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### **Ensuring Appropriate Documentation of DCS Invoices**

#### **Background**

During a recent audit of DCS, the Indiana State Board of Accounts reviewed paid invoices. Of those invoices reviewed, 26% had supporting documentation in the form of monthly reports, progress reports, visitation reports, substance-use disorder assessment reports, etc. In reviewing those that did have supporting documents, the Indiana State Board of Accounts found conflicting billing units and service dates.

DCS has a responsibility to ensure accurate and appropriate use of financial resources. Missing or conflicting documentation is unacceptable. **Beginning with 9/1/2019 dates of service, DCS will deny payment if documentation is not in the location described below. If documentation conflicts with the invoice, DCS will continue to deny payment as we do today.**

Providers should begin uploading documents to KidTraks Case Information Page now, before it is required, to ease the transition and work through any initial issues. Further information is below and attached.

#### **Teaming for a solution**

To address the Indiana State Board of Accounts findings, a team was formed comprising a family case manager, family case manager supervisor, local office director, KidTraks invoicing supervisor, regional service coordinator, regional finance manager, administrative services staff and a representative from the state auditor's office. The team also received input from observing and discussing processes with KidTraks, DCS accounts payable, family case managers, family case manager supervisors and providers. The team has set a goal of 95% of invoices having supporting documentation and accurate billing units and service dates.

#### **Summary**

Providers, field staff, administrative services and the state auditor's office will have one designated location to upload and access provider reports required for ensuring quality of service and accurate payments to providers. This change will clearly define roles and responsibilities of all parties who participate in serving Indiana children and families.



*Indiana children will live in safe, healthy and supportive families and communities.*

### **About the change**

Providers will be required to upload all provider reports into KidTraks in one location with a standardized file name to ensure consistent access to all necessary areas of DCS. Providers will upload reports to the KidTraks Case Information Page under “Attachments.” For easy identification, all files will be labeled in this order: date of service, service and client name. Attached is the *Provider Desk Guide for Attaching Case Documentation*, which provides detailed instructions for uploading and naming documents.

Each time a provider report is uploaded to KidTraks, the family case manager will receive an email advising a document is available for review. This also generates an email from KidTraks to the MaGiK case that includes the document. The document may be accessed by authorized DCS staff through MaGiK case attachments as well as through KidTraks Case Information Page. Attached is the *FCM Desk Guide for Locating Provider Documentation in KidTraks*, which provides instructions to locate uploaded documents.

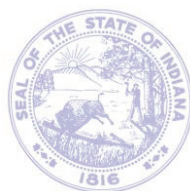
Family case managers shall review the provider reports for quality of services. They will review the reports for a detailed summary of goals, action steps, progress and services provided as agreed or authorized. Once a FCM receives an email to review workflow inquiry, they will select appropriate action based on the quality of services documented.

DCS invoicing staff will have access to the provider reports located in KidTraks Case Information Page attachments. This allows KidTraks invoicing staff to cross-reference dates of service and units billed against the submitted invoice. KidTraks staff shall review the provider reports for dates of service and hours billed. If there is no documentation or conflicting documentation, payment will be denied. Such denial will trigger automatic notice to the provider. Documentation attached to the case in KidTraks must not be password-protected. Password-protected documentation will result in denial of payment.

### **KidTraks is password-protected**

DCS providers must use the secure method for uploading service reports and attachments. To be compliant with HIPAA and 42 CFR, providers must upload attachments into the DCS KidTraks portal directly. Attachments uploaded into the DCS KidTraks portal should not be password-protected as the portal is already password-protected. Making the document password-protected will result in a denial of your payment as it unnecessarily restricts access to the document.

Security roles are set up in the DCS KidTraks portal to protect confidential information. Once a file is uploaded through the DCS KidTraks portal, there are additional security measures in place where a provider agency can see only their own attachments. DCS employees who have a business need to access the attachments can see the attachments.



## **Questions?**

As mentioned earlier in this document, there are also two desk guides available, one for providers and one for DCS family case managers. Both are attached. However, if you need a copy, or if you have questions or require technical assistance, please do one of the following:

- Contact a DCS Regional Service Coordinator;
- Email [ChildWelfarePlan@dcs.in.gov](mailto:ChildWelfarePlan@dcs.in.gov) ;
- Contact a DCS Provider Relation Advocate; or
- Email [DCSPaymentResearch@dcs.in.gov](mailto:DCSPaymentResearch@dcs.in.gov).

