Indiana Department of Child Services

KidTraks – Indiana Child Welfare Financial System

e-Invoicing File Import Desktop Procedures

Version: 1.15
Updated 06/03/2020

Contents

Welcome to the DCS KidTraks Vendor Portal Invoicing File Import guide!

How do I enable e-Invoicing for a provider?

Please complete and submit a KidTraks Vendor Portal User Agreement (submission instructions are at the bottom of the form's front page).

How do I set up a user?

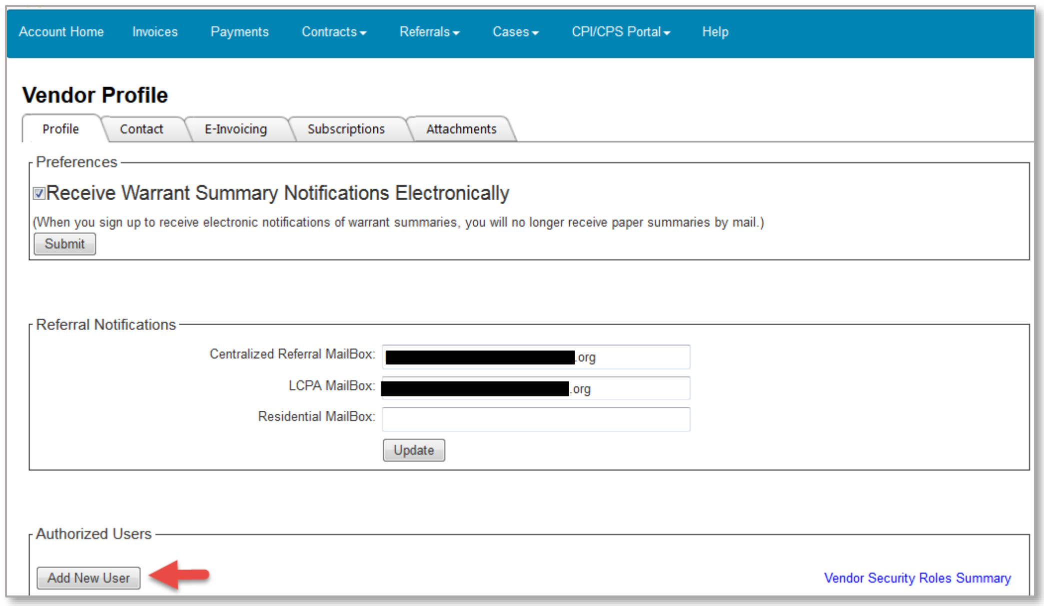
Upon logging into KidTraks the provider will see the Account Home Screen.

For a user to be able to import a file they first need to be a Portal User for the Vendor. Once they are established as a Portal User, they need to be put in either a User Admin or Fiscal User security role (these are discussed below). The Vendor user set up with Vendor Admin capability can add users or edit existing users.

1. Select Vendor Profile from the top of the Account Home screen.

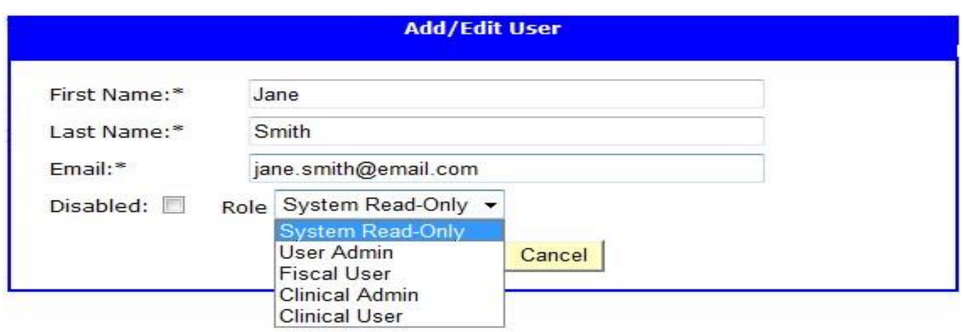
2. You will be taken to the Vendor Profile screen. Click on the profile tab to add new users and notification emails, then click Update.

3. At the bottom of the page, click on the "Add User Button" to add a user.



4. For a new user enter First Name, Last Name, and Email.

5. For new/existing user select either User Admin or Fiscal User as the Role.
   - User Admin role has Administrative rights in order to add additional users. They also have add/edit capability.
   - Fiscal User role has add/edit capability and is for additional Vendor users. They would not have Administrative rights.
   - The Vendor Security Roles Summary is available on the Vendor Profile screen to view system capabilities for all user roles.

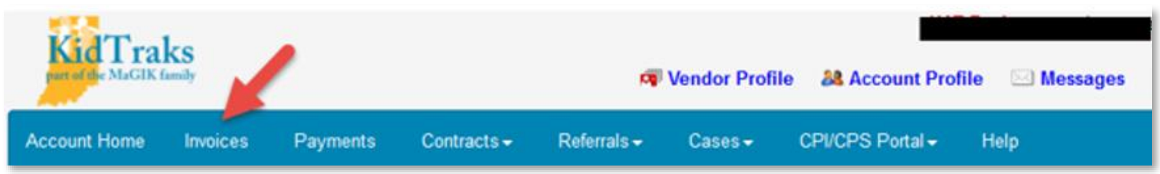


6. Click Submit at the bottom.

How do I import my invoices?

1. File specs for both CSV and XML formats are available on the DCS MaGIK Help Desk website, under KidTraks Vendor Information.

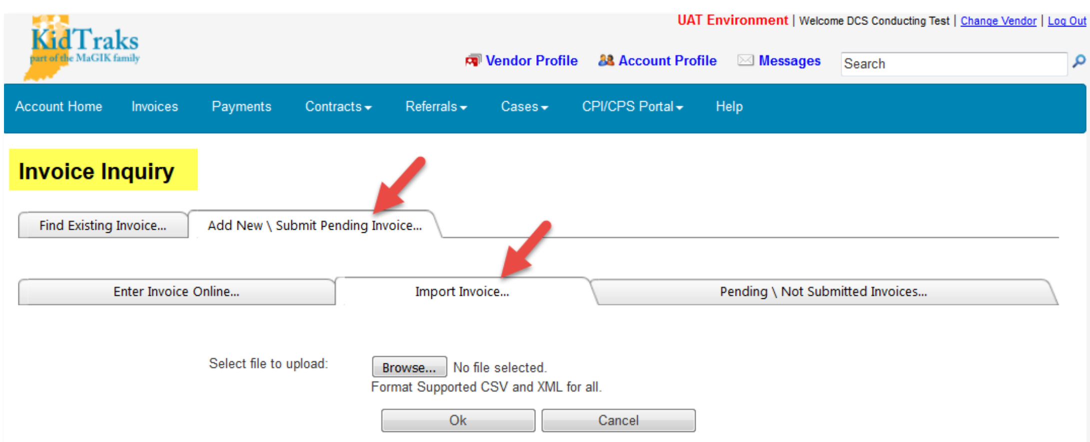
2. Click on Invoices in the blue menu bar and you will be taken to the Invoice Inquiry screen.



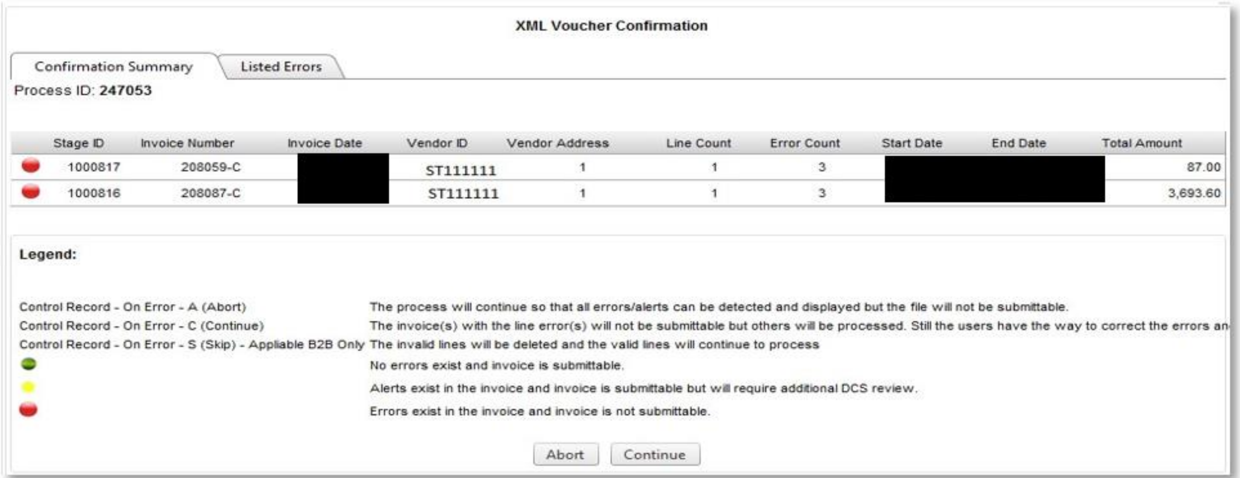
3. Click on the Add New / Submit Pending Invoice.

4. Click on the Import Invoice tab.

5. Browse for the file to be imported. After the file is selected, click Ok to continue.



6. After the file has imported, a Voucher Confirmation screen will display.



XML Voucher Confirmation

Confirmation Summary | Listed Errors

Process ID: **247053**

	Stage ID	Invoice Number	Invoice Date	Vendor ID	Vendor Address	Line Count	Error Count	Start Date	End Date	Total Amount
	1000817	208059-C	[redacted]	ST111111	1	1	3	[redacted]		87.00
	1000816	208087-C	[redacted]	ST111111	1	1	3	[redacted]		3,693.60

Legend:

Control Record - On Error - A (Abort)	The process will continue so that all errors/alerts can be detected and displayed but the file will not be submittable.
Control Record - On Error - C (Continue)	The invoice(s) with the line error(s) will not be submittable but others will be processed. Still the users have the way to correct the errors an
Control Record - On Error - S (Skip) - Appliable B2B Only	The invalid lines will be deleted and the valid lines will continue to process
	No errors exist and invoice is submittable.
	Alerts exist in the invoice and invoice is submittable but will require additional DCS review.
	Errors exist in the invoice and invoice is not submittable.

Abort | Continue

7. If an error is received and the On Error option is A (Abort), the process will continue so that all errors/alerts can be detected but the file will not be submittable.

8. If an error is received and the On Error option is C (Continue), the invoice(s) with the line error(s) will not be submittable.

9. If an error is received and the On Error option is S (Skip; Applicable with B2B), invalid lines will be deleted and the valid lines will continue to process.

   - Green – No errors exist and the invoice can be submitted.
   - Yellow – Alerts exist, the invoice can be submitted, but it will require additional DCS review.
   - Red – Errors exist and the invoice cannot be submitted.

10. If On Error is C (Continue), the two options at the bottom of this screen are Abort or Continue.
    - Select Abort, if you do not want to continue staging the file and start over.
    - Select Continue, if you want to continue to stage the file.

11. If the On Error is A (Abort), the only option from this screen is Ok.
    - If any invoices are in a red status, the file will not be staged. Errors need to be corrected and the file re-imported.
    - If all invoices are either in green or yellow status, the file will be staged.

XML Voucher Confirmation

Confirmation Summary | Listed Errors

Errors for Process: **247053**

Error ID	Stage ID	Line Number	System	Type	Severity	Message
10000	1000816		E-Invoicing	E-Invoicing Header	Error	This Invoice Number has already been used by this Vendor
10048	1000816	001	E-Invoicing	E-Invoicing Line	Alert	Duplicate Service Billed OverLap Voucher ID: VL1000805152 And OverLap Voucher Line: 001
10048	1000816	001	E-Invoicing	E-Invoicing Line	Alert	Duplicate Service Billed OverLap Voucher ID: 1000735 And OverLap Voucher Line: 001
10048	1000817	001	E-Invoicing	E-Invoicing Line	Alert	Duplicate Service Billed OverLap Voucher ID: 1000736 And OverLap Voucher Line: 001
10053	1000817	001	E-Invoicing	E-Invoicing Line	Information	Rate billed exceed referral rate
10061	1000817	001	E-Invoicing	E-Invoicing Line	Error	Billable Unit ID is required for Regular Voucher Type .

12. Also on the confirmation screen, there is a Listed Errors tab. All error, alert, and informational messages will be listed.
    - Errors will need to be corrected before the invoice can be submitted.
    - Alerts/Informational messages will be further reviewed by DCS. Note: If desired, invoice lines with alerts/informational messages can be addressed to remove the message.

13. Clicking on Abort, Continue, or Ok will navigate you back to the Invoice Inquiry screen.

14. If there are any issues with the File Control Record, the file cannot be staged. The items need to be addressed and corrected and the file re-imported.

15. Clicking on 'Back' will take you back to the Invoice Inquiry screen.

Error on File!!!!! Print Back

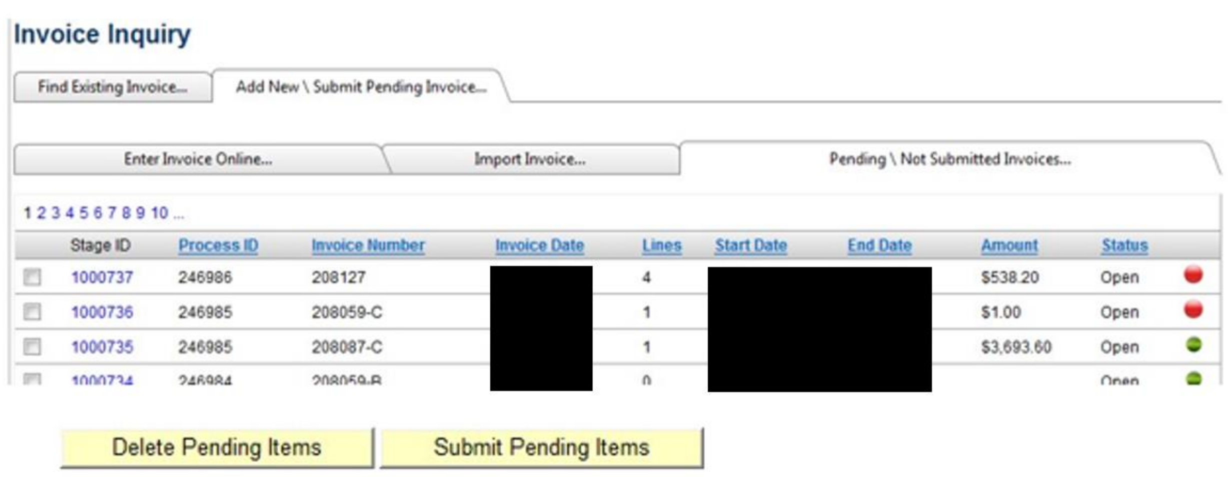
Notes:

Make sure your data comply to this schema: Schema Information

Look into the sample XML: Sample XML

Error_ID	Severity	Message
1	Error	The element 'Control_Record' in namespace 'urn:schemas-kidtraks-invoice' has invalid child element 'Invoice_Header' in namespace 'urn:schemas-kidtraks-invoice'. List of possible elements expected: 'Phone_Number' in namespace 'urn:schemas-kidtraks-invoice'.

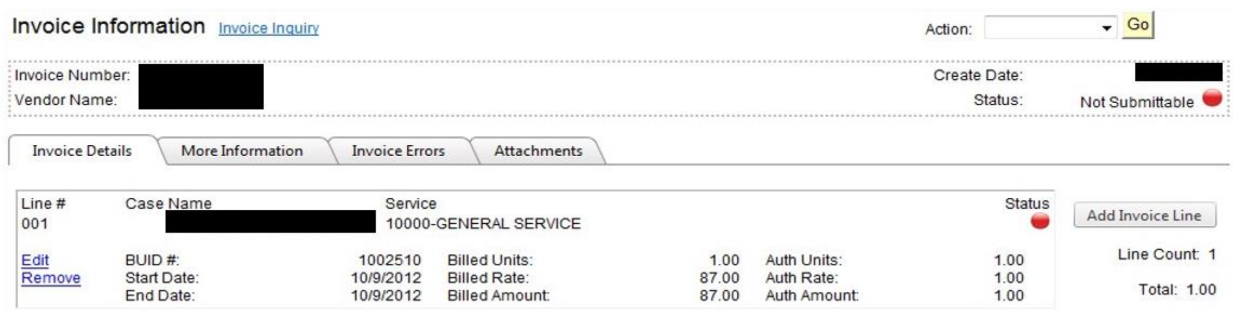
16. After the Confirmation screen, the staged invoices will appear on the Add New\Submit Pending Invoice tab under the Pending\Not Submitted Invoices tab.



- Invoices in a red status will need to be reviewed and errors corrected before they can be submitted.
- Invoices in a yellow status can be addressed to remove the alert but the invoices can be submitted in this status.

17. To open an invoice, click on the Stage ID.

18. Invoice Information will open and the Invoice Details tab will have the invoice lines listed.



19. New rules have been added to the invoicing system for the following:
    - Billed Rate:
        - For contracted services, the system will default the rate from the contract. You may still include the rate in the file but it will be ignored by the KidTraks system.
            - **Exception**: If the Bill Type is Deductible/Co-pay, then the system will allow the rate to be less than the contracted rate and it must be included in the import file. When the invoice is

processed an alert message will display asking that supporting documentation be attached to the invoice.

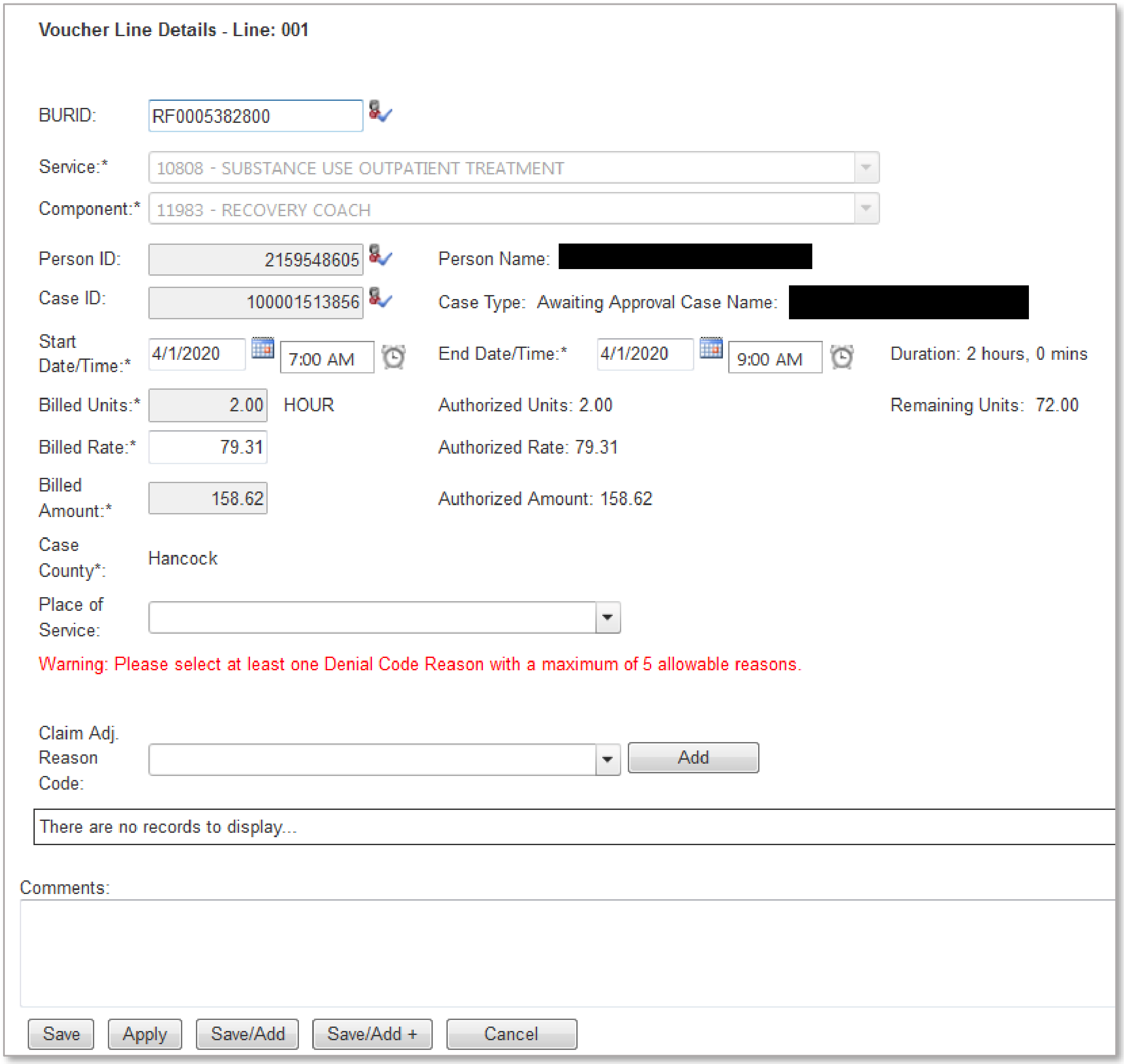
  - If service is not contracted then the Rate will be required to be in the import file.
- Billed Units
  - For a "timed" service where the rate is paid by HOUR or 15 MINUTES the Billed Units will be calculated by the KidTraks system where End Date/Time minus Start Date/Time = Units. For instance if the Unit of Measure is HOUR and the Start Time is 7am and End Time is 9am, then the Units is 2. If the Unit of Measure is 15 MINUTES and Start Time is 7am and End Time is 9am, then the Units is 8.
  - For a service paid by the DAY or by PER DIEM, the system will calculate the number of units as the number of days.
  - For a service paid as ACTUAL COST, the import file must contain the Actual Cost in the Units / Rate field as it has in the past.
  - For all other Units of Measure the system will default "1" as the Units and does not need to be included in the file.
- Billed Amount
  - The system will calculate this amount as Rate times Units, therefore it does not need to be included in the file.

20. The following rules remain the same.
    - Authorized Units, Rate, and Amount reflect what will be on the submitted invoice/voucher. If the available unit balance based on the referral is less than the 'Billed' units, the authorized units will reflect the available balance. The authorized rate will reflect the rate based on the referral. The rate billed cannot be greater than the Authorized Rate. If the Billed Rate is greater than the Authorized Rate an Alert will display.

      - Exception: In cases of actual cost or where no contract exists (cost reimbursement components) the billed rate will be reflected as the authorized rate. Examples: personal allowance, holiday/birthday allowance, interpreter services.

    - An invoice line can be taken off the invoice by clicking on 'Remove'.
    - An invoice line can be added by clicking on 'Add Invoice Line'.
    - To correct errors on an invoice line, click 'Edit'.
    - Errors, alerts, and informational messages are listed on the Invoice Errors tab.

21. If 'Edit' link is clicked on the left side of the Summary, the details for that line will open.



Voucher Line Details - Line: 001

BURID: RF0005382800

Service:* 10808 - SUBSTANCE USE OUTPATIENT TREATMENT

Component:* 11983 - RECOVERY COACH

Person ID: 2159548605 Person Name: [redacted]

Case ID: 100001513856 Case Type: Awaiting Approval Case Name: [redacted]

Start Date/Time:* 4/1/2020 7:00 AM End Date/Time:* 4/1/2020 9:00 AM Duration: 2 hours, 0 mins

Billed Units:* 2.00 HOUR Authorized Units: 2.00 Remaining Units: 72.00

Billed Rate:* 79.31 Authorized Rate: 79.31

Billed Amount:* 158.62 Authorized Amount: 158.62

Case County*: Hancock

Place of Service:

Warning: Please select at least one Denial Code Reason with a maximum of 5 allowable reasons.

Claim Adj. Reason Code: Add

There are no records to display...

Comments:

Save Apply Save/Add Save/Add + Cancel

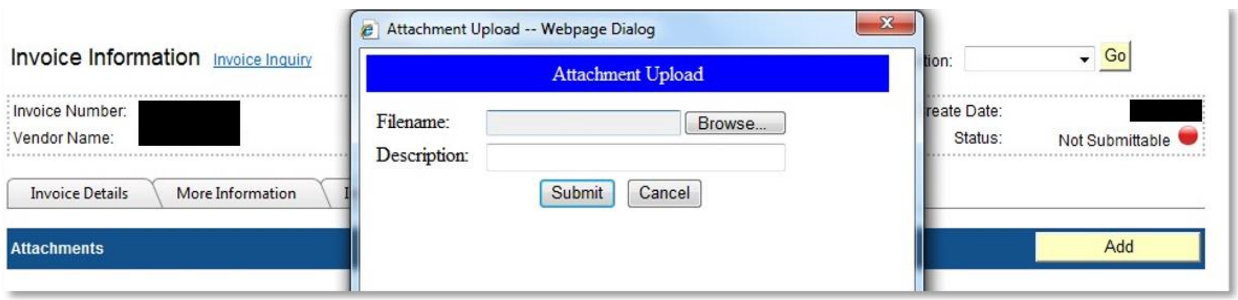
22. Make appropriate adjustments and changes. In this situation the provider and services are Medicaid eligible but have been denied by Medicaid. The Warning message in red indicates that denial reason(s) can be submitted by selecting up to 5 Adjustment Reason Codes, which are listed on the Explanation of Benefits (EOB). There are also a few DCS reason codes at the end of the ARC code list.

23. Once updates are made, one of the following buttons can be selected based on the next action you want to take.

    - Save – to save the changes and return to the list of invoice lines.
    - Apply – to update the screen without leaving it.
    - Save/Add – to save the changes and refresh the screen in order to add another invoice line.
    - Save/Add+ – to save the changes and generate another line detail screen with the same Billable Unit Referral ID, Person ID, Case ID, Service, Component and County pre-filled.
    - Cancel – to exit the screen without saving.

24. If an error exists on the Invoice Header, click on the 'More Information' tab to correct. After updates have been made, click on 'Update'.

25. To view or add an attachment manually click on the Attachments tab.



26. To add attachments, click on the 'Add' button, browse for the file to be added. After it is selected, click 'Submit' to continue.

    a. NOTE: To import an attachment on your CSV or XML file, please follow the directions for documents located at https://stateofindiana.zendesk.com/hc/en-us/categories/203189488-KidTraks-Vendor-Information

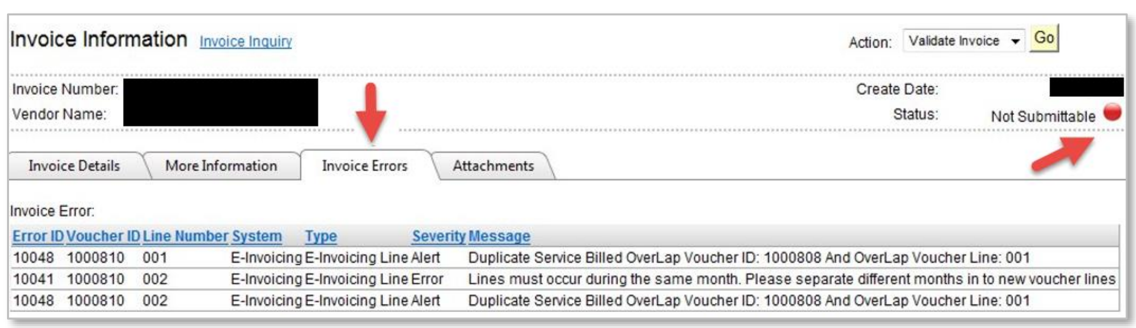
        i. KidTraks Voucher Build File Specifications-CSV
        ii. KidTraks Voucher Build File Specifications-XML

27. After all adjustments have been made, validate the invoice in order to ensure the errors have been taken care of.

28. From the Action drop down select Validate Invoice and click ‘Go’.

29. After the validation has been performed, the color indicators determine next steps as follows:
    - The status color will indicate if the error must be corrected prior to submission.
    - Statuses displayed in green indicate no errors; the invoice line is ready for submission with no additional edits required.
    - A yellow status indicates the invoice line may be submitted but will require DCS review.
    - A red status indicator requires that the error(s) be corrected prior to submission.

30. If the color indicators are yellow or red, then click on the Invoice Errors tab.



31. Review errors (red) and alerts (yellow), and take any needed action on items displayed.

32. Please note the following regarding units and rates:
    - If the available referral unit balance is less than the number of ‘Billed’ units, the authorized units will reflect the available balance; in other words, invoice lines will not be allowed to include more units than are available.

- The authorized rate will reflect the rate based on the referral. If the Billed Rate is different from the Authorized Rate, an Alert will display. The authorized rate will be submitted. ***Exception:*** In cases of actual cost, where no contract exists (cost reimbursement components) the billed rate will be reflected as the authorized rate. Examples: personal allowance, birthday/holiday allowance, interpreter services.

33. If the errors have been corrected, the status will change to green or yellow – both are submittable. A yellow status means there are still alerts on the invoice.

34. Once all of the errors have been addressed, re-run the validation.

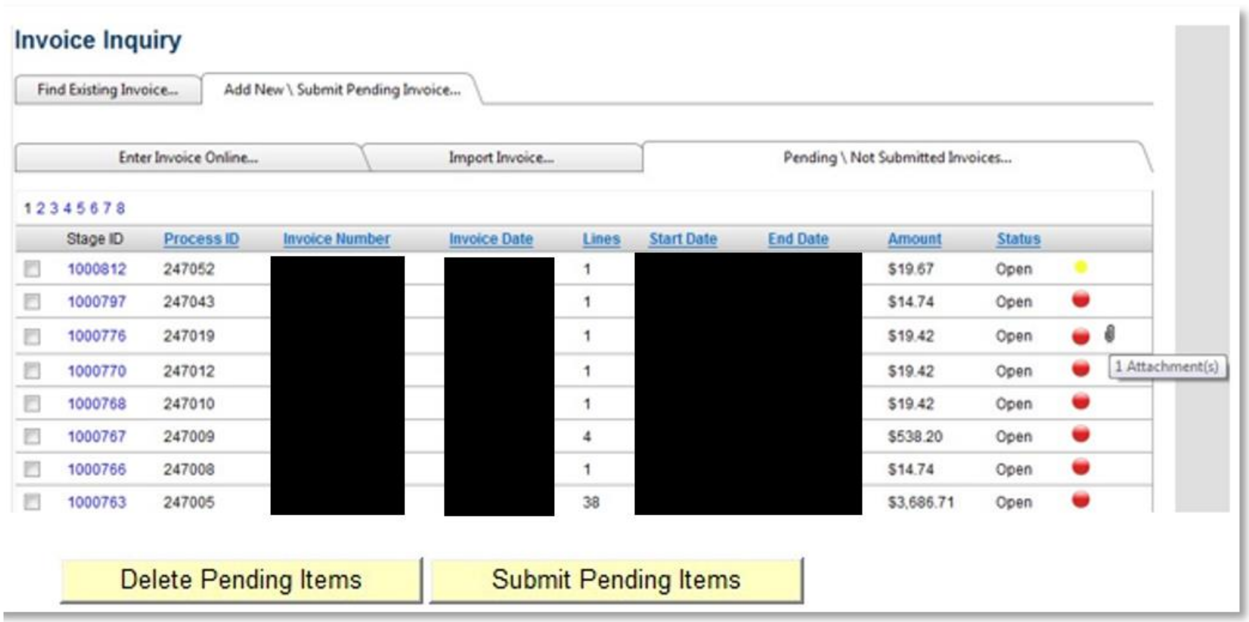
35. If there are no invoice lines displaying a red status code and it appears that any remaining yellow status alerts have been addressed or are not applicable (indicating a fix is not required), then the invoice is ready to be submitted.

    Tip: Prior to invoice submission, vendors have the option of either fixing or removing any invoice lines that are inaccurate or incomplete (i.e. a referral is needed; a Medicaid denial should be attached; missing receipt). If the correction or update may be handled quickly, it may be easier to keep the invoice in pending status until the necessary updates and/or additions are made to the invoice. If the updates and/or additions will take longer to complete, the vendor may wish to remove the affected invoice line(s) and submit them at a later date, in order to expedite submission of the valid lines. The "Remove" button displayed at the end of each invoice line may be used for such instances. Invoice lines left in pending status remain there indefinitely, until submitted or deleted. And please keep in mind that invoices submitted as First Bills must be submitted within 90 days of the end of the month during which the service was performed; Rebills must be submitted within 90 days of the most recent denial.

36. To submit an invoice, click the drop down Action menu and choose "Submit Invoice." Click "Go."

How do I submit?

1. Go back to the Invoice Inquiry screen on the Add New\Submit Pending Invoice tab.



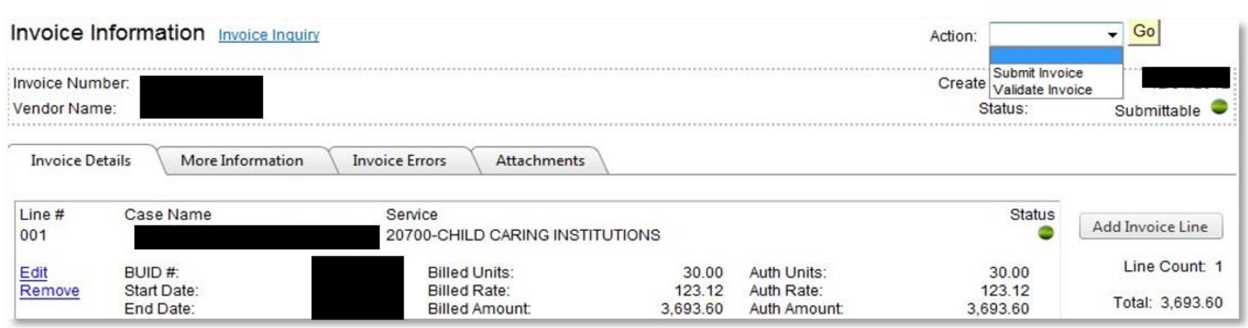
a. Select the invoices you want to submit by clicking in the box on the left-hand side of the invoices. Once they are selected, click on the 'Submit Pending Items' button. Only green and yellow status invoices can be selected.

b. If attachments have been added to an invoice a paperclip will appear to the right of the color status. Hover over the paperclip and it will identify how many attachments exist.

   Note: Invoices can also be deleted from the staging area, if you want to start over with addressing them. Select the invoices you want to delete by clicking in the box on the left-hand side of the invoices. Once they are selected, click on the 'Delete Pending Items' button.

Or

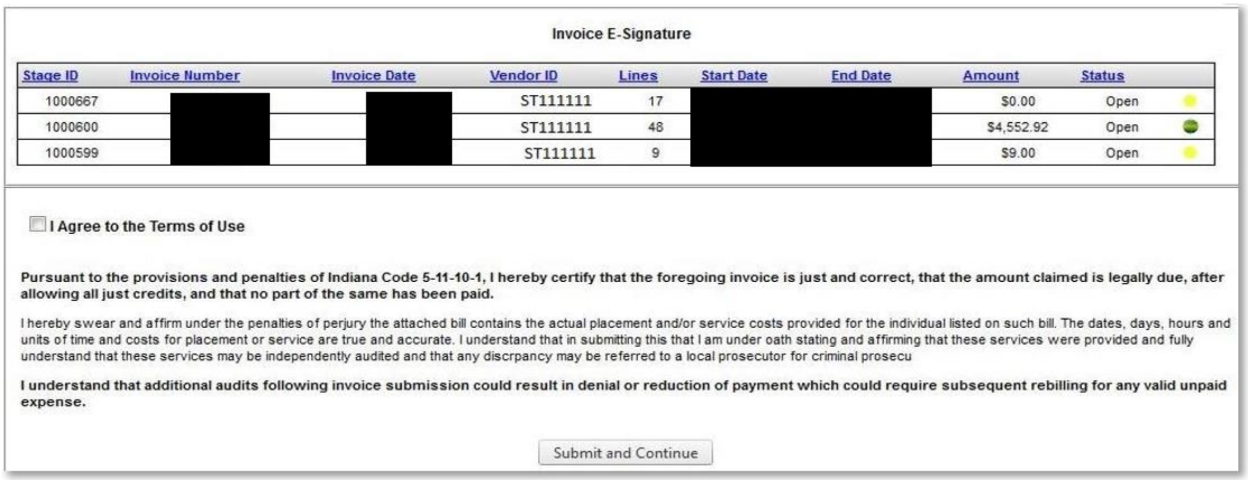
2. An invoice can be submitted from the Invoice Information screen.



3. If all errors have been addressed and validate has been run on the invoice, from the Action drop down select Submit Invoice and click ‘Go’.

4. Upon submission, you will be taken to the Invoice E-Signature screen.

5. If you submitted from the Pending\Not Submitted Invoices tab, the submitted invoices will be listed as follows.



Invoice E-Signature

Stage ID	Invoice Number	Invoice Date	Vendor ID	Lines	Start Date	End Date	Amount	Status
1000667	[redacted]	[redacted]	ST111111	17	[redacted]		$0.00	Open
1000600			ST111111	48			$4,552.92	Open
1000599			ST111111	9			$9.00	Open

I Agree to the Terms of Use

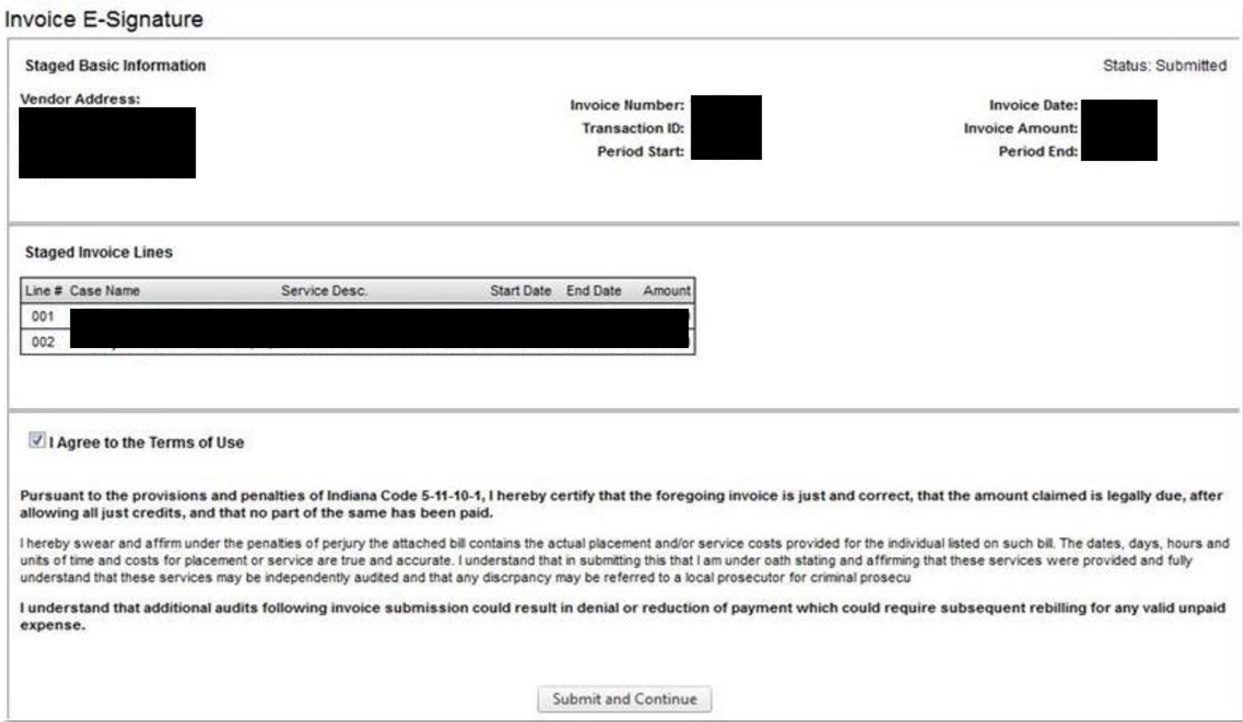
Pursuant to the provisions and penalties of Indiana Code 5-11-10-1, I hereby certify that the foregoing invoice is just and correct, that the amount claimed is legally due, after allowing all just credits, and that no part of the same has been paid.

I hereby swear and affirm under the penalties of perjury the attached bill contains the actual placement and/or service costs provided for the individual listed on such bill. The dates, days, hours and units of time and costs for placement or service are true and accurate. I understand that in submitting this that I am under oath stating and affirming that these services were provided and fully understand that these services may be independently audited and that any discrpancy may be referred to a local prosecutor for criminal prosecu

I understand that additional audits following invoice submission could result in denial or reduction of payment which could require subsequent rebilling for any valid unpaid expense.

Submit and Continue

6. If you submitted from the invoice itself, the Invoice E-Signature screen will look as follows.


Invoice E-Signature

Staged Basic Information

Status: Submitted

Vendor Address: [redacted]

Invoice Number: [redacted]
Transaction ID: [redacted]
Period Start: [redacted]

Invoice Date: [redacted]
Invoice Amount: [redacted]
Period End: [redacted]

Staged Invoice Lines

Line #	Case Name	Service Desc.	Start Date	End Date	Amount
001	[redacted]				
002					

☑ **I Agree to the Terms of Use**

Pursuant to the provisions and penalties of Indiana Code 5-11-10-1, I hereby certify that the foregoing invoice is just and correct, that the amount claimed is legally due, after allowing all just credits, and that no part of the same has been paid.

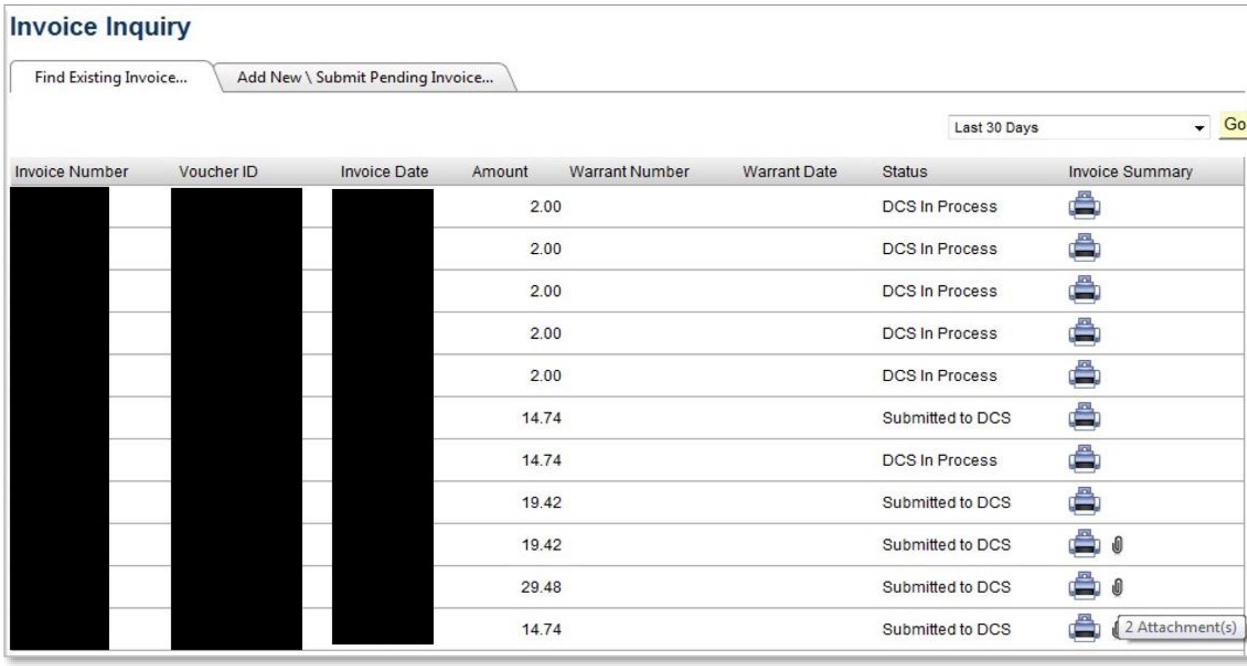
I hereby swear and affirm under the penalties of perjury the attached bill contains the actual placement and/or service costs provided for the individual listed on such bill. The dates, days, hours and units of time and costs for placement or service are true and accurate. I understand that in submitting this that I am under oath stating and affirming that these services were provided and fully understand that these services may be independently audited and that any discrpancy may be referred to a local prosecutor for criminal prosecu

I understand that additional audits following invoice submission could result in denial or reduction of payment which could require subsequent rebilling for any valid unpaid expense.

Submit and Continue

7. Click the box to agree to the terms of use.
   - This will be viewed as the electronic signature on the file. Click on 'Submit and Continue'.

8. This will take you back to Invoice Inquiry and the submitted invoices will be listed on the Find Existing Invoice tab with their Voucher ID.



Invoice Inquiry

Find Existing Invoice... | Add New \ Submit Pending Invoice...

Last 30 Days | Go

Invoice Number	Voucher ID	Invoice Date	Amount	Warrant Number	Warrant Date	Status	Invoice Summary
[redacted]	[redacted]	[redacted]	2.00			DCS In Process	
			2.00			DCS In Process	
			2.00			DCS In Process	
			2.00			DCS In Process	
			2.00			DCS In Process	
			14.74			Submitted to DCS	
			14.74			DCS In Process	
			19.42			Submitted to DCS	
			19.42			Submitted to DCS	
			29.48			Submitted to DCS	
			14.74			Submitted to DCS	2 Attachment(s)

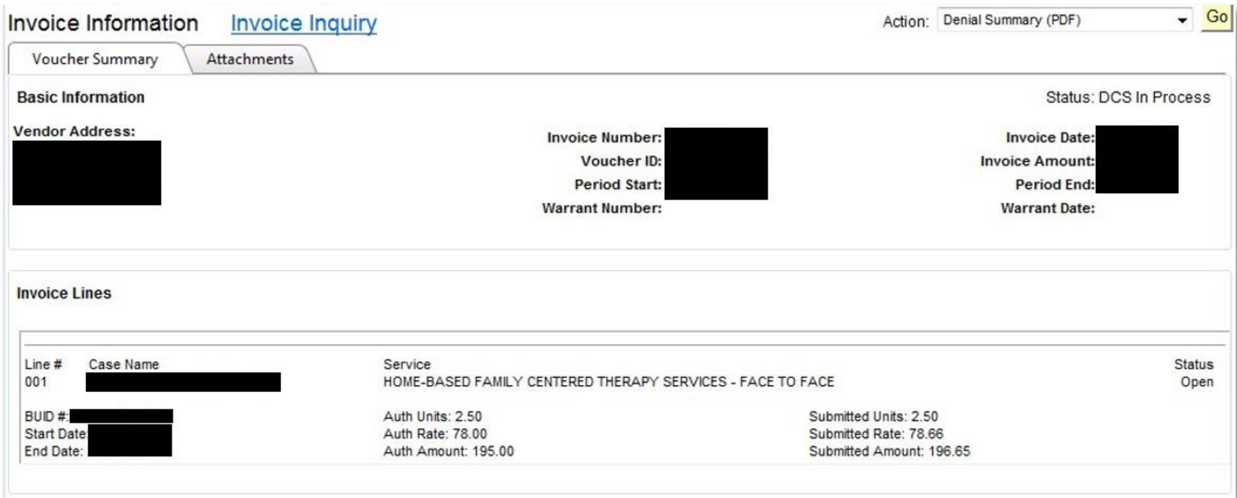
9. The status will show Submitted to DCS.

10. Once the voucher has been initiated for processing by KidTraks Invoicing staff, the status will change to DCS In Process.

    - Note: If attachments have been added to an invoice a paperclip will appear to the right of the print icon. Hover over the paperclip and it will identify how many attachments exist.

11. To view the detail of the invoice/voucher, click on the Invoice Number.

12. You will now only see two tabs – Voucher Summary and Attachments.



13. The Submitted Units/Rate/Amount fields are populated at the time the invoice is submitted and they are based on the Authorized Units/Rate/Amount. They will not change. If DCS adjusts the Units/Rate/Amount based on their review, the adjusted amounts will be reflected in Authorized Units/Rate/Amount.

How do I attach documents?

1. Attachments can still be added either after the invoice has been submitted or in the import file. Once DCS begins working on an invoice, as indicated by an invoice no longer in Submitted status, then attachments can no longer be added to the invoice.

2. To add manually go to the Attachments tab and click the Add button.

3. To add via the import file, see instructions on the CSV or the XML Specifications document located at: https://stateofindiana.zendesk.com/hc/en-us/categories/203189488-KidTraks-Vendor-Information

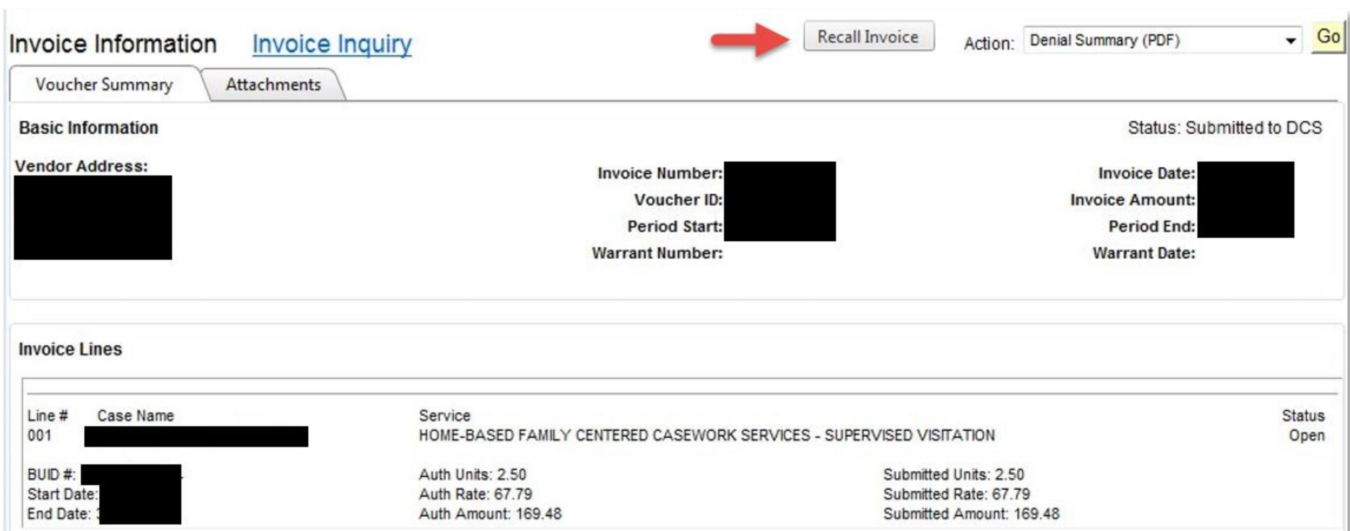
   a. KidTraks Voucher Build File Specifications-CSV
   b. KidTraks Voucher Build File Specifications-XML

How do I recall an invoice/voucher?

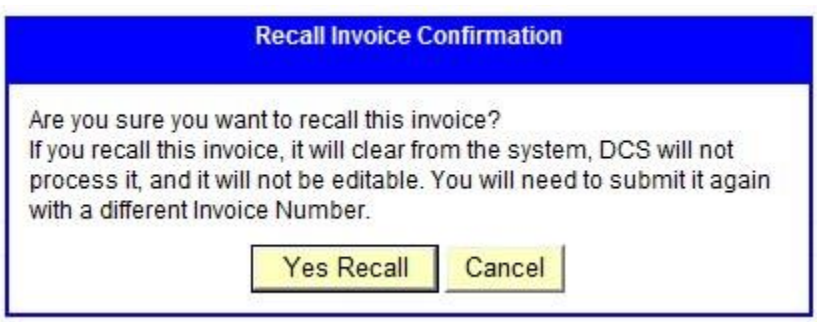
If it is discovered that an invoice should not have been submitted, the Vendor has the ability to recall it. Any invoice displaying a "Submitted to DCS" status may be recalled.

1. From the Invoice Information screen select the invoice you wish to recall by clicking on the invoice number.

2. Click on the Recall Invoice button.



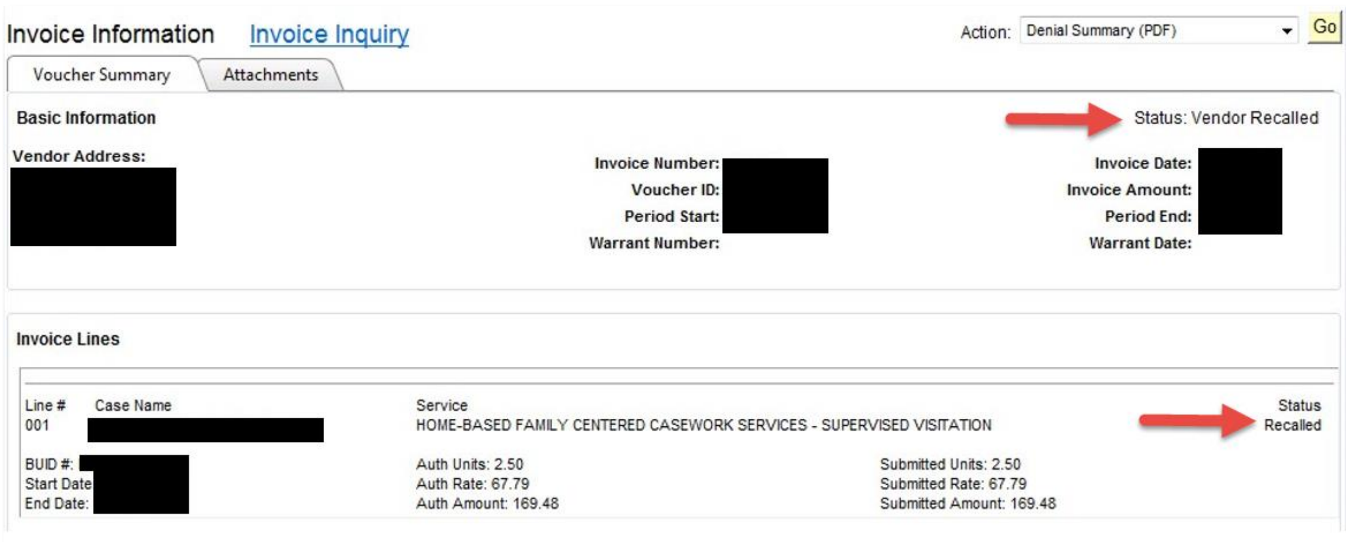
3. A confirmation pop-up window will appear.



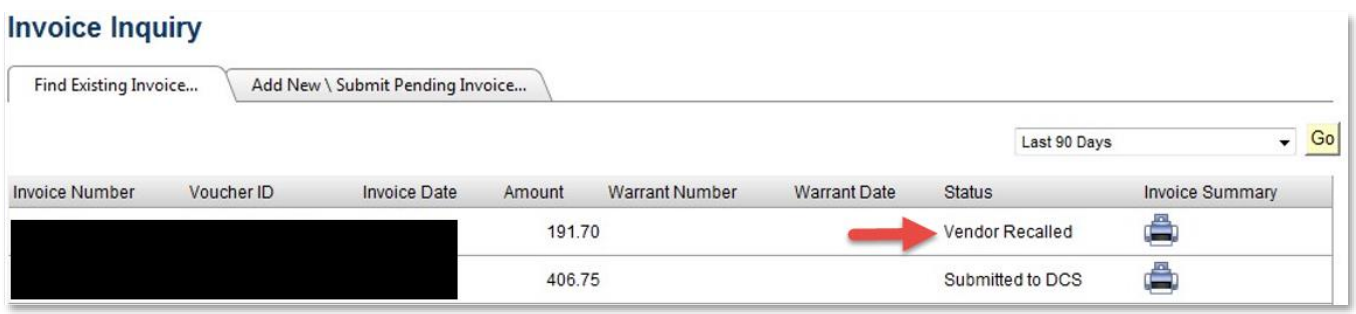
4. If you wish to recall the invoice, click "Yes Recall."

5. If not, click "Cancel."

6. You will then be returned to the Invoice Information screen.



7. The status for the recalled invoice will now display “Vendor Recalled.” The status also changes on the “Find Existing Invoice” tab.



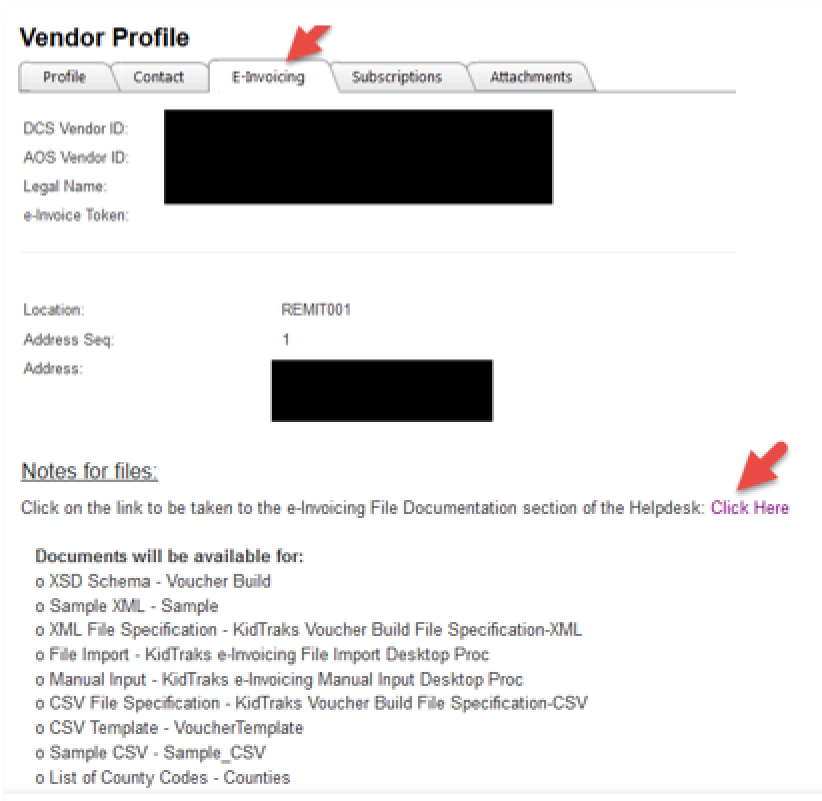
How do I re-bill an expense?

1. To re-bill an expense, ensure all corrections have been made and then select Bill Type of “Re-Bill”.

2. Be sure to use a new Invoice Number and attach the most recent Invoice Denial Notification. Note that e-invoice re-bills must be submitted within 90 days of the most recent denial.

Where do I find Help Documents?

1. For Help documents go to the E-Invoicing tab and click on the “Click Here” link.



Additional Information

Voucher Type Description:

- Regular - This is used for most provider claims entered (Preservation Services, Residential & LCPA Placement Per Diem.
- Family Foster Home - Used for DCS (not LCPA) foster parents to bill for per diem & personal allowance.

Bill Type:

- First Bill - Includes expenses being submitted for the first time.
- Re-Bill - Notes that a claim has been submitted previously and denied.
- Appeal - This is for any expense that has not been submitted timely; i.e. 90 days from the end of the month that the service was provided or 90 days from the most recent denial. Please note the appeal process is no longer an option after a year.
- Deductible/Co-pay – This is for a claim where the Billed Rate is less than Contracted Rate. Supporting documentation should be attached.

Invoice Service Type Description:

- Residential - Placements at institutions (including group homes).
- LCPA (Licensed Child Placing Agency) - Placements with foster parents that are being paid through an outside provider.
- FosterParent – Authorized placement expenses paid to foster parents directly.
- FamilyPreservation - Services provided to the family (i.e. counseling, home base therapy, etc.).
- Adoption - Assistance paid to families of adopted children or families preparing to adopt a ward.
- CMHC – Services provided by Community Mental Health Centers.
- Medicaid/BX/BH - Services which may be Medicaid eligible and/or behavioral health services provided as part of an ICPR.
- Group – Services provided in a group setting.
- Court - Providers billing for court appearance to testify on a case.
- Reports - Providers billing for report writing for services provided when those services are paid by a 3rd party such as Medicaid.
- Cross System Care Coord – Comprehensive system of services for youth & families with complex needs.
- Appeals/Recon – Submissions for special consideration; generally outside of normal policies & procedures; e.g. past the 90-day invoicing window, denied multiple times, etc.
- CMHI-Children receiving services via the Children's Mental Health Initiative.
- Fam Pres – Per Diem - All-inclusive, per diem based service standard beginning 6/1/2020 for families with in-home CHINS and Informal Adjustments.