Indiana Department of Child Services

KidTraks – Indiana Child Welfare Financial System

e-Invoicing Manual Input Desktop Procedures

Version: 1.20
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Contents

Welcome to the DCS KidTraks Vendor Portal Invoicing Manual Input guide!

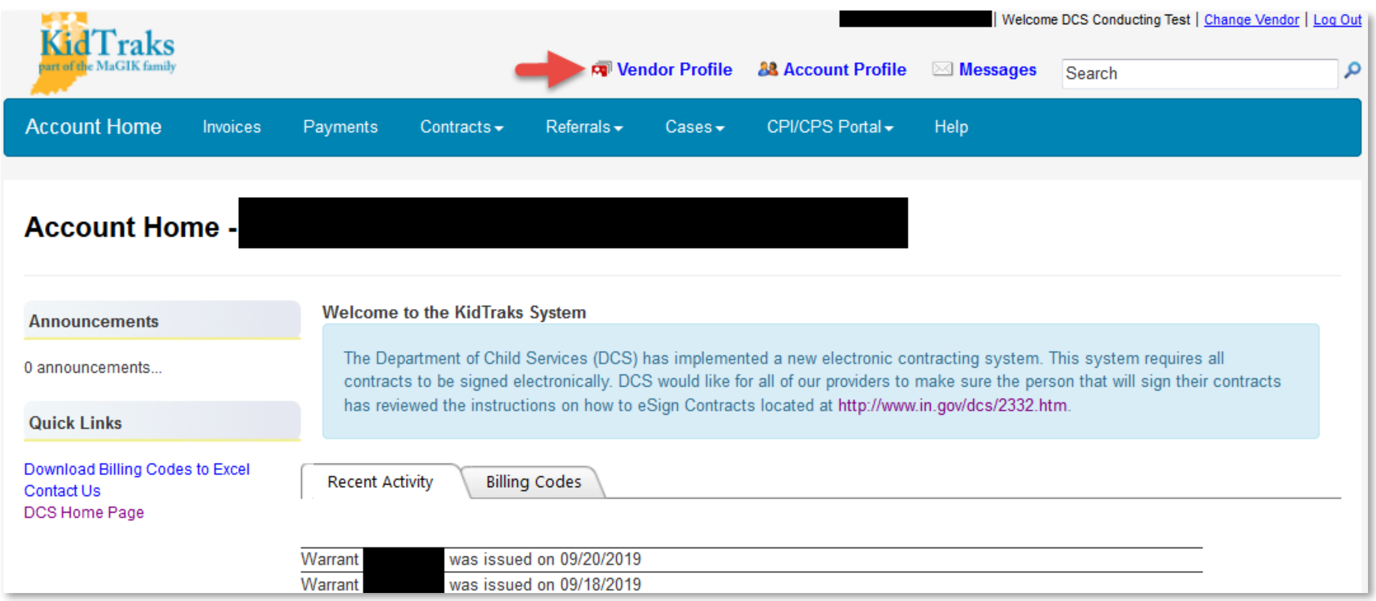
How do I enable e-Invoicing for a provider?

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.

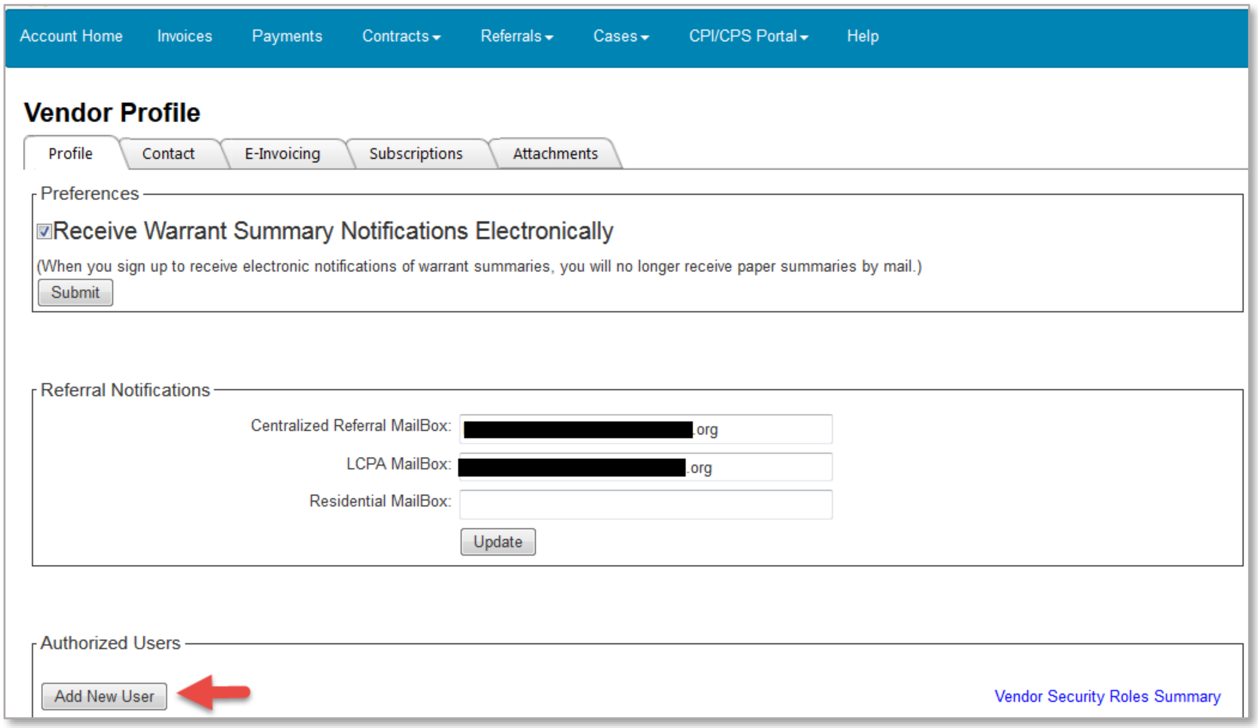
For a user to be able to import a file they first need to be a Portal User for the Vendor. Once they are established as a Portal User, they need to be put in either a User Admin or Fiscal User security role (these are discussed below). The Vendor user set up with Vendor Admin capability can add users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



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

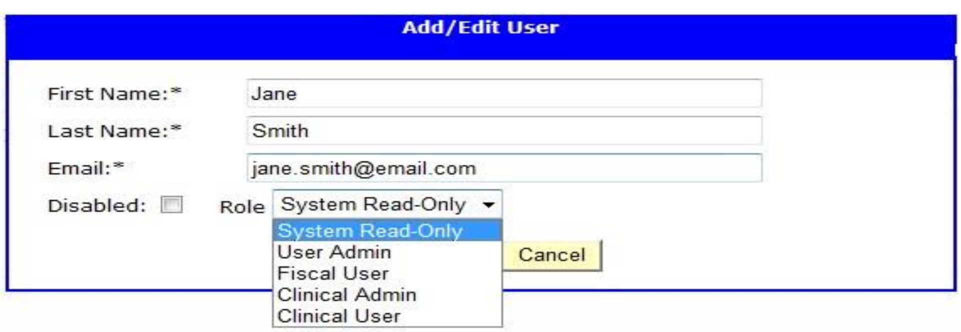
2. You will be taken to the Vendor Profile screen. Click on the profile tab to add new users and notification emails, then click Update.

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.

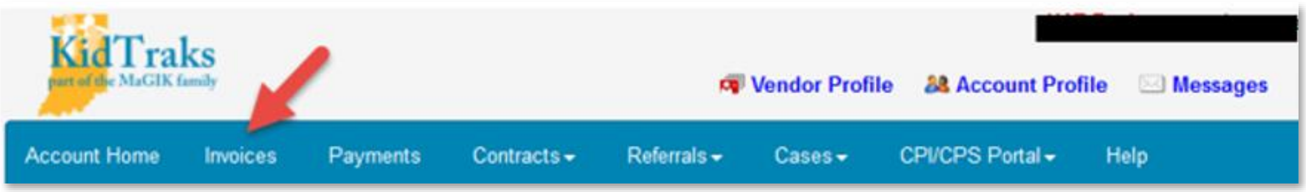
5. For new/existing user select either User Admin or Fiscal User as the Role.
   - User Admin role has Administrative rights in order to add additional users. They also have add/edit capability.
   - Fiscal User role has add/edit capability and is for additional Vendor users. They would not have Administrative 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.

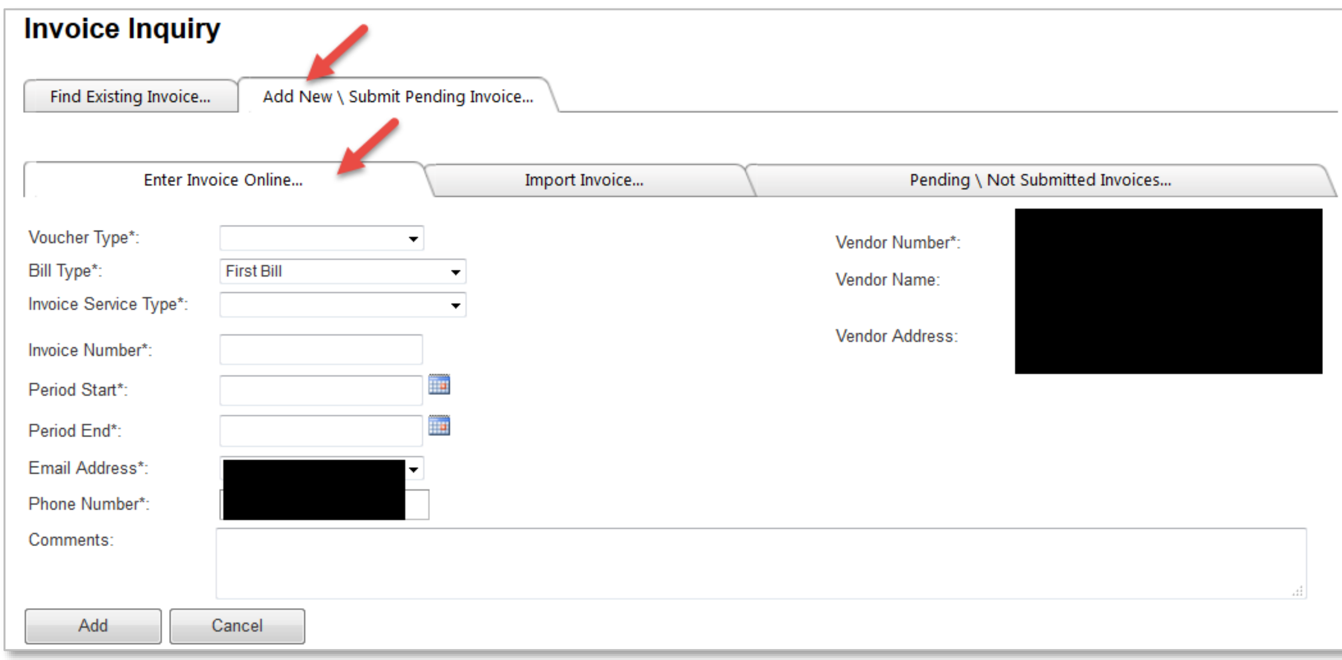
How do I create an invoice?

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. Fields with an asterisk (*) are required.
   b. Description of fields and selections in dropdowns:

      - **Voucher Type**
        1. Regular - This is used for all provider claims entered.

      - **Bill Type**
        1. First Bill - Includes expenses being submitted for the first time.
        2. Re-Bill - Notes that a claim has been submitted previously and denied.
        3. 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.
        4. 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**
        1. Residential - Placements at institutions (including group homes).
        2. LCPA (Licensed Child Placing Agency) - Placements with foster parents that are being paid through an outside provider.
        3. FosterParent – Authorized placement expenses paid to foster parents directly.
        4. FamilyPreservation - Services provided to the family (i.e. counseling, home base therapy, etc.).
        5. Adoption - Assistance paid to families of adopted children or families preparing to adopt a ward.
        6. CMHC – Services provided by Community Mental Health Centers.
        7. Medicaid/BX/BH - Services which may be Medicaid eligible and/or behavioral health services provided as part of an ICPR.
        8. Group – Services provided in a group setting.
        9. Court - Providers billing for court appearance to testify on a case.
        10. Reports - Providers billing for report writing for services provided when those services are paid by a 3rd party such as Medicaid.
        11. Cross System Care Coord – Comprehensive system of services for youth & families with complex needs.
        12. Appeals/Recon – Submissions for special consideration; generally outside of normal policies & procedures; e.g. past the 90-day invoicing window, denied multiple times, etc.
        13. CMHI-Children receiving services via the Children’s Mental Health Initiative.

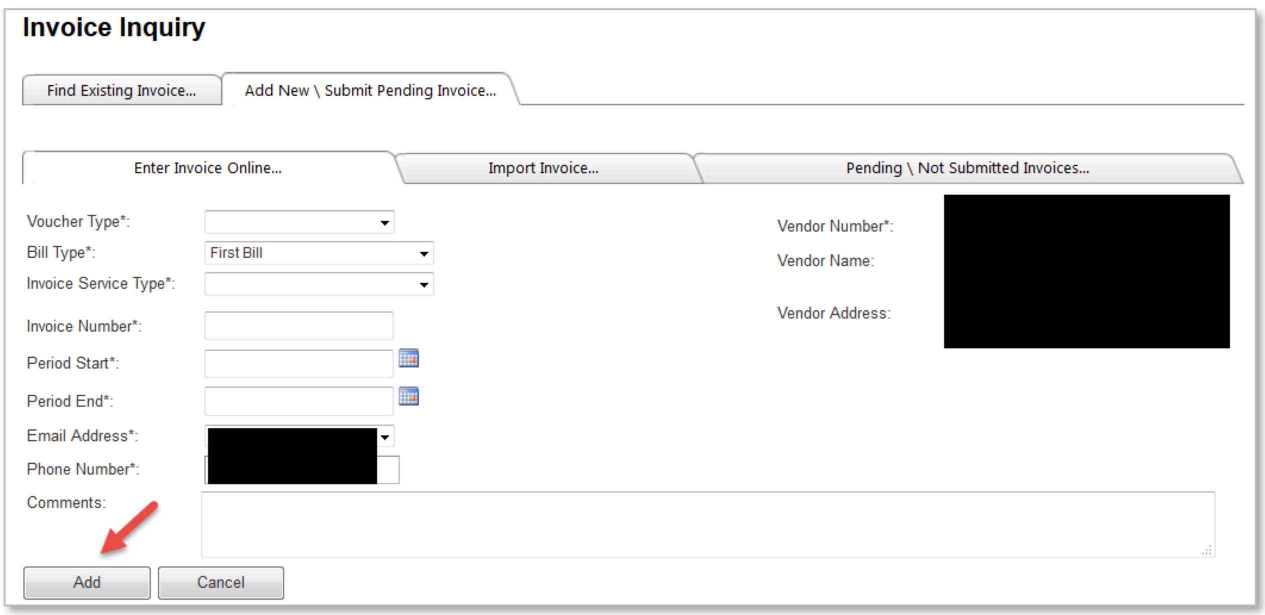
14. Fam Pres – Per Diem - All-inclusive, per diem based service standard beginning 6/1/2020 for families with in-home CHINS and Informal Adjustments.

- **Invoice Number**
  1. Value provided by the vendor limited to 8 characters and cannot be duplicated

- **Period Start** and **Period End**
  1. Date range of invoice lines for the invoice, typically for one month
  2. Date fields have date pickers. You can also type in the date in MM/DD/YYYY format.

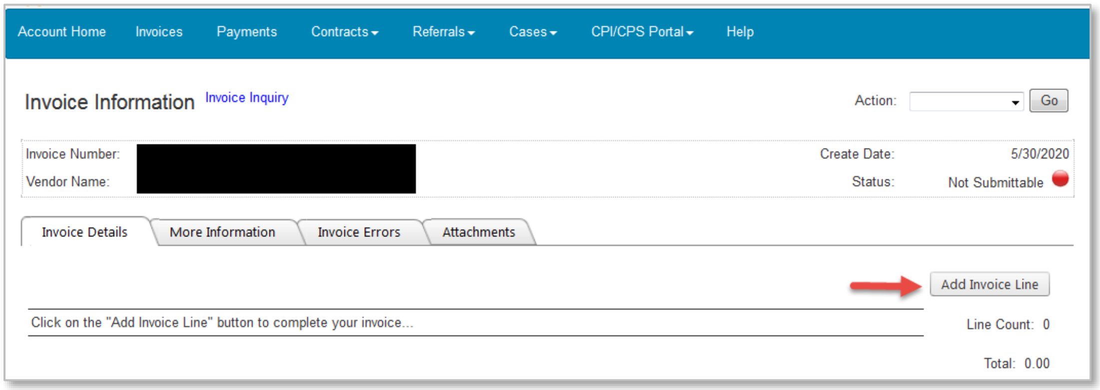
- **Email address**
  1. Populated from the information for each user in the Authorized User screen.

5. Click “Add” when this screen is complete.

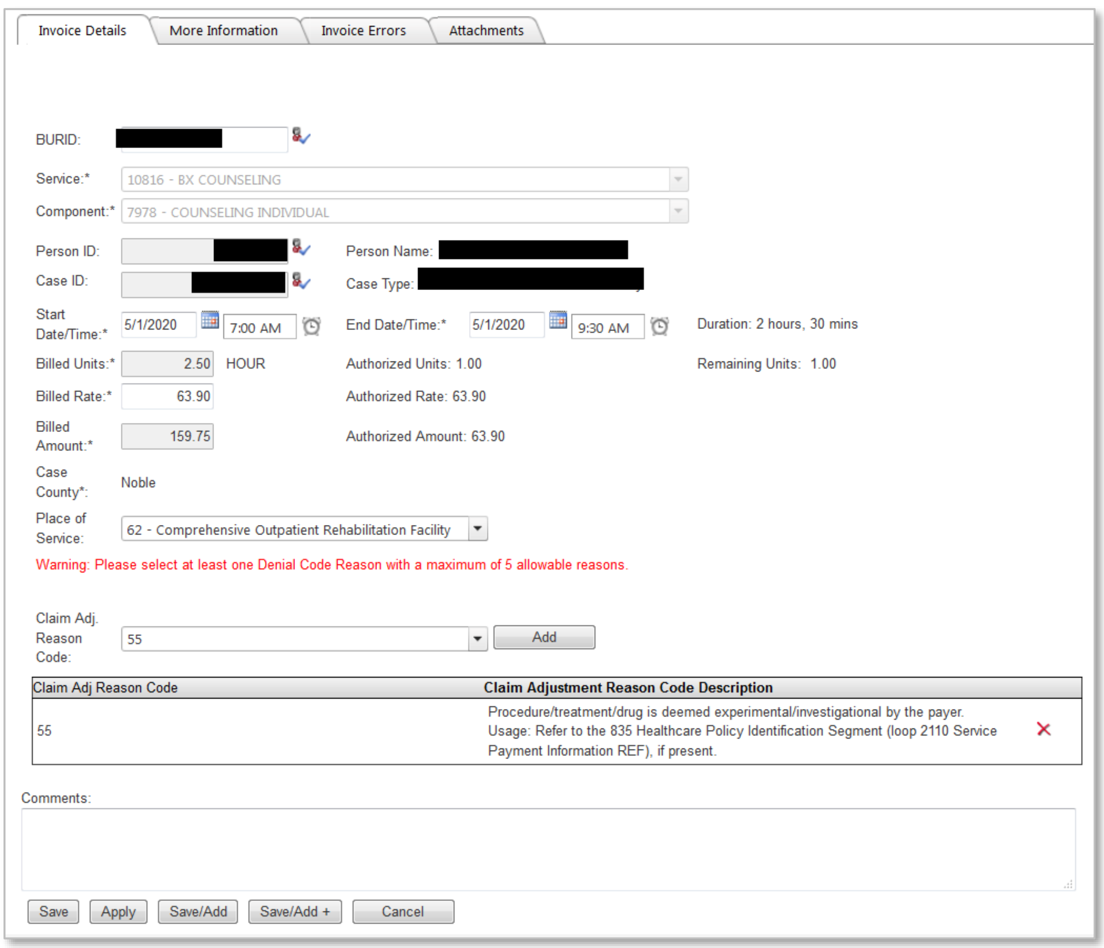


6. This will bring you to a second screen for adding detail. Please note that the red submittable dot displays since no lines have been added.

7. Click on "Add Invoice Line."



8. Now the Invoice Details tab will display so that you can add data for the Invoice Line.



9. Following is guidance for the Invoice Details tab:

a. Billable Unit Referral ID (BURID)

- **BURID is required for all contracted placements and services and is a key element within the invoicing process.** The BURID is in the form of an RF number for service referrals, PL number for ICPRs or a BX or BH number for Behavioral Health Services.

- Exceptions where the BURID field is to remain blank include Birthday/Holiday Allowance for foster youth in an LCPA placement, and medical/dental expenses for youth in placement, for which there are no referrals in place. For guidance for those exceptions, please refer to the Q&A list available with the other help documents referenced at the end of this guide.

➢ **<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. And please don't change any of that information that auto-fills, as that will likely result in the invoice line being un-submittable and/or subject to denial.**

- **Items that auto-fill from the BURID include: Service, Component, Person, Case, Rate and County**. These items should generally not be edited. Exceptions include Birthday/Holiday Allowance for foster youth in an LCPA placement, and medical/dental expenses for youth in placement, for which there are no referrals. For guidance for those exceptions, please refer to the Q&A list available with the other help documents referenced at the end of this guide. Exceptions where the rate would need to be adjusted include billing for a reduced rate due to deductibles and copays. 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. Date/Time fields

- The type of date/time fields will be displayed based on the referral service and component. A Unit of Measure (UOM) is assigned to each service/component combination and drives the Date Types as follows:

    1. **Start Date and End Date** – will display for service/component combinations whereby UOM is either Day or Per Diem, thereby allowing invoice lines to be submitted as a date range; e.g. placements, Day Reporting, Family Centered Treatment, etc.

    2. **Start Date/Time and End Date/Time** – will display for all hourly services, as well as those whose UOM is 15 minutes.

3. **Service Date** – a single service date will display for all service/component combinations that don't fit within the first 2 scenarios above; e.g. court appearance.

c. Duration

- Displays for "timed" services paid by hour or 15 minute increments.

d. Billed Units

- Will auto-fill and is calculated by the system for placements and for services paid by day, hour or 15 minutes. Other service/component combinations will default to 1 unit.

e. Unit of Measure (UOM)

- Displays next to Billed Units field and is auto-populated based on the service/component combination.
- As per your contract Attachment 1 documents, these UOMs are assigned to each Billing Code (i.e. Service Code and Component Code) and will automatically populate when you enter the BURID.
- The UOM will drive the date type and billed units.
    1. **15MIN** or **HOUR** will require Start Date/Time and End Date/Time fields.
        a. A new field called Duration will calculate as End Date/Time – Start Date/Time.
        b. The Duration value will be saved as the number of Units.
        c. If the UOM is 15MIN, then the Duration will be taken times 4; e.g. if the Duration is 2 hours and UOM is 15MIN, then the number of Units will be 8.
        d. If the Duration is not in whole hours or in 15 minutes, then the Units will be rounded. For instance:
            1) If UOM is HOUR and the Duration is 1 hour and 57 minutes, then the number of Units will be rounded up to 2.
            2) If UOM is HOUR and the Duration is 1 hour and 47 minutes, then the number of units will be rounded down to 1.75 (since the duration is rounded down to 1 hour and 45 minutes).
            3) If UOM is 15MIN do the same math as for HOUR, then take the result times 4 (for the 15 minute increments). In the example of 1 hour and 57 minutes, the units would round up to 8.

    2. **DAY** or **PER DIEM** will display Start Date and End Date. The Number of Days will be calculated as End Date – Start Date +1. The Number of Days will be saved as the Units.

    3. **ACTUAL COST** will require only one Service Date. Units and rate will continue to be submitted as the number that represents the actual cost.

    4. The other 8 UOMs listed in the screen shot below will display only one Service Date. The Number of Days will be "1". Units will populate as "1" and cannot be changed.

f. Authorized Units
- System populates from the BURID

g. Remaining Units
- System calculates from referral max units minus units already billed for that BURID

h. Billed Rate
- Contracted rates will auto-fill from the contract; non-contracted rates must be entered. Contracted rates can be adjusted for a reduced rate due to deductibles and copays.

i. Authorized Rate
- Usually the rate from the contract or the rate entered for a deductible/co-pay, non-contracted, etc.

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

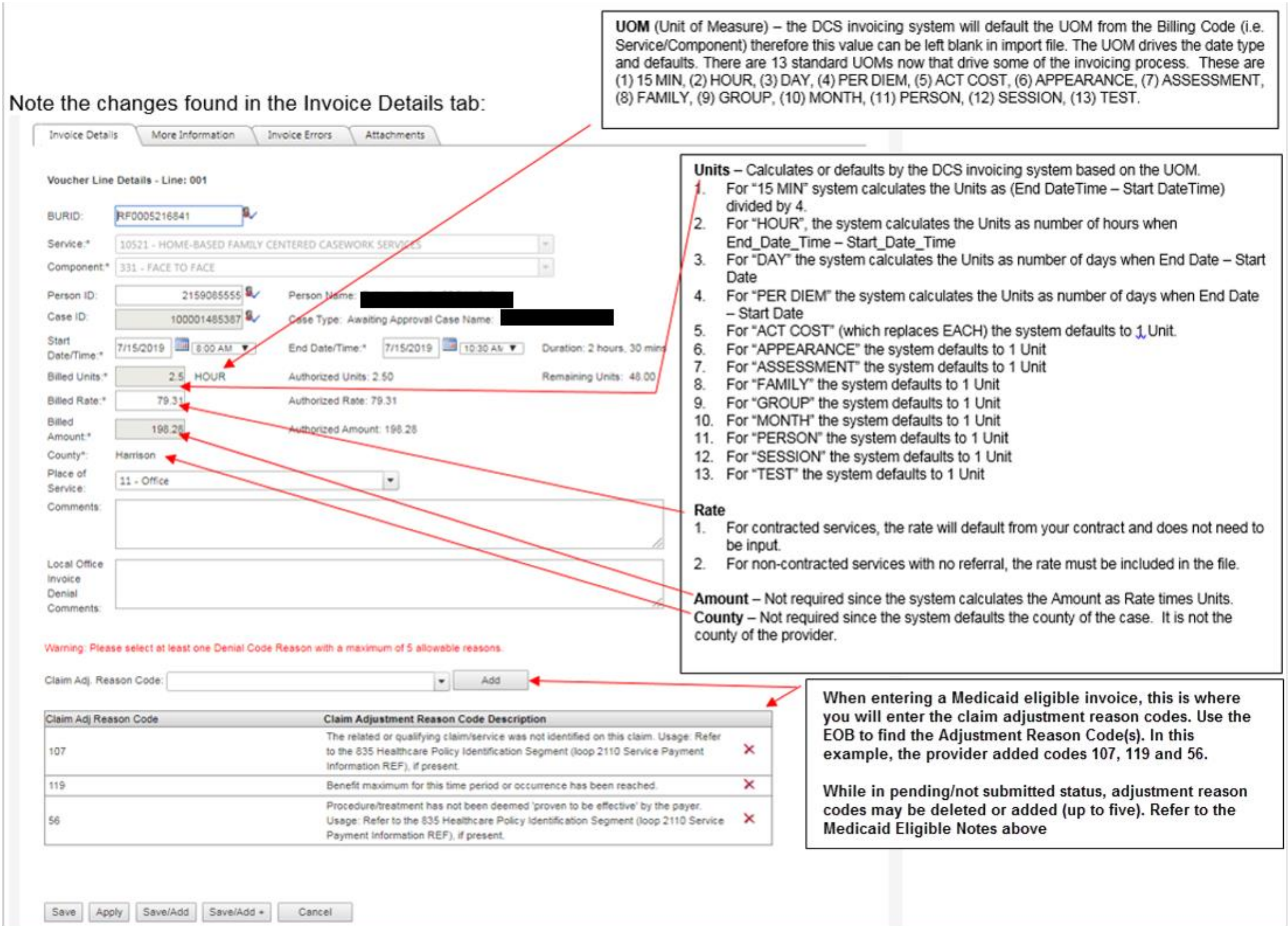
k. Authorized Amount
- System calculates as Authorized Units times Authorized Rate

l. County
- System defaults from the case

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

n. 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.

o. Claim Adjustment Reason Code (ARC Code)
- Required if the service and provider are both Medicaid-eligible and the expense has been denied by Medicaid
- Up to 5 Claim Adjustment Reason Codes can be entered.
- These codes can be found on the Explanation of Benefits (EOB) from Medicaid.
- A few DCS codes are included at the top of the drop-down list
- Please see the screen-shot below for detailed guidance.



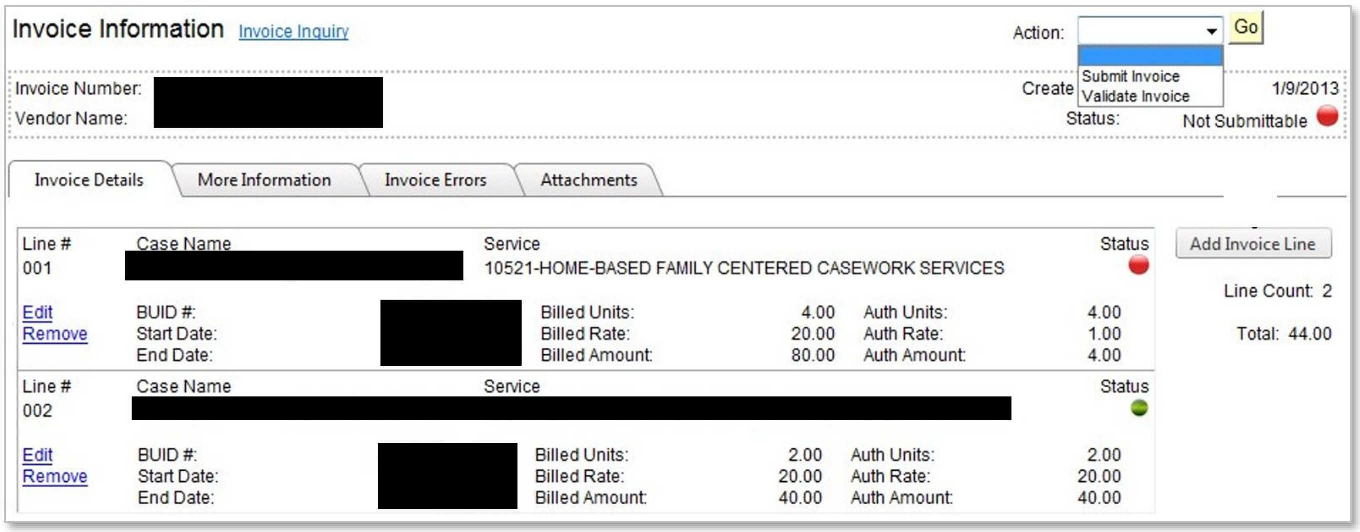
10. *Note: There is a limit of 48 lines for each invoice.*

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**.

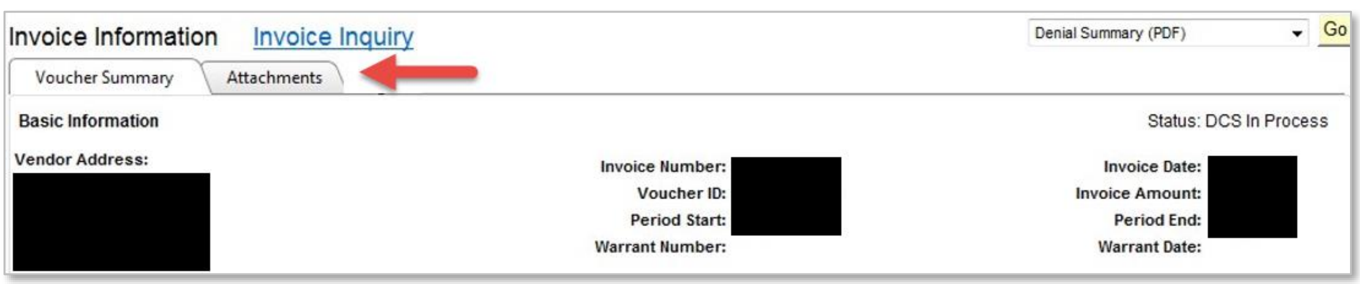
12. After the details have been saved on the Invoice Line screen, a summary screen of invoice line details will display.

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.



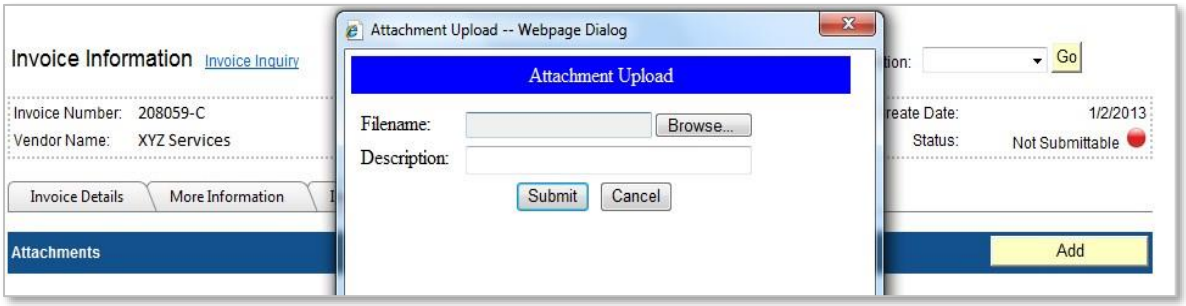
15. To add an attachment to an invoice, click on the "Attachments" tab visible from either the Invoice Detail screen or the Voucher Summary screen.



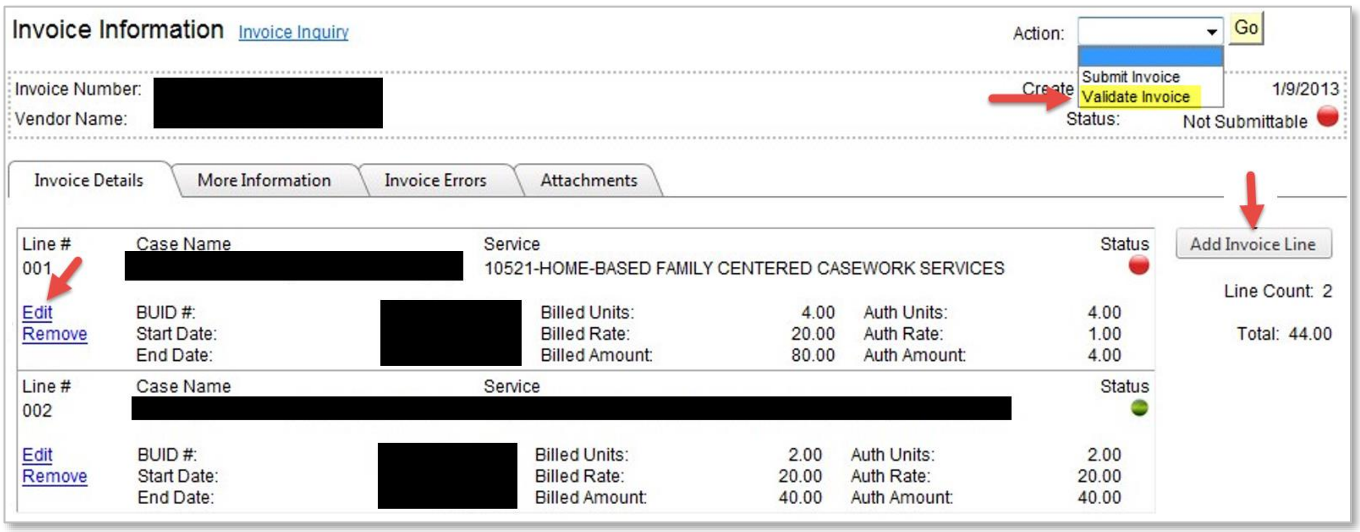
16. Click on the 'Add' button and a pop-up screen will display.

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.



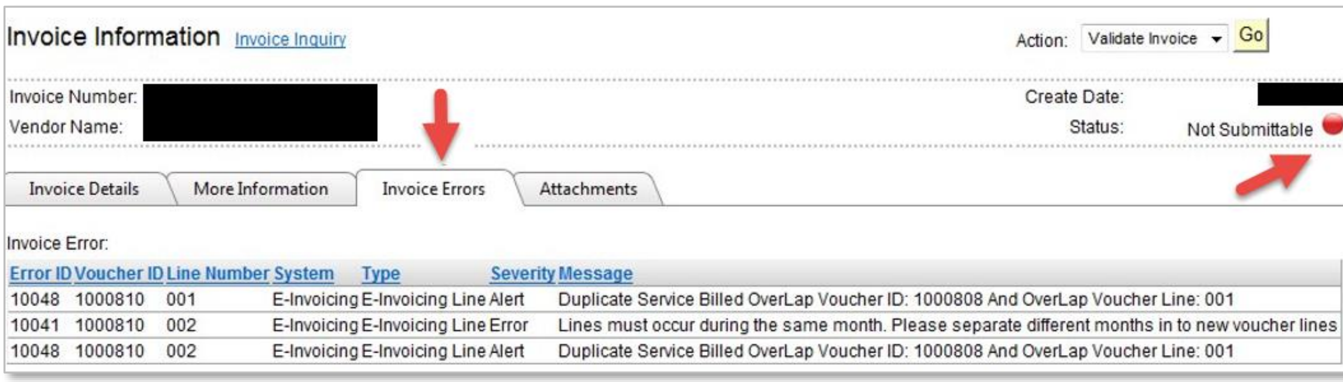
20. After the validation has been performed, the color indicators determine next steps as follows:
    - The status color will indicate if the error must be corrected prior to submission.
    - Statuses displayed in green indicate no errors; the invoice line is ready for submission with no additional 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 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.


Invoice Information Invoice Inquiry

Action: Validate Invoice Go

Invoice Number: [redacted]
Vendor Name:

Create Date: [redacted]
Status: Not Submittable

Invoice Details | More Information | Invoice Errors | Attachments

Invoice Error:

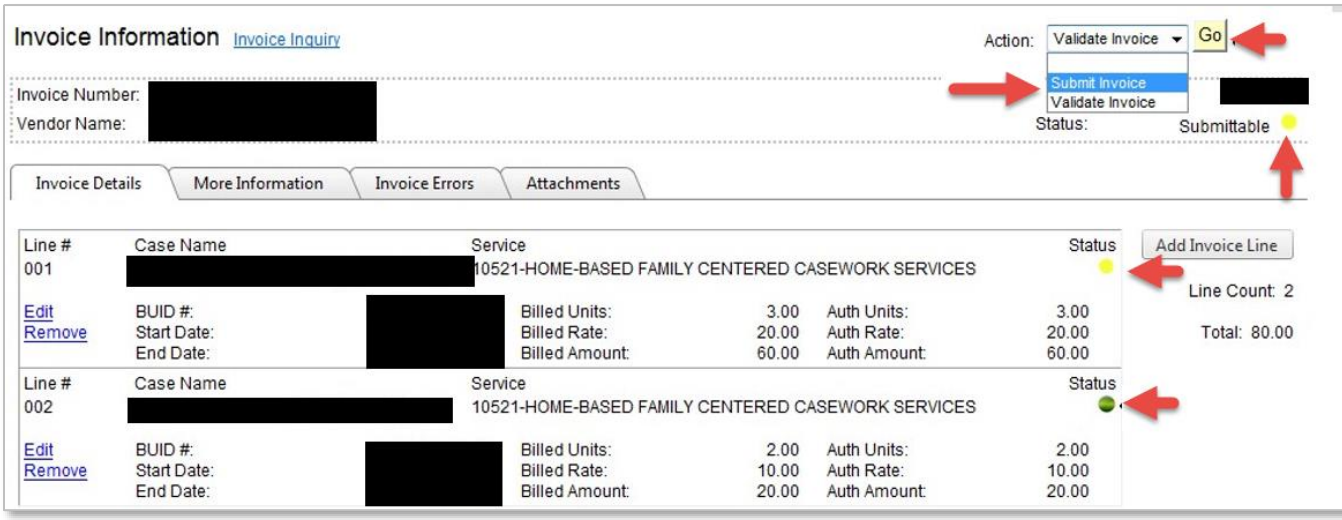
Error ID	Voucher ID	Line Number	System	Type	Severity	Message
10048	1000810	001	E-Invoicing	E-Invoicing Line	Alert	Duplicate Service Billed OverLap Voucher ID: 1000808 And OverLap Voucher Line: 001
10041	1000810	002	E-Invoicing	E-Invoicing Line	Error	Lines must occur during the same month. Please separate different months in to new voucher lines
10048	1000810	002	E-Invoicing	E-Invoicing Line	Alert	Duplicate Service Billed OverLap Voucher ID: 1000808 And OverLap Voucher Line: 001

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, 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.

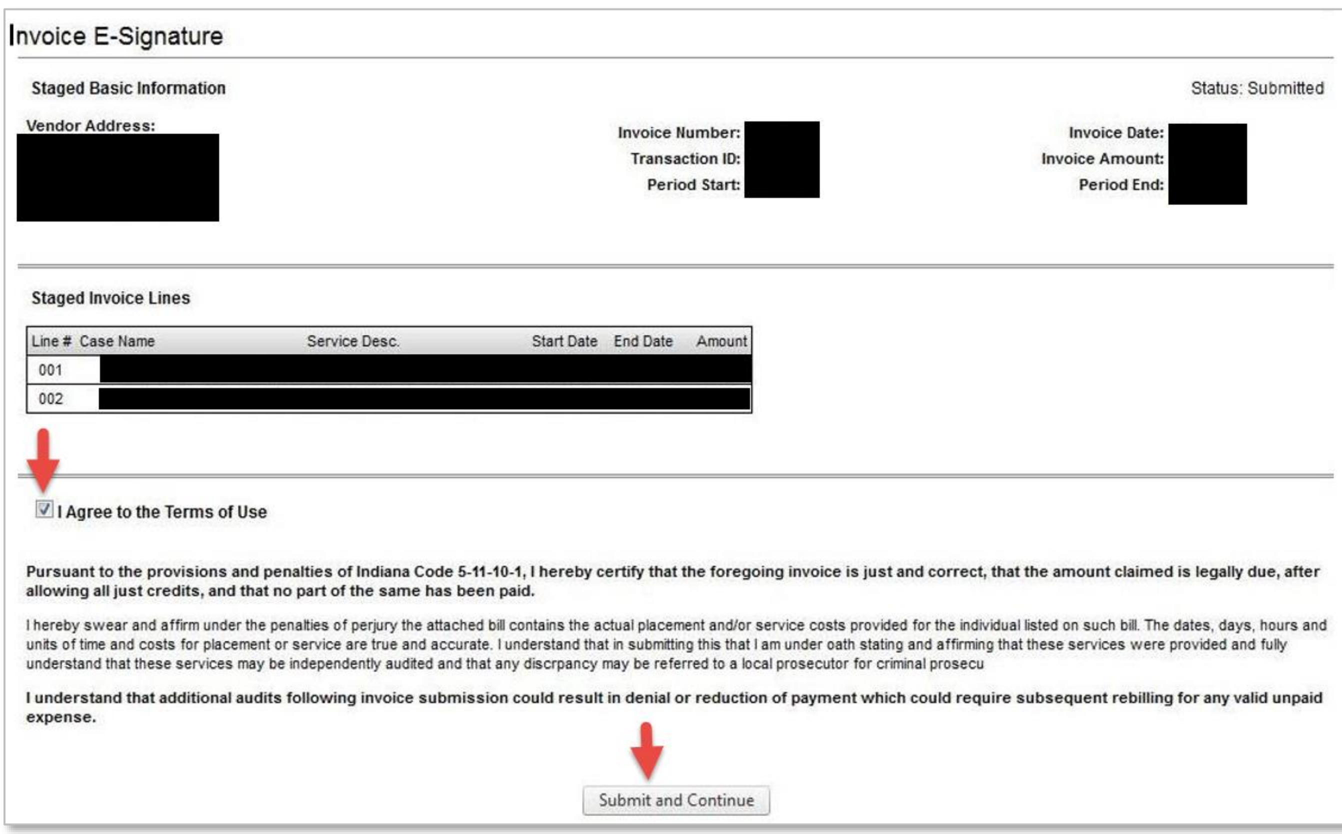
26. To submit an invoice, click the drop down Action menu and choose “Submit Invoice.” Click “Go.”



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

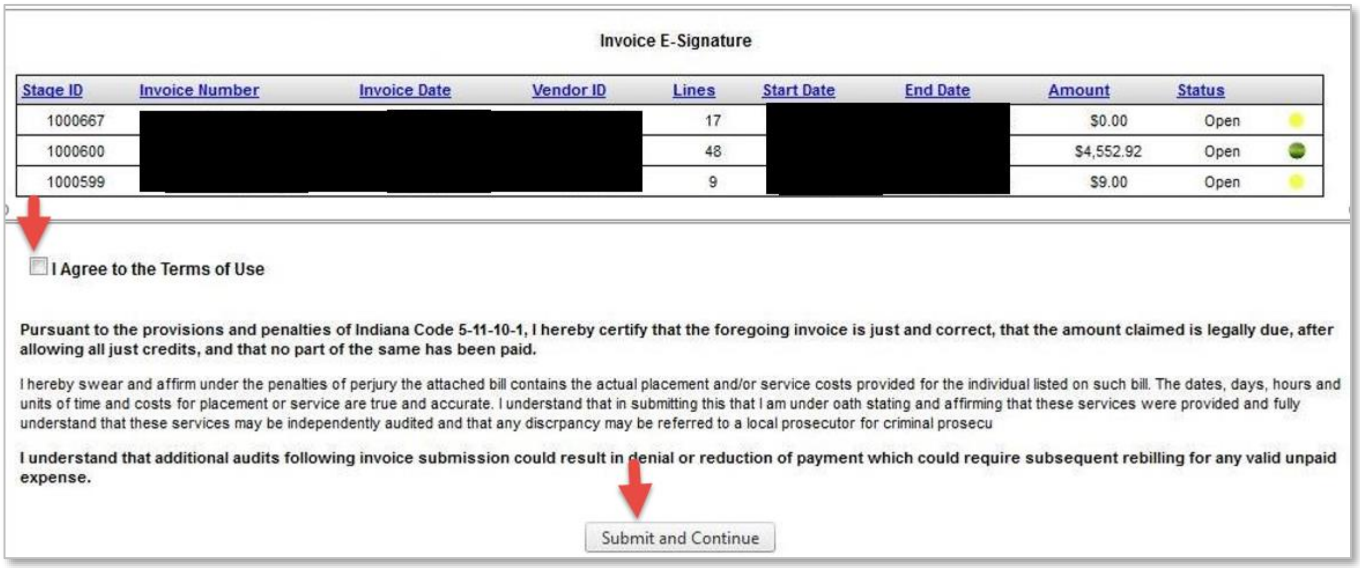
28. Mark the box indicating that you agree to the terms of submission. This screen constitutes the electronic signature portion of KidTraks e-Invoicing.

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



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. Vouchers 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	[redacted]			17	[redacted]		$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.

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

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

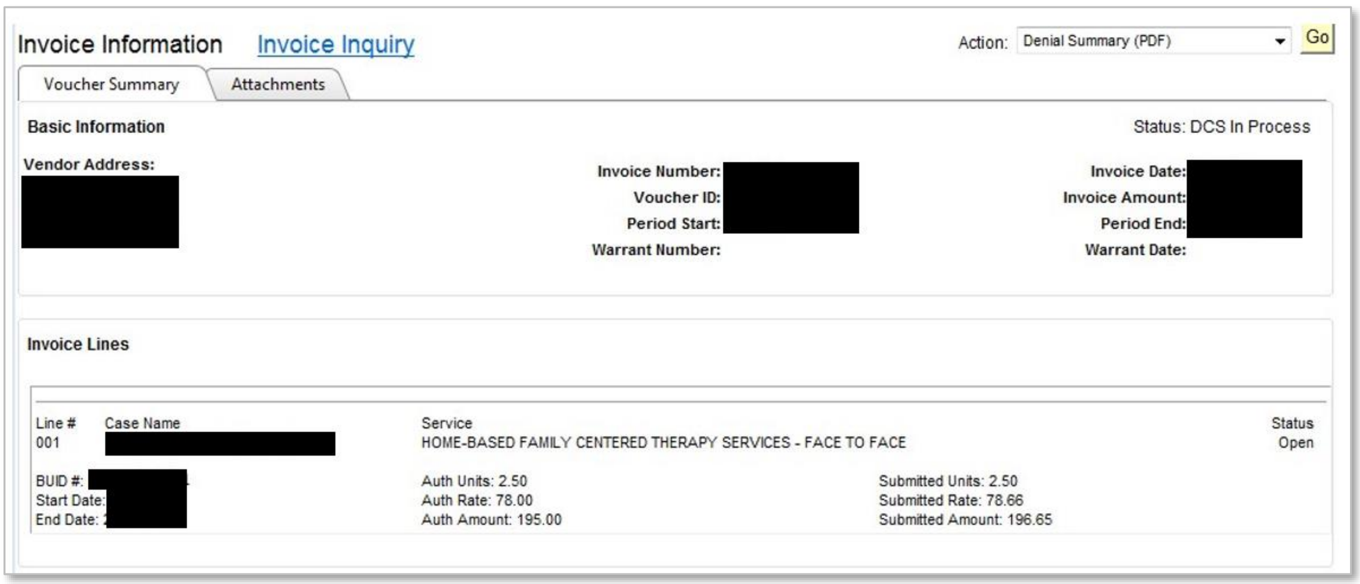
3. The status will display “Submitted to DCS” until the invoice has been initiated for processing by the KidTraks Invoicing staff, at which time the status will change to “DCS In Process.”

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.



8. 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.

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

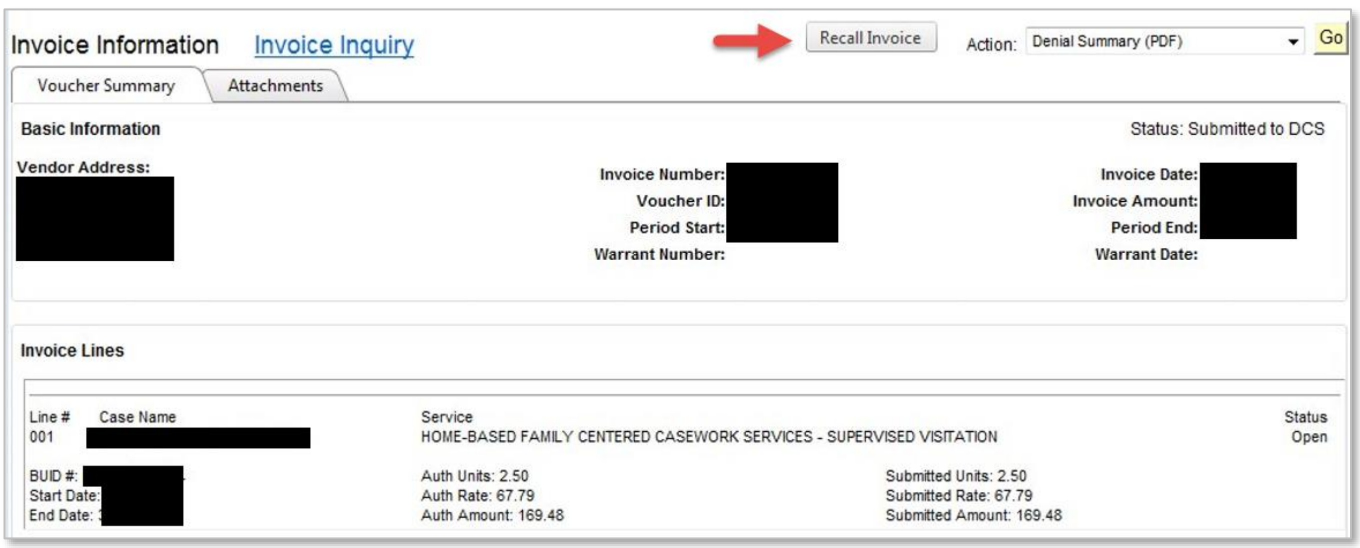
10. Attachments may still be added after the invoice has been submitted, as long as the invoice is in submitted status. Once status changes to DCS In Process, attachments may no longer be added to an invoice.

How do I recall an invoice/voucher?

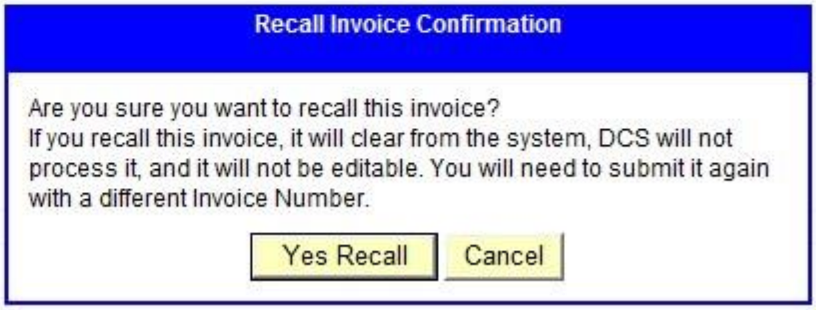
If it is discovered that an invoice should not have been submitted, the Vendor has the ability to recall it. Any invoice displaying a "Submitted to DCS" status may be recalled. NOTE: A recalled invoice is not usable for resubmission. The invoice will have to be completely re-entered.

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.



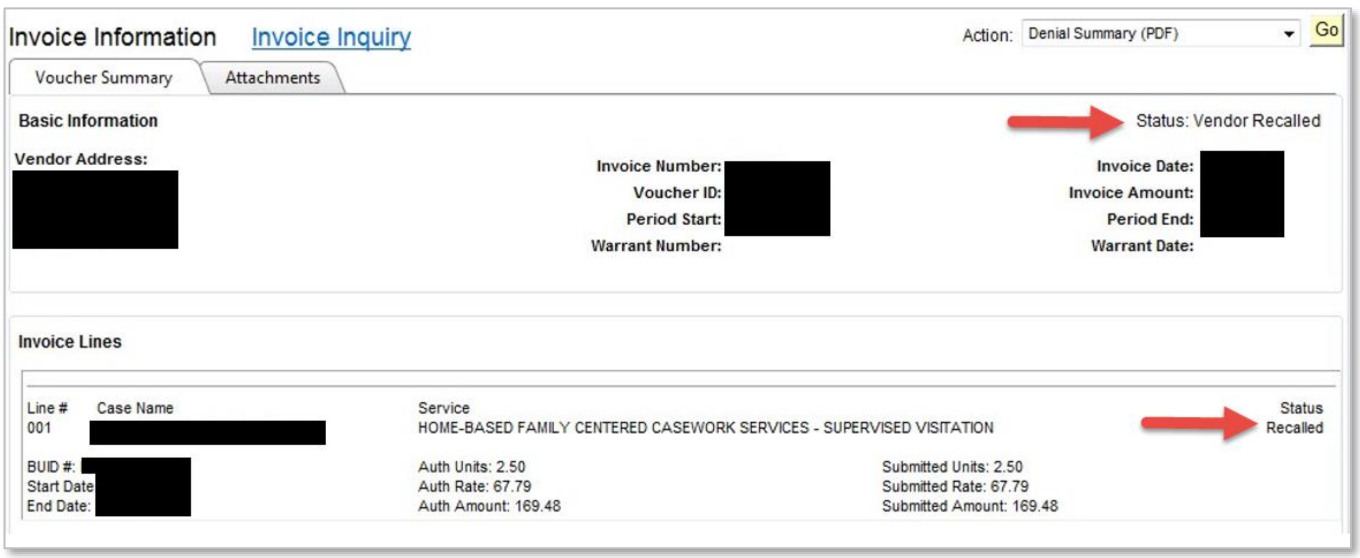
3. A confirmation pop-up window will appear.



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 manual input steps above, or by importing via CSV or XML format; either way, 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. 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 Vendor Profile E-Invoicing tab and click on the “Click Here” link.