DCS KidTraks e-Invoicing Questions & Answers

Revised 5/11/2022

A. KidTraks e-Invoicing General Information:

1. **What is KidTraks e-Invoicing and why should I use it for billing DCS?**
KidTraks e-invoicing provides a streamlined process whereby submission via US Mail of a signed paper invoice is no longer necessary. KidTraks systematically checks for valid invoice information on the front-end, so that invalid information can be corrected prior to invoice submission. That way, the number of denials and the resulting need for re-billing is significantly reduced.

2. **Are all services currently supported by KidTraks e-Invoicing?**
No, the following services are currently NOT supported by e-invoicing and should please continue to be invoiced via paper claim until further notice:
    - Children's Advocacy Centers
    - Community Partners
    - Foster Family Support Services (10527)
    - Foster Home Studies/Updates/Re-licensing Studies (10528)
    - Foster parent mileage
    - Foster/Adoptive/Kinship Caregiver Training (10526)
    - Healthy Families
    - HomeBuilders
    - Non-Recurring Adoption Expense (NRAE)
    - Older Youth Services
    - Pre/Post Adoption Services (10517)
    - Support Groups for Resource Families (10809)
    - Youth Service Bureau programs (some)
    - 5-Day Bed-Hold

3. **Where do I find supportive documentation for KidTraks e-Invoicing?**
Information is available on the DCS website Providers & Partners page (https://www.in.gov/dcs/providers-and-partners/) under Invoicing documents and tools, and also on the DCS MaGIK Help Desk website (https://stateofindiana.zendesk.com/hc/en-us) under **KidTraks Vendor Information**. There you'll find Desktop Procedures for each of the 2 e-invoicing mechanisms (***File Import*** and ***Manual Input***) as well as other supportive documents related to file import, including file specs, sample files, etc. Also included is information pertinent to Attaching Case Documentation in KidTraks. All of this information can also be accessed via the KidTraks Vendor Portal on the e-Invoicing tab of the Vendor Profile screen.

4. **Which KidTraks e-Invoicing mechanism is the "Right" one for my agency?**
   There are 2 e-invoicing mechanisms available -- ***Manual Input*** and ***File Import*** (with 2 file import formats - XML and CSV). Depending on the system you currently have in-place for invoicing as well as the number of invoice lines you submit each month, manual input may provide the solution you need. As "manual input" implies, that mechanism requires you to enter each invoice line directly into KidTraks, however there are items that auto-populate for you. For larger agencies and/or those who have an automated system already in-place, file import may provide a better solution. Consulting your IT person or department is advisable when selecting an e-invoicing mechanism.

5. **Are there any system requirements I should be aware of?**
   KidTraks is a web-based system; system requirements are pretty standard for most PCs and laptops. Mobile devices such as smart phones and tablets are not recommended.

6. **Does KidTraks work with all web browsers?**
   Firefox and Chrome are recommended. Other browsers such as Safari and Edge are not recommended.

7. **Who within my agency can submit e-invoices?**
   Anyone listed on the KidTraks Vendor Profile screen with Role of either **User Admin** or **Fiscal User** can submit e-invoices. Agency staff with admin rights can adjust as needed those who have access.

8. **Can one person within my agency enter e-invoices and then escalate within the system to a supervisor or CFO for approval prior to actual submission?**
   KidTraks e-Invoicing does not offer automated escalation per se, however one person could enter invoice information and leave it on the Pending tab for someone else to actually submit.

B. Entering / Submitting via KidTraks e-Invoicing:

1. **How many lines can/should be included on an invoice?**
   An invoice can include up to 48 lines. Fewer invoices with more invoice lines are recommended as that will help speed overall payment timelines, keeping in mind that each invoice must be specific to an Invoice Service Type; i.e. invoice service types are not to be mixed and matched within an invoice.

2. **Can documents be attached to an e-invoice?**
   There are required attachments for certain expense types. Examples include requests/subpoenas for court attendance, receipts for reimbursable foster parent purchases, Medicaid denials for Medicaid services, sign-in sheets for group sessions and Denial Notifications when re-billing. Documents can be attached to an e-invoice via either multiple attachments or multiple documents in one attachment. Whichever you choose, please ensure attachments are in the same order as corresponding invoice lines. And please ensure all required information is clearly visible and that receipts are identifiable by child. Guidance for attaching a document to an e-invoice is included in the Desktop Procedures.

3. **What formats are acceptable to attach?**
   KidTraks will accept any of the following formats: .txt, .doc, .xls, .pdf, .docx, .xlsx and jpeg.

4. **Are attachments viewable?**
   Yes, attachments can be opened & viewed at any time.

5. **Why is there no place for me to enter an invoice date?**
   Invoice date is systematically assigned and is the date of submission.

6. **What should I enter for the Invoice Number?**
   Invoice number is a unique identifier for each invoice, up to a total of 8 letters, numbers & characters. Do not include the following in an invoice number: apostrophes, ellipses, quotation marks & commas.

7. **Why is Invoice Service Type important?**
   KidTraks Invoicing staff specialize by Invoice Service Type, so selecting the correct Invoice Service Type will help to minimize the processing steps needed in order to ensure that your invoice gets to the appropriate staff as quickly as possible. Each invoice should include services from only one Invoice Service Type. For example, visit supervision and parent education can be on the same invoice under Family Preservation, however group sessions should be on another invoice with Invoice Service Type of Group, and any court appearances should be on a separate invoice with Invoice Service Type of Court.

8. **Why is there an area for invoice comments?**
   This is an optional area for any comments you'd like to include that might help us understand something unusual about an invoice. There are also comment areas for each invoice line for when additional explanation is needed.

9. **Can an invoice billing period be for more than 1 month?**
   Yes, as long as each invoice line includes no more than one month. For example, if billing period (i.e. period start date to period end date) is 1/1/2020 thru 3/31/2020, then for placements and per diem services, there will be an invoice line for January placement dates, a 2nd invoice line for February and a 3rd invoice line for March. For hourly services, invoicing requirements remain that invoice lines must be date-specific, i.e., no more than a single session per line.

10. **Can services provided over consecutive days be invoiced by selecting a date range?**
    Generally, only placements and per diem services can be billed using date ranges. Individual dates and times of service must be used when billing for hourly services.

11. **As a placement provider, can I bill for every day the child was in placement?**
    DCS pays for the day the child entered placement but not the day the child left, so please bill for days that the child spent the night. Also, service dates should reflect days billed (e.g. child entered placement 6/1/2020 and left 6/10/2020. Dates of service should be 6/1/2020 thru 6/9/2020 [9 days]).

12. **Should I change any of the information that auto-populates after the Billable Unit Referral ID (BURID) has been entered?**
    No, changes to that information should not be necessary.

    IMPORTANT: After manual entry of the BURID, please be sure to click the icon just to the right of the entry field, which will initiate auto-population of referral/ICPR info. Please don't alter this info. If it appears to be incorrect, please re-check the BURID to make sure it's the one intended. Person ID should remain blank when referral includes multiple referred persons.

    For file import, BURID & Billing Code are normally required (see exceptions listed next Q&A immediately below), while Case ID, Person ID & County should normally be left blank.

13. **Are there any situations that a Billable Unit Referral ID (BURID) is not required?**
Normally, a BURID is a basic requirement when invoicing (PL# for placements, RF# for services and BX# or BH# for behavioral health services).
Exceptions where a BURID is NOT required include:
    - LCPA billing for birthday/holiday allowance
    - Medical and dental expenses

    For these exceptional situations, please leave BURID blank and enter Case ID and Person ID and attach appropriate documentation. Additional information is further below.

14. **What if I bill the wrong rate?**
KidTraks will allow a rate that is less than or equal to but not greater than your contracted rate. If you bill a rate that is higher than your contracted rate, an alert will result on the error messages tab. Please adjust your rate as appropriate if that happens, as that will help to expedite the payment process. If you bill a rate that is lower than your contracted rate, KidTraks will pay the lower rate, and then you may invoice the difference later if the lower rate was billed in error. When billing such a rate difference, please include "Rate Adjustment" in the comments area to avoid denial for duplicate billing.

15. **What should I put in the invoice line Comments field?**
The invoice line Comments field is available for explanations needed. Please use that field to explain anything unusual that would help DCS staff understand the situation; for example, when attending a Child and Family Team Meeting (CFTM).

16. **Will I be alerted if I bill for too many units?**
Yes. KidTraks will authorize payment for all units available on a referral. Beyond that, you'll need to request additional units, which is explained below in the **Referrals & ICPRs** section of this Q&A.

17. **When we (LCPA) submit for foster parent reimbursements for birthday & holiday allowances, how do we do that via e-invoicing?**
Since there are no referrals for these services, please leave BURID blank and enter the Case ID, Person ID, Service Code=30002, and component code=11492 for holiday & 11493 for birthday. Date of service is the child's birthday for birthday allowance, or Dec 25th for holiday allowance. Multiple items per child can be combined on a single invoice line as long as date of purchase is the same; otherwise, a new line is required. Please remember to attach receipts so that they're in the same order as listed on the invoice. Also, receipts should have all required information clearly visible and should clearly indicate which child the item is for. Multiple attachments are fine as is including all receipts in a single attachment

18. **What is required for our agency to bill DCS for a Medicaid service?**
Anytime you're billing DCS for a Medicaid service, please select the appropriate ARC code (Adjustment Reason Codes) to explain why Medicaid cannot be billed for the expense, and please attach appropriate documentation from Medicaid, i.e., Medicaid eligibility screen-shot indicating client ineligibility or "appropriate Medicaid denial. "Appropriate" indicates that you billed Medicaid correctly but were denied.

For Substance Use Disorder Assessment (DCS Service Code: 10807.1767)

- After your agency receives prior approval from Medicaid then the agency must invoice Medicaid for the service. If Medicaid denies the claim and the agency invoices DCS, the Medicaid denial must be attached to the submitted invoice. **Failure to attach the denial may result in DCS denying the invoice.**
- CMHCs and agencies that are qualified providers should utilize the Medicaid Eligibility Inquiry for patients with no health care coverage. For invoices submitted to DCS with the statement: "client is not Medicaid eligible," the qualified provider must attach the eligibility screen to the submitted DCS invoice. **Failure to attach the eligibility screen may result in DCS denying the invoice.**

For Substance Use Disorder Outpatient Treatment (DCS Service Codes: IOT: 10808.8008 Individual: 10808.7978 Family: 10808.7979 & Group: 10808.1094 Recovery Coaching: 10808.11983)

- After your agency receives prior approval from Medicaid then the agency must invoice Medicaid for the service. If Medicaid denies the claim and the agency invoices DCS, the Medicaid denial must be attached to the submitted invoice. **Failure to attach the denial may result in DCS denying the invoice.**
- CMHCs and agencies that are qualified providers should utilize the Medicaid Eligibility Inquiry for patients with no health care coverage. For invoices submitted to DCS with the statement: "client is not Medicaid eligible," the qualified provider must attach the eligibility screen to the submitted DCS invoice. **Failure to attach the eligibility screen may result in DCS denying the invoice.**

19. A child in my care required urgent medical treatment / dental care / prescription medications. How do I claim reimbursement for that expense?

Since there are no referrals for these services, please leave the BURID blank and enter Case ID & Person ID, as well as Service Code & Component Code as follows:

- **Medical Expense (including vision care)**: Service Code 10000 & Component Code 935
- **Dental Expense**: Service Code 10000 & Component Code 26
- **Prescription Meds**: Service Code 30000 & Component Code 3372

Multiple expenses per child can be combined on a single invoice line as long as date of service is the same; otherwise, a new line is required.

Please remember to attach documentation supporting each expense to be reimbursed. For prescriptions, please attach the prescription slip that is attached to the bag, along with the receipt that indicates payment. Once Medicaid is approved for the child, DCS will require reimbursement for these expenses. You should please advise the medical/dental provider or pharmacy to bill Medicaid and then seek repayment from the provider. Situations involving Walgreens and CVS generally involve contacting their corporate offices: (Walgreens 317-580-0260; CVS 800-494-4287).

20. Can I bill DCS for monthly report writing?

Only when a 3rd party such as Medicaid is paying for the service and DCS requests a report.

21. How can I bill for a court appearance?

Court is billed per appearance at 1 unit at your contracted rate, with a copy attached of either the e-mail invitation from DCS/Probation or the subpoena from DCS/Probation.

22. How do I bill for interpreter services?

Interpreter services are reimbursed on an at-cost basis, so you would bill for the amount you paid, and attach a copy of your receipt.

23. How do I bill for group sessions?

There are specific rules for billing for group sessions under the following service standards: **Domestic Violence, Father Engagement Parent Education, Specialized Services, and Truancy Termination**. In order to qualify for the group rate under those service standards, there must be at least 3 DCS/Probation attendees from at least 2 referrals. Then when billing, the rate is divided by the number of referrals represented at the session and submitted on that many invoice lines. For example, if the group rate is $150 and there are 4 DCS/Probation attendees from 3 referrals, the invoice would have 3 invoice lines with the Billable Unit Referral IDs from the 3 referrals, and each with the rate of $50 (i.e. $150 divided by 3 referrals). Units would be the number of hours that the session lasted, rounded to the nearest 15 minutes. A sign-in sheet must be attached to the invoice with non-DCS/Probation names redacted. Group sessions for **Tutoring** are billed similarly, except attendance of only 2 DCS/Probation clients is acceptable for the group rate.

24. I need to bill for a service that is more than 8 hours. Is there any pre-approval needed?

Yes, when invoicing for a service that is more than 8 hours, please attach a copy of an e-mail correspondence with an FCM Supervisor indicating pre-approval of those hours of service.

25. How many invoice lines should I include per each invoice?

Each invoice should include as many lines as possible, up to the 48-line limit, keeping in mind that all lines on an invoice must belong to the same Invoice Service Type.

26. How do I know whether an e-invoice is ready to submit?

KidTraks e-Invoicing uses a red/yellow/green system of coding to indicate KidTraks findings when systematically validating invoice lines. Green indicates that KidTraks was unable to detect any issues; yellow indicates a possible issue, indicated by alerts on the Invoice Errors tab. Yellow invoice lines are submittable, but please take a look at the alerts to determine if any action is needed prior to submission. Red indicates that an invoice line is un-submittable until issues are addressed, as indicated by error messages on the Invoice Errors tab.

27. Can an e-invoice line item be deleted prior to submission?

Any pending lines not submittable that may take some time to fix can be deleted for later submission so that submittable lines within the invoice can be submitted. To do that, click on the blue "**Remove**" at the left of the invoice line, on the **Invoice Information** screen.

C. Information Specific to File Import Mechanism:

1. How many invoices can be included in a CSV or XML import file?

There is no limit to the number of invoices per file, however 5 or fewer invoices per file is recommended, in order to allow auto-validations to occur. Invoices within each file can be no more than 48 lines per each invoice. Billing as many lines per invoice up to 48 lines is recommended, as long as all lines on an invoice belong to the same Invoice Service Type.

2. **Does File Import offer systematic error-checking prior to submission?**
   In order to speed up the import process, no auto-validations will be done for import files with more than 5 invoices. If there are more than 5 invoices, an error will be written on the **Invoice Errors** tab for each invoice stating that the invoice needs to be validated. The user will then need to validate each invoice by selecting "**Validate Invoice**" from the Action drop-down menu at the upper-right of the **Invoice Information** screen, and click on "**Go**." If there are less than 6 invoices, the system auto-validate.

3. **Do data elements auto-populate for e-invoicing via file import as they do for manual entry?**
   For file import, BURID & Billing Code are normally required (exceptions include birthday/holiday allowance), while Case ID, Person ID & County should normally be left blank.

4. **File import requires "Vendor Location" and "Vendor Address Sequence." Where do I find those?** Those are on the e-invoicing tab on the **Vendor Profile** screen.

5. **When I create a CSV import file, I notice that some numbers show as "1E+11" or similar. Is that a concern?**
   No, information should still import to KidTraks appropriately with the actual numbers that were entered.

6. **When I save my CSV file in Excel with a .csv extension, I get a pop-up message: "CSV1234.csv may contain features that are not compatible with CSV. Do you want to keep the workbook in this format?" Is that a concern?**
   No, that's normal; please select "Yes"

D. KidTraks e-Invoicing -- After Submission:

1. **Can I print an invoice after submission?**
   Yes, select "**Invoice Summary**" from the Action drop box on the **Invoice Information** screen.

2. **Can an invoice be changed after it has been submitted?**
   Invoice line information cannot be edited once submitted. However, there are a couple of actions that are available after submission until the invoice indicates status of "**DCS In Process**." If the issue is that you forgot to include an attachment, that can still be accomplished while an invoice is in submitted status. Having said that, it is strongly recommended that required documentation be attached prior to submission, as invoice lines without required documentation attached will be denied, and exactly how long the invoice will remain in submitted status is unpredictable.

   An invoice can also be recalled after submission by clicking on the gray "**Recall Invoice**" button at the top of the **Voucher Summary** screen. Please note that button/feature is available only while an invoice is in submitted status. Please note also that all recalled invoice lines will need to be re-entered in order to re-submit.

3. **Does the "Recall" feature affect an entire file import or just an individual invoice?**
   The recall feature is specific to an individual invoice.

E. Denials / Re-Bills / Appeals / Re-Payments:

1. **What's the process for invoice line denials using e-invoicing?**
   Once you receive a denial and the reason for the denial has been addressed, attach that denial notification to a new e-invoice and select Rebill as Bill Type.

2. **How do I find out that an invoice line has been denied?**
   For each invoice that includes one or more lines that have been denied, KidTraks sends-out Invoice **Denial Notifications** via e-mail. Checking KidTraks Invoice Inquiry screen regularly is recommended for status indicating "DCS Denied" (i.e. all invoice lines denied) or "DCS Short Paid" (i.e. some invoice lines paid; others denied). Clicking on the word "Status" in the gray header bar will re-sort the invoices listed so that denied & short-paid invoices can be more easily found so that the re-billing process can be initiated.

3. **What if I miss the 90-day invoicing window?**
   You have 90 days from the end of the month that a service was performed in order to submit as a First Bill (Bill Type), and you have 90 days from the date of denial (DCS or Medicaid) in order to submit as a Rebill. If the 90-day invoicing window is missed, please select "Appeal" as Bill Type, and attach to the invoice a letter briefly explaining why the 90-day invoicing window was missed.
   Please note that allowing 365 days from the service date to expire without resolving a payment issue truly risks non-payment.

4. **We received overpayment / payment from insurance/Medicaid, so we need to reimburse DCS. How do we do that?**
   Please submit a check payable to Dept of Child Services to the following address, and please include sufficient explanation for the reason of the repayment so that the appropriate account can be credited.

   DCS Cash Management
   Room W364, Mail Stop 54
   402 W. Washington Street
   Indianapolis, IN 46204

F. KidTraks Invoicing / e-Invoicing Assistance:

1. **Who do I contact if I have a question about e-invoicing?**
   Please contact DCS Payment Research Unit with all questions about the DCS invoicing process. Primary contact is via e-mail at DCSPaymentResearchUnit@dcs.in.gov or secondarily by phone at 877-340-0309. If the issue involves an error on a pending e-invoice line, please don't delete that pending line, so that we can access it to hopefully get a better idea of the problem. If the issue involves an import file, attaching at least a portion of that file with your inquiry might help us diagnose the issue. If you'll please include your ST number when submitting an issue, that will help us get to your info faster.

G. Referrals & ICPRs:

1. **What if I have a referral but additional units are needed in order for needed services to be provided?**
   Additional units can be requested via KidTraks by clicking on **Request Additional Units** on the **Referral Information** Screen. Please note that this feature is not available for all services, in which case a new referral will need to be requested from the Family Case Manager.

H. Other KidTraks Q&A:

1. **How are monthly reports and other case documentation to be delivered?**
   Effective for 9/1/2019 service dates, all case documentation is to be attached to the KidTraks Case Information page. Please see detailed information for **Attaching Case Documentation in KidTraks** on the DCS website Providers & Partners page (https://www.in.gov/dcs/providers-and-partners/) under Invoicing documents and tools, and also posted to the DCS MaGIK Help Desk website (https://stateofindiana.zendesk.com/hc/en-us) under **KidTraks Vendor Information**.

I. Tips for Working Within KidTraks:

1. Each of the items in the gray header bar on most KidTraks screens can be clicked-on in order to sort the information as needed.

2. The search box in the upper right of each KidTraks screen can be used to search for individual Invoice Numbers.

3. KidTraks user access is managed by users designated as having administrative rights, as indicated by a **"Y"** in the **Admin** column on the **Vendor Profile** screen. Access and authorized capabilities vary for users as defined by the **Role** they're assigned and as detailed in the Summary Document.

J. DCS KidTraks Terminology Clarification:

- **Billable Unit Referral ID** (BURID or Billable Unit ID [BUID]) is the PL number for Individual Child Placement Referrals (ICPR's), the RF number for service referrals and the BX or BH numbers for Behavioral Health portions of an ICPR. Please note that each service referral also has a Referral ID at the top-left of each referral, which is a unique identifier for each referral but is NOT generally used for invoicing purposes.

- **Billing Codes** are comprised of the 5-digit **Service Code** as well as the 3 or 4 digit **Component Code**. So for example, 10522.331 is a Billing Code, and within that, 10522 is the Service Code; and 331 is the Component Code.

- **Family Preservation** is an Invoice Service Type that for e-invoicing serves as somewhat of a “catch-all” for provider services not otherwise listed. **Family Preservation** is also a per diem service standard with FamPresPerDiem Invoice Service Type.

- **Group** is an Invoice Service Type that refers to group sessions. Billings for group home placements should be billed as Residential.

- **Process ID** – For each CSV/XML import file, a Process ID is systematically assigned and is associated with all invoices in that file. This is a system-used ID and can likely be ignored by agency users.

- **Referral ID** is at the top-left of each service referral and is NOT used for invoicing purposes. Please see Billable Unit Referral ID above for additional pertinent information.

- **Stage ID** is an e-invoicing ID that designates invoices while in pending status. That ID goes away upon successful submission.