WA389 TASKS STATUS NOT UPDATED BY CONTACT LOG

When using the **Contact Log** to capture new information on cases, the task **Status Reason** is not updated from **KDHE-On Hold** to **KDHE-New Information** for existing tasks.

Workers should be aware that creating a **Contact Log** with a **Contact Reason** of **Requested Verification/Information Rec'd** will not update the **Status Reason** of any existing tasks that have a **Status Reason** of **KDHE-On Hold**.

The worker will manually flip the **Status Reason** of the existing task to **KDHE-New Information** when new information is provided.

Manually Set Status

1. From within the context of the case click the **Tasks** link.
2. Click the relevant **hyperlink** for the task.
3. Select **KDHE-New Information** from **Status** drop-down.
4. Click **Save and Continue.**

Document Change Log

Date	Version	Author	Change Description
06/17/2015	2.7	Daniel Gibbons	Initial Draft completed
6/24/2015	2.7.1	J. King	Updated workaround.

*Update version/date in document footer.