Application Date	Status	End Date
Gretchen Brewer	01/01/1996	FRI	No Linkage to MA	10/15/2019		

☐ Effective Date: 11/01/2019

Name	DOB	Role	Role Reason	Application Date	Status	End Date
Evelyn Brewer	01/01/2018	MEM		11/13/2018		

☐ Effective Date: 11/01/2018

Name	DOB	Role	Role Reason	Application Date	Status	End Date
Bertram Walmsley	01/01/1995	FRI	No Linkage to MA	11/13/2018		

# KEES October 2019 Release

## Registration Enhancement: App Sammie

After Gretchen has been Rescinded the **Program Status** and individual **Status** will now be *Pending*.

We'll click on Gretchen's **Name** hyperlink one more time to view her **Medical Person History** page.

Display:

11/01/2019

View

Medical Programs - 3288

Worker:

RAJEEV TIPPANABOYTNA

Primary Applicant/Recipient:

Bertram Walmsley

Worker ID:

[KH0206Q100](#)

Language:

English

Program Status:

Pending

Phone Number:

Review Due Month:

10/2019

Application Date:

11/13/2018

Review

Name	Requested Medical Type	Review Month	Relationship To Primary Applicant	Role	Role Reason	Status	Status Reason	Referred to FFM
<a href="#">Bertram Walmsley</a>	MAGI	10/2019	Primary Applicant	FRI	No Linkage to MA	Denied	Doesn't Meet Program Req.	No
<a href="#">Evelyn Brewer</a>	MAGI	10/2019	Child	MEM		Discontinued	Failure to Return Signed Review	No
<a href="#">Gretchen Brewer</a>	MAGI	10/2019	Unrelated	MEM		Pending		No

View Details

# KEES October 2019 Release

## Registration Enhancement: App Sammie

Here we see that the *Denied Status* has been replaced with a *Pending Status* without an **End Month**.

Name		SSN	DOB			
Gretchen Brewer			01/01/1996			
Person Application History						
App#	Application Date	Beginning Date of Aid	Action	Action Date	Referred to FFM	
3	<a href="#">10/15/2019</a>	10/01/2019	Discontinuance Rescinded	10/17/2019	No	
2	<a href="#">01/15/2019</a>	01/15/2019	Discontinued	10/17/2019	No	
1	<a href="#">11/13/2018</a>	11/01/2018	Denied	10/17/2019	No	
Person Detail History						
App#	Role	Role Reason	Status	Status Reason	Begin Month	End Month
3	MEM		Pending		11/2019	
3	MEM		Pending		10/2019	10/2019

# KEES October 2019 Release

## Registration Enhancement: App Sammie Twist

There is one scenario that will require a different process.

When an applicant had coverage previously AND makes an application/request for coverage in the month the Program Block closed, KEES will *not* allow you to Rescind only the applicant requesting coverage. It will include the recently closed member(s).

Since a review hasn't been received for the other member, they should not be in *Pending* and **Negative Action** must be used to correct their **Status**.

# KEES October 2019 Release

## Registration Enhancement: App Sammie Twist

Let's look at a **Scenario**:

We'll use the same basic case as the previous Bertram, UR Gretchen and CH Evelyn but this time Gretchen was also previously discontinued and is requesting coverage.

We're going to skip to the point where we are ready to Rescind.



# KEES October 2019 Release

## Registration Enhancement: App Sammie Twist

Here we see that both Evelyn and Gretchen appear in the same selection with an **Effective Date** of 11/01/2019.

### Rescind Detail

View Date:  
11/01/2019

Program Application Date:  
11/13/2018

Program Type:  
Medical

Rescind Reason:  
Rescind Disc/Deny

Save and Return

Cancel

Select Effective Date to Rescind

Effective Date: 11/01/2019

Name	DOB	Role	Role Reason	Application Date	Status	End Date
Evelyn Brewer	01/01/2018	MEM		11/13/2018		
Gretchen Brewer	01/01/1996	FRI	No Linkage to MA	10/15/2019		

Effective Date: 11/01/2018

Name	DOB	Role	Role Reason	Application Date	Status	End Date
Bertram Walmsley	01/01/1995	FRI	Parent	11/13/2018		

# KEES October 2019 Release

## Registration Enhancement: App Sammie Twist

Display: 11/01/2019 [View](#)

Medical Programs - 3306

Worker: RAJEEV TIPPANABOYINA  
Worker ID: [KH0206Q100](#)  
Program Status: Pending  
Review Due Month: 10/2019 [Review](#)

Primary Applicant/Recipient: Bertram Walmsley  
Language: English  
Phone Number:  
Application Date: 11/13/2018

Name	Requested Medical Type	Review Month	Relationship To Primary Applicant	Role	Role Reason	Status	Status Reason	Referred to FTM
<a href="#">Bertram Walmsley</a>	MAGI	10/2019	Primary Applicant	FRI	Parent	Denied	Doesn't Meet Program Req.	No
<a href="#">Evelyn Brewer</a>	MAGI	10/2019	Child	MEM		Pending		No
<a href="#">Gretchen Brewer</a>	MAGI	10/2019	Unrelated	MEM		Pending		No

[View Details](#)

After Rescinding, Evelyn and Gretchen show as *Pending* on the Program Block. It will be necessary to run **Negative Action** for Evelyn in order to *Discontinue* her.

# KEES October 2019 Release

## Registration Enhancement: App Sammie Twist

When all case work other than running **EDBC** is complete, run **Negative Action**. Only select the box next to Evelyn's name, select *Failure to Return Signed Review* from the **Negative Action Reason** drop-down menu and click **Run EDBC** button.

**EDBC** will *Discontinue* Evelyn for *Failure to Return Signed Review* and determine eligibility for Gretchen.

**Negative Action Detail** Run EDBC Cancel

\* - Indicates required fields

Benefit Month: 11/2019

Medical - 3306	Run EDBC for this program
<input type="checkbox"/> Person	SSN
<input checked="" type="checkbox"/> Evelyn Brewer	01/01/2018
<input type="checkbox"/> Gretchen Brewer	01/01/1996

Negative Action Reason: Failure to Return Signed Review

Run Reason:

Run EDBC Cancel

# KEES October 2019 Release

## Retired Workarounds

- WA415 Grievance Task Not Closing When Contact Log Is Updated.

# KEES October 2019 Release

## KEES Training Materials

The following K2Ks were developed for the October Release:

- Registration Enhancements

The following UM content has been revised or added:

- Contact Log Tasks
- Data Views
- KDHE Task Desk Aid
- Pre-Populated Review Reduction
- Reasonable Compatibility
- Search for Contact Log
- TALX Employment Statuses
- TALX the Work Number
- Updating Grievances

# KEES October 2019 Release

## Resources

### **KEES Medical User Manual:**

<https://khap2.kdhe.state.ks.us/kees-train/Info/Training/Content/KEES-Info-Training.htm>

### **Training Email:**

[training@KEES.ks.gov](mailto:training@KEES.ks.gov)

### **Help Desk Email:**

[KEES.HelpDesk@ks.gov](mailto:KEES.HelpDesk@ks.gov)

# KEES October 2019 Release



# QUESTIONS



# KEES October 2019 Release

