Indiana Department of Child Services

KidTraks e-Invoicing Guide for Non-Contracted Providers

Version: 1.03
Updated 06/25/2020

Contents

Welcome to the DCS KidTraks e-Invoicing Guide for Non-Contracted Vendors!

How do I access KidTraks Vendor Portal?

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 vendor will see the Account Home Screen.

For a user to be able to submit an invoice, they first need to be a Portal User for the Vendor. Once they are established as a Portal User, they will be set up as User Admin security role (these roles are discussed below). The Vendor user set up with 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 enter email addresses for referral 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 users with invoicing capabilities, select either User Admin or Fiscal User as the Role.   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 create an invoice?

1. Click on Invoices in the blue menu bar and you will be taken to the Invoice Inquiry screen.
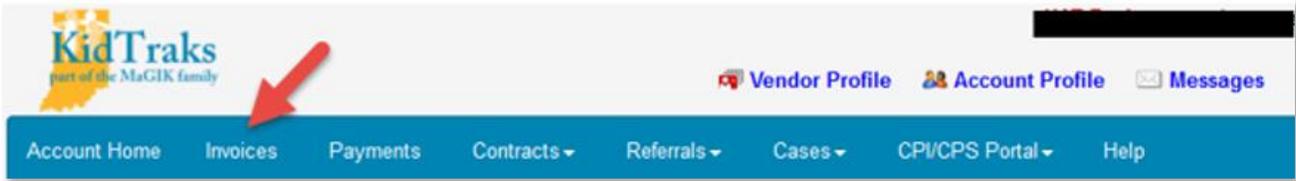
2. Click on the Add New\Submit Pending Invoice tab.

3. The Enter Invoice Online tab will open. This is considered the invoice header where data entered here applies to all invoice lines.

4. Begin entering data in to the fields.

    a. Description of fields and selections in dropdowns:
        - **Voucher Type**
            1. Regular - This is used for all invoices entered.

        - **Bill Type**
            1. First Bill - Includes expenses being submitted for the first time.
            2. Re-Bill - Notes that an invoice has been submitted previously and denied.

        - **Invoice Service Type**
            1. Residential – Applies to all non-contracted residential placements.
            2. FamilyPreservation – Applies to all non-contracted services.

        - **Invoice Number**
            1. Vendor created, unique identifier for each invoice; can be any letters, numbers or characters, up to a total of 8 characters. Can be as simple as 1 for the first invoice, 2 for the 2nd invoice, etc. Or can be something like "June-20."

        - **Period Start** and **Period End**
            1. Generally the first day and last day of the month being billed; must include all dates of service on the invoice. Period End cannot be a future date.
            2. Date fields have date pickers; i.e. calendars to point and click dates; or you can type in the date in MM/DD/YYYY format.

        - **Email address**
            1. Auto-populated from the information for each user in the Authorized User screen.

        - **Comments**
            1. Can generally remain blank, but also is available for any additional information that might help DCS invoicing staff understand anything unusual about the invoice.

5. Click "Add" when this screen is complete.

Invoice Inquiry

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

| Enter Invoice Online... | Import Invoice... | Pending \ Not Submitted Invoices... |

Voucher Type*:

Bill Type*: First Bill

Invoice Service Type*:

Invoice Number*:

Period Start*:

Period End*:

Email Address*:

Phone Number*:

Comments:

Vendor Number*:

Vendor Name:

Vendor Address:

Add   Cancel

6. This will bring you to a second screen for adding invoice line detail. Please note that the red "Not Submittable" indicator displays initially since no invoice lines have been added as of yet.

7. Click on "Add Invoice Line."

| Account Home | Invoices | Payments | Contracts ▾ | Referrals ▾ | Cases ▾ | CPI/CPS Portal ▾ | Help |

Invoice Information   Invoice Inquiry

Action: ▾ Go

| Invoice Number: | ██████████████ | Create Date: | 5/30/2020 |
| Vendor Name: | ██████████████ | Status: | Not Submittable 🔴 |

| Invoice Details | More Information | Invoice Errors | Attachments |

➡️ Add Invoice Line

Click on the "Add Invoice Line" button to complete your invoice...

Line Count: 0

Total: 0.00

8. The Invoice Details tab will display so that you can add data for the Invoice Line (details below).

| Invoice Details | More Information | Invoice Errors | Attachments |

Voucher Line Details - Line: 001

BURID: ████████ 👤✓

Service:* 10000 - GENERAL Product ▾

Component:* 11712 - NON-CONTRACTED SERVICES ▾

Person ID: ████████ 👤✓   Person Name: ██████████

Case ID: ████████ 👤✓   Case Type: Child in Need of Services (CHINS) Case Name: ████████

Start Date:* 7/24/2019 📅   End Date:* 7/24/2019 📅

Billed Units:* 3.00 ACTUAL COST   Remaining Units: N/A

Billed Rate:* 50.00

Billed Amount:* 150.00   Remaining Amount: 1650.00

Case County*: Morgan

Place of Service: ▾

Comments: Test Comments

| Save | Apply | Save/Add | Save/Add + | Cancel |

9. Following is guidance for the Invoice Details tab:

a. **Billable Unit Referral ID (BURID)**
   - **BURID is generally required for all non-contracted placements and services and is a key element within the invoicing process.** The BURID is generally in the form of an RF number for non-contracted placement and service referrals.

   - Exceptions where the BURID field is to remain blank include medical/dental expenses for youth in placement, for which there are no referrals in place.

   - <u>**IMPORTANT:**</u> **After entry of the BURID, please be sure to click on the icon to the right of that field to auto-fill information from the referral, which will auto-fill Service, Component, Person, Case and County**. Note: If there is more than one referred person on the referral, then the **Person ID** will be blank since more than 1 person cannot be displayed on the screen.

b. **Start Date and End Date**
   > **For placements** – For the first invoice for a placement, **Start Date** will be the actual date of placement; and for months that follow, **Start Date** will be the first day of the month. For months billed during which the child remained in placement, **End Date** will be the last day of the month. If the placement ended during the month being billed, **End Date** will be the day before the child left, as DCS pays for the day a child arrives but not the day the child leaves.

   > **For Services -** Start Date and End Date will always be the same day; i.e. each invoice line will include services provided during a single day; billing via date range is not acceptable and will result in denial, even if services were provided consecutive days.

c. **Billed Units**
   - For placements, Billed Units will auto-fill based on the Start Date and End Date.
   - For hourly services, enter the number of units that equates to the hours of services performed that day, rounded to the nearest 15 minutes. For example, 1 hour and 7 minutes would be rounded down to 1.00 units; 1 hour and 8 minutes would be rounded up to 1.25 units.

d. **Unit of Measure (UOM)**
   - Auto-fills to Actual Cost for all non-contracted placements and services.

e. **Billed Rate**
   - Please enter the hourly (services) or per diem (placement) rate.

    f. Billed Amount
- System calculates as Billed Units times Billed Rate

    g. Remaining Amount
- Amount remaining on the referral

    h. County
- System defaults from the case

    i. Place of Service
- Optional and selected from a dropdown

    j. Comments
- Optional; please feel free to include any additional information that might help DCS staff have a better understanding of anything unusual about the invoice.

10. *Note: There is a limit of 48 lines for each invoice.*

11. There are 5 options when entry on this screen is complete:
    - **Save** – Will save the invoice line and navigate to the Invoice line list.

- **Apply** – Will save the new data but stays on the same screen.
- **Save/Add** – Saves the current invoice line detail and allows the user to add another line of detail by bringing up a blank line entry screen.
- **Save/Add+** – Saves the current invoice line detail and generates another line detail screen with the same referral information pre-filled.
- You may click **Cancel** to abort the creation of invoice details.
- To summarize, if you have more lines to enter on an invoice, use **Save/Add** or **Save/Add+**. Once you've entered your final invoice line on an invoice, click **Save**.

12. After the details have been saved on the Invoice Line screen, a summary screen of invoice line details will display.
13. Invoice Lines may be edited or removed by clicking on the blue action links at the far left of each invoice line.

14. Additional invoice lines may be added by clicking "Add Invoice Line" on the far right.

Invoice Information	Invoice Inquiry						Action:		Go

Invoice Number:	▇▇▇▇▇▇▇▇					Create Date:	6/24/2020
Vendor Name:	▇▇▇▇▇▇▇▇					Status:	Submittable ●

Invoice Details | More Information | Invoice Errors | Attachments

Line #	Case Name		Service					Status	Add Invoice Line
001	▇▇▇▇		10000-GENERAL Product					●	Line Count: 2
Edit	BURID #:		RF0004951869	Billed Units:	3.00	Auth Units:	3.00		Total: 362.50
Remove	Start Date:		07/24/2019	Billed Rate:	50.00	Auth Rate:	50.00		
	End Date:		07/24/2019	Billed Amount:	150.00	Auth Amount:	150.00		
Line #	Case Name		Service					Status	
002	▇▇▇▇		10000-GENERAL Product					●	
Edit	BURID #:		RF0004951869	Billed Units:	4.25	Auth Units:	4.25		
Remove	Start Date:		07/26/2019	Billed Rate:	50.00	Auth Rate:	50.00		
	End Date:		07/26/2019	Billed Amount:	212.50	Auth Amount:	212.50		

15. To attach supportive documentation to an invoice, click on the "Attachments" tab visible from either the Invoice Detail screen or the Voucher Summary screen.

16. Click on the 'Add' button and a pop-up screen will display.

17. Browse for the file to be attached to the invoice.

18. After the file is selected, click 'Submit' to continue.

19. When invoice line entry is complete and attachments have been added (if needed), click the drop down menu at the "Action" field and select "Validate Invoice" and click on the "Go" button.

20. 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.

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

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

23. Please note the following regarding referral units:
    - Units of non-contracted referrals equate to dollars. The "Remaining Amount" of a referral is displayed on each Invoice Line Details screen to provide a running balance for the referral.

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

25. 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, providers have the option of either fixing or removing any invoice lines that are inaccurate or incomplete. 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. However, 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.

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

27. You will be taken to a final review screen to ensure the items are correct.

28. Mark the box indicating that you agree to the terms of submission. This screen constitutes the electronic signature portion of KidTraks e-Invoicing.

29. As the final step, click "Submit and Continue."

Invoice E-Signature

Staged Basic Information
<div align="right">Status: Submitted</div>

Vendor Address:

█████████████

Invoice Number: ████

Transaction ID: ████

Period Start: ████

Invoice Date: ████

Invoice Amount: ████

Period End: ████

Staged Invoice Lines

Line #	Case Name	Service Desc.	Start Date	End Date	Amount
001	████████████████████████				
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]

30. After submitting the invoice you will be taken to a confirmation page. The status will indicate that the invoice has been submitted to DCS.

31. Invoices may also be submitted from the "Add New/Submit Pending" tab. The confirmation and signature page is slightly different when using this form of submission.

Invoice E-Signature

Stage ID	Invoice Number	Invoice Date	Vendor ID	Lines	Start Date	End Date	Amount	Status	
1000667	██████████████████			17	████████████		$0.00	Open	●
1000600	██████████████████			48	████████████		$4,552.92	Open	●
1000599	██████████████████			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.

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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]

What happens after submission?

The invoice will be processed for payment by DCS. You may check the status of a submitted invoice by clicking on "Invoices" from the blue menu bar on any screen. The recently submitted invoice will display a short time after it has been submitted.

1. The status of the invoice will display in the right hand column.
2. Possible statuses are:
   a. Submitted to DCS
   b. DCS in Process
   c. Paid in Full
   d. DCS Short Paid
   e. DCS Denied
   f. DCS Returned

3. The status will display "Submitted to DCS" until the invoice has been initiated for processing by the KidTraks Invoicing staff, at which time the status will change to "DCS In Process."

4. To view details of the submitted invoice, click on the invoice number.

5. Invoices with attachments will display a paperclip icon in the "Invoice Summary."

6. By hovering over the attachment icon, the number of attachments will display.

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

Invoice Information   Invoice Inquiry   Action: Denial Summary (PDF) ▼ Go

Voucher Summary | Attachments

Basic Information   Status: DCS In Process

Vendor Address: Invoice Number: ▮▮▮   Invoice Date: ▮▮▮
                                   Voucher ID: ▮▮▮   Invoice Amount: ▮▮▮
▮▮▮   Period Start: ▮▮▮   Period End: ▮▮▮
                                   Warrant Number: Warrant Date:

Invoice Lines

Line #   Case Name   Service   Status
001   ▮▮▮   HOME-BASED FAMILY CENTERED THERAPY SERVICES - FACE TO FACE   Open

BUID #: ▮▮▮   Auth Units: 2.50   Submitted Units: 2.50
Start Date: ▮▮▮   Auth Rate: 78.00   Submitted Rate: 78.66
End Date: ▮▮▮   Auth Amount: 195.00   Submitted Amount: 196.65

8. The Submitted Units/Rate/Amount fields are populated at the time the invoice is submitted.

9. If DCS adjusts the Units/Rate/Amount based on their review, the adjusted amounts will be reflected in Authorized Units/Rate/Amount.

10. Attachments may still be added after the invoice has been submitted, as long as the invoice is in submitted status. Once status changes to DCS In Process, attachments may no longer be added to an invoice.

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. NOTE: A recalled invoice is not usable for resubmission. The invoice will have to be completely re-entered.

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.
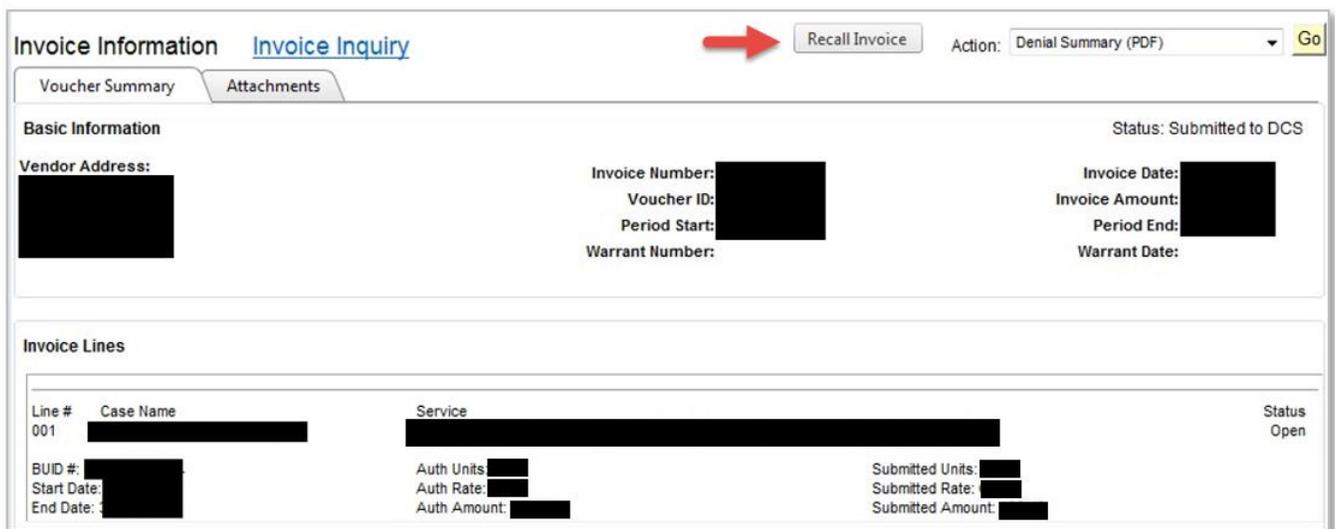
3. A confirmation pop-up window will appear.

Recall Invoice Confirmation

Are you sure you want to recall this invoice?
If you recall this invoice, it will clear from the system, DCS will not process it, and it will not be editable. You will need to submit it again with a different Invoice Number.
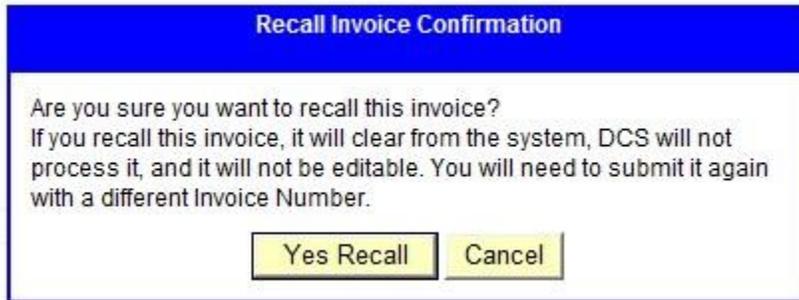
[Yes Recall] [Cancel]

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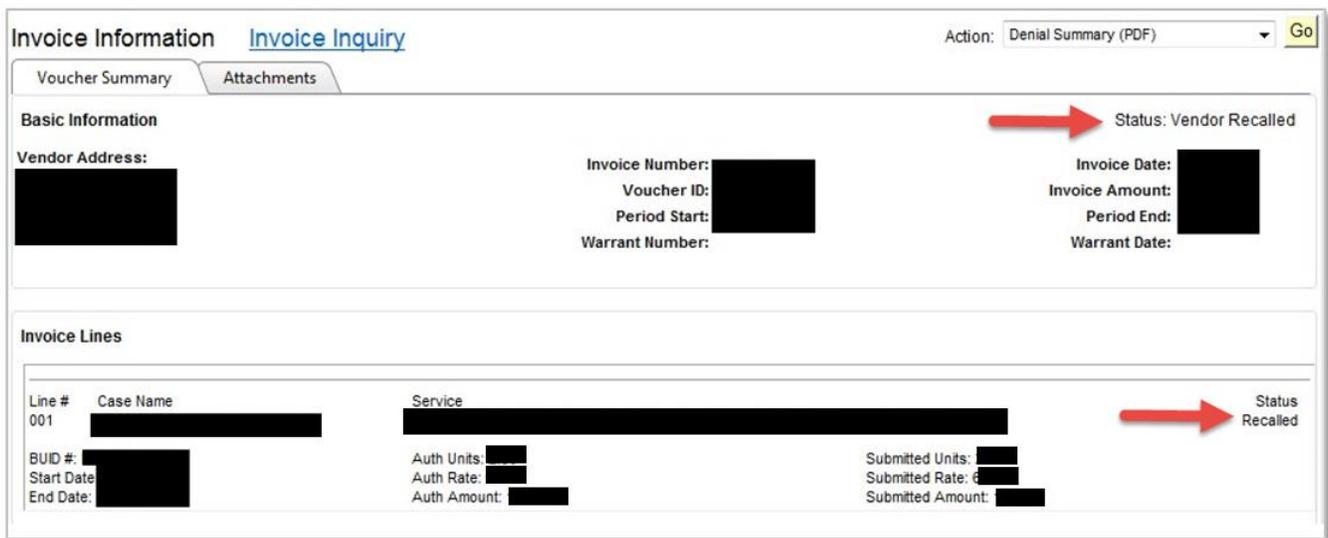
7. The status for the recalled invoice will now display "Vendor Recalled." The status also changes on the "Find Existing Invoice" tab.

How do I re-bill an expense?

1. To re-bill an expense, ensure all corrections have been made and then re-submit as an e-Invoice, using the steps above, ~~or by importing via CSV or XML format; either way,~~ then please select Re-Bill as the Bill Type.

2. Be sure to use a new Invoice Number and attach the most recent Invoice Denial Notification.

Where do I find Help?

1. For invoicing questions and concerns, please email DCSPaymentResearchUnit@dcs.in.gov