# PPS/CH Communication on Medical Applications

## Scenario # 1

*PPS has received a Foster Care Medical application where a child is already open on a medical case at the Clearinghouse.*

When PPS runs EDBC approving FC Medical a task will be generated to CH Eligibility Queue advising that FC Medical has been opened for the child. PPS users should check to see if a task was generated to the Family Medical Progam.

If a task is not generated PPS will use the contact log to communicate to the Clearinghouse when they have opened a Foster Care Medical Program and the child is open on a Family Medical case..

PPS will create the contact log entry in the context of the family medical case:

**Case Number**: Populated by the family medical case

**Person**: Select the child taken into custody

**Contact Type**: Email

**Contact By**: Agency

**Location**: KanCare Clearinghouse

**First Name & Last Name**: The name of PPS staff member creating the contact

**Phone Number**: The phone number of PPS staff member creating the contact

**Name of Agency/Org/Provider/Inquirer**: The office location of the PPS staff member creating the contact

**Agency**: KDHE

**Category**: Change Requests

**Contact Reason**: PPS Started Covg-end CH covg

**Additional Notes**: (Name of child) was taken into state custody on (date). FC Medical has been opened effective (date)

## Scenario # 2

*The CH receives an application for family medical and upon processing the application finds that the child is already open on a Foster Care. ~~or Adoption Assistance Medical program~~*

The CH will review the Person Search to determine if the child has a high-dated foster care and medical ~~or adoption assistance~~ case.  Per PPS policy, the PPS worker will end

date the Custody Authority-Foster Care Eligibility Determination and Child Placement pages when a child returns home. Upon end-dating the pages, the PPS worker will run EDBC for Foster Care and Medical to discontinue both programs.  If the programs do not have an end date the CH will deny the application for family medical coverage until the foster care and medical program are closed.

If the consumer contacts the CH regarding the denial and states the child is no longer in foster care, the CH will re-check the Foster Care and Medical programs for end dates. If still not present, the CH will contact PPS regarding the status of the child's Foster Care case. This manual task will be created in the context of the PPS Foster Care/Medical case to determine the status of the foster care case.

~~The CH will create a manual task in the context of the PPS medical case to determine the status of the foster care or adoption assistance case:~~

- **Due Date**: 5 calendar days from the day the task is created.
- **Received Date**: The date the task is created
- **Region**: PPS region of the Worker ID assigned to the medical case
- **Location**: Location of the Worker ID assigned to the PPS medical case
- **Worker ID**: The Worker ID assigned to the PPS medical case
- **Queue**: PPS – East, KC, West or Wichita
- **Task**: Program Specific Question
- **Task Details**: Application received for <child's name>. Please provide foster care status confirmation.  Please include the CH Family Medical case number, the Case Head and child(ren) name that the CH is inquiring on.

In response to the CH inquiry, PPS will use the contact log to create a return task for CH. PPS will be in the context of the family medical case:

- **Case Number:** Use the family medical case number
- **Person:** Select the child the inquiry is about
- **Contact Type:** email
- **Contact By:** Agency
- **Location:** KanCare Clearinghouse
- **First Name & Last Name:** The name of PPS staff member creating the contact
- **Phone Number:** The phone number of PPS staff creating the contact
- **Name of Agency/Org/Provider/Inquirer:** The location of the PPS staff member creating the contact
- **Agency:** KDHE
- **Category:** Application/Review Follow-Up
- **Contact Reason:**  <child's name> and current status of the foster care case.

## Scenario #3

*A Family Medical Application is received at the CH. During registration it is found that a child on the Family Medical application is open on an Adoption Assistance Medical program and the child's name is different on the Family Medical application.*

Once it has been identified that a child open on an Adoption Assistance program is on a Family Medical Application where the name is different the CH will send a manual task to the PPS worker to notify them. The CH will **NOT** change the name and will leave it as it appears on KEES. The CH needs to determine the correct name for the child and the status of the Adoption Assistance Medical case.

The CH will create a manual task within the context of the PPS medical case:

- **Due Date**: 5 calendar days from the day the task is created.
- **Received Date**: The date the task is created
- **Region**: PPS region of the Worker ID assigned to the medical case
- **Location**: Location of the Worker ID assigned to the PPS medical case
- **Worker ID**: The Worker ID assigned to the PPS medical case
- **Queue**: PPS – East, KC, West or Wichita
- **Task**: Program Specific Question
- **Task Details**: Application received for <child's name> Open Adoption Assistance medical case. Please provide AA Medical case status and confirmation of name. Provide the CH Family Medical case number, Case heads name and the child(ren) name that the CH is inquiring on.

In response to the CH inquiry, PPS will use the contact log to create a return task for CH. PPS will be in the context of the family medical case:

- **Case Number:** Use the family medical case number
- **Person:** Select the child the inquiry is about
- **Contact Type:** email
- **Contact By:** Agency
- **Location:** KanCare Clearinghouse
- **First Name & Last Name:** The name of PPS staff member creating the contact
- **Phone Number:** The phone number of PPS staff creating the contact
- **Name of Agency/Org/Provider/Inquirer:** The location of the PPS staff member creating the contact
- **Agency:** KDHE
- **Category:** Application/Review Follow-Up
- **Contact Reason:** <child's name>, PPS Case number, status of the adoption assistance medical case and name clarification.