

Indiana Department of Child Services

FAQ - Attaching KidTraks Case Documentation

8/27/2019

1. Are placement providers included in the new requirement to attach documentation to the KidTraks Case Information page?

Yes, DCS contracted providers including community based providers, CMHC's and placement providers must attach documentation to the KidTraks Case Information page. The Provider Desk Guide for Attaching Case Documentation has been updated to include the following abbreviations for file naming format: RES for Residential, LCPA for Licensed Child Placing Agency and ESC for Emergency Shelter Care.

2. What type of documentation is to be attached?

For services, whatever documentation is required by the service standard and/or whatever documentation supports the expense being billed. The following information must be included: type of service, dates of service, to whom services were delivered, duration of service, and an explanation of what occurred during those parameters.

For placements:

Residential: Progress Reports are to be attached to the KidTraks Case Information page at least monthly and whenever necessary in conjunction with a court proceeding. Each progress report must specifically address the following:

- Progress toward permanency plan goals;
- Services provided, including behavioral health services (provider must also keep case records that document, in detail, what services are being performed. This should include a start and stop time on the case note.);
- Treatment Plan goals and accomplishments;
- Current needs of the Child;
- Plans to meet identified needs of the Child;
- Projected discharge date; and
- Any other information requested by the Placing Agency as it relates to the Child and family's progress.

Emergency Shelter Care: Care plans are to be attached, which should include the discharge date. Also, please attach the reason for extension (if applicable).

LCPA: Progress Reports are to be attached to the KidTraks Case Information page at least monthly and whenever necessary in conjunction with a court proceeding. Each progress report must specifically address the following:

- Progress toward permanency plan goals;
- Services provided, including behavioral health services if provided by Contractor, including start and stop times.
- Treatment Plan goals and accomplishments;
- Current needs of the Child;
- Plans to meet identified needs of the Child;
- Projected discharge date; and
- Any other information requested by the Placing Agency as it relates to the Child and family's progress.

3. What is the required timing of documentation attachment relative to invoice submission?

All documentation should be attached prior to invoice submission. Invoices processed for which there is no matching documentation will result in invoice denials.

4. Our cash flow sometimes requires us to bill more frequently than monthly. How will that affect invoice approval?

Any expense that is billed prior to the monthly report will have to have supportive documentation such as case notes or progress reports attached to the KidTraks Case Information page in order for invoice approval to occur. Attached documentation must include all required elements: type of service, dates of service, to whom services were delivered, duration of service, and an explanation of what occurred during those parameters.

The attached file name should include the date of service or date range of services, as per the following examples:

Aug072019_HBC_John Smith (for a specific date of service)

or

Aug01-152019_HBC_John Smith (for a date range within the month)

The monthly report will then have to be attached to the KidTraks Case Information page by the 10th of the following month.

5. Does this new documentation attachment requirement replace other methods of delivery; e.g. e-mailing to the Family Case Manager?

Yes, DCS staff should not be requesting other methods of delivery since monthly reports and other reports are required to be uploaded to the KidTraks Case Information page.

Exception: DCS pays for services and placements for youths placed out of the home through county Probation Offices. Although DCS pays these expenses, DCS cannot mandate how Probation Officers receive and access reports. Therefore, the current method of report delivery to Probation Officers should continue, in addition to attaching reports to the KidTraks Case Information page.

6. If the service abbreviation in the documentation file name is missing a letter or has an additional letter, will that result in invoice denial?

Using the naming format along with the abbreviation list found in the Provider Desk Guide is strongly encouraged for naming the attached file; however an inadvertent missing letter or additional letter in the service abbreviation should not result in a denial.

7. Our monthly reports sometimes include multiple service standards. How does that work with this attachment requirement?

Monthly reports that include multiple services will have to be attached multiple times to the KidTraks Case Information Page. For example, a monthly report that includes both casework and therapy services would have to be attached twice; once for each of the 2 service standards, and each with the appropriate filename, as defined in the Provider Desk Guide.

8. Will I receive any system notification that a document was successfully attached to the KidTraks Case Information page?

No, but attached documents are accessible via the Attachment tab on the KidTraks Case Information page.

9. Which KidTraks vendor user roles have the system capability to attach documents to the KidTraks Case Information page?

All KidTraks user roles have the system capability to attach documents to the KidTraks Case Information page.

10. How can KidTraks vendor users be added/edited/disabled?

Each provider should have at least one KidTraks user with admin rights, as indicated by a “Y” under “Admin” on the Vendor Profile screen, where all KidTraks users are listed. There you’ll also find an “Add New User” button, and/or each name can be clicked-on to edit or disable that user.

Contact DCSPaymentResearchUnit@dcs.in.gov if assistance is needed.

11. How many provider employees can be assigned as KidTraks users?

The system should allow a KidTraks vendor user with admin rights to add as many users as needed/desired. Contact DCSPaymentResearchUnit@dcs.in.gov if assistance is needed.

12. What if the wrong document inadvertently got attached to the KidTraks Case Information page?

If a document attached to the KidTraks Case Information page needs to be deleted, please contact support@stateofindiana.zendesk.com and include your vendor name, vendor ID (i.e. ST number) as well as the document file name and KidTraks Case ID.

13. Do I still have to attach documents to my invoice?

Invoice attachment requirements continue to include documentation such as e-mail requests and subpoenas for court attendance, receipts for reimbursable foster parent purchases, Medicaid denials for Medicaid services, sign-in sheets for group sessions and Denial Notifications when re-billing.

14. Are there any KidTraks system requirements I should be aware of?

KidTraks system requirements are pretty standard for most PCs and laptops. Mobile devices such as smart phones and tablets are not recommended.

15. Does KidTraks work with all web browsers?

Firefox and Internet Explorer are both recommended. Other browsers such as Safari and Chrome are not recommended.

16. Where can I find additional information?

Additional information, including the **Provider Desk Guide for Attaching Case Documentation** is available at the [DCS MaGIK Help Desk](https://stateofindiana.zendesk.com/hc/en-us) website (<https://stateofindiana.zendesk.com/hc/en-us>).

From there, click on **KidTraks Vendor Information**

17. Who do I contact with questions/concerns/issues?

- For questions regarding DCS Service Standards: Your Regional Services Coordinator or ChildWelfarePlan@dcs.in.gov
- For questions regarding residential placements: Residential.Licensing@dcs.IN.gov
- For questions regarding invoicing or payments: DCSPaymentResearchUnit@dcs.in.gov
- For issues involving KidTraks vendor users: DCSPaymentResearchUnit@dcs.in.gov
- For clarification of documentation attachment guidelines: DCSPaymentResearchUnit@dcs.in.gov
- If an attached document needs to be deleted from the KidTraks Case Information page: support@stateofindiana.zendesk.com