

KDHE Contact Log Categories and Contact Reasons

The table below contains Contact Log Categories and Contact Reasons to be used when generating a task for KDHE. The Contact Log contains other Categories and Contact Reasons specific to KDHE; however, it is important to note that not all of them will create tasks with Phase 2 of KEES. To create a contact log, follow the steps in **Creating a Contact – KEES Case** or **Creating a Contact – No KEES Case** found in the KEES User Manual. When using the Contact Log to create a task, the due date, task name, and queue will be automatically generated.

Category	Contact Reason	Task Created	Queue	Due Date
Application/Review Follow-Up	CHIP Premium Paid after Denial/Closure	Premium Paid	Eligibility	10 Days
Application/Review Follow-Up	Info Rec'd on Denied/Closed Program	Info Rcvd On Denied/Disc	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Application/Review Follow-Up	Passive Review Response	Passive Review Response	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Application/Review Follow-Up	Premium Issues-CHIP	Premium Issues	Eligibility	10 Days
Application/Review Follow-Up	Request to have Determination Reviewed	Review Elg Determination	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Application/Review Follow-Up	WH Premium Paid after Denial/Closure	WH Premium Paid after Denial/Closure	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Application/Review Follow-Up	WH Premiums	WH Premiums	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Application/Review Follow-Up	Requested Verification/Received*	No Task Created	N/A	N/A
Case File Request	Case File Request	Case File Request	Mailroom	2 Days
Change Requests	Add New Person	Add New Person	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Change Requests	Address Change	Address Change	Contact Updates	5 Days
Change Requests	Contact Info Change-Phone/Email	Contact Info Change	Contact Updates	5 Days

Category	Contact Reason	Task Created	Queue	Due Date
Change Requests	Cooperation Request	Cooperation	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Change Requests	Customer Data Update	Demographic Change	Contact Updates	10 Days
Change Requests	PPS Ended Coverage-Need CH Coverage	PPS-Ended Covg- Add CH	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Change Requests	PPS Started Coverage-End CH Coverage	PPS Needs CH Closed	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Change Requests	Expense Changes	Expense Change	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Change Requests	Income Change	Income Change	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Change Requests	Non-Cooperation	Non-Cooperation	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Change Requests	Premium Issues-CHIP	Premium Issues	Eligibility	10 Days
Change Requests	Remove HH Member	Remove HH Member	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Change Requests	Representative Changes	Representative Change	Administrativ e-CH	10 Days
Change Requests	Resource Changes	Resource Change	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Change Requests	TPL-Adding	TPL-Add	Contact Updates	10 Days
Change Requests	TPL-Deleting	TPL-Delete	Contact Updates	10 Days
End/Close Program/Coverage Request	Program Closure Request	End Coverage- Program	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days

Category	Contact Reason	Task Created	Queue	Due Date
End/Close Program/Coverage Request	Remove Member for Coverage	End Coverage-Member	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
End/Close Program/Coverage Request	Request to Withdraw	Request to Withdraw	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Family Medical Coverage Request	Adult	Add Adult	Eligibility E&D Eligibility LTC E&D Eligibility	20 Days
Family Medical Coverage Request	Child	Add Child	Eligibility E&D Eligibility LTC E&D Eligibility	20 Days
Family Medical Coverage Request	Newborn	Add Baby	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Family Medical Coverage Request	Pregnant Woman	Add Pregnant Woman	Eligibility E&D Eligibility LTC E&D Eligibility	10 Days
Family Medical Coverage Request	Prior Medical	Prior Medical	Eligibility E&D Eligibility LTC E&D Eligibility	20 Days
Family Medical Coverage Request	Retro CHIP Requested	Retro CHIP Requested	State	10 Days
Family Medical Coverage Request	Spenddown	Spenddown	Eligibility E&D Eligibility LTC E&D Eligibility	20 Days
Follow Up Needed	Follow Up Call	Follow Up Call	Administrativ e-CH	5 Days
Follow Up Needed	Follow Up Email	Follow Up Email	Administrativ e-CH	5 Days
Follow Up Needed	Follow Up Walk-In	Follow Up Walk-In	Administrativ e-CH	5 Days
Follow Up Needed	Follow Up Written Correspondence	Follow Up Written Correspondence	Administrativ e-CH	5 Days
Grievances/Complaints	Appeal/Fair Hearing Request	Appeal/Fair Hearing Request	Concerns	10 Days
Grievances/Complaints	CHIP Premiums	GR-Premiums	Concerns	10 Days
Grievances/Complaints	Civil Rights Complaints	GR-Civil Rights	Concerns	10 Days
Grievances/Complaints	Clearinghouse Materials	GR-Materials	Concerns	10 Days
Grievances/Complaints	Customer Self Service Portal	GR-Self Service Portal	Concerns	10 Days

Category	Contact Reason	Task Created	Queue	Due Date
Grievances/Complaints	Customer Service	GR-Customer Service	Concerns	10 Days
Grievances/Complaints	Eligibility Determination	GR-Elg Determination	Concerns	10 Days
Grievances/Complaints	External	GR-External	Concerns	10 Days
Grievances/Complaints	Grievance 2 nd Follow Up-Unresolved	GR-Follow Up-3 rd Attempt	Concerns	10 Days
Grievances/Complaints	Grievance Follow Up-Unresolved	GR-Follow Up-2 nd Attempt	Concerns	10 Days
Grievances/Complaints	Hold Time	GR-Hold Time	Concerns	10 Days
Grievances/Complaints	Legislative Contact	GR-Legislative	Concerns	10 Days
Grievances/Complaints	Other	GR-Other	Concerns	10 Days
Grievances/Complaints	Timeliness	GR-Timeliness	Concerns	10 Days

*Contact Reason does not create a task but updates existing task with a new status.