



# CARE Inquiry User Manual

10/2006

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# Chapter 1

## Introduction to the Level of Care Inquiry System

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# Description of CARE Inquiry

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## Introduction

Currently there is a paper request (form ES-3164) created in writing by an EES worker in SRS requesting specific CARE information on a customer. The purpose of the request is to see if the customer is eligible for Medicaid payment to a nursing facility. It is faxed to a staff person at KDOA in the Policy & Planning Commission for them to look up the customer in KAMIS. KDOA completes the form with information from KAMIS and other investigation as needed. The form is then faxed back to the EES worker. The information is then entered into a spreadsheet at KDOA for tracking and reporting purposes. There is an average of 40 requests received in a day or 5,000 in a year.

After there was a change in staff and responsibilities, a request was made by KDOA to automate this process. Below is the automated process.

An SRS EES worker signs on to a secure online web application and completes a CARE Inquiry request. Once the request is submitted, the request forwards to a pending table listing. The designated KDOA staff person would then enter the system, access the pending list, and complete it by looking up the information in KAMIS. Once completed the request is saved as posted and the request is placed into a posted list for the SRS EES worker to check. There is an option available for the user to request that allows an e-mail to be sent stating a request has been posted. The EES worker is able to see all the information and print it off for their records. Once the request is viewed by an SRS person, it is flagged in the system that the request has been received. The request then moves to a received table list that can be viewed by SRS and KDOA.

There is the capability for a request to be saved in a work in progress mode if more information or investigation was needed by SRS or KDOA. Therefore, the staff person could go back later and finish the information request. However, once KDOA opens a request it is locked against any updates by SRS.

A download option is available in a comma delimited format for reporting purposes in a spreadsheet.

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# System Availability / Technical Support

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**Introduction**      The Kansas Department on Aging Help Desk provides Technical Support and Security Access for users.

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**Numbers**            Assistance is available Monday through Friday, 7:00am to 5:00pm.

<b>Who to Call for</b>	<b>Number</b>	<b>E-Mail</b>
Technical Assistance	785-296-4987	Helpdesk@aging.state.ks.us
Security Access	785-296-4987	Helpdesk@aging.state.ks.us

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**System Availability Hours**      The CARE Inquiry System has set business availability hours.

<b>Days</b>	<b>Hours</b>
Monday through Friday	7:30am - 10:30pm
Saturday	7:30am - 10:30pm
Sunday	11:00am - 10:30pm
On State of Kansas observed holidays, the system is available; however, ISD staff will not be available for assistance during these holidays, as well as Saturdays and Sundays.	

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# Security

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**Background** One of the system objectives for the Kansas Department on Aging Web Applications Systems is to provide security of data from unauthorized or unintentional exposure or damage.

As we extend system service to users communicating via the Internet, this security objective becomes even more critical. Requiring a user-specific password for access into the system is the starting point for security. Another aspect that users will see is the ability to perform certain functions and view or update certain data, as defined by a predetermined user role. User roles will be based on business need for data access.

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**Requesting Access** Each user's privileges must be submitted in writing and forwarded to the KDOA Help Desk one of the following ways:

- Fax – 785-296-0256 (Attention: ISD Help Desk)
- E-mail – [Helpdesk@aging.state.ks.us](mailto:Helpdesk@aging.state.ks.us)
- Letter by US Mail or InterOffice Mail –  
KDOA  
503 South Kansas Avenue  
Topeka, Kansas, 66603  
Attention: ISD Help Desk

The access request must include the following information:

- The Users Full Name
  - The Users E-mail Address
  - If the User wants to have the e-mail notification that a response have been posted.
  - The Users Office Telephone Number
  - Is the User employed by KDOA or SRS. If they are an SRS employee, the Office they are associated with is required.
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## Security, Continued

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**Access  
Management**

All access profiles for the system users will be established and managed by the KDOA Information Services Support Branch staff. The Help Desk will directly notify users of their registered user name and initial password by e-mail.

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**Emergency Access  
Request**

Any individual who requires emergency access to the system, or an emergency change in privileges, should contact the KDOA Help Desk (785-296-4987) for assistance.

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**User Review /  
Update**

KDOA will periodically validate the list of system users.

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**Password  
Requirements**

Must be at between eight to ten characters long  
Can only be either alpha or numeric characters – no special characters are permitted.  
Can not contain a portion of the user name  
Can not repeat a character more than four times consecutively

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**Password  
Recommendations**

Contain at least one uppercase character  
Contain at least one lowercase character  
Contain at least one numeric character

**Note:** A user should immediately contact the KDOA Help Desk if they believe their password may have been discovered by another person.

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# Accessing the System

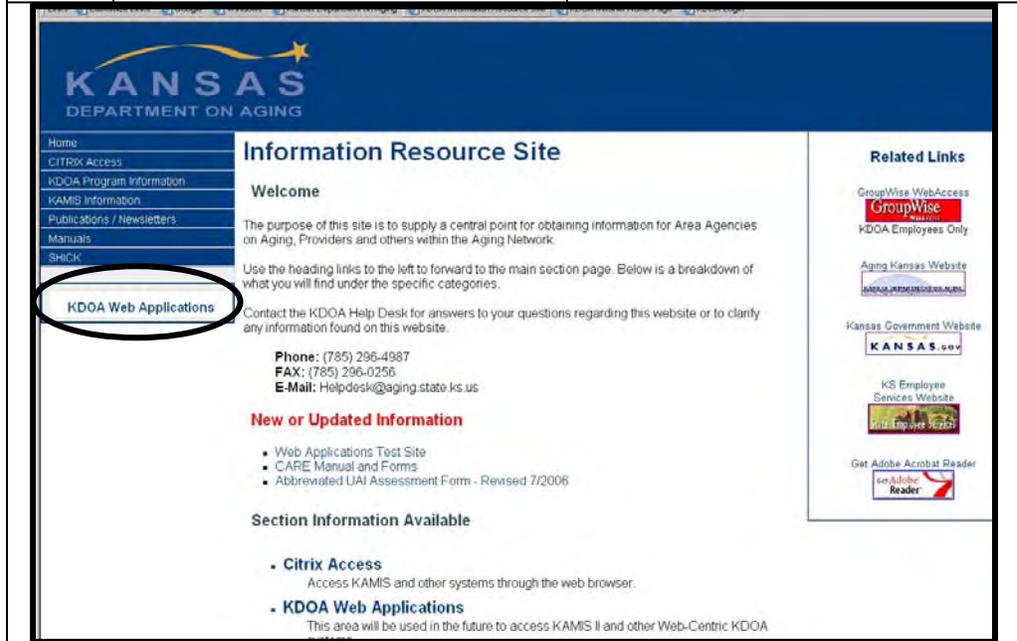
**System Requirements** Microsoft Internet Explorer 6.0 or newer.  
Disable all Pop-Up blockers.

**Pop-Up Blocker** Disable the blocker or allow pop-ups for the site. Depending upon the pop-up blocker used, the procedures differ. See the specific instructions from the software manufacturer.

**Introduction** The following are steps to accessing the KDOA Web Applications.

**How To** The following are the steps to access the Main Menu of the KDOA Web Application Log-on Page:

Step	Action	Result
1.	Open Microsoft Internet Explorer. Access the Aging Information Resource Web Site.  <a href="http://www.aging.state.ks.us">http://www.aging.state.ks.us</a>	Web site will be displayed.



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# Accessing the System, Continued

## How To (continued)

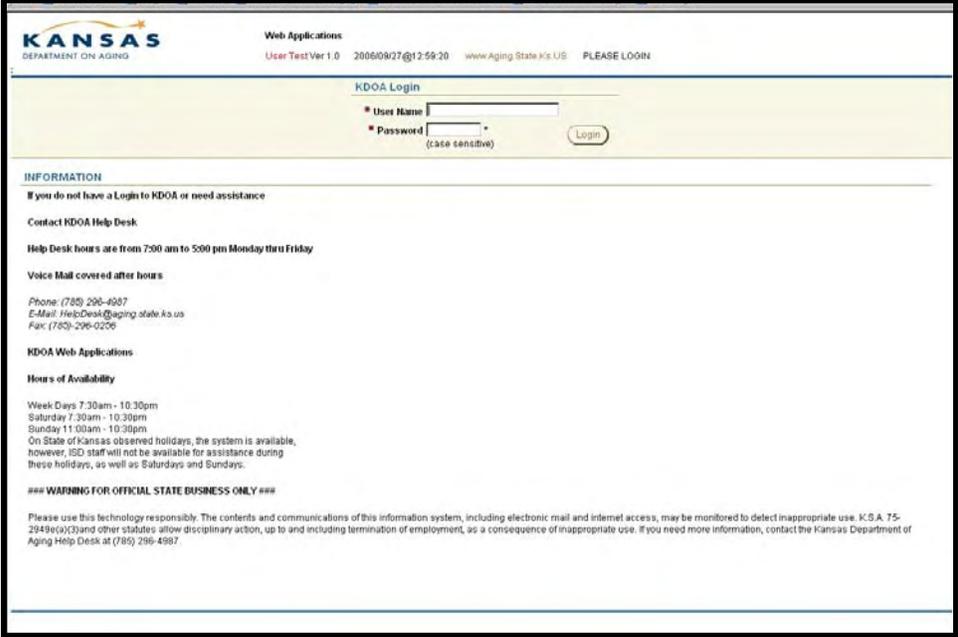
Step	Action	Result
2.	Select the KDOA Web Applications Link	<p>KDOA Web Applications Log In Page will be displayed.</p> <p><u>Recommended:</u> For ease of use in the future, create a bookmark for this page.</p>



# Logging-In to the System

## How To

Follow the steps in the table below to complete the Log-in process.

Step	Action	Result
1.	Once the KDOA Web Application window is displayed. Click in the Production Link.	The Log-in page will be displayed.
		
2.	Type in your <i>User Name</i> . Press <b>Tab</b> .	Insertion point advances.
3.	Enter <i>Password</i> . Press <b>Tab</b> .	Insertion point advances.

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# Logging-In to the System, Continued

## How To (continued)

Step	Action	Result
4.	Either press the <b>Enter</b> key or use the mouse pointer to click on the <b>Login</b> button.	<p>The username and password will be authenticated. This may take a few moments.</p> <p>Once completed the browser window will advance to the Main Window of the CARE Inquiry.</p>



# Main CARE Inquiry Page

## Introduction

The Main Page of the CARE Inquiry carries all the program options and commands.

**Main Page**

The screenshot shows the Microsoft Internet Explorer browser displaying the CARE Inquiry (ES-3164) page. The browser's menu bar and toolbar are visible at the top. The page header includes the Kansas Department on Aging logo and user information for Galen Rhoades. Below the header is a navigation bar with buttons for 'Creating Request', 'Request Posted', 'Response by KDOA', 'Viewed by SRS', 'Discarded', 'Summary', 'Users', and 'Help'. The main content area features a search form with a search box, a 'Display' dropdown set to 15, a 'Go' button, and a 'RESET' button. Below the search form is a table with columns: Srs Trays Dt, From\*, Office\*, Email, Phone, Fax, Customer\*, and Posted Dt. The table contains one row of data for a record from 09/27/2006. A 'Spread Sheet' link is located below the table. At the bottom of the page, there is an 'Action Button' and a 'Scroll Bar'.

**System Heading**

**Login Information**

**Search Options**

**A Download Option. Will download the table listing to a comma delimited file format.**

**Microsoft IE Browser Menu and Button Bar(s)**

**Navigational Tabs**

**Microsoft IE Browser Minimize, Restore, Exit buttons**

**Action Button**

**Scroll Bar**

# Form Pages

The example used is the ES-3164 form

## Form Pages

The screenshot shows a web browser window titled "CARE\_INQUIRY\_ES\_3164 - Microsoft Internet Explorer". The page header includes the Kansas Department on Aging logo and the text "CARE Inquiry (ES-3164)". Below the header, there are navigation tabs: "Creating Request", "Request Posted", "Response by KDOA", "Viewed by SRS", "Summary", and "Help". The main form area is titled "SRS Request (ES-3164)" and contains several sections:

- SRS Office:** Office for SRS test signon. Fields for Email (with an [E] icon), Phone, and Fax.
- Customer:** Fields for DOB (with a calendar icon), SS No., Medicaid No., NF Name, NF Phone, and NF Admit Date (with a calendar icon).
- Prior Living Arrangement (select one):** Radio buttons for HOME/COMMUNITY, OTHER NF, OTHER STATE, and OTHER.
- SRS Comment:** A text area with a character count of "0 of 1000".
- Action Buttons:** "Cancel" and "Create" buttons at the bottom.

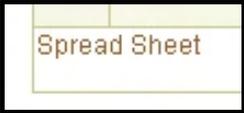
Callouts from external boxes point to the following elements:

- Form Heading:** Points to the "SRS Request (ES-3164)" title.
- Navigation Tabs:** Points to the "Creating Request" tab.
- Pick Date Calendar option button:** Points to the calendar icon next to the DOB field.
- Comment or Text Area:** Points to the SRS Comment text area.
- Action Button:** Points to the "Create" button.

# Navigational Icons and Buttons

## Introduction

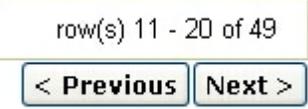
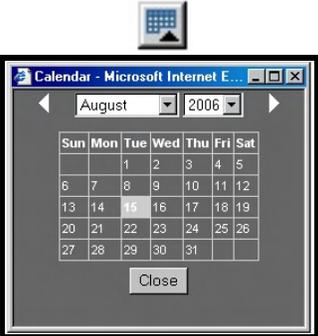
Icons are used as visual aids to indicate certain actions.

Icon	Action
	<p><b>Auto-completed information.</b> These are fields that have been completed by the system.</p>
	<p><b>E-Mail Notification Indicator.</b> This indicates that the user has requested to be notified by s-mail when a response from KDOA as been posted.</p>
	<p><b>Spreadsheet link.</b> This link will produces a download file in a comma delimited file format that will allow it to open in a spreadsheet program.</p>
	<p><b>View/Update Icon.</b> Clicking on this icon will perform the action as indicated in the column heading, i.e. open the corresponding form.</p>
	<p><b>Required Field icon.</b></p>
	<p><b>Action Button.</b> The buttons are labeled accordingly to the action they will perform.</p>
	<p><b>Status Indicator.</b> The browser status indicator bar will be displayed at any time there is a request made to the database to either save or to bring back information.</p>

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# Navigational Icons and Buttons, Continued

Introduction (continued)

Icon	Action
	<p><b>Page Advance Indicators.</b> The system allows a certain number of lines of data to be seen at a time. When there is more information to be displayed, page advance indicators will be displayed.</p>
	<p><b>Date Picker Icon and Calendar.</b> Dates can be typed into the field in the mm/dd/yyyy or selected with a calendar.</p>
	<p><b>Comment Box:</b> Has a count down option under the box that indicates how many characters are available.</p>

# Logging-Out of the System

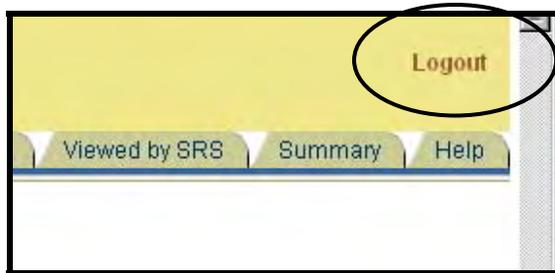
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**Introduction** The user should sign-off the system if they are going to be absent from their work area for an extended period. This is for security reasons.

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**How to** Follow the steps in the table below to log-out of the system.

Step	Action	Result
1.	Click on the <b>Log-Out</b> Link at the top left of any window within the system.	The browser window will be returned to the Login Page.



# Chapter 2

## SRS Requests

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Viewed by SRS Navigational Tab .....	13
Summary Navigational Tab .....	15

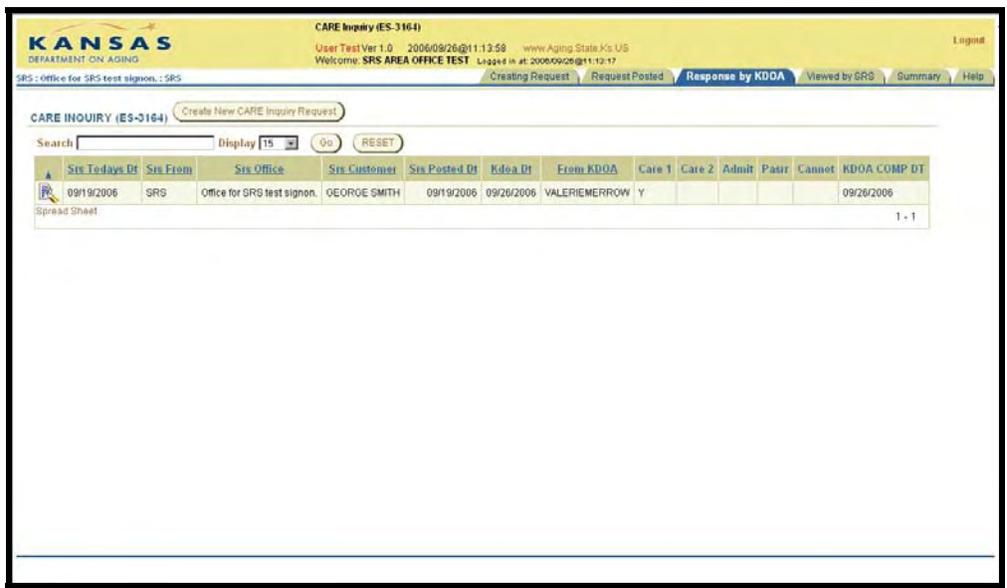
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# Creating Request Navigational Tab

**Introduction** This section explains how to create a new request. Some of the screen prints have been cropped to show the details of the screen.

**How to Create a New Request** Follow the steps in the table below to add a new CARE Inquiry Request.

Step	Action	Results
1.	<b>Login</b> to the System	The Response by KDOA Navigation Tab will be displayed first as default. There may be rows displayed in the table indicating a response from KDOA.



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# Creating Request Navigational Tab, Continued

## How to Create a New Request (continued)

Step	Action	Results
2.	To enter a new Inquiry Request, click on the <b>Create New CARE Inquiry Request</b> button.	The SRS Request (ES-3164) page will be displayed.

The screenshot shows a web form for creating a new SRS Request (ES-3164). The form is titled "SRS Request (ES-3164)" and is part of the "KANSAS DEPARTMENT ON AGING" system. The form includes the following fields and options:

- SRS Office:** Office for SRS test signon.
- \* Email:** [Text input field]
- Phone:** [Text input field]
- Fax:** [Text input field]
- \* Customer:** [Text input field]
- DOB:** [Text input field]
- SS No.:** [Text input field]
- Medicaid No.:** [Text input field]
- NF Name:** [Text input field]
- NF Phone:** [Text input field]
- NF Admit Date:** [Text input field]
- Prior Living Arrangement (select one):**
  - HOME/COMMUNITY
  - OTHER NF
  - OTHER STATE
  - OTHER
- Post Request to KDOA
- SRS Comment:** [Text area, 0 of 1000 characters]

At the bottom of the form, there are two buttons: "Cancel" and "Create".

*Continued on next page*

# Creating Request Navigational Tab, Continued

## How to Create a New Request (continued)

Step	Action	Results
3.	Complete the known information.	Required Fields: <ul style="list-style-type: none"> <li>• SRS Office and E-mail (These fields are automatically populated with the logon.)</li> <li>• Customer Name</li> </ul>

**KANSAS**  
DEPARTMENT ON AGING

CARE Inquiry  
User Test Ver  
Welcome: SR

SRS : Office for SRS test signon. : SRS

Current status: **CREATING REQUEST** Posted:  
Last Update: SRS: SRS date: 09/26/2006 12:55:06 KDOA: date:

**SRS Request (ES-3164)**

Date 09/26/2006  
From SRS

\* SRS Office Office for SRS test signon.

\* Email srs@srs.org

Phone 7852964987

Fax

\* Customer George Jetson

DOB

SS No. 123456789

Medicaid No.

NF Name

NF Phone

NF Admit Date

HOME/COMMUNITY  
 OTHER NF  
 OTHER STATE  
 OTHER

Prior Living Arrangement (select one)

Post Request to KDOA

Posted Date

SRS Comment

0 of 1000

Cancel Apply Changes

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## Creating Request Navigational Tab, Continued

### How to Create a New Request (continued)

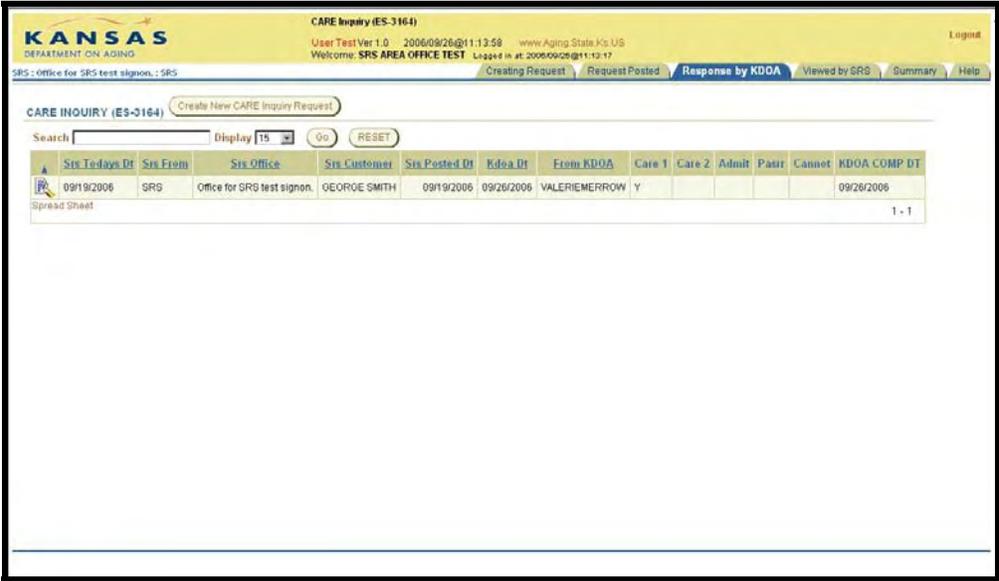
Step	Action	Results						
4.	<table border="1"> <thead> <tr> <th>If information is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Complete</td> <td>Click on the <b>Post Request to KDOA</b> checkbox.</td> </tr> </tbody> </table>	If information is...	Then...	Complete	Click on the <b>Post Request to KDOA</b> checkbox.			
	If information is...	Then...						
	Complete	Click on the <b>Post Request to KDOA</b> checkbox.						
	Not complete	Leave the Post Request to KDOA checkbox unchecked.						
								
5.	Click on the <b>Create</b> button	The entry will save and display the according to the table below.						
6.	<table border="1"> <thead> <tr> <th>Post Request to KDOA checkbox is ...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Checked</td> <td>The request will be displayed on the Request Posted navigation tab for KDOA action.</td> </tr> <tr> <td>Not complete</td> <td>The request will be displayed on the Creating Posted navigation tab for SRS continued action.</td> </tr> </tbody> </table>	Post Request to KDOA checkbox is ...	Then...	Checked	The request will be displayed on the Request Posted navigation tab for KDOA action.	Not complete	The request will be displayed on the Creating Posted navigation tab for SRS continued action.	
	Post Request to KDOA checkbox is ...	Then...						
	Checked	The request will be displayed on the Request Posted navigation tab for KDOA action.						
Not complete	The request will be displayed on the Creating Posted navigation tab for SRS continued action.							

# Updating a Pending Request

**Introduction** At times more information may become available and can be updated on the request. Updates to the request can be done from the Creating Request or Request Posted Navigational tabs.

**Note** Once KDOA opens the request, that request will be placed into a locked status so that the request can not be updated.

**How to Update a Pending Request** Follow the steps in the table below to edit/update an existing LOC Request.

Step	Action	Results
1.	Login to the System.	The Response by KDOA Page will be displayed first as default.
		
2.	Locate request for the customer to be updated.	Will be listed on either the Creating Request or Request Posted Navigational Tabs depending upon the last action to the request.

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## Updating a Pending Request, Continued

### How to Update a Pending Request (continued)

Step	Action	Results						
3.	Click on the <b>View/Update</b> icon next to the customer row needing updated.  	Page will be displayed. Depending upon the request status the following will occur.						
4.	<table border="1" data-bbox="548 766 1393 955"> <thead> <tr> <th data-bbox="548 766 917 808">If Request is...</th> <th data-bbox="917 766 1393 808">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 808 917 955">           Pending in the Create Request Page table.         </td> <td data-bbox="917 808 1393 955">           The request page will display in an editable status. The heading will indicate that the request has not been posted.         </td> </tr> </tbody> </table>  <table border="1" data-bbox="548 1318 1393 1470"> <tbody> <tr> <td data-bbox="548 1318 917 1470">           Pending in the Request Posted Page table prior to KDOA opening the request.         </td> <td data-bbox="917 1318 1393 1470">           The request page will display in an editable status. The heading will indicate when the request was posted.         </td> </tr> </tbody> </table> 	If Request is...	Then...	Pending in the Create Request Page table.	The request page will display in an editable status. The heading will indicate that the request has not been posted.	Pending in the Request Posted Page table prior to KDOA opening the request.	The request page will display in an editable status. The heading will indicate when the request was posted.	
If Request is...	Then...							
Pending in the Create Request Page table.	The request page will display in an editable status. The heading will indicate that the request has not been posted.							
Pending in the Request Posted Page table prior to KDOA opening the request.	The request page will display in an editable status. The heading will indicate when the request was posted.							

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# Updating a Pending Request, Continued

## How to Update a Pending Request (continued)

Step	Action	Results								
	<table border="1"> <thead> <tr> <th data-bbox="548 493 912 535">If Request is...</th> <th data-bbox="912 493 1393 535">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 535 912 682">Pending in the Request Posted Page table after KDOA opened the request.</td> <td data-bbox="912 535 1393 682">The request page will display in an locked status. The heading will indicate who is working on the request.</td> </tr> </tbody> </table>	If Request is...	Then...	Pending in the Request Posted Page table after KDOA opened the request.	The request page will display in an locked status. The heading will indicate who is working on the request.	<table border="1"> <thead> <tr> <th data-bbox="548 493 912 535">If Request is...</th> <th data-bbox="912 493 1393 535">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 535 912 682">Pending in the Request Posted Page table after KDOA opened the request.</td> <td data-bbox="912 535 1393 682">The request page will display in an locked status. The heading will indicate who is working on the request.</td> </tr> </tbody> </table>  <p>The screenshot shows the KANSAS DEPARTMENT ON AGING SRS interface. At the top, it says 'CARE Inquiry (ES-3164)'. Below that, it displays 'User Test Ver 1.0 2006/09/27@10:03:24' and 'Welcome SRS AREA OFFICE TEST'. The main content area shows 'SRS : Office for SRS test signon. : SRS' and 'Current status: REQUEST POSTED Posted: 09/27/2006'. Below this, it says 'Last Update: SRS: SRS date: 09/27/2006 10:02:16 KDOA: GALENRHOADES date: 09/27/2006 10:03:14'. At the bottom, it says 'SRS Request (ES-3164)' and 'Date 09/27/2006'. An arrow points from the 'Then...' text in the table above to the 'REQUEST POSTED' status in the screenshot.</p>	If Request is...	Then...	Pending in the Request Posted Page table after KDOA opened the request.	The request page will display in an locked status. The heading will indicate who is working on the request.
If Request is...	Then...									
Pending in the Request Posted Page table after KDOA opened the request.	The request page will display in an locked status. The heading will indicate who is working on the request.									
If Request is...	Then...									
Pending in the Request Posted Page table after KDOA opened the request.	The request page will display in an locked status. The heading will indicate who is working on the request.									
5.	Click on the <b>Apply Changes</b> button	The entry will save and display the according to the table below.								
6.	<table border="1"> <thead> <tr> <th data-bbox="548 1159 912 1234">Post Request to KDOA checkbox is ...</th> <th data-bbox="912 1159 1393 1234">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 1234 912 1339">Checked</td> <td data-bbox="912 1234 1393 1339">The request will be displayed on the Request Posted navigation tab for KDOA action.</td> </tr> <tr> <td data-bbox="548 1339 912 1453">Not complete</td> <td data-bbox="912 1339 1393 1453">The request will be displayed on the Creating Posted navigation tab for SRS continued action.</td> </tr> </tbody> </table>	Post Request to KDOA checkbox is ...	Then...	Checked	The request will be displayed on the Request Posted navigation tab for KDOA action.	Not complete	The request will be displayed on the Creating Posted navigation tab for SRS continued action.			
Post Request to KDOA checkbox is ...	Then...									
Checked	The request will be displayed on the Request Posted navigation tab for KDOA action.									
Not complete	The request will be displayed on the Creating Posted navigation tab for SRS continued action.									

# Request Posted Navigational Tab

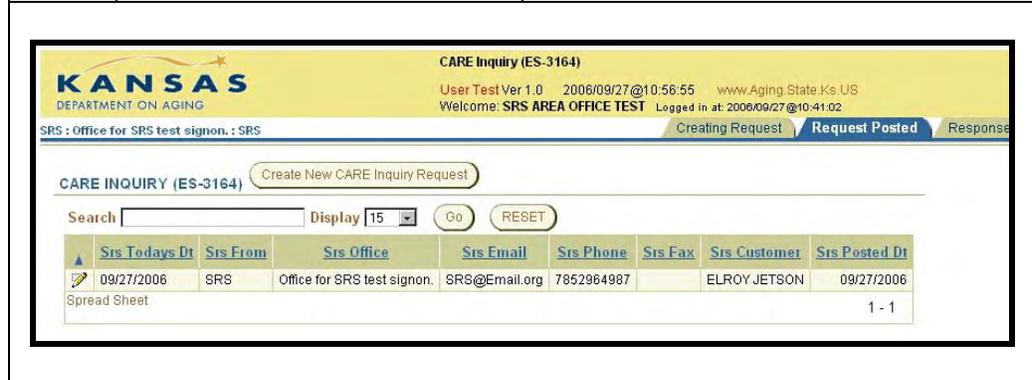
## Introduction

This section explains how to view a request that has been posted for KDOA action. Some of the screen prints have been cropped to show the details of the screen.

## How to View a Posted Request

Follow the steps in the table below to view the Requests that have been posted for KDOA action.

Step	Action	Results
1.	<b>Login</b> to the System.	The Response by KDOA Page will be displayed first as default.
2.	Click on the <b>Request Posted</b> Navigational Tab	Page will be displayed with a table listing all the requests pending action for the SRS Office.



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# Request Posted Navigational Tab, Continued

## How to View a Posted Request (continued)

Step	Action	Results
3.	Click on the <b>View/Update</b> icon next to the customer row to add or view information.	<p>Page will be displayed with the completed information. The inquiry will be in a view only status if KDOA has viewed the inquiry.</p> <p>A comment will be added to the inquiry if KDOA is waiting on information.</p>

The screenshot displays the 'KANSAS DEPARTMENT ON AGING' interface for 'CARE Inquiry (ES-3164)'. At the top, it shows the user 'SRS AREA OFFICE TEST' logged in at 2006/10/18 14:03:03. The current status is 'REQUEST POSTED' as of 10/02/2006. The page is divided into tabs: 'Creating Request', 'Request Posted', and 'Response by KDOA'. The main content area is titled 'SRS Request (ES-3164)' and lists various fields such as Date (10/02/2006), SRS Region (Office for SRS test signon), Email (henrymace@aging.state.ks.us), Customer (Jane Jetson), and Posted Date (10/02/2006). A 'Comments by KDOA' section is circled in red, containing the text 'Waiting for more information by the NF'. A 'Cancel' button is located at the bottom left of the form area.

# Response by KDOA Navigational Tab

## Introduction

This section explains how to view a request that has been completed by KDOA. Some of the screen prints have been cropped to show the details of the screen.

## How to View a Completed Request

Follow the steps in the table below to view the Requests results.

Step	Action	Results
1.	Login to the System.	The Response by KDOA Page will be displayed first as default.
		
2.	Locate request for the customer.	The table will list only the requests completed by KDOA for the SRS Office that the user is associated.

*Continued on next page*

# Response by KDOA Navigational Tab, Continued

## How to View a Completed Request (continued)

Step	Action	Results
3.	<p>Click on the <b>View/Update</b> icon next to the customer row needing updated.</p> 	<p>The Request Results Page will be displayed.</p> <p>Once the page is opened, the request is moved from the Response by KDOA Navigational Tab to the Viewed by SRS Navigational Tab.</p>

Changing Status from **RESPONSE BY KDOA** to **VIEWED BY SRS**.



**CARE Inquiry (ES-3164)**  
User Test Ver 1.0 2006/09/27@11:05:00 www.Aging.State.Ks.US  
Welcome: SRS AREA OFFICE TEST Logged in at: 2006/09/27@10:41:02

**SRS : Office for SRS test signon. : SRS**
Creating Request Request Posted Res

Current status: **VIEWED BY SRS** Posted: 09/27/2006 Completed: 09/27/2006 Viewed:  
Last Update: SRS: SRS date: 09/27/2006 10:02:16 KDOA: GALENRHOADES date: 09/27/2006 10:40:44

**SRS Request (ES-3164)**

Status VIEWED BY SRS  
Date 09/27/2006  
From SRS

- \* **SRS Office** Office for SRS test signon.
- \* **Email** SRS@SRS.ORG  
Phone 7852964987  
Fax
- \* **Customer** JANE JETSON  
DOB  
SS No. 987654321  
Medicaid No.  
NF Name  
NF Phone  
NF Admit Date

Prior Living Arrangement HOME/COMMUNITY  
Posted Date 09/27/2006

SRS Comment

[Click Here To Print This Page](#)

**KDOA**

KDOA Date 09/27/2006  
From GALENRHOADES

**SECTION A - CARE Level I Completed?**  
YES Date 07/07/2006 LOC Score 62 LOC Met? YES

**SECTION B - CARE Level II Completed?**  
NO Date | |

**SECTION C - Urgent/Provisional Admit?**  
NO Start Date End Date

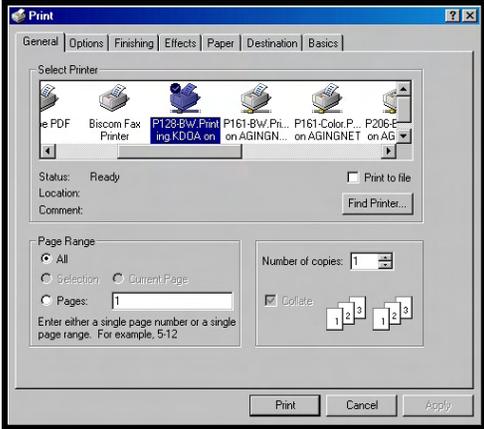
**SECTION D - Other States PASRR on File?**  
NO State Date

**SECTION E - LOC Cannot be Completed Because:**  
Other Comments  
KDOA Completed Date 09/27/2006

*Continued on next page*

## Response by KDOA Navigational Tab, Continued

### How to View a Completed Request (continued)

Step	Action	Results
4.	To print the response, click on the <b>Click Here to Print This Page</b> link.	Print dialog box will be accessed. (this may look differently depending on the computer configuration)
		
5.	Click on <b>Print</b>	Page Prints

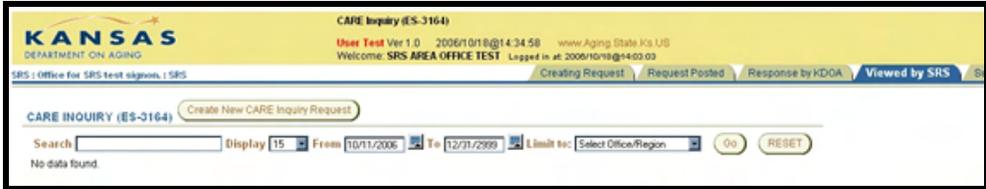
# Viewed by SRS Navigational Tab

## Introduction

This section explains how to view a request that was previously viewed by SRS. Some of the screen prints have been cropped to show the details of the screen.

## How to View a Request again

Follow the steps in the table below to view the Requests once again.

Step	Action	Results
1.	<b>Login</b> to the System.	The Response by KDOA Page will be displayed first as default.
2.	Click on the <b>Viewed by SRS</b> Navigational Tab	Page will be displayed with no results unless an inquiry was view on the current date.
		
3.	Select the <b>From</b> date	Defaults to current date.
4.	Select the <b>To</b> date	Optional - Defaults to a future date (12/31/2999).
5.	Select the <b>Limit to</b> area	If the option is left as “Select Office/Region” setting then the Office/Region that the user is associated with will be the displayed.

*Continued on next page*

## Viewed by SRS Navigational Tab, Continued

### How to View a Request again (continued)

Step	Action	Results
6.	Click on the <b>Go</b> button	A table listing all the requests that have been viewed during the time frame by an SRS person for the SRS Office.

The screenshot shows the 'CARE INQUIRY (ES-3164)' web application. At the top, there is a navigation bar with tabs: 'Creating Request', 'Request Posted', 'Response by KDOA', and 'Viewed by SRS'. Below the navigation bar, there is a search area with fields for 'Search', 'Display' (set to 15), 'From' (09/26/2006), 'To' (12/31/2006), and 'Limit to' (Select Office/Region). A 'Go' button and a 'RESET' button are also present. Below the search area is a table with the following columns: SRS Inquiry #, SRS From, SRS Region, SRS Email, SRS Phone, SRS Fax, SRS Customer, SRS Posted To, SRS Date, SRS Ssn, SRS Medical Nbr, and SRS RI Name. The table contains three rows of data:

SRS Inquiry #	SRS From	SRS Region	SRS Email	SRS Phone	SRS Fax	SRS Customer	SRS Posted To	SRS Date	SRS Ssn	SRS Medical Nbr	SRS RI Name
09262006	SRS	Office for SRS test signon.	srs@srs.org	7852964987		George Jetson	0926/2006	04-JUL-20	123456789		
09272006	SRS	Office for SRS test signon.	SRS@SRS.ORG	7852964987		JANE JETSON	0927/2006		987654321		
09272006	SRS	Office for SRS test signon.	SRS@Email.org	7852964987		ELROY JETSON	0927/2006	01-JAN-20	456789321		

Below the table, there is a link for 'Spread Sheet'.

**Note:** This page can be scrolled to the right to view all the fields. However, it can also be re-printed if needed by selecting the View/Update icon in the customer row.

# Summary Navigational Tab

## Introduction

The page is a quick summary count of how many requests have been created, posted and completed.

The screenshot shows the 'Summary' page of the SRS system. At the top, there is a navigation bar with tabs for 'Creating Request', 'Request Posted', 'Response by KDOA', 'Viewed by SRS', 'Summary', and 'Help'. The 'Summary' tab is active. Below the navigation bar, there are search filters for 'Created Dates', 'Request Posted Dates', and 'Response by KDOA Dates', each with a date input field and a 'Go' button. A 'LIMIT TO' dropdown menu is set to 'Select Office/Region'. Below the filters are three data tables showing request counts for different dates and statuses.

Created Dates	10-12	10-13	10-14	10-15	10-16	10-17	10-18	10-19	10-20	10-21	10-22	10-23	10-24	10-25	TOTALS
CREATING REQUEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
REQUEST POSTED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RESPONSE BY KDOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIEWED BY SRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
DISCARDED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

Request Posted Dates	10-12	10-13	10-14	10-15	10-16	10-17	10-18	10-19	10-20	10-21	10-22	10-23	10-24	10-25
REQUEST POSTED	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RESPONSE BY KDOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIEWED BY SRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DISCARDED	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Response by KDOA Dates	10-12	10-13	10-14	10-15	10-16	10-17	10-18	10-19	10-20	10-21	10-22	10-23	10-24	10-25
RESPONSE BY KDOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIEWED BY SRS	0	0	0	0	1	0	0	0	0	0	0	0	0	0
DISCARDED	0	0	0	0	0	0	0	0	0	0	0	0	0	0

## Date Range

With no entry, the default view will show a two week time frame, a week prior and a week in the future of the current date. There is date entry option to look at a specific date. Enter the date and press the Go button and the date will be highlighted.

## Limit to Office/Region Selection

With no entry, the default view will show the summary count for the Office/Region that the user is associated. If a summary is needed for a particular Office or Region, select the region and press the Go button and the information will be displayed.

# Chapter 3

## KDOA Actions

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### Table of Contents

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# Creating Request Navigational Tab

## Introduction

This section explains this navigational tab which SRS uses to create a new request. KDOA can only view the table listing. Requests on this tab represent Inquire Requests in which SRS has not posted the request to KDOA for action. Some of the screen prints have been cropped to show the details of the screen.

## View SRS Non-Posted Requests

Follow the steps in the table below to view non-posted CARE Inquiry Requests.

Step	Action	Results
1.	<b>Login</b> to the System	The Response by KDOA Page will be displayed first as default. There may be rows displayed in the table indicating a response from KDOA.

*Continued on next page*

## Creating Request Navigational Tab, Continued

### View SRS Non-Posted Requests (continued)

Step	Action	Results
2.	Click on the <b>Creating Request Navigational Tab</b>	A any non-posted requests will be displayed in the table.



# Request Posted Navigational Tab

## Introduction

This section explains how to view and complete a request that has been posted for KDOA action. Some of the screen prints have been cropped to show the details of the screen.

## How to View a Posted Request

Follow the steps in the table below to view and complete the Requests that have been posted for KDOA action.

Step	Action	Results
1.	<b>Login</b> to the System.	The Response by KDOA Page will be displayed first as default.
2.	Click on the <b>Request Posted</b> Navigational Tab	Page will be displayed with a table listing all the requests pending action for SRS.

The screenshot shows the 'Request Posted' tab selected in the navigation bar. Below the navigation bar, there is a search and display control area with a search box, a 'Display' dropdown set to '15', and 'Go' and 'RESET' buttons. The main content area displays a table with the following data:

Srs Todays Dt	Srs From	Srs Office	Srs Email	Srs Phone	Srs Fax	Srs Customer	Srs Posted Dt
09/19/2006	SRS	Office for SRS test signon.	ValerieMorrow@aging.state.ks.us	296-0895	291-3427	Johnnie B Good	10/01/2006
09/19/2006	SRS	Office for SRS test signon.	ValerieMorrow@aging.state.ks.us	296-0895	291-3427	Mary Marrigold	10/01/2006
09/19/2006	SRS	Office for SRS test signon.	ValerieMorrow@aging.state.ks.us	296-0895	291-3427	Sam Showman	10/01/2006

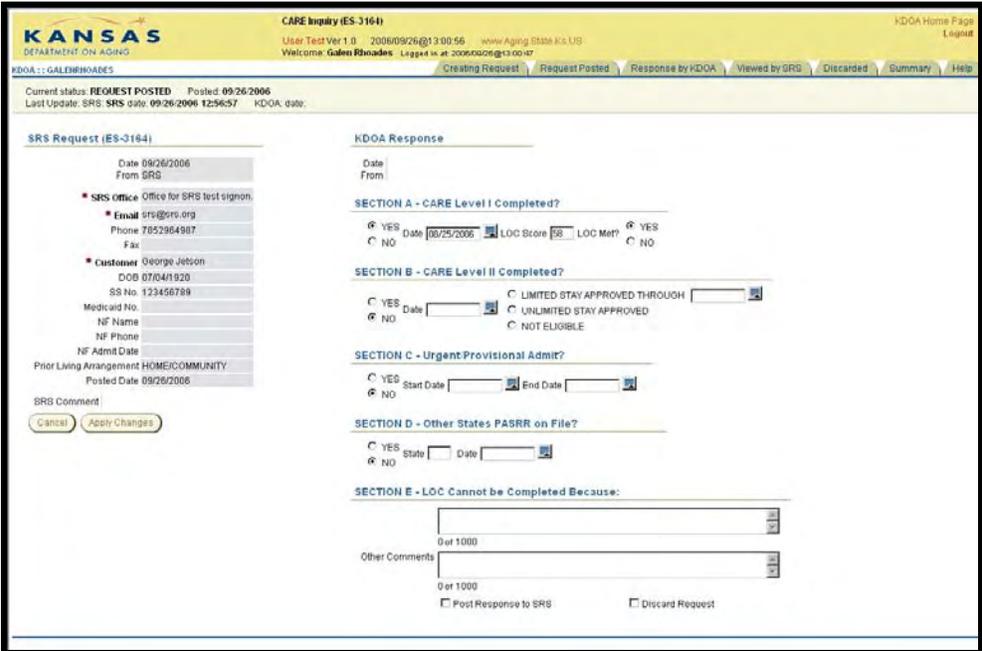
At the bottom of the table, there is a 'Spread Sheet' link and a page indicator '1 - 3'.

3.	Locate a request for the customer to be reviewed.	
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*Continued on next page*

# Request Posted Navigational Tab, Continued

## How to View a Posted Request (continued)

Step	Action	Results
4.	<p>Click on the <b>View/Update</b> icon next to the customer row needing updated.</p> 	Page will be displayed.
		
5.	Complete the information as appropriate.	Follow instruction in the next Section on how to complete this information.

# Completing Inquiry Requests

---

**Introduction** This section explains how to locate the information needed to complete a request that has been posted for KDOA action. Some of the screen prints have been cropped to show the details of the screen.

---

**How to** Follow the steps in the table below to locate the information for the inquiry request.

---

Step	Action	Results
1.	<b>Login</b> to KAMIS.	
2.	Click on the <b>Open</b> button	Person Search window is displayed
3.	Search for the customer with the supplied information from SRS.	Use Name, Social Security Number, Medicaid Number, etc.
4.	Verify all information matches	If name and Date of Birth do not match, contact EES work to confirm the Social Security Number.  If Social Security Number does not match, contact the CARE Coordinator to correct in KAMIS.

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*Continued on next page*

# Completing Inquiry Requests, Continued

## How to (continued)

Step	Action	Results
5.	Review form listing table. Determine what type of assessment has been completed for the customer.	See the appropriate sections to follow depending upon which assessments have been completed.

**Kansas Aging Management Information System[Testing Application] Version 1.14.35(9/28/2006) Copyright 2000**

File Edit View Admin Report Window Help

Open Save Sign Off Options Search Print Help Time 11 : 54 : 56

**Person Search # 1**

First Name: GEO% Last Name: JETSON% SSN# -\_-\_- SSN# 0 Kamis ID: Medicaid #: DoB: /-/ Role: ALL PERSONS

Search Reset

Number of ALL PERSONS(s) found : 1

Person #	First Name	Middle Name	Last Name	DoB	SS#	Medicaid #	PSA	Primary
10000305	GEORGE		JETSON	JUN-01-1920	987-65-4321	12312312312	4	Y

Number of Form(s) found : 6

Form Name	Form Date	Form Status	PSA Origin
UNIFORM ASSESSMENT INSTRUMENT	JUN-17-2006	APPROVED	4
ABBREVIATED UNIFORM ASSESSMENT INSTRUMENT	JUN-15-2006	APPROVED	4
UNIFORM ASSESSMENT INSTRUMENT	JUN-15-2006	APPROVED	4
CARE LEVEL I ASSESSMENT	APR-02-2006	APPROVED	4

New Person Update Person Open POC

User Name : kdoasupport 04 Group : None SignOn Time : OCT-02-2006 11 : 24

## Section A – CARE Level I Assessment Information

**Introduction** This section explains how to locate the information needed to complete a request that has been posted for KDOA action. Some of the screen prints have been cropped to show the details of the screen.

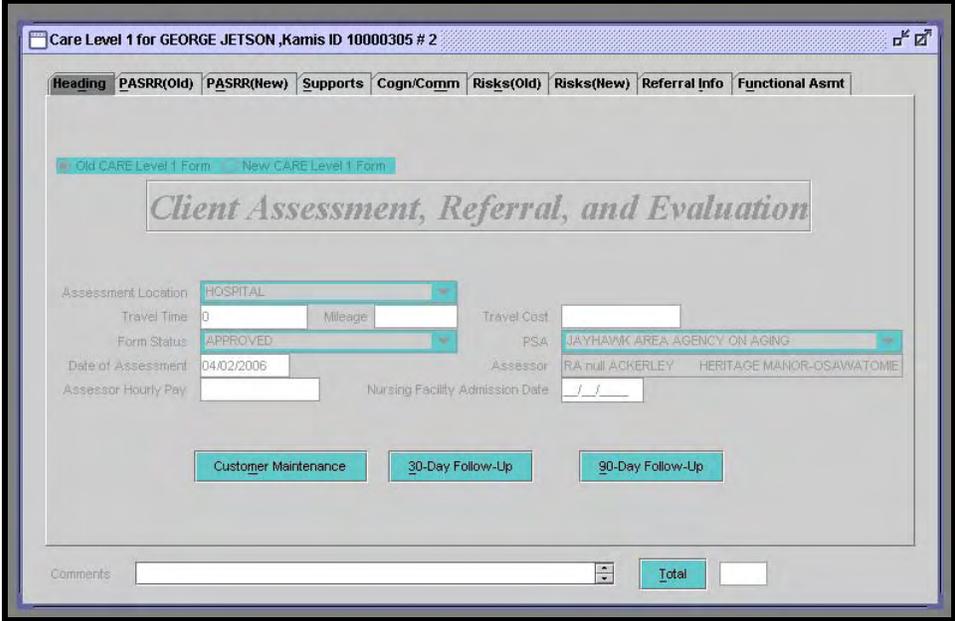
**How to** Follow the steps in the table below to locate the information for the inquiry request.

Step	Action	Results						
1.	In KAMIS, review the Form Listing Table for the customer.	CARE Level 1 Assessment has been completed.						
2.	Is there a CARE Level II Assessment present also?	See the below table for the appropriate action.						
3.	<table border="1"> <thead> <tr> <th>Level II Completed ...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>Complete <b>Section B – CARE Level II Completed?</b> Region. See the next section for instructions.</td> </tr> <tr> <td>No</td> <td>Continue with the instructions below.</td> </tr> </tbody> </table>		Level II Completed ...	Then...	Yes	Complete <b>Section B – CARE Level II Completed?</b> Region. See the next section for instructions.	No	Continue with the instructions below.
Level II Completed ...	Then...							
Yes	Complete <b>Section B – CARE Level II Completed?</b> Region. See the next section for instructions.							
No	Continue with the instructions below.							
4.	Locate the most recent CARE Level 1 Assessment by looking at the Assessment date.							

*Continued on next page*

## Section A – CARE Level I Assessment Information, Continued

How to (continued)

Step	Action	Results
5.	Double click on the form row in the table.	Form opens
		
6.	Click on the <b>PASSAR (old)</b> tab for older Assessments  OR  The <b>PASSAR (new)</b> tab for newer Assessments.	Information is displayed
7.	Find <b>Question 5 “Referred for a Level II assessment?”</b> on the “Old” tab.  OR  <b>Question 6 “Referred for a Level II assessment?”</b> on the “New” tab.	See the below table for the appropriate action.

Continued on next page

## Section A – CARE Level I Assessment Information, Continued

How to (continued)

Step	Action	Results								
8.	<table border="1"> <thead> <tr> <th>Answer Is ...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes – Double check on the Search window to make sure one was entered into KAMIS.</td> <td>There is a Level II entered, the <b>Section B – CARE Level II Completed?</b> Region will need to be completed. Close the Level 1 form and see the next section for instructions.</td> </tr> <tr> <td>Yes – Double check on the Search window to make sure one was entered into KAMIS.</td> <td>There is <b>not</b> a Level II entered. See CARE Level 1 Program Manager.</td> </tr> <tr> <td>No</td> <td>Continue with the instructions below.</td> </tr> </tbody> </table>	Answer Is ...	Then...	Yes – Double check on the Search window to make sure one was entered into KAMIS.	There is a Level II entered, the <b>Section B – CARE Level II Completed?</b> Region will need to be completed. Close the Level 1 form and see the next section for instructions.	Yes – Double check on the Search window to make sure one was entered into KAMIS.	There is <b>not</b> a Level II entered. See CARE Level 1 Program Manager.	No	Continue with the instructions below.	
Answer Is ...	Then...									
Yes – Double check on the Search window to make sure one was entered into KAMIS.	There is a Level II entered, the <b>Section B – CARE Level II Completed?</b> Region will need to be completed. Close the Level 1 form and see the next section for instructions.									
Yes – Double check on the Search window to make sure one was entered into KAMIS.	There is <b>not</b> a Level II entered. See CARE Level 1 Program Manager.									
No	Continue with the instructions below.									
9.	Find the <b>Assessment Date</b> on the Heading tab.	Review the Prior Living Arrangement section on the request.								
10.	<table border="1"> <thead> <tr> <th>Prior Living Home/Community ...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>If the Level I Assessment was completed more than 365 days prior to NF admission, then the CARE assessment data is not valid and cannot be used.  (Use NF admission date on ES 3164 and date of most recent, Level I assessment.)  See CARE Level I Program Manager.</td> </tr> <tr> <td>No</td> <td>Continue with the instructions below.</td> </tr> </tbody> </table>	Prior Living Home/Community ...	Then...	Yes	If the Level I Assessment was completed more than 365 days prior to NF admission, then the CARE assessment data is not valid and cannot be used.  (Use NF admission date on ES 3164 and date of most recent, Level I assessment.)  See CARE Level I Program Manager.	No	Continue with the instructions below.			
Prior Living Home/Community ...	Then...									
Yes	If the Level I Assessment was completed more than 365 days prior to NF admission, then the CARE assessment data is not valid and cannot be used.  (Use NF admission date on ES 3164 and date of most recent, Level I assessment.)  See CARE Level I Program Manager.									
No	Continue with the instructions below.									

*Continued on next page*

## Section A – CARE Level I Assessment Information, Continued

How to (continued)

Step	Action	Results
11.	On the Inquiry Request System, select the <b>Yes</b> Option.	
12.	Enter the Level I <b>Assessment Date</b> .	
13.	On KAMIS, click on the <b>Functional Assmt</b> tab.	Level of Care Information is displayed.
14.	Click on the <b>Total</b> button.	Total Functional Score will calculate and display.

The screenshot shows the 'Functional Assmt' tab in the KAMIS system. The title bar reads 'Care Level 1 for GEORGE JETSON ,Kamis ID 10000305 # 2'. The main content area is titled 'Client Assessment, Referral, and Evaluation'. Fields include: Assessment Location (HOSPITAL), Travel Time (0), Mileage, Travel Cost, Form Status (APPROVED), Date of Assessment (04/02/2006), Assessor (RA null ACKERLEY), and Nursing Facility Admission Date. There are buttons for 'Customer Maintenance', '30-Day Follow-Up', and '90-Day Follow-Up'. At the bottom right, a 'Total' button is circled, and a small box next to it displays the number '64'.

Continued on next page

## Section A – CARE Level I Assessment Information, Continued

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How to (continued)

Step	Action	Results						
15.	On the Inquiry Request System, enter the <b>LOC Score</b>	See the below table for the appropriate action.						
16.	<table border="1"> <thead> <tr> <th>LOC Total Score 26 or greater?</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>Click on the <b>Yes</b> option for LOC Met field.</td> </tr> <tr> <td>No</td> <td>Click on the <b>No</b> option for LOC Met field.</td> </tr> </tbody> </table>	LOC Total Score 26 or greater?	Then...	Yes	Click on the <b>Yes</b> option for LOC Met field.	No	Click on the <b>No</b> option for LOC Met field.	
LOC Total Score 26 or greater?	Then...							
Yes	Click on the <b>Yes</b> option for LOC Met field.							
No	Click on the <b>No</b> option for LOC Met field.							
17.	No other information is needed for the Inquiry request.	See the following <b>Inquiry Request Completed</b> section.						

---

## Section B – CARE Level II Assessment Information

**Introduction** This section explains how to locate the information needed to complete a request that has been posted for KDOA action. Some of the screen prints have been cropped to show the details of the screen.

**How to** Follow the steps in the table below to locate the information for the inquiry request.

Step	Action	Results						
1.	In KAMIS, review the Form Listing Table for the customer.	CARE Level 1 Assessment has been completed.						
2.	Is there a CARE Level II Assessment present also?	See the below table for the appropriate action.						
3.	<table border="1"> <thead> <tr> <th>Level II Completed ...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>Complete <b>Section B – CARE Level II Completed?</b> Region.  Continue with the instructions below.</td> </tr> <tr> <td>No</td> <td>See the previous section.</td> </tr> </tbody> </table>		Level II Completed ...	Then...	Yes	Complete <b>Section B – CARE Level II Completed?</b> Region.  Continue with the instructions below.	No	See the previous section.
Level II Completed ...	Then...							
Yes	Complete <b>Section B – CARE Level II Completed?</b> Region.  Continue with the instructions below.							
No	See the previous section.							
4.	On the Inquiry Request System, select the <b>Yes</b> option.							
5.	Locate the most recent CARE Level II Assessment by looking at the Assessment date.							
6.	On the Inquiry Request System, enter the <b>Assessment Date</b> .							
7.	Open the form by double clicking on the form row in the table.	Form opens						

*Continued on next page*

## Section B – CARE Level II Assessment Information, Continued

How to (continued)

Step	Action	Results								
8.	Click on the <b>Tracking Date</b> tab	Information is displayed								
9.	Review the <b>Determination Description</b> field.	See the below table for the appropriate action.								
10.	<table border="1" style="width: 100%;"> <thead> <tr> <th>Answer Is ...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>For RR3T, MI3T, or MR3T</td> <td>Check the <b>Limited Stay</b> option. Ask Galen or Dwane how long it was approved for and complete the “Approved Through” date field.</td> </tr> <tr> <td>For MI3 or MR3</td> <td>Check the <b>Unlimited Stay Approved</b> option.</td> </tr> <tr> <td>For MR1, MI1, or RR1</td> <td>Check the <b>Not Eligible</b> option.</td> </tr> </tbody> </table>	Answer Is ...	Then...	For RR3T, MI3T, or MR3T	Check the <b>Limited Stay</b> option. Ask Galen or Dwane how long it was approved for and complete the “Approved Through” date field.	For MI3 or MR3	Check the <b>Unlimited Stay Approved</b> option.	For MR1, MI1, or RR1	Check the <b>Not Eligible</b> option.	
Answer Is ...	Then...									
For RR3T, MI3T, or MR3T	Check the <b>Limited Stay</b> option. Ask Galen or Dwane how long it was approved for and complete the “Approved Through” date field.									
For MI3 or MR3	Check the <b>Unlimited Stay Approved</b> option.									
For MR1, MI1, or RR1	Check the <b>Not Eligible</b> option.									
11.	No other information is needed for the Inquiry request.	See the following <b>Inquiry Request Completed</b> section.								

## Section C – Urgent / Provisional Admissions

### Introduction

This section explains how to locate the information needed to complete a request that has been posted for KDOA action. Some of the screen prints have been cropped to show the details of the screen.

### How to

Follow the steps in the table below to locate the information for the inquiry request.

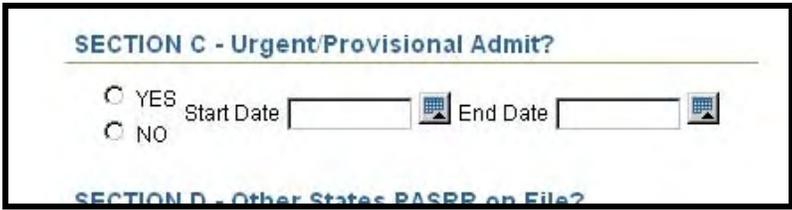
Step	Action	Results
1.	In KAMIS, review the Form Listing Table for the customer.	No CARE Assessment has been entered.
2.	Click on the <b>Update Person button</b>	Person Administration window will be displayed.
3.	Review the <b>Customer Alert</b> field.	This will contain any Provisional Admission information.

The screenshot shows the 'Person Administration' window for GEORGE JETSON, Kamis ID 10000305 # 2. The interface includes a menu bar (File, Edit, View, Admin, Report, Window, Help) and a toolbar (Open, Save, Sign Off, Options, Search, Print, Help). The main area is divided into sections: Personal Details, Personal Address Details, and Associate Details. The Personal Details section includes fields for Birth Date (06/01/1920), Age (86), Marital Status (MARRIED), Gender (MALE), Veteran/Spouse of Veteran, and Death Date. The Personal Address Details section includes Ethnicity (NOT HISPANIC OR ...), Race (WHITE NON-HISPA...), and Ethnicity Remarks. The Associate Details section includes Social Security # (987-65-4321) and Kamis ID (10000305). The Customer Alert field contains the text: 'Provisional Admission - Emergency - Urgent Message Here'.

*Continued on next page*

## Section C – Urgent / Provisional Admissions, Continued

How to (continued)

Step	Action	Results						
4.	Provisional Admission is indicated in the customer alert field.	Complete <b>Section C - Urgent/Provisional Admit</b> region						
5.	On the Inquiry Request System, select the <b>Yes</b> option.							
6.	On the Inquiry Request System, enter the <b>Start Date</b>							
								
7.	Review the entry for the Reason for provisional admission.	The message should indicate the type of stay, 30 day or emergency.						
8.	Review the entry for a start date and end date	The start date should be stated but it may be necessary to calculate the end date. Follow the table below for the calculation.						
9.	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Reason ...</th> <th>End Date Calculation</th> </tr> </thead> <tbody> <tr> <td>30 Day Stay</td> <td>30 days from the start date</td> </tr> <tr> <td>Emergency Admission</td> <td>7 days from the start date.</td> </tr> </tbody> </table>		Reason ...	End Date Calculation	30 Day Stay	30 days from the start date	Emergency Admission	7 days from the start date.
Reason ...	End Date Calculation							
30 Day Stay	30 days from the start date							
Emergency Admission	7 days from the start date.							
10.	Enter any additional comments as appropriate in the <b>Other Comments</b> field.	Not required.						
11.	No other information is needed for the Inquiry request.	See the following <b>Inquiry Request Completed</b> section.						

## Section D – Other States PASRR on File

### Section E – LOC Cannot be Completed Because

**Introduction** This section explains how to locate the information needed to complete a request that has been posted for KDOA action. Some of the screen prints have been cropped to show the details of the screen.

**How to** Follow the steps in the table below to locate the information for the inquiry request.

Step	Action	Results				
1.	In KAMIS, review the Form Listing Table for the customer.	No CARE Assessment has been entered.				
2.	Click on the <b>Update Person button</b>	Person Administration window will be displayed.				
3.	Review the <b>Customer Alert</b> field.	No information regarding a provisional admission has been entered.				
4.	Contact the Nursing Facility entered on the Inquiry Request by phone.	Follow the table below for action.				
5.	<table border="1"> <thead> <tr> <th>Obtain Information from the NF...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>A CARE assessment was completed but was not sent to the AAA. Therefore, not entered into KAMIS.</td> <td>           Have the NF to fax you a copy of the assessment.             Once received:           <ul style="list-style-type: none"> <li>• Determine the LOC score.</li> <li>• Fax it to the AAA for data entry into KAMIS.</li> <li>• In the Inquiry System, complete <b>Section A - CARE Level I Completed.</b></li> </ul> </td> </tr> </tbody> </table>		Obtain Information from the NF...	Then...	A CARE assessment was completed but was not sent to the AAA. Therefore, not entered into KAMIS.	Have the NF to fax you a copy of the assessment.  Once received: <ul style="list-style-type: none"> <li>• Determine the LOC score.</li> <li>• Fax it to the AAA for data entry into KAMIS.</li> <li>• In the Inquiry System, complete <b>Section A - CARE Level I Completed.</b></li> </ul>
Obtain Information from the NF...	Then...					
A CARE assessment was completed but was not sent to the AAA. Therefore, not entered into KAMIS.	Have the NF to fax you a copy of the assessment.  Once received: <ul style="list-style-type: none"> <li>• Determine the LOC score.</li> <li>• Fax it to the AAA for data entry into KAMIS.</li> <li>• In the Inquiry System, complete <b>Section A - CARE Level I Completed.</b></li> </ul>					

*Continued on next page*

**Section D – Other States PASRR on File**  
**Section E – LOC Cannot be Completed Because, Continued**

How to (continued)

Step	Action	Results								
	<table border="1"> <thead> <tr> <th data-bbox="548 510 911 583">Obtain Information from the NF...</th> <th data-bbox="919 510 1393 583">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 583 911 806">NF has a PASRR on file from another state.</td> <td data-bbox="919 583 1393 806">           Determine the <b>State and Date</b> of the PASRR.             In the Inquiry System, complete <b>Section D – Other State’s PASRR on File.</b> </td> </tr> <tr> <td data-bbox="548 806 911 1215">NF has a previous PASRR on file.</td> <td data-bbox="919 806 1393 1215">           Determine the date of the previous PASRR.             Once determined:           <ul style="list-style-type: none"> <li>• Request a RSR score from Myers and Stauffer.</li> <li>• Determine if it meets the LOC criteria.</li> <li>• In the Inquiry System, complete <b>Section A - CARE Level I Completed.</b></li> </ul> </td> </tr> <tr> <td data-bbox="548 1215 911 1549">No CARE on file and no Provisional was completed.</td> <td data-bbox="919 1215 1393 1549">           The NF must contact the AAA to request a CARE.             In the Inquiry System, complete <b>Section D - LOC Cannot be Completed Because:</b> <ul style="list-style-type: none"> <li>• State as the reason “No CARE on file, one has been ordered by NF”.</li> </ul> </td> </tr> </tbody> </table>	Obtain Information from the NF...	Then...	NF has a PASRR on file from another state.	Determine the <b>State and Date</b> of the PASRR.  In the Inquiry System, complete <b>Section D – Other State’s PASRR on File.</b>	NF has a previous PASRR on file.	Determine the date of the previous PASRR.  Once determined: <ul style="list-style-type: none"> <li>• Request a RSR score from Myers and Stauffer.</li> <li>• Determine if it meets the LOC criteria.</li> <li>• In the Inquiry System, complete <b>Section A - CARE Level I Completed.</b></li> </ul>	No CARE on file and no Provisional was completed.	The NF must contact the AAA to request a CARE.  In the Inquiry System, complete <b>Section D - LOC Cannot be Completed Because:</b> <ul style="list-style-type: none"> <li>• State as the reason “No CARE on file, one has been ordered by NF”.</li> </ul>	
Obtain Information from the NF...	Then...									
NF has a PASRR on file from another state.	Determine the <b>State and Date</b> of the PASRR.  In the Inquiry System, complete <b>Section D – Other State’s PASRR on File.</b>									
NF has a previous PASRR on file.	Determine the date of the previous PASRR.  Once determined: <ul style="list-style-type: none"> <li>• Request a RSR score from Myers and Stauffer.</li> <li>• Determine if it meets the LOC criteria.</li> <li>• In the Inquiry System, complete <b>Section A - CARE Level I Completed.</b></li> </ul>									
No CARE on file and no Provisional was completed.	The NF must contact the AAA to request a CARE.  In the Inquiry System, complete <b>Section D - LOC Cannot be Completed Because:</b> <ul style="list-style-type: none"> <li>• State as the reason “No CARE on file, one has been ordered by NF”.</li> </ul>									
12.	No other information is needed for the Inquiry request.	See the following <b>Inquiry Request Completed</b> section.								

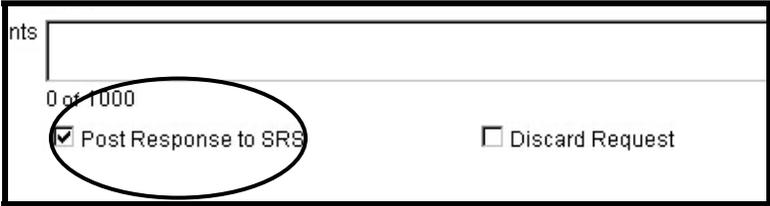
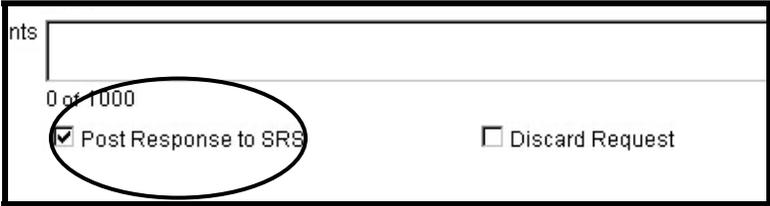
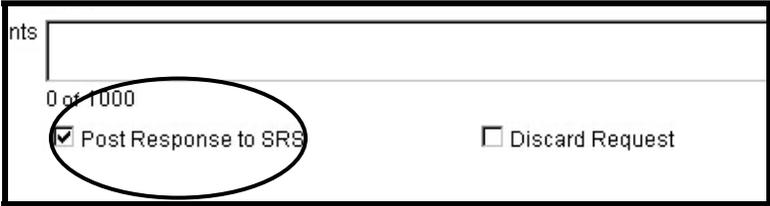
# Inquiry Request Completed

**Introduction**

This section explains how to locate the information needed to complete a request that has been posted for KDOA action. Some of the screen prints have been cropped to show the details of the screen.

**How to**

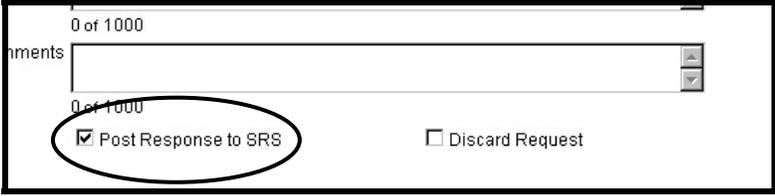
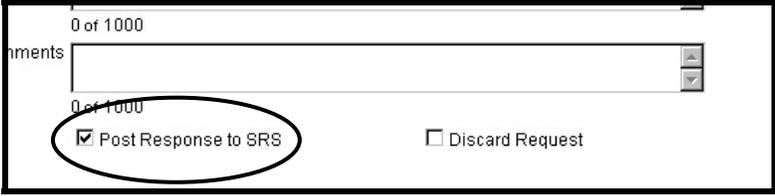
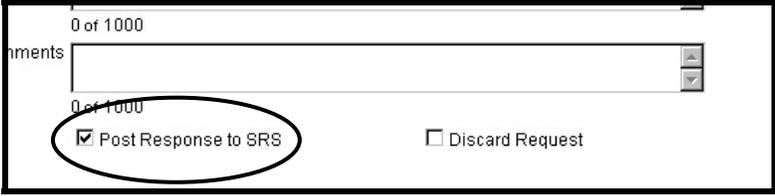
Follow the steps in the table below to locate the information for the inquiry request.

Step	Action	Results										
1.	Complete one Section in the Inquiry Request System	<p>A response needs to be made back to SRS.</p> <p>Once the request is open, there are two options in saving the information. The options are according to the table below.</p>										
2.	<table border="1"> <thead> <tr> <th data-bbox="548 1010 912 1045">If information is...</th> <th data-bbox="912 1010 1393 1045">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 1045 912 1123">Complete</td> <td data-bbox="912 1045 1393 1123">Click on the <b>Post Response to SRS</b> checkbox.</td> </tr> <tr> <td colspan="2" data-bbox="548 1123 1393 1396">  </td> </tr> <tr> <td data-bbox="548 1396 912 1474">Not complete</td> <td data-bbox="912 1396 1393 1474">Leave the Post Response to SRS checkbox unchecked.</td> </tr> <tr> <td colspan="2" data-bbox="548 1474 1393 1711">  </td> </tr> </tbody> </table>	If information is...	Then...	Complete	Click on the <b>Post Response to SRS</b> checkbox.			Not complete	Leave the Post Response to SRS checkbox unchecked.			
If information is...	Then...											
Complete	Click on the <b>Post Response to SRS</b> checkbox.											
												
Not complete	Leave the Post Response to SRS checkbox unchecked.											
												

*Continued on next page*

# Inquiry Request Completed, Continued

How to (continued)

Step	Action	Results								
3.	Click on the <b>Apply Changes</b> button	The entry will save and display the according to the table below.								
4.	<table border="1" data-bbox="548 569 1398 1171"> <thead> <tr> <th data-bbox="548 569 917 642">Post Request to SRS checkbox is ...</th> <th data-bbox="917 569 1398 642">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 642 917 751">Checked</td> <td data-bbox="917 642 1398 751">The request will be displayed on the Response by KDOA navigation tab for SRS viewing.</td> </tr> <tr> <td colspan="2" data-bbox="548 751 1398 1024">  </td> </tr> <tr> <td data-bbox="548 1024 917 1171">Not checked</td> <td data-bbox="917 1024 1398 1171">The request will continue to be displayed on the Request Posted navigation tab for continued action until this option is checked.</td> </tr> </tbody> </table>	Post Request to SRS checkbox is ...	Then...	Checked	The request will be displayed on the Response by KDOA navigation tab for SRS viewing.			Not checked	The request will continue to be displayed on the Request Posted navigation tab for continued action until this option is checked.	
Post Request to SRS checkbox is ...	Then...									
Checked	The request will be displayed on the Response by KDOA navigation tab for SRS viewing.									
										
Not checked	The request will continue to be displayed on the Request Posted navigation tab for continued action until this option is checked.									

# Updating a Pending Request

**Introduction** At times more information may become available and can be updated on the request. Updates to the request can be done from the Creating Request or Request Posted Navigational tabs.

**Note** Once KDOA opens the request, that request will be placed into a locked status so that the request can not be updated by SRS.

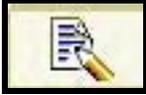
**How to** Follow the steps in the table below to edit/update an existing LOC Request.

Step	Action	Results
1.	Login to the System.	The Response by KDOA Page will be displayed first as default.
		
2.	KDOA can only update records located in the Request Posted Navigational tab.	

*Continued on next page*

# Updating a Pending Request, Continued

## How to (continued)

Step	Action	Results
3.	<p>Click on the <b>View/Update</b> icon next to the customer row needing updated.</p> 	<p>The request page will display in an editable status. The heading will indicate when the request was posted.</p>
		
4.	<p>Complete any updates. Click on the <b>Apply Changes</b> button.</p>	<p>The entry will save and the request will complete an action according to the table below.</p>

*Continued on next page*

## Updating a Pending Request, Continued

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How to (continued)

Step	Action	Results
5.	<b>Post Response to SRS checkbox is ...</b>	<b>Then...</b>
	Checked	The request will be displayed on the Response by KDOA navigation tab for SRS to access.
	Not complete	The request will continue to be displayed on the Request Posted navigation tab for continued action.

---

# Response by KDOA Navigational Tab

## Introduction

This section explains how to view a request that has been completed by KDOA. Some of the screen prints have been cropped to show the details of the screen.

## How to View a Completed Request

Follow the steps in the table below to view the Requests that have been posted for KDOA action.

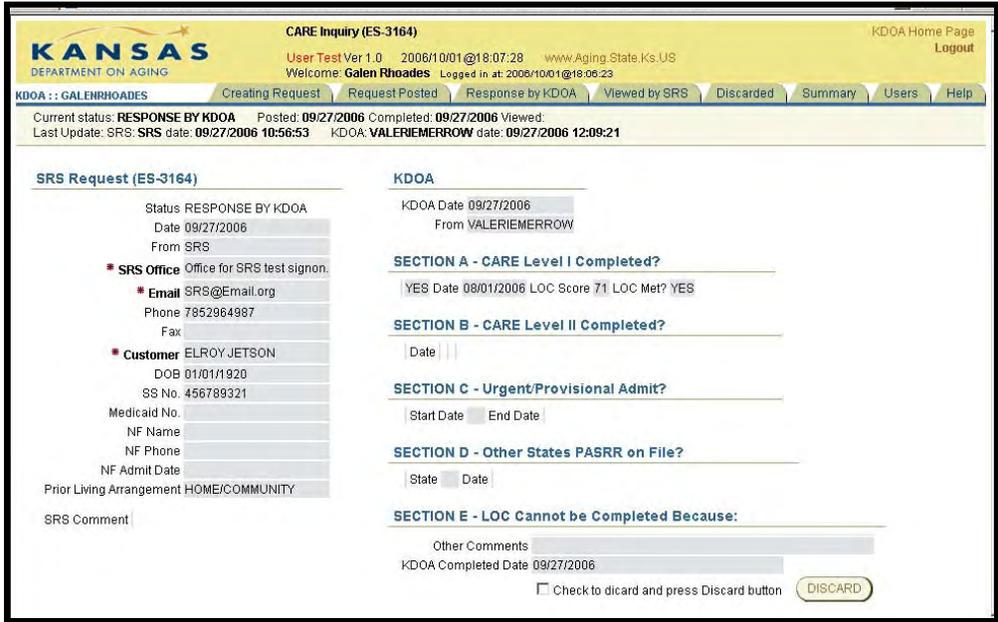
Step	Action	Results
1.	Login to the System.	The Response by KDOA Page will be displayed first as default.
		
2.	Locate request for the customer.	The table will list only the requests completed by KDOA for all the SRS Offices.

*Continued on next page*

# Response by KDOA Navigational Tab, Continued

## How to View a Completed Request (continued)

Step	Action	Results
3.	<p>Click on the <b>View/Update</b> icon next to the customer row needing updated.</p> 	The Request Results Page will be displayed.



The screenshot shows the KDOA CARE Inquiry (ES-3164) web application. The header includes the Kansas Department on Aging logo and user information for Galen Rhoades. The main content area is divided into two columns: 'SRS Request (ES-3164)' and 'KDOA'. The 'SRS Request' column contains fields for Status (RESPONSE BY KDOA), Date (09/27/2006), From (SRS), SRS Office (Office for SRS test signon), Email (SRS@Email.org), Phone (7852964987), Fax, Customer (ELROY JETSON), DOB (01/01/1920), SS No. (456789321), Medicaid No., NF Name, NF Phone, NF Admit Date, and Prior Living Arrangement (HOME/COMMUNITY). The 'KDOA' column contains fields for KDOA Date (09/27/2006), From (VALERIEMERROW), and five sections: SECTION A - CARE Level I Completed? (YES Date 08/01/2006, LOC Score 71, LOC Met? YES), SECTION B - CARE Level II Completed? (Date), SECTION C - Urgent/Provisional Admit? (Start Date, End Date), SECTION D - Other States PASRR on File? (State, Date), and SECTION E - LOC Cannot be Completed Because: (Other Comments, KDOA Completed Date 09/27/2006, and a 'DISCARD' button).

*Continued on next page*

## Response by KDOA Navigational Tab, Continued

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### How to View a Completed Request (continued)

Step	Action	Results
4.	The request can be discarded by clicking on the checkbox at the <b>Check to discard and press Discard button</b>	Request will be moved to the Discarded Navigational tab.
<div data-bbox="446 640 1388 905" style="border: 1px solid black; padding: 10px;"><p><b>SECTION E - LOC Cannot be Completed Because:</b></p><p>Other Comments <input type="text"/></p><p>KDOA Completed Date 09/27/2006 <input type="text"/></p><p><input type="checkbox"/> Check to dicard and press Discard button <input type="button" value="DISCARD"/></p></div>		

---

# Viewed by SRS Navigational Tab

## Introduction

Once SRS has viewed a request in the Response by KDOA navigational tab, the request will forward to the Viewed by SRS navigational tab. This section explains how to view a request that is located in this table. Some of the screen prints have been cropped to show the details of the screen.

## How to View a Request again

Follow the steps in the table below to view the Requests once again.

Step	Action	Results
1.	<b>Login</b> to the System.	The Response by KDOA Page will be displayed first as default.
2.	Click on the <b>Viewed by SRS</b> Navigational Tab	Page will be displayed with no results unless an inquiry was view on the current date.
		
3.	Select the <b>From</b> date	Defaults to current date.
4.	Select the <b>To</b> date	Optional - Defaults to a future date (12/31/2999).
5.	Select the <b>Limit to</b> area	If the option is left as “Select Office/Region” setting then the Office/Region that the user is associated with will be the displayed.

*Continued on next page*

## Viewed by SRS Navigational Tab, Continued

### How to View a Request again (continued)

Step	Action	Results
6.	Click on the <b>Go</b> button	A table listing all the requests that have been viewed during the time frame by an SRS person for the SRS Office.

The screenshot shows the 'CARE INQUIRY (ES-3164)' web application. At the top, there is a navigation bar with the Kansas Department on Aging logo and a 'Viewed by SRS' tab. Below the navigation bar, there is a search area with a 'Search' input field, a 'Display' dropdown set to '15', and date range filters for 'From' (09/26/2006) and 'To' (12/31/2006). A 'Limit to:' dropdown is set to 'Select Office/Region'. A 'Go' button and a 'RESET' button are also present.

SRS Inquiry #	SRS From	SRS Region	SRS Email	SRS Phone	SRS Fax	SRS Customer	SRS Posted To	SRS Disk	SRS Ssn	SRS Medical Nbr	SRS RI Name
09262006	SRS	Office for SRS test signon.	srs@srs.org	7852964987		George Jetson	0926/2006	04-JUL-20	123456789		
09272006	SRS	Office for SRS test signon.	SRS@SRS.ORG	7852964987		JANE JETSON	0927/2006		987654321		
09272006	SRS	Office for SRS test signon.	SRS@Email.org	7852964987		ELROY JETSON	0927/2006	01-JAN-20	456789321		

Below the table, there is a link for 'Spread Sheet'.

**Note:** This page can be scrolled to the right to view all the fields. However, it can also be re-printed if needed by selecting the View/Update icon in the customer row.

# Summary Navigational Tab

## Introduction

The page is a quick summary count of how many requests have been created, posted and completed.

**Created Dates**

	10-12	10-13	10-14	10-15	10-16	10-17	10-18	10-19	10-20	10-21	10-22	10-23	10-24	10-25	TOTALS
CREATING REQUEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
REQUEST POSTED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RESPONSE BY KDOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIEWED BY SRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
DISCARDED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

**Request Posted Dates**

	10-12	10-13	10-14	10-15	10-16	10-17	10-18	10-19	10-20	10-21	10-22	10-23	10-24	10-25
REQUEST POSTED	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RESPONSE BY KDOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIEWED BY SRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DISCARDED	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Response by KDOA Dates**

	10-12	10-13	10-14	10-15	10-16	10-17	10-18	10-19	10-20	10-21	10-22	10-23	10-24	10-25
RESPONSE BY KDOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIEWED BY SRS	0	0	0	0	1	0	0	0	0	0	0	0	0	0
DISCARDED	0	0	0	0	0	0	0	0	0	0	0	0	0	0

## Date Range

With no entry, the default view will show a two week time frame, a week prior and a week in the future of the current date. There is date entry option to look at a specific date. Enter the date and press the Go button and the date will be highlighted.

## Limit to Office/Region Selection

With no entry, the default view will show the summary count for the Office/Region that the user is associated. If a summary is needed for a particular Office or Region, select the region and press the Go button and the information will be displayed.

# Users Navigational Tab

## Introduction

The page is a quick summary of the current users and their information.

**CARE Inquiry (ES-3164) User List**

Ordered by: Primary Group, Office, and Username.

Primary Group	Office	Username	Email	Phone	SRS Requestor	SRS Email	KDOA Response
KDOA		BILLMCDANIEL					✓
KDOA		BRIANCOBB					✓
KDOA		CORNELIAJEFFERIES					✓
KDOA		DAVEHALFERTY					✓
KDOA		GALENRHOADES					✓
KDOA		KDOA3164					✓
KDOA		VALERIEMERROW					✓
SRS	Office for SRS test signon	SRS			✓	✓	

**SRS Requestor** can create the ES-3164 request and post it for a KDOA response. They can also view the response list (showing all requests within their Office, and view the request.

**SRS Email** Indicator will send the SRS requestor an email when the response is posted by KDOA.

**KDOA Response** allows KDOA to view the requests and post a response.

**Note:** Any changes to be made regarding the user role or information will need to be forwarded to the KDOA HelpDesk.