



KDADS CARE UPLOAD TOOL ACCESS FAQ

The Kansas Department for Aging and Disability Services (KDADS) Client Assistance Referral and Evaluation (CARE) Team is announcing our new upload tool, the CARE Upload Tool. CARE Upload Tool is a new web-based tool to upload and share admission information safely and securely with KDADS CARE Team. This tool is ONLY for sharing admission information with the CARE Team that previously would have been faxed or emailed and includes special admissions, CARE certificates, Level I assessments, resident review requests, Area Agency on Aging (AAA) extension requests, Level II referrals with documentation. Frequently asked questions (Q) and answers (A) are below.

Q: Do I continue to submit the 2126 forms to KDHE through their portal or fax?

A: YES! Please continue to submit the 2126 forms to KDHE through their portal or fax.

Q: Do I need to continue send requests for Level I assessments to my local AAA?

A: YES! Please continue to submit requests for Level I assessments to your local AAA. Please note that the AAA has 5 business days to complete the Level I assessment and, if necessary, request an extension of that time.

Q: How can I gain access to the CARE Upload Tool?

A: Anyone interested in becoming a user will need to register via a survey via this link - <https://forms.office.com/g/Lh8BwMhhnz>. This survey provides the information necessary (**email and phone number are required**) for our IT staff to set up access to the upload tool.

- Organizations/facilities are encouraged to have multiple staff as users for the CARE Upload Tool.
- If you have already completed the survey, there is no need to complete it again. Our IT team is attempting to get everyone access. However, if you it has been more than 2 weeks since you completed the survey and you are not sure you have access, please notify the CARE Team at KDADS.CARE@ks.gov.
- The survey does ask for a KOTA ID number, if you are not aware of this number, please leave it blank and proceed with the survey.
- **Please disregard the training question.**
- **In addition to completing the survey, a security agreement is required and can be found at this link - <https://webapps.kdads.ks.gov/prod/f?p=101:210:::::&tz=-6:00>**

Q: Can I share the survey with other staff?

A: Feel free to share this with other staff. FYI – it will take KDADS IT a little time to get everyone's access set up.

Q: Is training available for the CARE Upload Tool?

A: A recording of the training is available at this link - [CARE Upload Tool Training - NF focus but all facilities can attend-20221214_140618-Meeting Recording.mp4](#) and a user guide is available here -



CARE_File_Upload_Tutorial_User_Guide.pdf

Q: When can I expect the CARE Team to review the files?

A: As with facilities, the CARE Team is transitioning to the CARE Upload Tool. It will take some time for the CARE Team to get in the routine of checking the uploaded information. Once the information has been uploaded and you can see it, rest assured you have completed the requirements to submit information. **Please know that there is no need to reach out to verify the information is received or to check on when we will review the information or to submit it via fax/email. Our CARE Team is still small, and we are working on reviewing documents as we have capacity. It may take time (a few weeks) to get the submitted documents reviewed.**

Q: What happens if there is a comment that I need to revise the information uploaded?

A: Once the CARE Team reviews the information and provides comments regarding a need for more information, please use the CARE Upload Tool to upload corrected information.

Q: When will KDADS expect organizations/facilities to fully transition to the CARE Upload Tool and stop faxing documents and/or emailing to them KDADS.CARE@ks.gov email address.

A: We anticipate ending the use of emailed or faxed documentation by **January 31, 2023 (if necessary, we may extend the deadline)** and only use the CARE Upload Tool for document submission. **If you have not registered to gain access to the CARE Upload Tool, please submit your registration as soon as possible using the survey link.**

Q: Where can I get answers to questions regarding admissions and assessments?

A: Please email the KDADS.CARE@ks.gov for all questions regarding admissions and assessments. **The KDADS HELPDESK is ONLY for issues regarding the CARE Upload Tool itself.**