

Indiana Department of Child Services

FAQ - Attaching KidTraks Case Documentation

Revised 9/14/2021

1. Are placement providers included in the 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, ESC for Emergency Shelter Care, and AC for Aftercare.

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, start time, end time and duration of service, and an explanation of what occurred during those parameters.

For placements (and Aftercare):

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).

Aftercare: Monthly reports are to be attached to the case for all Aftercare services provided, including the following:

- The date of the monthly team meeting
- Names & titles/relationships of team meeting attendees
- A brief summary of the team meeting discussion
- Services provided to the child/family
- Plan for the following month
- Plans for discharging from Aftercare

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.

Please note: The primary documentation for payment of per diem is the ICPR. This does not negate the contractual responsibility to provide a monthly report including all items outlined above. Therefore, if a placement provider is submitting invoices for Aftercare or Behavioral Health services, a monthly report (naming format to include "RES," "LCPA," "ESC" or "AC") must be attached to the KidTraks Case Information page prior to invoice submission.

3. Are there any automated mechanisms available for attaching documentation to the KidTraks Case Information page?

In order to allow providers the system capability to attach documentation electronically to the KidTraks Case Information page, we have added a method to our attachment API named "SendMonthlyReport." Each provider planning on using the API will need to contact the DCS MaGIK IT team through our help desk at DCSHelpDesk@dcs.in.gov with their DCS vendor ID (ST number) to request a unique token which is required in the header of each request. In the request, please indicate "Attachment API token" in the title so that the request is routed to the proper team. Any questions or problems using the API should be addressed to the help desk.

4. 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.

5. 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 start time, end time and 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.

6. 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.

7. 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.

8. 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.

9. Our invoices were denied for reason code PW188 – Reports do not match billing. The units on the vouchers match the duration listed on the monthly reports. Why were these invoices denied?

Service Standards and DCS Report format state “**start time and end time**” must be documented for billing of hourly rates. Start time and end time should be included as per instructions of the [Monthly and Individual Reporting Forms](#).

Note: denial code PW188 has been updated to state *INV-Reports do not match billing. Start and End times are required when billing for hourly services. Units billed must match service hours documented on the monthly report.*

Monthly Report Grid Example:

Contact Date	Start Time	End Time	Duration	Activity Description	Method*	Location	Those Present
9/1/21	2:00 PM	3:15 PM	1.25	counseling	ff	Client's home	John Smith
9/5/21	9:30 AM	10:30 AM	1	counseling	cftm	DCS office	John Smith, Jane Smith, FCM Jones
9/7/21	1:00 PM	2:30 PM	1.5	court	ct	court	John Smith, Jane Smith, FCM Jones
9/19/21	10:00 AM	11:00 AM	1	counseling	ff	Client's home	John Smith

*Method includes such things as Face to Face(ff), Phone(ph), Collateral Contacts(cc), DCS Contacts(dcs), CFTM Attendance (cftm), Court Testimony (ct), ‘

10. What is the file naming format for other documents that I need to attach to the KidTraks Case Information page?

Documents not used to support invoicing should follow a different file naming format so that the correct document can be easily identified during invoice processing. There is no other recommended format per se; just please be sure that the format used adequately describes the document and is noticeably different from the format for documents used to support invoicing. Please note that the file description field is viewable to DCS staff but should not be solely relied upon to differentiate between case attachments.

11. We have 2 staff assigned to provide supervised visitation for the same family during the same visit because it is unsafe for 1 staff to supervise. Each staff is responsible for completing a monthly report on their services. How should this be saved?

Please combine into one report with a summary at the beginning of the report, briefly explaining the situation and then combining the hours of each visit.

12. Two staff are providing counseling services for the same family; one does individual counseling and the other does family counseling. How should these two reports be saved if the service standard for both is Counseling?

Please combine into one report and attach the report twice to the KidTraks Case Information page; once with the individual's name and once with the case name. If both individual name and case name are the same, then only one combined report would need to be attached.

13. 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.

14. 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 except for "CPI/CPS Organization User" (for submitting background checks only).

15. 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.

16. 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.

17. 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, that can be accomplished by clicking on the "X" to the right of the filename.

18. 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.

19. 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.

20. Does KidTraks work with all web browsers?

Firefox, Chrome, and Internet Explorer are recommended; Safari is not.

21. 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](#) website. From there, click on **KidTraks Vendor Information**

22. 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
- To inquire about the automated API mechanism for electronically attaching documentation to the KidTraks Case Information page: DCSHelpDesk@dcs.in.gov