Kansas
Department for Aging
and Disability Services

CARE FILE UPLOAD TOOL

User Guide

March 26, 2023

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OVERVIEW

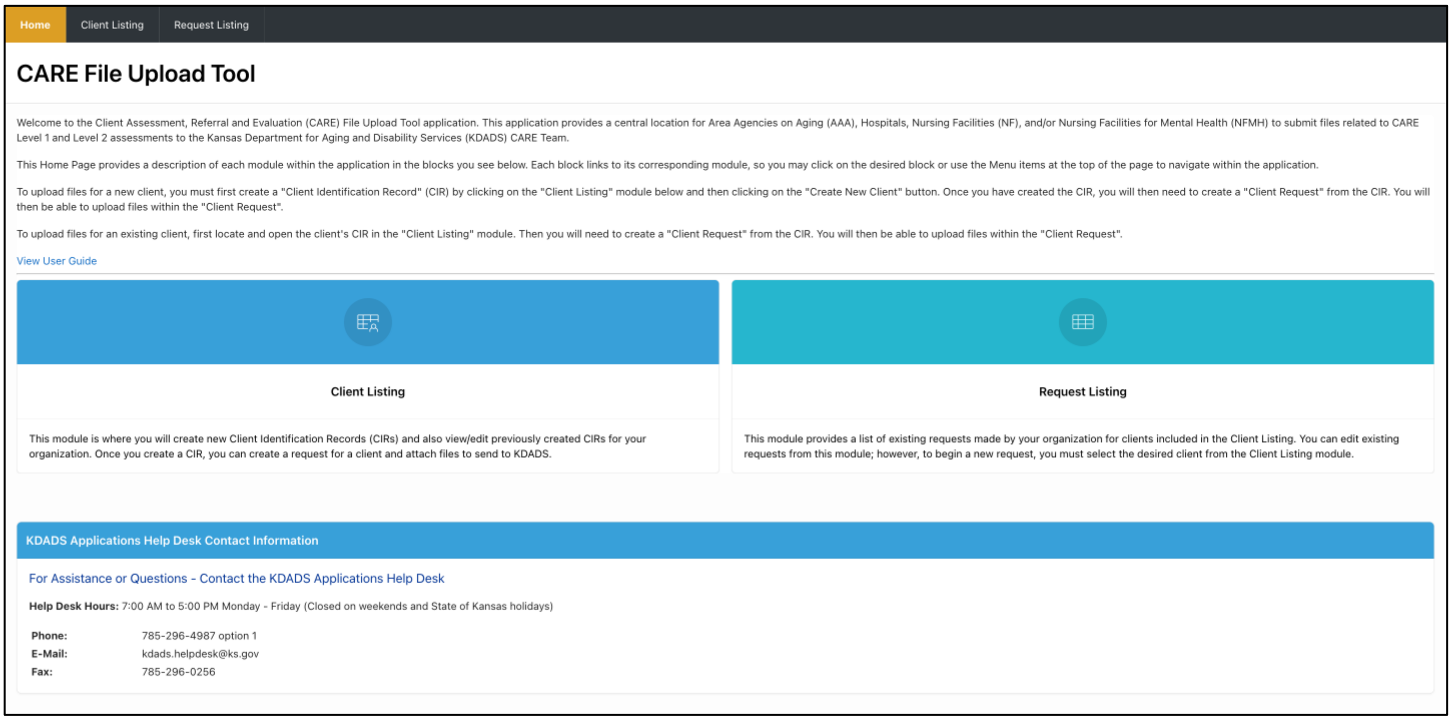
The KDADS *CARE File Upload Tool* application provides a central location for Area Agencies on Aging (AAA), Hospitals, Nursing Facilities (NF), and/or Nursing Facilities for Mental Health (NFMH) to submit files related to CARE Level 1 and CARE Level 2 assessments to the Kansas Department for Aging and Disability Services (KDADS) CARE Team.

The *CARE File Upload Tool* application is housed within the *KDADS Oracle Web Applications* platform available at the following web address: https://kdads.ks.gov/web-applications. If you do not have a Login Account to the *KDADS Oracle Web Applications* platform, you must complete the *KDADS Oracle Web Application Access Security Agreement*. A link to the *Security Agreement* is available at the same web address. If you already have a Login Account, you will still require an additional security role configured for your Login Account. To request the additional role, submit a Problem Report requesting access to the *CARE File Upload Tool* application. The *KDADS Applications Help Desk* can assist you if you have any questions about obtaining access. Their contact information is located on the *KDADS Oracle Web Applications* platform's main page and at the end of this document.

LET'S GET STARTED

After you log into the *KDADS Oracle Web Applications* platform, look for the *CARE File Upload Tool* icon, as shown below.

Once you click on the icon, you should land on the *CARE File Upload Tool Home* page, as shown below.



You should find that the application pages contain all the details you need to use the application. This document serves as a desktop quick reference to assist you when using the application.

The main page contains links to the two modules that you will use to submit files to the KDADS CARE Team. To upload files in this application, you must first create a *Client Identification Record*, which includes the client's first name, last name, birthdate, and any additional details you want to include about the client. After you create the *Client Identification Record*, you will then create a *Client Request*, attach files to the request, and finally submit your request to KDADS. If you need to submit a future request for the same client, you will create a new *Client Request*, attach files to it, and submit it to KDADS. The application creates and updates a status for each *Client Request* as the request moves between your organization and the KDADS CARE Team. This will help your organization and the KDADS CARE Team better manage each of your *Client Requests*.

Once you have created a *Client Request*, it will be included in the *Request Listing* report in the *Request Listing* module. The *Request Listing* will help you manage all your *Client Requests*. From the *Request Listing* report, you will be able to filter the report by status, so that you can easily find requests based on your needs.

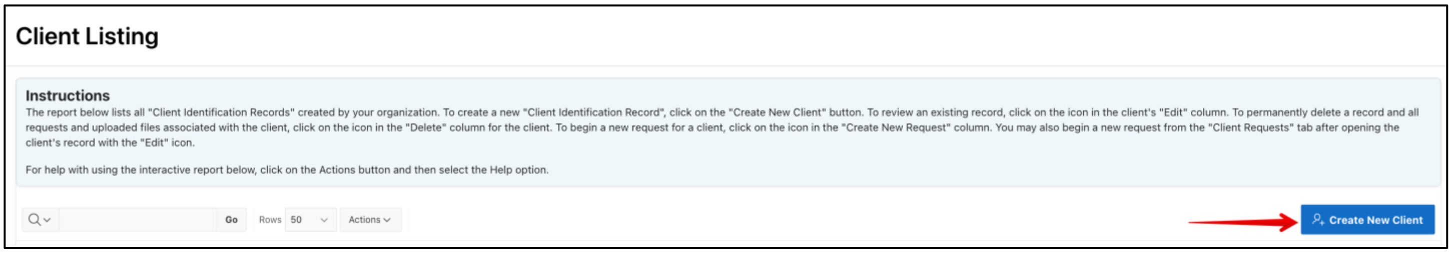
CREATING A NEW CLIENT IDENTIFICATION RECORD

Before creating a new *Client Identification Record*, you should verify that the client does not already exist in your organization's *Client Listing* (refer to the section below entitled *Editing/Deleting Client Identification Records*). Note: The application will attempt to find existing clients with exact or similar first and last names when you attempt to create a new *Client Identification Record*.

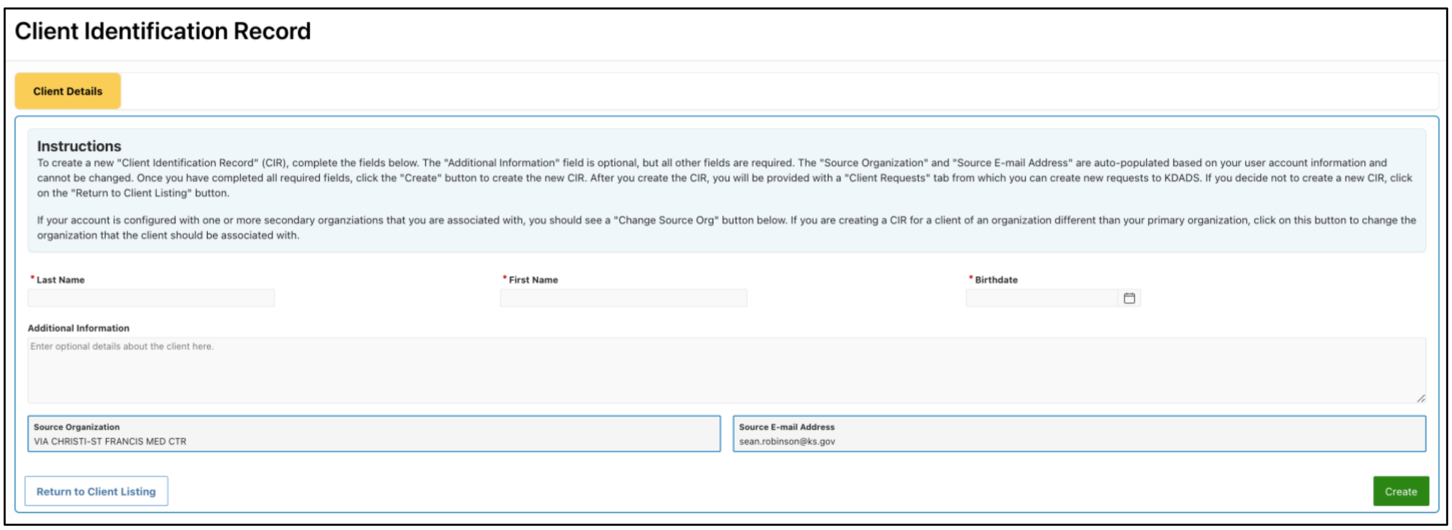
Follow the steps below to create a new *Client Identification Record*.

1. Click on either the *Client Listing* module block on the application's *Home* page or on the *Client Listing* menu option at the top of the application.

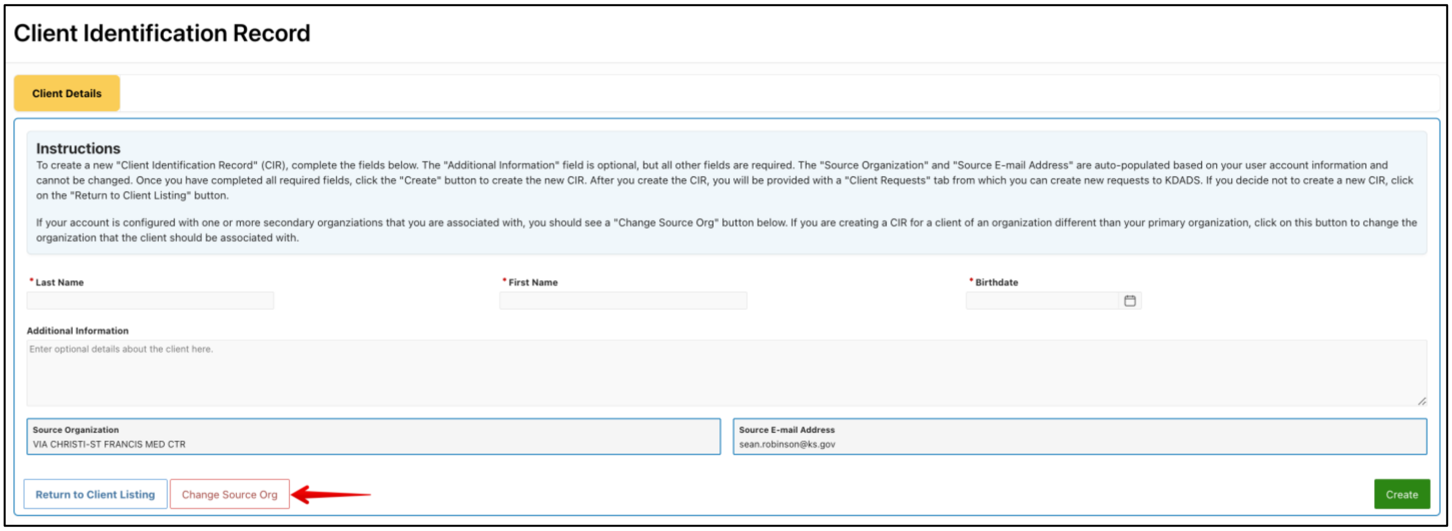
2. Once on the *Client Listing* page, click on the *Create New Client* button, as shown below.



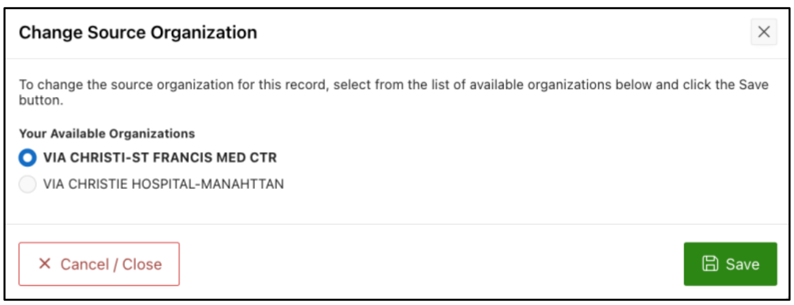
This will open a new *Client Identification Record* form, as shown below.



If you have requested and have been approved by the KDADS CARE Team to be able to view and/or create *Client Identification Records* for multiple organizations, then you will have an additional *Change Source Org* button, as shown below.



If you do not have this button, then skip ahead to Step 3 below. If you do have this button and need to change the source organization to one different than the one listed in the *Source Organization* read-only field in the *Client Details* region, click on the *Change Source Org* button. This will bring up the *Change Source Organization* dialog box, as shown below.



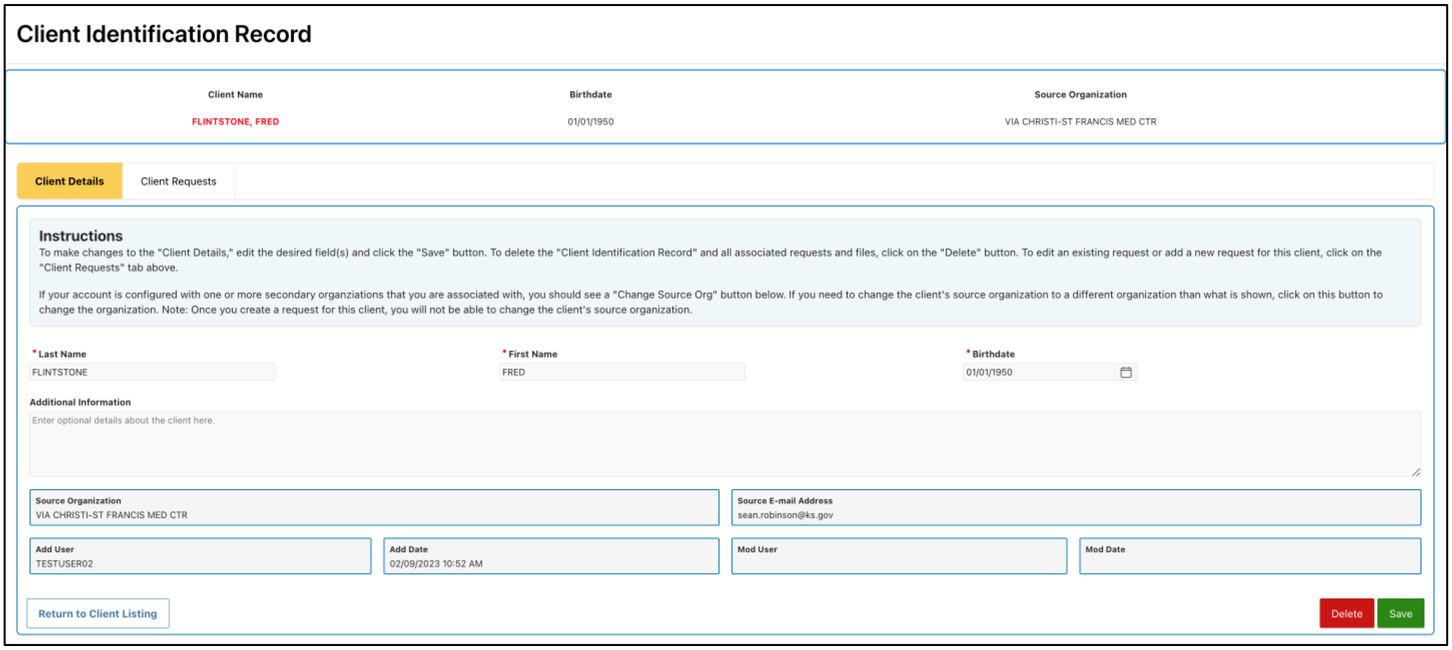
To change the source organization, select the desired organization from the list of available organizations and click the *Save* button. Note: If the list of available organizations is missing an organization that you think should be included, contact the KDADS Applications Help Desk. The *Source Organization* field in the *Client Details* tab should update to the new organization. Continue with Step 3 below.

3. Enter in the *Last Name*, *First Name*, and *Birthdate* of the client in the appropriate fields on the form. Note: The *Birthdate* should be selected from the calendar provided when you click in the *Birthdate* field. If you choose to type in the birthdate, then use the format of Month/Day/Year, i.e., 9/7/2022 or 09/07/2022.

4. Enter optional comments regarding the client, not the request, in the *Additional Information* field.

5. Click on the *Create* button to create the new *Client Identification Record*. Note: The application will attempt to find any existing clients that have the same or similar first and last names as the ones you have entered for the new *Client Identification Record*. If the module finds any matches, it will present them to you in a pop-up dialog box. If you are certain that none of the clients presented in the dialog box are the same as the client you are attempting to create, then you can continue with the creation of the new *Client Identification Record*. If the application does not find any matching clients, or if you continue with the

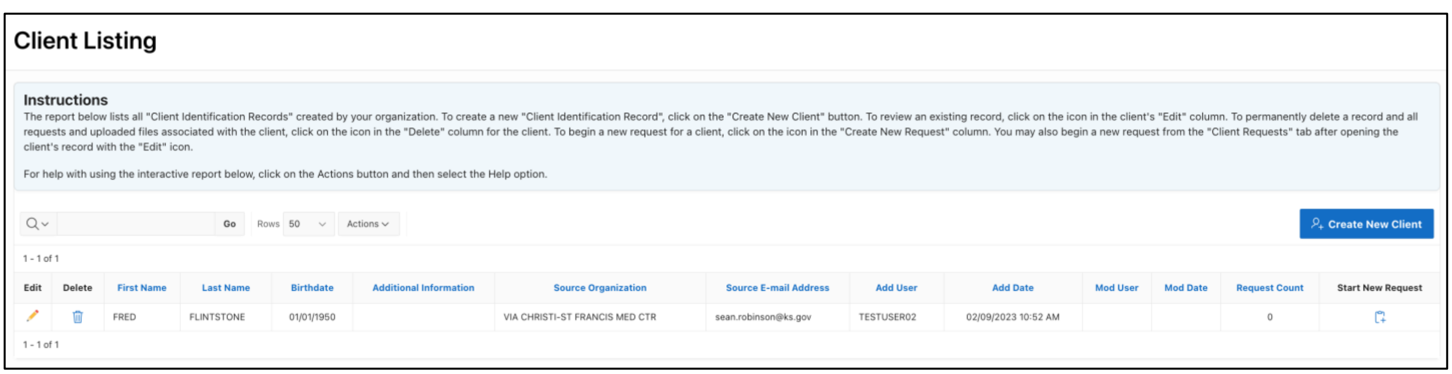
creation of the new record when the application does find a possible match, the application will then update the form to include the *Client Requests* tab, as shown below.



If you have the additional *Change Source Org* button on the *Client Details* tab, you can change the *Source Organization* for a client at any time prior to submitting a request for the client by clicking on the *Change Source Org* button, selecting the correct organization, and saving your selection.

If you need to correct any of the client details you entered prior to creating the new *Client Identification Record*, simply edit the details and then click the *Save* button.

Your newly created client will now appear in the *Client Listing* report. To see the report from the *Client Identification Record,* either click on the *Client Listing* menu item at the top of the application or click on the *Return to Client Listing* button at the bottom of the *Client Identification Record.* The Client Listing report with the record created in the above steps is shown below.

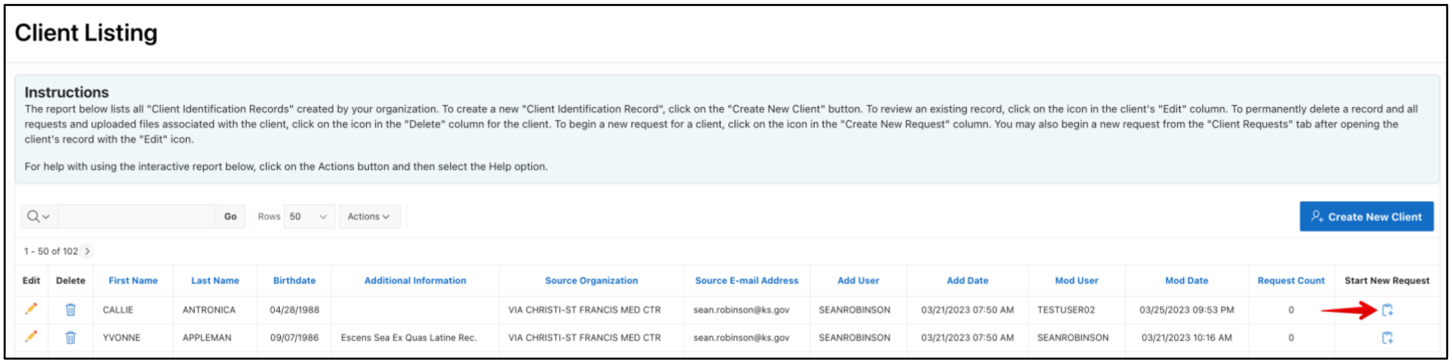


You can now create a new *Client Request* for the client. Refer to the next section for details.

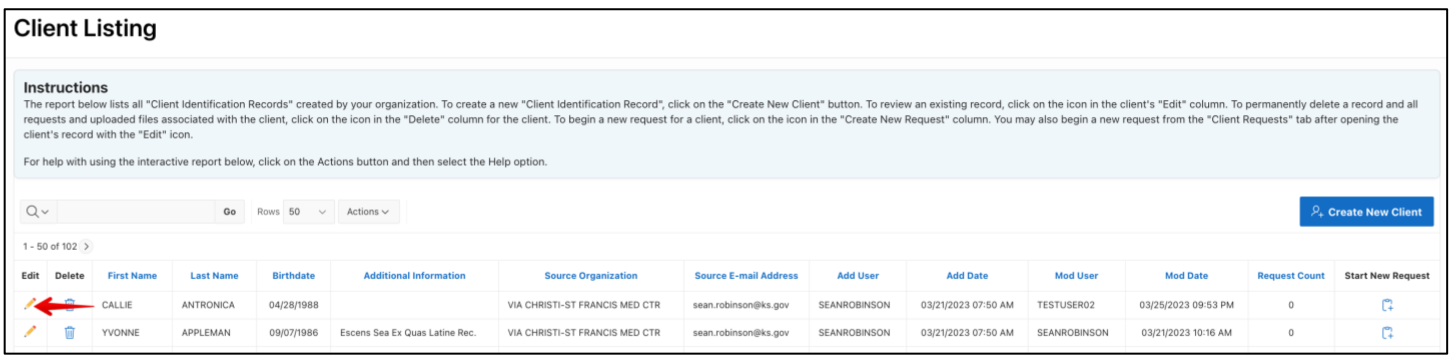
CREATING A NEW CLIENT REQUEST

To create a new *Client Request* for an existing client, you can use one of two options. Begin by opening the *Client Listing* module. Once there, follow one of the options below.

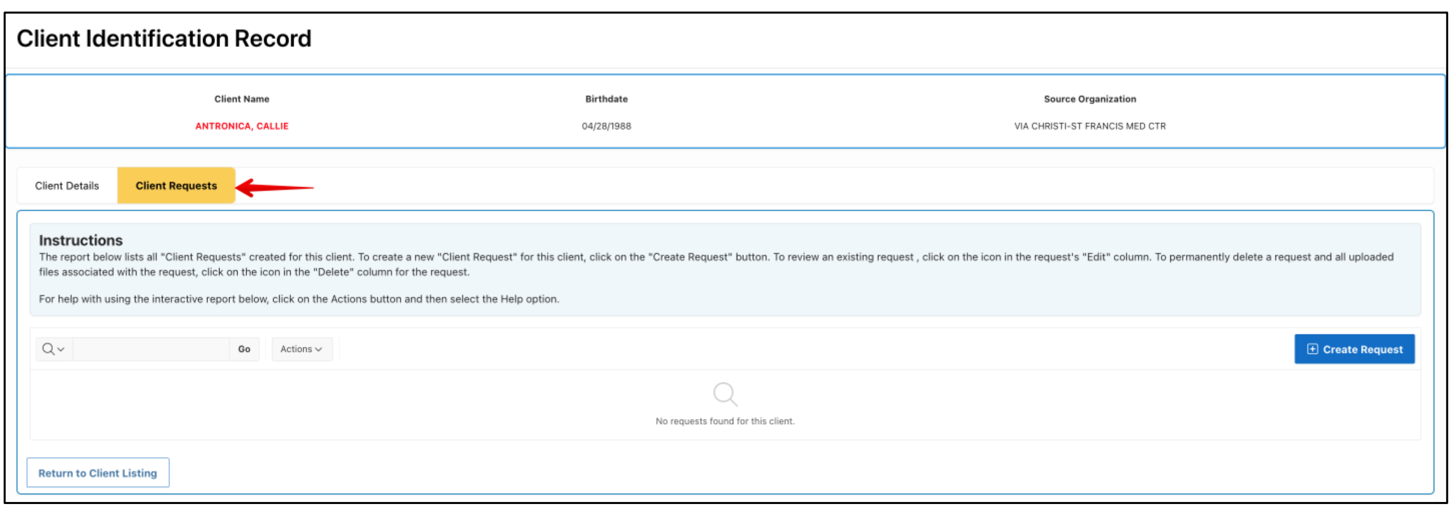
<u>Option 1</u>: Locate the desired client record in the *Client Listing* report and then click on the icon in the record's *Start New Request* column, as shown below. This will open a new *Client Request* form. Skip below to the paragraph that begins after the figure of the *Client Request* form shown under Option 2.



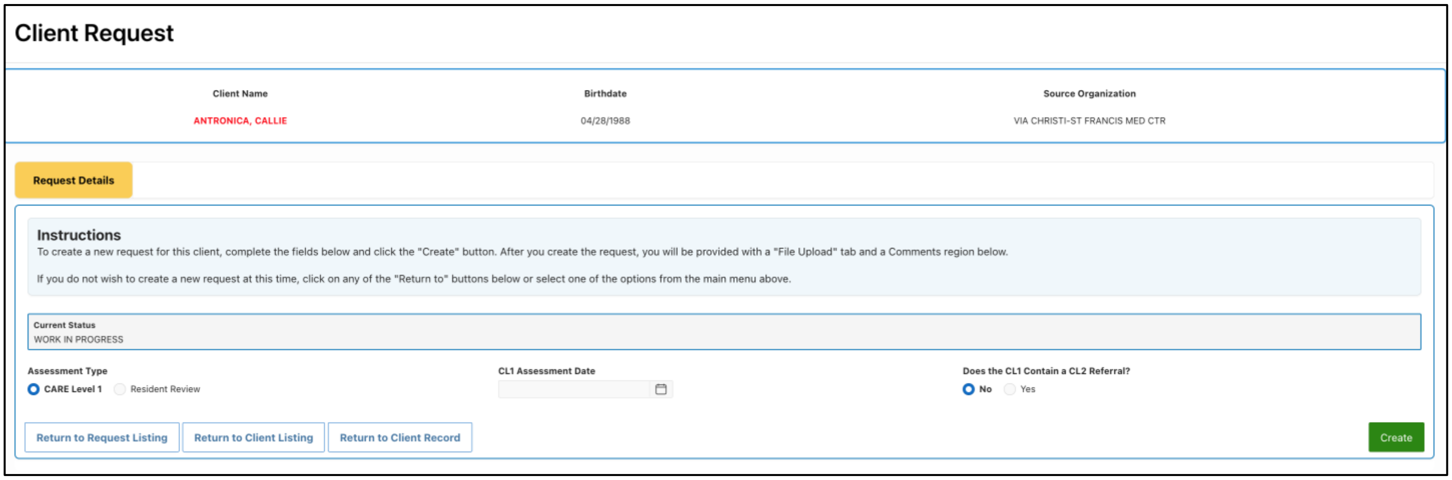
<u>Option 2</u>: Navigate to the client's *Client Identification Record* by selecting the icon in the client's *Edit* column in the *Client Listing* module, as shown below.



Once you have opened the *Client Identification Record*, click on the *Client Requests* tab, as shown below.



Click on the *Create Request* button on the *Client Requests* tab. This will open a new *Client Request* form, as shown below.



Note: The default *Current Status* is set to *WORK IN PROGRESS* for new requests. This status will remain unchanged until you submit the request to KDADS, as detailed in the steps below.

Perform the following steps to create a new *Client Request*:

1. Enter one of the following dates, depending on your organization type:

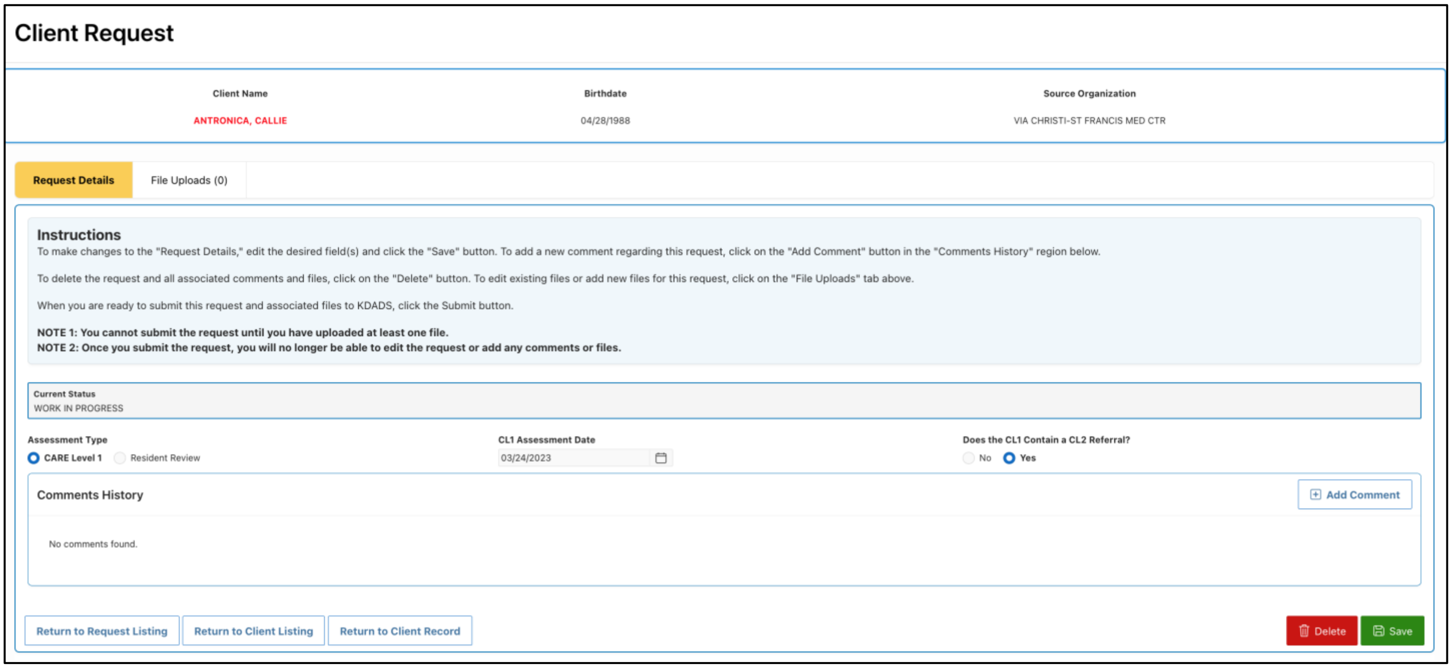
- CL1 Assessment Date (AAA & Hospital only)
- Previous CL2 Determination Letter Date (Hospital, NF, and NFMH for Resident Reviews)
- Special Admission Date (NF only)

Note 1: Nursing Facility (not NFMH) users will have to first choose whether the *Assessment Type* is a *Special Admission* or a *Resident Review*, after which the appropriate date field will be shown.

Note 2: Hospital users will have to first choose whether the *Assessment Type* is a *CARE Level 1* or *Resident Review*, after which the appropriate date field will be shown, as shown in the figure above.

Note 3: AAA users will have the option to indicate that they are requesting a CL1 extension, in which case, they will not enter a CL1 Assessment date.

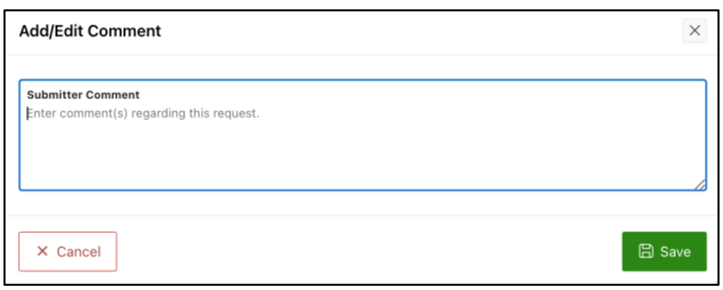
2. After completing all requested information on the form, click on the *Create* button. The application will then update the form by adding the *File Uploads* tab and a *Comments History* region, as shown below.



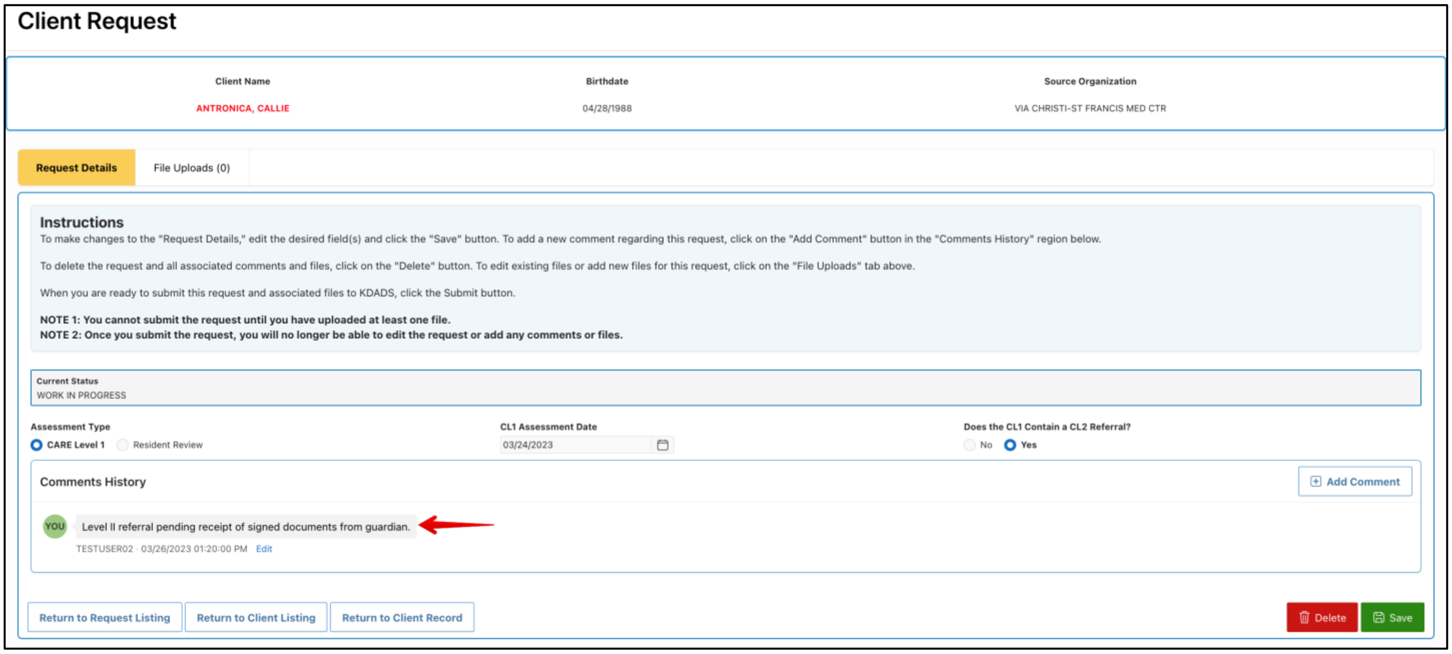
Note: The File Uploads tab indicates how many files are attached to the request in parentheses.

If you need to make any changes to the request details, you can edit any of the items and click the *Save* button.

3. To add a comment regarding this request, click on the *Add Comment* button. The application will open the *Add/Edit Comment* dialog box, as shown below.



Enter your comment(s) regarding the request in the *Submitter Comment* text area. When finished, click on the *Save* button. Your comment(s) will then appear in the *Comments History* region, as shown below.



Note 1: You can edit your comments by clicking on the *Edit* link below your comment while the request is in one of the following statuses:

- WORK IN PROGRESS
- INCOMPLETE – FOLLOW-UP NEEDED

Note 2: Your comments will be tagged with the word *YOU* in the *Comments History* region.

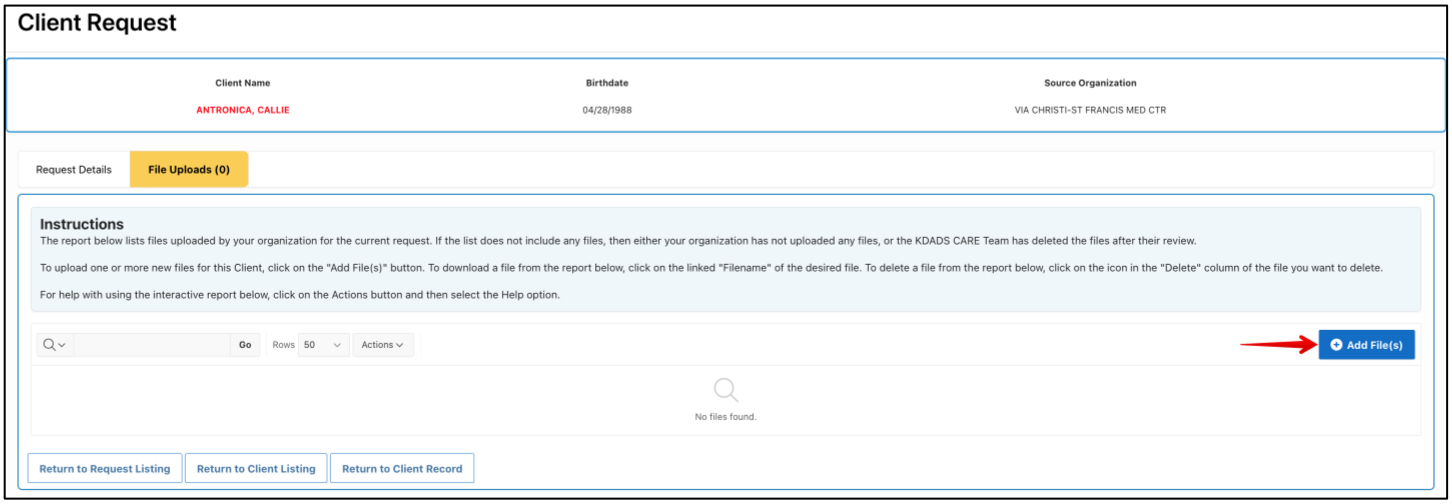
When you are ready to attach files to your request, click on the *File Uploads* tab and follow the instructions in the next section.

UPLOADING FILES & SUBMITTING A REQUEST

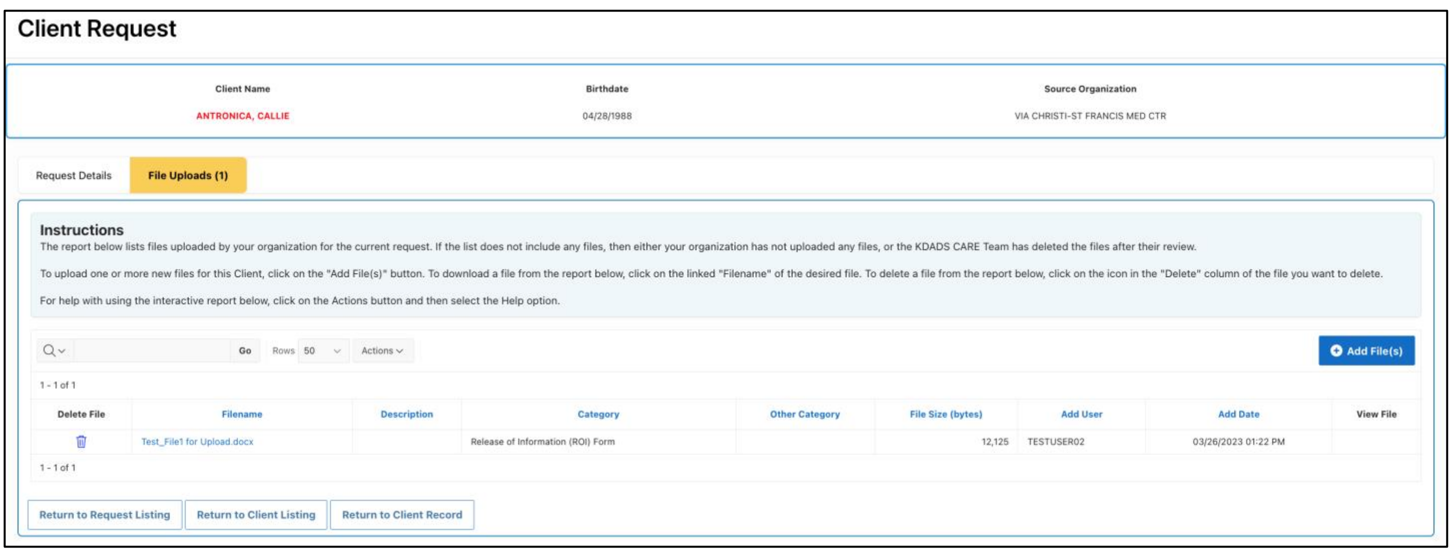
Once you have successfully created the *Client Request*, you can upload files associated with the request. After uploading your files, you will be able to submit the request to KDADS. Perform the following steps to upload one or more files and submit the request:

1. On the *Client Request* record, click on the *File Uploads* tab.

2. Click on the *Add File(s)* button, as shown below, to open the *Upload File(s)* dialog box. Follow the instructions in the dialog box to upload one or more files to the *Client Request*.



3. Confirm that your files uploaded. They should appear on the *File Uploads* report, as shown below.

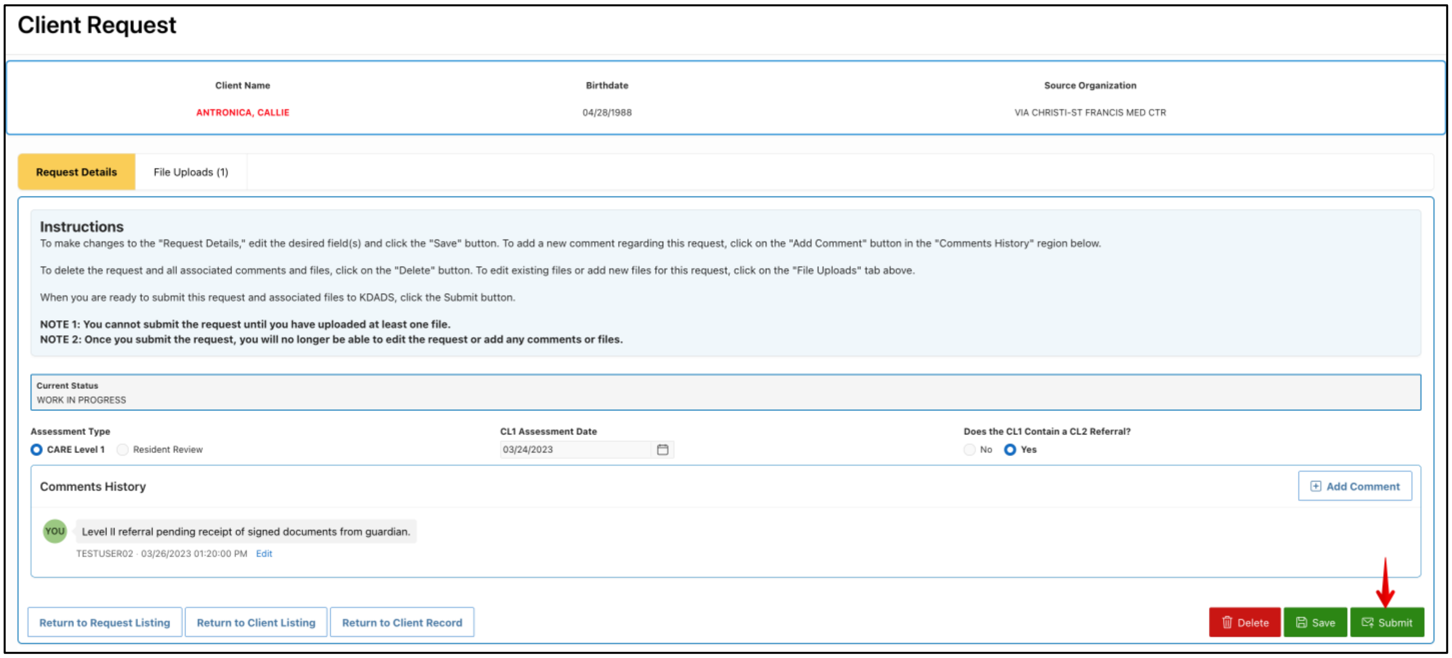


4. To delete an uploaded file, click on the "trash can" icon in the *Delete File* column of the desired file.

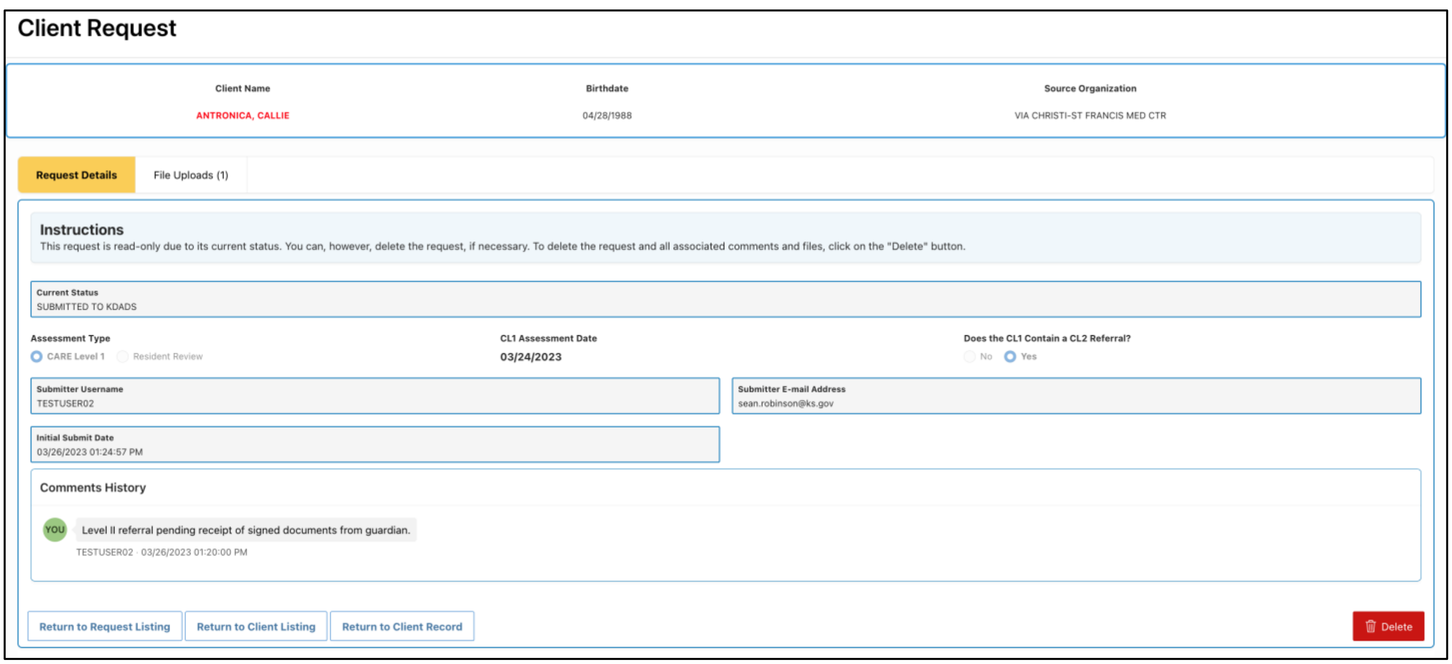
5. To download an uploaded file, click on the linked filename of the file in the *Filename* column.

6. To view an image file (pdf, png, bmp, jpg, etc.), click on the "binoculars" icon in the *View File* column of the file. The image should open in a new web browser tab.

7. Once you have completed uploading files for the request, you are now ready to submit the request and associated files to the KDADS CARE Team for review. To do so, return to the *Request Details* tab and click on the *Submit* button, as shown below.



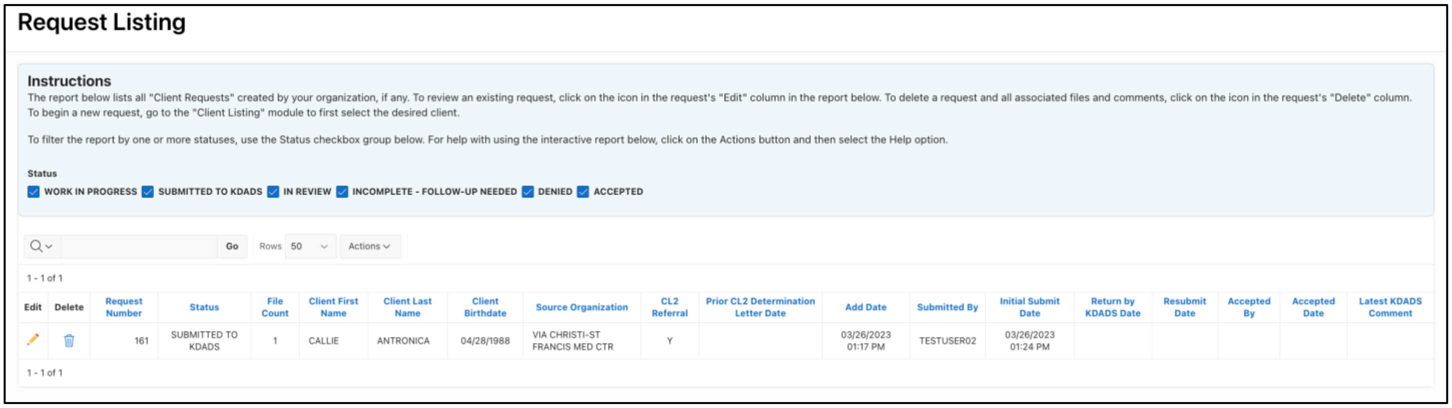
After submitting the request, the application will update the *Client Request* form showing the status as *SUBMITTED TO KDADS* and making all fields read-only, as shown below.



Note: You will not be able to upload any additional files or add any additional comments once you submit the request.

TRACKING REQUESTS

After submitting a request, you can track its status in the *Request Listing* module, as shown below.



NOTE 1: The *Prior CL2 Determination Letter Date* column shown above only shows for Hospitals, Nursing Facilities, and Nursing Facilities for Mental Health. The report will include the *CL1 Assessment Date* column for AAA and Hospital organizations and the *Special Admission Date* column for Nursing Facilities only.

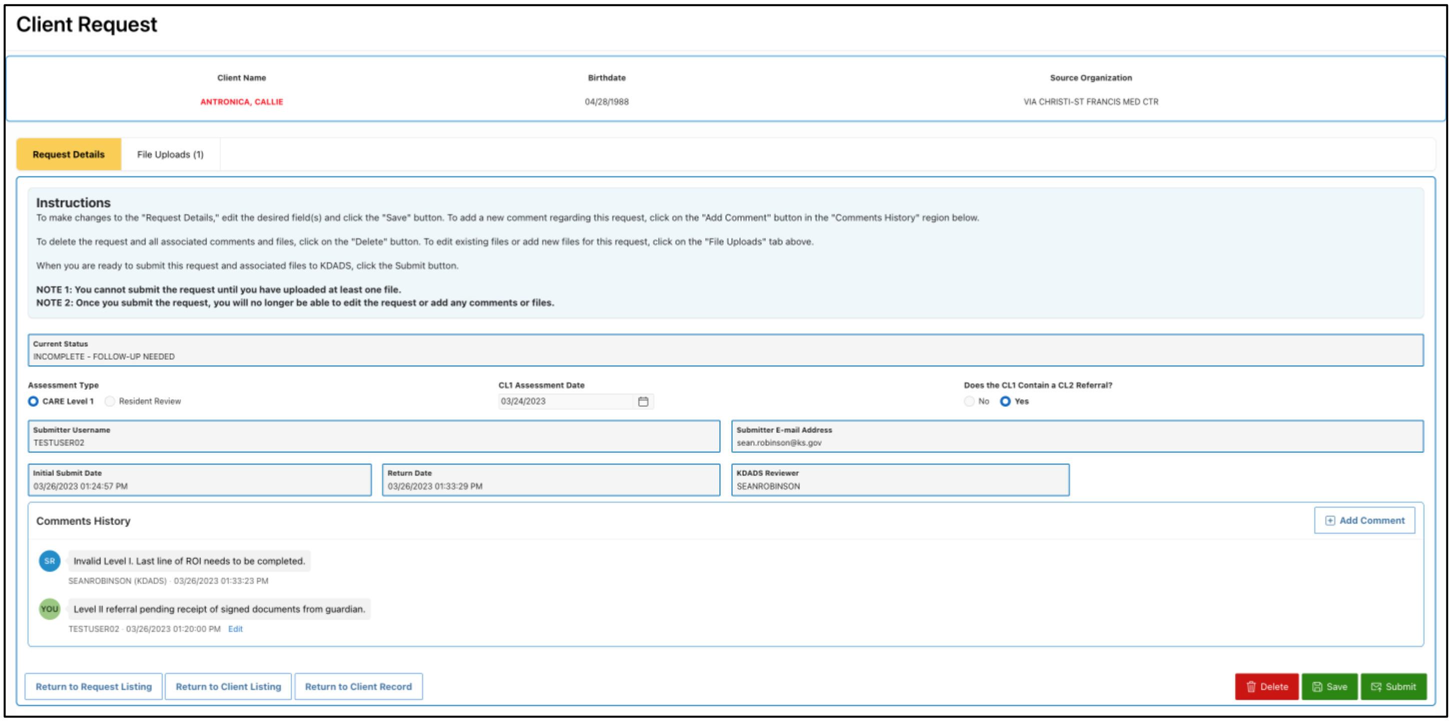
NOTE 2: The *Latest KDADS Comment* column only shows the first 70 characters of the comments provided by KDADS. You can hover your mouse over the contents to see the full comments. Additionally, the column only shows the most recent comment(s) from KDADS. To see the entire comment history, open the *Client Request* record and review the *Comments History* region.

You can quickly filter the *Request Listing* report by one or more statuses by using the *Status* checkbox group in the *Instructions* section above the report, as shown in the figure above.

Once the KDADS CARE Team receives your request, a CARE Team member will review your request and update the status to one of the following options:

- IN REVIEW
- ACCEPTED
- INCOMPLETE – FOLLOW-UP NEEDED
- DENIED

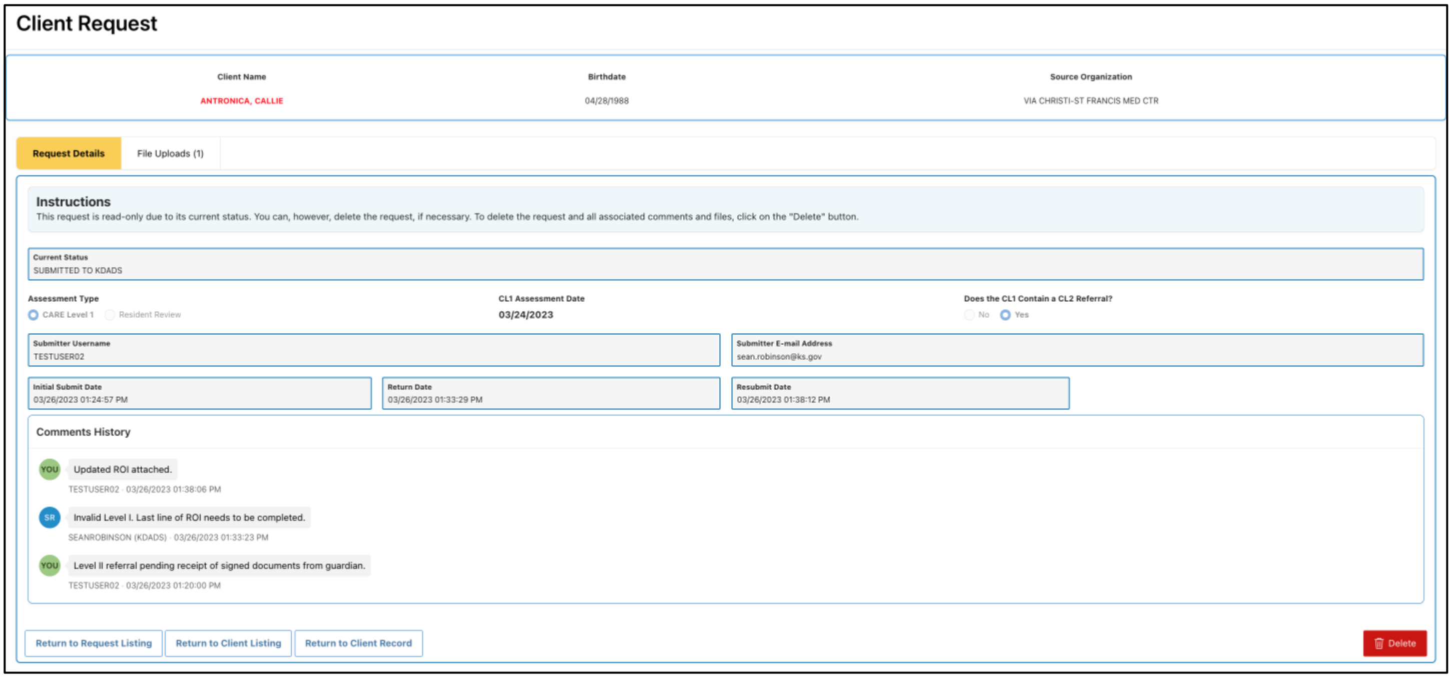
If the CARE Team accepts your request, then you can consider the request to be complete. If the CARE Team returns your request due to missing and/or incomplete information, the status will be changed to *INCOMPLETE – FOLLOW-UP NEEDED*. If the CARE Team finds your request to be unacceptable, they will change the status to DENIED. In all three cases, the application will send an automated e-mail to the e-mail address of the request's submitter notifying them of the *ACCEPTED*, *INCOMPLETE*, or *DENIED* status. If the KDADS CARE Team returns your request as INCOMPLETE or DENIED, they should include a comment explaining why. Check the *Comments History* region of the *Client Request* record to find their comments. An example is shown below.



You will notice that the *Request Details* tab now includes the *Return Date* and the *KDADS Reviewer* fields to identify which KDADS CARE Team member returned your request and when they returned it.

If the request was returned as *INCOMPETE*, provide the necessary information, including updated and/or additional files, based on the feedback from the KDADS CARE Team member and resubmit the request. Be sure to add any clarifying comments for the KDADS CARE Team prior to resubmitting the request. If the request was returned as *DENIED*, the request will be in read-only status. If you disagree with the denial, contact the KDADS CARE Team.

Once you resubmit a request, the *Request Details* tab will update to include the date and time that you resubmitted the request, as well as making the fields read-only and changing the status to *SUBMITTED TO KDADS*, as shown below.



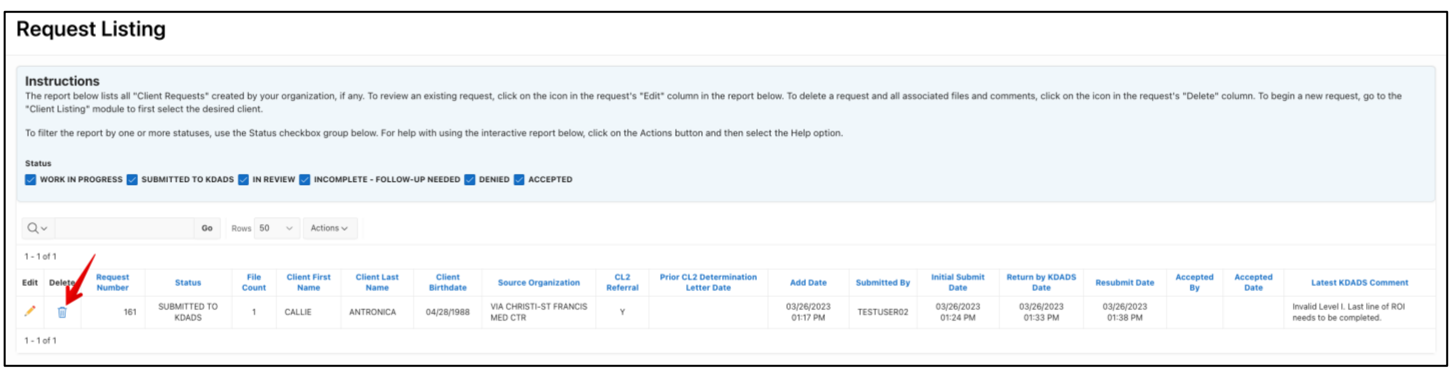
If the KDADS CARE Team returns the request again for modifications, continue to update the request and resubmit it until the CARE Team accepts it.

Deleting a Request

Note: Deleting a *Client Request* record as described below will delete the request and all comments and files associated with the request. The *Client Identification Record* will not be deleted, however.

To delete a *Client Request* record, you can use one of the following options:

Option 1: Click on the "trash can" icon in the *Delete* column of the desired *Client Request* record in the *Request Listing* report, as shown below.

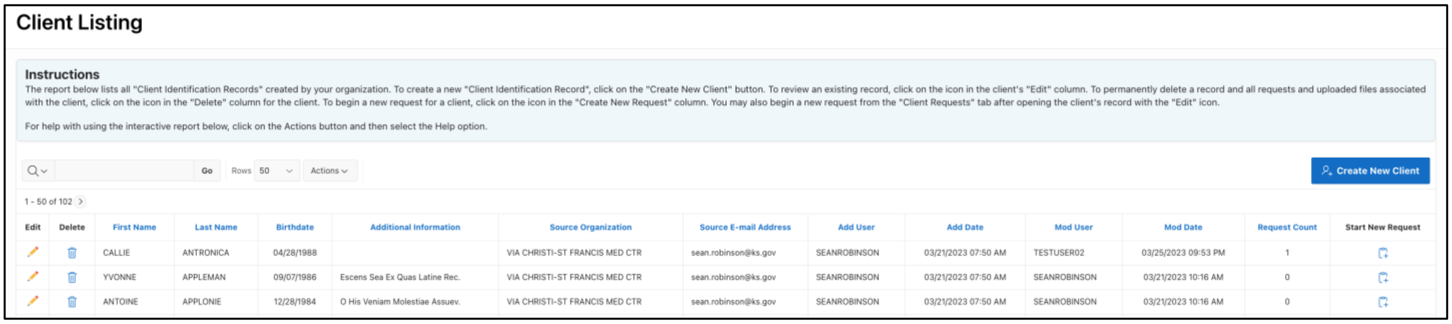


Option 2: Open the *Client Request* record from the *Request Listing* report and then click on the *Delete* button on the *Request Details* tab.

EDITING/DELETING CLIENT IDENTIFICATION RECORDS

When you need to edit or delete a *Client Identification Record*, you will first need to locate the record from the *Client Listing* report in the *Client Listing* module.

Once you are on the *Client Listing* page, you should see all clients previously created by your organization, as shown below. Note: If you are assigned to secondary organizations, your list will include all clients created by your primary organization and all secondary organizations. Ensure you are selecting the correct client prior to initiating the delete action.



To open a *Client Identification Record*, click on the pencil icon in the *Edit* column of the desired client. Once you are on the *Client Identification Record*, you can edit any of the client's data, as well as access all of the requests created for the client by your organization via the *Client Requests* tab in the *Client Identification Record*.

To permanently delete the *Client Identification Record* and all requests, comments, and uploaded files associated with the client, click on the *Delete* button on the *Client Details* tab of the *Client Identification Record*.

You can also delete a *Client Identification Record* from the *Client Listing* report by clicking on the "trash can" icon in the *Delete* column of the desired client. This will also permanently delete the record and all associated requests, comments, and files.

For assistance with the *CARE File Upload Tool*, contact the KDADS Applications Help Desk.

Help Desk Hours: 7:00 AM to 5:00 PM Monday - Friday (Closed on weekends and State of Kansas holidays)

Phone:785-296-4987 option 1

E-Mail: kdads.helpdesk@ks.gov

Fax: 785-296-0256