KidTraks User Guide for Traditional Service Referrals



Referrals are created in KidTraks to authorize provision of services. To create a referral, select the **Launch KidTraks** link on the Case page in MaGIK.

SERVICES	
RECENTLY ADDED	Launch KidTraks
There are no service or placement referrals on this case. <u>Would you like to launch</u>	KidTraks now?

On the case page in the upper right hand corner you will see **Action** with an arrow. Click on **Action**.

	Case ID): 10000						Action 🕶
Navigation								
Case Information	Expired F	Referrals (2)						
Internal Programs/Activities								
Service Referrals	Case	Information						
Placements	Cuse	monnation						
Events	Case	Details						
Attachments							_	
Notifications	Case	Name:			Statu	IS:	Open	
	KidTra	aks Case ID:	1000		Start	Date:	6/16/2017	
	Caseb	book Case ID:	1000		End D	Date:		

Select Add New Service/Activity.



School I a like to create a standard service referra
--

◎ I'd like to view service recommendations for this family - click here to get more information about service mapping.
I'd like to create a standard service referral
© Create PPS Referral
© Create PRT Referral
© Create YCP Referral
Cancel Proceed
Previous Recommendations

Select Proceed.

Session	Select Ref	Select Referred Persons									
Select County: Franklin • Source:	For thos placeme	For those checked, please verify their current addresses below. If any need updated, click on the CB ID link to go to Casebook and update to the correct address before continuing creating the referral. Note: If a child is in a placement, the address displayed will be the address of the placement.									
Case		Referred Persons			Role	Birth Date	Age	Bx Health CANS	Interpreter Services		
Source ID: 100001035352 Description:	V	Ka (CB ID:1000: 116 E 3rd St	(T ID: 21	18)	Child	06/04/2017	0	0			
Case County: Franklin		Ai (CB ID:1000 116 East 3rd St,	KT ID: 215)	parent	05/02/1992	25				
Current User: Robinson,Hannah Elizabeth	V	Jef (CB ID:1000: 116 East 3rd St,	KT ID: 215)	Relative	09/09/1964	53				

As the pink information box states, review the address listed to make sure that they are current, and if they need updated, click the link to be taken to Casebook to update the information.

If information is correct select **Continue**.

ſ		
	Continue	Cancel
L		

Select the service type from the menu.

Potential Participants

Exit Wizard

Please select from the following services:

MRO Assessment for Eligibility

Do the parents need assistance to manage the behavioral health care needs of one or more of the children? MRO services a home in order to meet the behavioral health care needs of the child. Home based services are included as well as other serv Click here to send the child(ren) for an assessment for MRO services.

Home Based Services

Does this family need home based services to improve family functioning? Click here to find out about the array of home bas

Counseling, Psychological or Psychiatric Services

Are there members of the family who need counseling? Do you think that a psychological, intellectual, or emotional problem i problem interfering with the adult's ability to parent? Click here to find out more about psychological and psychiatric services.

Drug Screens and Treatment for Substance Use Disorders

Do you suspect someone in this family has a substance abuse problem? Click here to see services available to treat addicti

Domestic Violence Services

Has there been an incident of DV with this family?Domestic Violence Intervention Services are services that would need to be assaultive or coercive behavior. It includes physical, sexual, or psychological attacks as well economic coercion with an adul those for batterer, victim and child. Click here to find out more about treatment options for those affected by Domestic Violence Violence Intervention Services are services that would need to be assaultive or coercive behavior. It includes that adult the services are services are services that would need to be assaultive or coercive behavior. It includes that adult are advected by Domestic Violence Intervention Services are services are services that would need to be assaultive or coercive behavior. It includes that advected by Domestic Violence Intervention Services are servic

Services for Children

Are you looking for a service that is targeted to the child? Click here to see our child specific services.

Other Services for Parents

Do the parents need parent education classes? Would participation in a support group be helpful to them in order to understa these kinds of services

Select the county where the service will be provided from the **Select County** drop down menu on the left hand side of the screen. The service location may differ from the case county.

Select the service category from the menu.

Session		Main Menu	Previous Page	Finish Wizard
Select County:	Home Based Services 📀			
Franklin v Source: Case	Homemaker This service is provided by a paraprofessional (v basic parenting, transportation, child nutrition, ar	without a degree) person and f nd child development. Visitation	ocuses on assisting the family with learning how to Supervision can be provided under this service.	meet their basic needs, such as home management,
Source ID: 100001035352 Description:	Home Based Casework Services This service is typically provided by a bachelor's crises, navigating service systems, and assistant	level person and focuses on focuses of the focus of the focu	he assisting the family with more complex needs, ward long and short term goals. Visitation Supervis	such as behavior modification techniques, managing ion can be provided under this service.
Case County: Franklin	Home Based Therapy This service is provided by a Master's level pers service.	ion and focuses on providing f	mily centered therapeutic services in the home. V	isitation Supervision can be provided under this
Current User: Robinson,Hannah Elizabeth	1 Hour Crisis Response These crisis services are for families who have	children at imminent risk of re	noval. Imminent risk is defined as: Immediate threa	at of injury or harm to a child when no interventions

Session	Home Ba	ased Services - Home Based Casework Services				
elect County: Franklin v	This serv assistance	ice is typically provided by a bachelor's level person and focuses on the assisting the family ce developing and working toward long and short term goals. Visitation Supervision can be p	with more complex needs, such as behavior more rovided under this service.	lification techniques, managing cris	es, navigating servi	ice systems,
ource: ase	Make	Referral for Service 💿 Do not Refer for Service				
ource ID:)0001035352	Enter Se	Start Date:				
escription:	Is this re	eferral for reports and court testimony only?	es 🔘 No			
ase County: ranklin	Please s If you are	elect the household members being referred for services and the family's intensity e referring two households, you should complete two referrals.	need level.			
urrent User: obinson,Hannah Elizabeth		Referred Persons	Role	Birth Date	Age	CANS
		Kar (CB ID: 1000 KT ID: 21: 8)	Child	06/04/2017	0	0
		Aui(CB ID: 10002 KT ID: 215 1)	parent	05/02/1992	25	
		Je . (CB ID: 1001 3 KT ID: 21 8)	Relative	09/09/1964	53	
		Ka (CB ID: 1000 24 KT ID: 21 9)	Child	07/13/2015	2	0
		Jul (CB ID: 1000; KT ID: 21;))	Relative	08/18/1969	48	
		Ke (CB ID: 100(KT ID: 21f ?)	parent	01/09/1984	34	

Read the brief description of the service to ensure that you have selected the service you want.

Enter the service start date.

Select the individuals that will be participating in the referral.

.11)

Select the **intensity level**-how many times a week will the provider need to meet with the family/client?

Select the **provider agency** that you want to use for the service from the drop down menu.

In the narrative box labeled **Provide any special instructions for the provider related to the family:**

Enter the most up to date contact information for the individuals that will be participating.

Also include the FCM assigned to the case if different from the individual creating the referral as well as the best way to reach the FCM assigned.

Provide information about reason for involvement with DCS including any known worker safety concerns, medical issues, court orders, restrictions on who may/may not be in the home present for services, etc. Include the family's availability for the service, when and where the service will occur, etc.

In the narrative box labeled Please enter goals of the service for this family:

Using SMART goals (Specific, measurable, attainable, relevant, and time sensitive) identify what you need the client to gain/achieve from participation in the service.

*Specific goals help clients understand the service and help our providers understand their objective in working with the client.

Enter any specific expectations for the provider. If provider sends reports electronically to the FCM/MaGik case link, provide that instruction here.

Once information is entered select the **save** button.



Duplicate Referrals:

The Referral Wizard will prevent users from creating multiple referrals for a person, if a referral for the same service is already referred for the person, for the same time period. If users attempt to create a duplicate service referral the following screen will display (in this example a Tutoring referral is already created for Carter):

 Referrals for same service already exist for the If the services are no longer required, update th If a person does not need a new referral, pleas 	following person(s) he Stop Date to Cancel the existing referrants e uncheck the checkbox in tront of Person ID	
Carter Referal ID: 1706477 Service: TUTORINGLITERACY CLASSES	Vender: CONNECTIONS INC Components: FACE TO FACE, GROUP	Start Date: 1127/2017 Stop Date: 12/11/2017 [1]
Continue Cancel		
users <u>wish to cancel</u> Continue".	the existing referral and proceed with the	new referral, users should select
f users <u>wish to cancel</u> 'Continue". Please note: The Stop I lose out services. Use Once the user selects "	the existing referral and proceed with the Date for the original referral defaults to 2 rs have the ability to edit the Stop Date w 'Continue" a pop up box will appear, as s	new referral, users should select weeks to allow the existing provider to ithin 2 weeks of the current date. shown below.

Confirm Services					
Based on the information entered, th	e Referral Wizard will generate referrals for the following:				
Provider Name	Category	Service	Participants	Edit	
CHILDREN'S BUREAU	Home Based Casework Services	HOME-BASED FAMILY CENTERED CASEWORK SERVICES	Au	ľ	*
Page 1	f 1 50 v items per page		1 - 1 of 1 iter	ms (Ċ
Back To Categories Exit	Without Saving Finish Wizard				

Review the services on the confirm services screen; if correct select finish wizard.

Case ID: 100001	Aı	er		Action -
Referrals for Approval (1) Expired Referrals (2)				
Case Information				
Case Details				

Select Referrals for Approval.

Action Required	Action Required-The following referral(s) have not been submitted for approval					
Referrals						
		Date	Vendor Name	Service		
Approve	Review	02/09/2018	CHILDREN'S BUREAU	HOME-BASED FAMILY CENTERED CASEWORK SERVICES		
H 1	Page 1 0	of 1 🕨 🕨 🛛 2	5 v items per page			

Select **Review** to be provided with additional narrative boxes to be completed prior to submitting the referral.

Referral ID: 1861774		Case Name:100001(- Aι	er er	
Service County	Franklin			Created By:	Robinson Hannah Flizabeth
Scivice Oblinky.	Trankin			orealed by.	
Parent Referral:				Created Date:	2/9/2018
Other Pertinent Information or Other	Significant Persons	:			
Type narrative here.					
List Other Services and Service Prov	viders Working With	the Family			
Type narrative here.					

In the **Other Pertinent Information or Other Significant Persons** box, provide any additional information that may be beneficial for the provider to know prior to initiating the referral.

In the List other Services and Service Providers Working with the Family, list other agencies that will also be working with the family as well as the services that they are currently providing.

	Referral Inquiry // Referral Informati	on		
Navigation	Referral ID: 1872723	Case Name:100001	2 - Au	
Basic Information				
Referred Services	Basic Information			
History Attachments	Referral ID:	1872723		Status:
Additional Unit Requests	Vendor ID:	ST029050		Case Type:
	Vendor Name:	CHILDREN'S BUREAU , 1575 DR MLK JR ST , INDIAN	APOLIS , IN	Case ID:
	Case Name:	Aı		Case County:
	Service County:	Franklin		Created By:
	Parent Referral:			Created Date:
	Other Pertinent Information or Other	er Significant Persons:		

If you need to change the end date of the referral from what auto populates, select the **Referred Services** link on the left hand side of the page.

Navigation	Referral ID: 187	2723	Case Name:100001	- A	ər		
Basic Information							
Referred Services	Referred Services						
History							
Attachments	Package: Home Based Se	ervices - Home Based Casework	Services				
Additional Unit Requests	Billable Unit ID	Service		Start Date	End Date	Stop Date	Max Units
	RF0004047577	HOME-BASED FAMILY CENTE COURT	ERED CASEWORK SERVICES -	02/22/2018	06/30/2019		12
	RF0004047576	HOME-BASED FAMILY CENTE FACE TO FACE	ERED CASEWORK SERVICES -	02/22/2018	06/30/2019		48

Select the link in the **Billable Unit ID** column.

acts <mark>–</mark>	MaGIK Portal -	CELL Portal - Encompass Portal - Reports - Administration -	
E	Billable Unit Details	s:	×
Refe	Billable Unit ID:	RF0004047576	^
18	Service: 10521.33	31 HOME-BASED FAMILY CENTERED CASEWORK SERVICES - FACE TO FACE	
es	Start Date:	2/22/2018 End Date: 6/30/2019 Max Units: 48	
sed	Instructions:	Sample 1 visit per week on average.	
)			
7		, ii,	=
6	Goals:		
		Sample	
		įr.	
	Participants	•	
	Save	Close	-

Change the end date, and then click **Save**.

If you need an interpreter, click **Select** on the right hand side of the screen. Click **Add Interpreter Services**.

80	Case Name:1000	2 - A	aker					Action -
								Select 🔻
es - Home Based Casework	Services							
Service		Start Date	End Date	Stop Date	Max Units	Referred Person		
HOME-BASED FAMILY CENTE	ERED CASEWORK SERVICES -	02/22/2018	06/30/2019		12	Aı	ır (25)	
HOME-BASED FAMILY CENTE FACE TO FACE	ERED CASEWORK SERVICES -	02/22/2018	06/30/2019		48	Aı	r (25)	

- Home Ba	Interpreter Ser	vices:		×	
vice	Select individuals	needing interpreter services	5		St
	Participants				
ME-BASE[JRT	Αι	er			
ME-BASEL					
	OK	Cancel			
	•			Þ	

Select individual that needs an interpreter and then click **OK**.

	Action
	Approve Referral
Robinson,Hannah Elizabeth	Delete Referral
-	Print Referral
2/9/2018	Submit Referral
-	View Drug Screen Results

Once all of the information has been entered, click the Action menu and select Submit Referral.

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2/\$

The box above will come up and will tell you who the system has already identified as the approver (which would be your supervisor if you are an FCM); if you need to change who the referral should be sent to for approval, you may enter an alternate approver.

Select OK.

The approver will then receive an email notifying them that they have a referral to review for approval.

Dear

You have been asked to review and approve one or more referrals by a DCS Family Case Manager.

Required Action: Please enter your response as to whether to approve / deny / or change the approver for the pending referral.

The following referrals have been submitted for approval:

Referral	#
1845498	

Submit Date Jan 24 2018 11:24AM

Submitted By

For technical assistance, please contact KidTraks@dcs.in.gov.

For all other inquiries regarding these referrals, please contact the referring FCM or the DCS Referral Unit for assistance.

Thank you for helping protect our Children, Families, and Future !!!

The approver will then select the referral link in the email, and it will take them into KidTraks to review the referral.

	Referral Inquiry // Referral Information			
on	Referral ID: 1845498	Case Name:1000011 Wil	iel	
nformation				
d Services	Basic Information			
у	Referral ID:	1845498	Status:	
ments				
Unit Requests	Vendor ID:	ST041772	Case Type:	
	Vendor Name:	COMMUNITY MENTAL HEALTH CENTER , 285 BIELBY RD , LAWRENCEBURG , IN	Case ID:	
	Case Name:	Wi H	Case County:	
	Service County:	Franklin	Created By:	
	Parent Referral:		Created Date:	
	RedWood Referral ID:	1845499, 1845500		
	Other Pertinent Information or Other Sig	gnificant Persons:		
		-		
	List Other Services and Service Provide	ers Working With the Family		

The Supervisor or approver will be taken to the basic information page of the referral. The Supervisor/Approver needs to review the information on the basic information screen to ensure that necessary information has been provided in the narrative boxes. The Supervisor/Approver then needs to select the **Referred Services** link on the left hand side of the screen to review the services referred broken down by component.

	Reterral Inquiry // Reterral	Information				
avigation	Referral ID: 18454	498	Case Name:10000	- W		
lasic Information						
teferred Services	Referred Services					
listory						
Ittachments	Package: Drug Screens and	Treatment for Substance Use Disorders - Ac	Idiction Services			
ditional Unit Requests	Billable Unit ID	Service		Start Date	End Date	Stop Date
	RF0003983917	SUBSTANCE USE DISORDER ASSESSM	ENT - ASSESSMENT	01/18/2018	07/17/2018	
	RF0003983916	SUBSTANCE USE DISORDER ASSESSM	ENT - ASSESSMENT	01/18/2018	07/17/2018	
	RF0003983915	SUBSTANCE USE DISORDER ASSESSM	ENT - COURT	01/18/2018	07/17/2018	

By selecting the **Billable Unit ID** next to the service component the Supervisor/Approver can view the **Instructions** and **Goals** boxes. The supervisor/approver must review this information to ensure that it is complete prior to approving the referral.

	J Portal + Encompass Portal + Reports + Administration +
Referral Incurry Referral Information	Case Name:10000
Referred Services	Billable Unit Details: ×
Package: Drug Screens and Treatment for Billable Unit ID Service RF0003963917 SUBSTANCE RF0003963916 SUBSTANCE RF0003963915 SUBSTANCE	Service: 10807. 1767 SUBSTANCE USE DISORDER ASSESSMENT - ASSESSMENT - ASSES
	Goals:
	Save

Referral ID: 1864276		Case Name:1000	- Dc				Action
Basic Information						Approve Referral Deny Referral	
Referral ID:	1864276			Status:	Submitted	Print Referral Reassign Referral	Γ
Vendor ID:	ST0000425647			Case Type:	DCS Case	View Drug Screen Results	

If referral is complete, the Supervisor/Approver will select **Approve Referral** from the **Action** menu. If the Supervisor/Approver feels that additional information in needed in the referral, the **Deny Referral** option can be selected.

After the Supervisor approves the referral, KidTraks generates an email to the Provider notifying them.

Dear CENTER	RPOINTE COM	MUNITY BASED SERVICE	SLL,			
Action Requir	ed: Accept or I	Reject Selection Needed				
Following ref standard, selec this referral.	erral has been s ct "Accept". If y	ubmitted to your agency. If y you cannot accept this referr	our agency can initiate service al for any reason, select "Rejec	es within the required time frame, as referenced in service ct". Failure to respond will result in an automated rejection of		
Please note: v agency in the	vaitlists are not permitted time!	permitted. Therefore, it is in frame to prevent a lapse in se	nperative that your agency onl rvices being provided.	ly accept this referral if services can be provided by your		
Referral #	County	Submit Date	Submitted By	Children		
1766955	1766955 Hamilton Dec 6 2017 9:30AM Chandler, Austin					
For assistance	with Referral of	questions, please contact DC	S Referral Unit for assistance.			
For technical	assistance, plea	se contact support@stateofir	ıdia			
Thank you for	helping protect	t our Children, Families, and	Future!!!			

The Provider will then click on the referral ID in the email to be directed to their vendor portal. They will see a message at the top of the screen:

ACTION REQUIRED: A referral has been submitted to your agency. If your agency can initiate services within the required time frames, as referenced in the service standard, select "Accept". If you cannot accept this referral for any reason, select "Reject". Failure to respond within 48 hours will result in an automated rejection of this referral. Please note, waitlists are not permitted. Other provider referrals in place will be cancelled in the system if this referral is accepted. Therefore, it is imperative that your agency only accept this referral IF services can be provided by your agency in the permitted timeframes to prevent a lapse in services being provided.

Reject Accept

If the agency can initiate services within the required timeframe, they select "Accept." If the agency cannot initiate services within the required time frame or cannot accept the referral for any other reason, they select "Reject."

Once they select either "Accept" or "Reject," a notification email will be sent to the FCM.

This auto-generated email has been sent to notify you the following Referral has been Accepted Provider sent to their agency.

Referral Accept Notification

Referral ID:1845498 **Vendor Name**:COMMUNITY MENTAL HEALTH CENTER

Please click here to view this Referral.

For assistance with Referral questions, please contact DCS Referral Unit for assistance.

For technical assistance, please contact support@stateofindiana.zendesk.com.

Thank you for helping protect our Children, Families, and Future !!!

This auto-generated email has been sent to notify you the following Referral has been Rejected by the Provider.

Referral Reject Notification

Referral ID: 1811192

Reject Reason: There is a waitlist for home based case mgmt at this point.

Please click here to view this Referral.

If services are needed, please create referral with other vendor.

For assistance with Referral questions, please contact DCS Referral Unit for assistance.

For technical assistance, please contact support@stateofindiana.zendesk.com.

Thank you for helping protect our Children, Families, and Future!!!

The provider doesn't accept/reject the referral within 48 hours the referral is automatically cancelled and notification of the cancellation is sent to the provider with the referring FCM CCed.

From: KidTraks Support - Do Not Reply [mailto:KidTraks@dcs.in.gov]
Sent: Thursday, February 08, 2018 1:08 PM
To: referrals@lifelineyouth.org
Cc: Toth, Diana R <<u>Diana.Toth@dcs.IN.gov</u>>
Subject: DCS Referral - Cancellation Notice

CANCELLATION NOTICE

Dear LIFELINE YOUTH AND FAMILY SERVICES INC,

At your request, the following service referral request has been Rejected

Referral #	County	Submit Date	Submitted By	Children	
<u>1858967</u>	Grant	Feb 8 2018 1:07PM		К	ınt, M

For assistance with Referral questions, please contact DCS Referral Unit for assistance.

For technical assistance, please contact support@stateofindiana.zendesk.com.

Thank you for helping protect our Children, Families, and Future !!!

To check the status of a referral, select the **History** link under the navigation menu on the left hand side.

		Referral Inquiry	// Referral Information		
Navigation		Referral I	D: 1858967		Case Name:100001108897 - Katl
Basic Information					
Referred Services		Basic Information			
History Attachments		Referral ID:		1858967	
Additional Unit Requests		Vendor ID:		ST0000392201	
		Vendor Name:	:	LIFELINE FORT W	E YOUTH AND FAMILY SERVICES INC , 4150 ILLINOIS RD , \ensuremath{AYNE} , IN
nation	Referral ID: 18	58967	Case Name:1	000	- Ke
ervices	History				
	Date	Status	User Name		Comments
IS .	02/07/2018	Submitted			
Jnit Requests	02/07/2018	Approved			
	02/08/2018	Reject	System		
	02/08/2018	Cancelled	System		Vendor Rejected : We do not have staff available to serve this referral.
	1 Page		10 = items per page		

Here you can view if the referral has been approved by the Supervisor, if the provider has accepted/rejected the referral, or if the referral was cancelled by the system.

Quick Links 👻
Navigation
Case Information
Internal Programs/Activities
Service Referrals
Placements
Events
Attachments
Notifications

When providers upload their reports in KT, you will locate them by selecting the **Attachments** link on the **Navigation** menu on the left hand side of the screen.

Back to Results	Case Inquiry // Case Information		
Quick Links 👻	Case ID: 1000008	Amanda	Action -
Navigation	Expired Referrals (7)		
Case Information			
Internal Programs/Activities	Attachments		
Service Referrals			
Placements			
Events	Vendor		
Attachments	ST087554-MERIDIAN HEALTH SERVICES (ORP	*

The Attachments page will list the Providers who have attached documents under the **Vendor** field. To view the attachments, select the arrow next to the provider's name.

Case ID: 1000008' Amanda				Actio
Attachments				
Vendor				
ST087554-MERIDIAN HEALTH SERVICES CORP				*
Referral				
File Name	Description		Uploaded By	Upload Date
Page 0 of 0 P H 10 v items per page			No ite	ems to display
Case				
File Name		Description	Uploaded By	Upload Date
Amanda6.22.16.pdf supervised visit 6/22/2016			erin.paul@meridianhs.org	06/24/2016
Amanda6.29.16.pdf supervised visit 6/29/2016			erin.paul@meridianhs.org	06/30/2016
Amanda7.5.16.pdf supervised visit 7/5/2016			erin.paul@meridianhs.org	07/06/2016
Amanda7.7.16.pdf supervised visit 7/7/2016			erin.paul@meridianhs.org	07/08/2016
AmandaJune_HBCW_report.pdf June HBCW report			erin.paul@meridianhs.org	07/08/2016
Amanda7.14.16.pdf supervised visit 7/14/16			erin.paul@meridianhs.org	07/15/2016
Amanda_IJuly_counsleing_report.pdf July counseling report			erin.paul@meridianhs.org	08/09/2016

Attachments are opened by selecting the **File Name**.

Approving Claim Invoice Lines

Example of email:

From: KidTraks Support - Do Not Reply [mailto:KidTraks@dcs.in.gov] Sent: Tuesday, April 25, 2017 12:01 AM To: Subject: DCS Claims Need Your Approval

Dear _____,

You have been asked to review and approve one or more claims by DCS - Administrative Services, before a payment can be generated.

Required Action: Please enter your response as to whether to approve / deny / or change the approver for the pending claims. To view all items pending your response, go to <u>KidTraks</u> <u>Workflow Queue</u>.

For technical assistance, please contact support@stateofindiana.zendesk.com.

For all other inquiries regarding these claims, please contact your local county office fiscal staff for assistance.

Please Note: You have 2 business days to complete this request.

Managing Claim Invoice Line approvals:

- ✓ FCM should sort emails each day to find requests to approve claims and
- ✓ FCM should check Workflow Inquiry in KidTraks each day

"Action" Options:

- *Approve* monthly reports, service dates....are correct
- *Under Review* if FCM is questioning services, monthly report prevents escalation, however action needs to be taken within 10 business days to prevent auto-denial
- *Reassign* if FCM receives an email requesting approval of a claim and the case is not assigned to the FCM, search MaGiK or Kidtraks to determine FCM assigned to case and reassign. An email is not generated when reassigned. If reassigning a claim, FCM must email the FCM assigned to advise them a claim has been reassigned to them and requires action

- NOTE: If an Assessment FCM receives a request to approve a claim, assessment FCM does not have capabilities in Kidtraks to approve claims, and must reassign to the Permanency FCM who is assigned the case
- *Deny* monthly report has not been received/ is inadequate, billed hours not correct, dates of service not correct

