



# KDADS CARE UPLOAD TOOL

## KDADS CARE UPLOAD TOOL ACCESS

### Frequently Asked Questions

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The Kansas Department for Aging and Disability Services (KDADS) Client Assistance Referral and Evaluation (CARE) Team has an upload tool for submitting information to the KDADS CARE Team, the CARE Upload Tool. The tool is a new web-based tool to upload and share admission information safely and securely with KDADS CARE Team.

- This tool is **ONLY** for sharing admission information with the CARE Team that previously would have been faxed or emailed.
- Admission related information from nursing facilities (NF), nursing facilities for mental health (NFMH), hospital assessors, and Area Agencies on Aging (AAA) assessors and includes:
  - special admissions,
  - CARE certificates,
  - Level I assessments,
  - resident review requests,
  - Area Agency on Aging (AAA) extension requests,
  - Level II referrals with documentation.

KDADS CARE Team plans end the use of faxes and emailed documents pertaining to admission information and use the CARE Upload Tool **only** by **6.30.2023**.

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**Q:** Do I continue to submit the 2126 forms to KDHE through their portal or fax?

**A:** YES! Please continue to submit the 2126 forms to KDHE through their portal or fax.

KDADS does not manage form 2126 and does not provide these forms to KDHE. Please submit them directly to KDHE/KANCARE.

**Q:** Who do I send requests for Level I assessments to?

**A:** Please send requests for Level I assessments to your local Area Agency on Aging (AAA). Please note that the AAA has 5 business days to complete the Level I assessment and, if necessary, request an extension to KDADS CARE Team.

**Q:** How can I gain access to the CARE Upload Tool?

**A:** Anyone interested in becoming a user will need to complete two steps (1) register and (2) complete the security agreement.

1. **Registration survey via this link -**<https://forms.office.com/g/Lh8BwMhhnz>. This survey provides the information necessary for our IT staff to set up access to the Upload Tool.
  - a. User email and phone number are required.



- Q:** Is training available for the CARE Upload Tool?

- A recording of the December 14, 2022 training is available at this link - [CARE Upload Tool Training - NF focus but all facilities can attend-20221214\\_140618-Meeting Recording.mp4](#)
- December 14, 2022, user guide is available here - [CARE File Upload Tool User Guide.pdf](#)
- A recording of the March 21, 2023, training is available at this link for NF/NFMH— [CARE Upload Tool Update Training for NFs\\_ NFMHs-20230321\\_090430-Meeting Recording.mp4](#)
- A recording of the March 21, 2023, training is available at this link for AAA and hospital assessors— [CARE Upload Tool Training Update for AAAs and Hospitals-20230321\\_150027-Meeting Recording.mp4](#)
- The user guide for the improved CARE Upload Tool for all users - [CARE File Upload Tool User Guide 3.2023.pdf](#)

**Q:** How can I be sure the files are uploaded?

**A:** Please use the CARE File Upload Tool User Guide 3.2023 and follow the instructions to upload information. The process has changed with the update to the Tool and now a SUBMIT button must be used to make the files available to the KDADS CARE Team.

**Q:** When can I expect the CARE Team to review the files?

**A:** As with facilities, the CARE Team is transitioning to the CARE Upload Tool. It will take some time for the CARE Team to get in the routine of checking the uploaded information. Once the information has been uploaded and you can see it, rest assured you have completed the requirements to submit information. **Please know that there is no need to reach out to verify the information is received or to check on when we will review the information or to submit it via fax/email. Our CARE Team is still small, and we are working on reviewing**



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**documents as we have capacity. It may take time (a few weeks) to get the submitted documents reviewed.**

**Q:** Why am I getting CARE Upload Tool emails and what do they mean?

**A:** As the CARE Team reviews the uploads, an email is generated to inform the person who submitted information to the CARE Upload Tool that the information has been reviewed. There is a status system for submitted information – ACCEPTED, INCOMPLETE, and DENIED.

- **ACCEPTED:** If the email has a status of ACCEPTED that means that all information was provided and the KDADS CARE Team could process the information.
- **INCOMPLETE:** If the email has a status of INCOMPLETE that means that additional information needs to be submitted to the KDADS CARE Team via the Upload Tool.
- **DENIED:** If the email has a status of DENIED that means that the information submitted was not accepted due to lack of relevant information and CARE appropriate information needs to be submitted to the KDADS CARE Team via the Upload Tool.

**Q:** What happens if there is a comment that I need to revise the information uploaded?

**A:** Once the CARE Team reviews the information and provides comments regarding a need for more information, please use the CARE Upload Tool to upload corrected information.

**Q:** When will KDADS expect organizations/facilities to fully transition to the CARE Upload Tool and stop faxing documents and/or emailing to them [KDADS.CARE@ks.gov](mailto:KDADS.CARE@ks.gov) email address.

**A:** We anticipate ending the use of emailed or faxed documentation by **June 30, 2023** and only use the CARE Upload Tool for document submission. **If you have not registered to gain access to the CARE Upload Tool, please submit your registration as soon as possible using the survey link.**

**Q:** Where can I get answers to questions regarding admissions and assessments?

**A:** Please email the [KDADS.CARE@ks.gov](mailto:KDADS.CARE@ks.gov) for all questions regarding admissions and assessments. **The KDADS HELPDESK is ONLY for issues regarding the CARE Upload Tool itself.**

**Q:** Will KANCARE/KDHE receive the information I submit to KDADS?

**A:** NO! Information that is provided to KDADS is used to respond ONLY to the level of care information requested by KDHE for Medicaid applications. Information, such as form 2126, needs to be sent directly to KDHE.