



**KEPRO – West Virginia**  
**KEPRO CareConnection®**  
**for Socially Necessary Services**

**Web Application**  
**User's Manual**

*January 2008 Version 2.0*

<https://careconnectionwv.kepro.com>

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\*See the KEPRO Response File Manual for specific information about where to find response files on the KEPRO CareConnection® for Socially Necessary Services web application.

# I. Overview/Technical Requirements

## Overview

The KEPRO CareConnection® for Socially Necessary Services Web Application will allow users to submit KEPRO CareConnection® Requests for Service/Prior Authorizations. In addition, the application will allow a user to retrieve the response files generated by KEPRO processes.

## Technical Requirements

1. You must have a computer with Internet access. The registration program supports only Internet Explorer (IE) 5.0 and higher. If you wish to print any forms out, you must also be connected to a printer.
2. If you are experiencing difficulties logging on or using the program, please do the following:
  - Check to confirm that your browser's security settings are set to 128-bit encryption. This can be done in your Microsoft Internet Explorer session by clicking "Help" and then click "About Internet Explorer." The resulting display will specify the "Version" of Internet Explorer you are running, along with the encryption specification in terms of "Cipher Strength".
  - Upgrade your browser to Internet Explorer 5.0 or higher
    - ✓ Warning: you must have Windows 98 or higher.
    - ✓ To download a free upgrade of IE visit <http://www.microsoft.com/windows/ie/downloads/ie6/default.asp>
  - Reset your Internet security to Medium
    - ✓ Right Click on your IE icon
    - ✓ Choose "Properties"
    - ✓ Select the "Securities" tab
    - ✓ Click "Default" level.

This application follows Health Care Financing Administration (HCFA) security regulations and will comply with Health Insurance Portability and Accountability Act (HIPAA) regulations. Consequently, there are multiple levels of security. For more information on the security of this online application, please contact KEPRO Healthcare, Inc. at 304-343-9663.

**While using the KEPRO CareConnection® website, it is very important that you not use your browser's BACK button to navigate. Instead, you should rely only on the navigation links provided by the website.**

## II. The Login Process

**Welcome to the APS CareConnection® - The West Virginia Department of Health and Human Resources Behavioral Healthcare Consumer Information System.**

Please enter your User Id and Password below to log in APS CareConnection®.

**Please Login**

User Id:

Password:



Forgot your password? **Click HERE**

Figure 2.1

1. Go to the KEPRO CareConnection® website at <https://careconnectionwv.kepro.com>
2. Enter your **User ID** and **Password**, then click **Login** button. Note that the User ID and Password are case sensitive.
3. **If this is your first time logging onto KEPRO CareConnection®,** please use the temporary password issued to you by KEPRO. If you have not received a temporary password, please contact KEPRO at 304-343-9663. The initial password provided to you is a temporary password. The first time you visit KEPRO CareConnection®, the system will tell you that your password has expired and will prompt you to change your password.
4. **NOTE:** User IDs and Passwords are assigned to individuals. Those individuals will be held responsible for any action taken by that user ID. For this reason, it is strongly encouraged that user IDs not be shared. To add additional web users to your agency, an KEPRO Web User Request Form can be obtained by calling (304) 343-9663.

If you enter incorrect login information three times in a row, you will be locked out and you will see a message informing you of that fact (see figure 2.3). If this occurs, contact KEPRO at (304) 343-9663 during normal business hours to have your user account unlocked. It is recommended to use the **“Forgot your password? Click HERE”** link prior to your third failed attempt to login.



Figure 2.3

### Changing Your Password

To change your password, once you log into the system you will see these menu items.



Figure 2.4

If you hold your mouse over the arrow in front of “Options”, you will see the menu in figure 2.5. Click “Change Password”.



Figure 2.5

During the Change Password process, you are asked to type your old password, choose a new password, and confirm the new password by typing it again.

Figure 2.6

If your password is changed successfully then you will see a message box informing you of that fact, as seen in figure 2.7.



Figure 2.7

If your password did not change successfully then you will see a screen like this one, with a message explaining why the failure occurred. (In this case, the failure occurred because the new password was too short.)



Figure 2.8

### Password Convention

- Users' passwords must contain at least one numeric digit (1, 2, 3, 4, 5, 6, 7, 8, 9, 0)
- The password cannot be less than six (6) characters or more than ten (10) characters in length.
- The user's actual login name cannot be contained within the password as a string. (e.g. if your login name is joeuser2, then your password cannot be joeuser2, joeuser2iam, iamjoeuser2, or imjoeuser23)
- Please do not use obvious names or dates as your password. Avoid birthdates, pet's name, street name, etc.

## Expiring Passwords

To enhance security, your KEPRO CareConnection® login password is set to expire every forty-five days, whether you log onto the Web application or not. During the login process, you may see a message window advising that your password has expired. This message box gives you the option to change your password immediately, or you can click the Cancel button to exit Behavioral KEPRO CareConnection®.

If your login has expired, you will see the message shown in figure 2.9.



Figure 2.9

Three days before your user password will expire, a message will appear when you log in, notifying you that the password will soon expire. By clicking “OK”, you will be taken to the change password screen automatically.

For security reasons, when there has been no user activity for fifteen minutes or more, the log in session will be automatically closed (timed out) by the system. User activity is any activity that requires a connection with the KEPRO database server. This includes saving data, searching the data files, or retrieving data to view. It does not include typing data into the web forms or the actual time spent reading/viewing data.



Figure 2.10

**It is extremely important that data entered or modified are saved often, because any unsaved data will be lost if your session times out.**

Figure 2.11

Additionally, if you have not logged on to your account for more than 45 days, your account will be locked due to inactivity. If a valid UserID and Password has been entered, the user will be directed to a security screen for entering data to validate the user’s identity. Upon entering data which matches the information KEPRO-WV has on file, the user will receive instructions by email for resetting their account.

### III. The Data Entry Process

#### Searching:

After logging on, the first screen that will appear is the search screen. This screen will allow users to search for and view consumer records that have already been entered into the system by an authorized user associated with the provider/agency. **However, if a consumer has not yet been entered, you must first search for the “Referral” generated by DHHR for the consumer.** This can be accomplished by clicking on the **“SNS Referral Search”** link at the top-left of the screen. The resulting screen is illustrated below in Figure 3.1.

Figure 3.1

You may search for the Consumer’s Referral by entering any individual search field or combination of fields to locate the desired Referral. You must enter at least one data field before clicking the “Search” button. Figure 3.2 below illustrates the resulting referral page after clicking “Search”. Note the “Create Request” button to the right of each detail line which is explained on the following page.

FACTS Referral/Case Number	FACTS Client Number	FACTS Control Number	FACTS Provider Number	Consumer Name	Date of Birth	ASO Service Code	Referral Submit Date	
1000000011	2000000011	222222222223	3000000011	Sahoo, Arun	12/12/1978	110106	12/27/2007	Create Request
1000000001	1000000002	222222222224	0030015400	Sahoo, ArunPM2 K	07/05/1971	110106	10/10/2007	Create Request
1000000001	1000000002	222222222225	0030015400	Sahoo, ArunPM2 K	07/05/1971	110351	10/10/2007	Create Request
1000000001	1000000002	222222222226	0030015400	Sahoo, ArunPM2 K	07/05/1971	110727	10/10/2007	Create Request
1000000001	1000000002	222222222227	0030015400	Sahoo, ArunPM2 K	07/05/1971	110728	10/10/2007	Create Request
1000000001	1000000002	222222222228	0030015400	Sahoo, ArunPM2 K	07/05/1971	120104	10/10/2007	Create Request
1000000001	1000000002	222222222229	0030015400	Sahoo, ArunPM2 K	07/05/1971	120105	10/10/2007	Create Request
1000000001	1000000002	222222222210	0030015400	Sahoo, ArunPM2 K	07/05/1971	120106	10/10/2007	Create Request
1000000001	1000000002	222222222211	0030015400	Sahoo, ArunPM2 K	07/05/1971	120125	10/10/2007	Create Request
1000000001	1000000002	222222222212	0030015400	Sahoo, ArunPM2 K	07/05/1971	120170	10/10/2007	Create Request

Result Page : 1 2 3 4 5 6 7 8 9 10 Next Page Next 10 Last Page

Figure 3.2



Clicking “Create Request” (to the right of the displayed record) will direct you into a newly created record with some fields pre-filled. Continue filling in the appropriate information in the subsequent sections as prompted by the data field labels by simply typing in the relevant data (e.g. Names, Phone numbers, etc) or by clicking on the “arrow” contained in drop-boxes

where available, and selecting from the resulting list.

**APS Healthcare** **APS Care Connection™**

APS Record ID: \_\_\_\_\_ Status: \_\_\_\_\_ Current Page: 1

**PROVIDER & CONSUMER DEMOGRAPHIC INFORMATION**

Consumer Name: \_\_\_\_\_ Consumer ID: \_\_\_\_\_ Family & Children's Tracking System (FACTS) Client ID: \_\_\_\_\_

**Provider Information**

Provider Name:  Provider Id:   
 Request Created By:  Create Date:  (mm/dd/yyyy)  
 Utilization Management Manager:  Phone (  )  -   
 Staff Name:  Phone (  )  -

**Consumer Information**

Consumer ID:   
 FACTS Client Number:  FACTS Referral/Case Number:   
 Request Date:  (mm/dd/yyyy) Case Status:

First Name:  Middle Name:  Last Name:   
 Date of Birth:  (mm/dd/yyyy) Gender:

Current County of Residence:   
 Child's Current Living Arrangement:   
 DHHR County of Jurisdiction:

Consumer Referral Source:   
 Waiver Recipient:

**Coverage Information**

Medicaid Coverage:   
 Medical Card Number:

**Service Plan Summary**

Indicate the areas that best describe the problems addressed on the consumer's current service plan

Service Plan Summary One:

If you have already entered data for a consumer, you may access that information by searching for the existing record. Begin your consumer search by first selecting the correct data set by clicking on the appropriate radio button  at the top of the screen. Figure 3.3 below depicts selecting the Social KEPRO CareConnection® data set. (Note: If you or your agency provide Socially Necessary services **only**, you will only see “Social CareConnection” at the top of the screen and will not need to select it)

Figure 3.3

You may search for existing records in a variety of ways. If you want to display records for ALL of the consumers (clients) you have entered so far, simply click the “Search” button (depicted at the bottom of Figure 3.3) without entering any data into the search fields. The results of your search will be shown with up to ten records per page and may consist of multiple pages. However, if you want to find a specific consumer (client), you may fill in the “Consumer First Name” and “Consumer Last Name” and then click the “Search” button, displaying records for that consumer name only. An alternative to searching by name, is to search by “Consumer ID” (e.g. this data field was assigned/defined by you at the time you created this consumer’s original record, and must remain the same for the lifetime you provide services to this specific consumer). The “Consumer ID” search can be particularly meaningful for finding all client records for someone whose name may have changed due to marriage or adoption. Searching by “Consumer ID” would yield ALL records for the specific client regardless of their name (e.g. “Jane Smith” marries and is now “Jane Jones”. Searching by “Consumer ID” would display records showing both names, yet are records associated to the same physical person).

You may search for existing records by utilizing **any** of the search fields depicted in Figure 3.3. Figure 3.4 shows an example of a successful search.

<a href="#">SNS Referral Search</a> <a href="#">Search Request</a> <a href="#">New Request</a> <a href="#">Options</a> <a href="#">Help</a> <a href="#">Logout</a>										
APS Record Id	Provider Name	Staff Name	Status	Create Date	Update Date	Consumer Name	Consumer DOB	Action		
								Print	Copy	New
<a href="#">32763</a>	United Summit Center	UM	SAVED	12/18/2007	12/27/2007	SAHOO, ARUNPM1 K	07/05/1971			
<a href="#">32764</a>	United Summit Center	DIPANKAR SAMANTA	PROCESSED	12/18/2007	12/19/2007	Sahoo, ArunPM2 K	12/18/1988			
<a href="#">32767</a>	United Summit Center	CAROLINE	SAVED	12/27/2007	01/03/2008	SAHOO, ARUN	12/12/1978			
<a href="#">32768</a>	United Summit Center	STEPHANIE HARPER	PROCESSED	12/27/2007	12/28/2007	SAHOO, ARUN	12/12/1978			
<a href="#">32770</a>	United Summit Center	CAROLINE	PROCESSED	12/27/2007	12/28/2007	SAHOO, TTWO K	07/05/1971			
<a href="#">32786</a>	United Summit Center	CAROLINE	PROCESSED	01/08/2008	01/08/2008	SAHOO, ARUN44	12/12/1978			
<a href="#">32788</a>	United Summit Center	ME	PROCESSED	01/08/2008	01/08/2008	SAHOO, ARUN44	12/12/1978			

Figure 3.4

## Actions

From the “Search Results” screen, many functions can be performed.

Each row shown on the page reflects an individual record. Clicking the KEPRO Record ID will open that record. If the record’s status is “SAVED”, the record will be opened for editing.

Clicking on any of the underlined column headers (e.g. Staff Name, Status, Create Date, Update Date, Consumer Name, Consumer DOB) will sort the list in ascending order based on the information in that column.

Please note the icons in the right-most column indicating the available actions you may take on a given record.

Action	
Print	Copy



The first is the **Print** icon (the small picture of a printer under the “Print” column). Clicking on this icon will take you to a printable version of the record. At the top of this record, you will see two buttons. Clicking the “Print this Report” button will automatically print the full report. Clicking the “<<Back” button will return you to the previous screen.



The second icon is **Copy for Update** represented by two overlapping rectangles. If you need to Re-submit a consumer record to request continuing services or to correct data, use the Copy-for-Update function. Clicking this icon will create a new KEPRO CareConnection® record for the associated consumer, allowing the user to update relevant data. This pulls forward the client data that is least likely to have changed (demographic information, for example), and opens the same form that is used for new requests, except that more fields are already pre-filled.



The third icon under the “New” column is indicating that there is a “New Service Referral” (or remaining Service Referral(s) which have not yet been submitted) for this existing consumer. Clicking this icon will create a new KEPRO CareConnection® record for the associated consumer, allowing the user to submit an authorization request for the new referral. This function also pulls forward client data contained in the referral.



(Note: For comprehensive definitions of each data field, refer to the “KEPRO CareConnection® for Socially Necessary Services Instructions and Definitions” manual, as it is the intent of this manual to offer instructional guidelines on navigating through each web page and providing helpful hints for any unique data elements)

All dates on the data entry site must be entered in the format mm/dd/yyyy. An error will occur if the full four-digit year is not entered. Additionally, for the convenience of the user, date fields will automatically insert the “/” character where appropriate, if you denote month and day in two digits (e.g. enter January as “01” and the “/” will appear).

**Save  
Your  
Work!**

Please note, if you have not “Saved” on the web site for more than 15 minutes, you will be automatically logged out for security reasons. If there is any question of how long it has been since you last “saved” any information, please try to Save again before you continue entering. When you attempt to save, if you are logged out (“kicked out” of the system), it will take you back to the login page. To avoid an accidental loss of any information you have entered, it is recommended that you save often, especially if you get a phone call, or switch to a different application to read e-mail or perform other job duties.

At the top and bottom of each of the web entry pages, you will see two buttons. The first will be labeled Save, and the second will be labeled Save/Go to Next Page>>, as in figure 3.8 below.

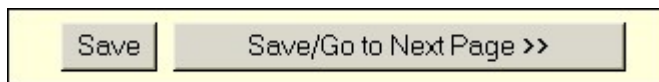


Figure 3.8

Periodically, you should click the save button, even if you are not finished with the current page, to ensure that the information that has already been keyed into the system will not be lost.

Upon reaching the bottom of the page, click Save/Go to Next Page>> to continue. If you have failed to fill out any required fields or made other errors, the system will not allow you to advance to the next page, and will highlight the fields in error with the appropriate error message(s) at the top of the page. Correct these fields, then again click Save/Go to Next Page>>. When all data fields are correct, the web application will advance you to Page 2.

The second page of the web entry is the “Service Details” page as illustrated in figure 3.9. This is where you will request the services that you want authorized.

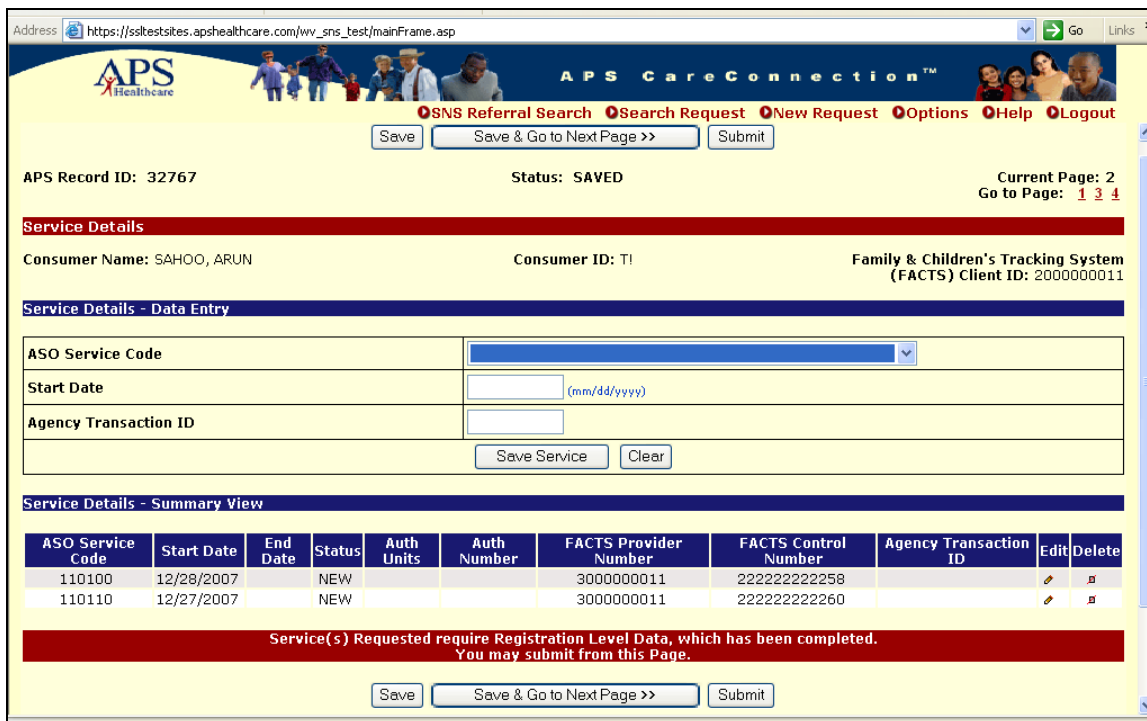


Figure 3.9

In this section, specify the desired service(s) and relevant service parameters in the appropriate fields. Following are definitions of the fields you will enter.

- Service Code** ASO Service code (click the drop-box arrow for list)
- Start Date** the date you will begin the service (ex. 01/18/2008)
- Agency Transaction ID** a number you assign to track this request (**optional** – can be blank)

After entering the data fields, click the “Save Service” button. Upon clicking “Save Service”, the service detail line will appear in a table below the entry form and, simultaneously, the middle section where you entered the data will be cleared. More than one service can be requested at the same time - if the referral specifies multiple services - simply enter the data, and click “Save Service” until all desired services are in the “Service Details - Summary View”, as depicted in the bottom section of figure 3.9. Note that the data fields “FACTS Provider Number” and “FACTS Control Number” are automatically populated by the computer system upon clicking “Save Service”.

Clicking the arrow within the Service Code drop-box will display one or multiple services which you/your agency are authorized to provide. The service(s) you select will dictate the number of web pages required to be completed (e.g. the more intensive the service, the more data required). This will be explicitly displayed (highlighted in red on your PC web page) in the bottom section of the web page, as illustrated in figure 3.9. Following are examples of the possible messages (figures 3.10, 3.11 and 3.12):



**Service(s) Requested require Registration Level Data, which has been completed.  
You may submit from this Page.**

Figure 3.10

**Service(s) Requested require Tier 2 Level Data.  
You must complete Page 3, and may submit from that Page.**

Figure 3.11

**Service(s) Requested require Tier 3 Level Data.  
You must complete through Page 4, and may submit from that Page.**

Figure 3.12

If you want to delete any records from the Service Details table, clicking the associated icon in the “delete” column will allow you to delete a Service Detail record. To change any information in one of the request records, click the associated “pencil” icon under the “Edit” column header which will display the data in the data entry section, correct the data and, once again, click “Save Service”. These icons are depicted in Figure 3.9 in the bottom right section.

Once all of the desired services are in the table exactly as you want them, click “Submit” or Save/Go to Next Page>>, as instructed in the message.

The third page of the KEPRO CareConnection® for Socially Necessary Services provides data entry for additional consumer data categorized as **Tier 2 Information**. The first half of this page is illustrated in figure 3.13.

Save Save & Go to Next Page >> Submit

APS Record ID: 182 Status: New Current Page: 3  
Go to Page: 1 2 4

**Tier 2 Information**

Consumer Name: Jane Doe Consumer ID: 111111111 Family & Children's Tracking System (FACTS) Client ID: 03988888888

**Additional Education Information**

Last Grade Completed

Number of Days Absent Due to Behavior in the past 90 Days

**Legal/Guardianship Information**

Is Child Protective Services or Youth Services involved with this case?

Consumer Legal Status

Guardianship Description

Is the youth at risk of losing his/her current living arrangement?

Permanency Plan  Permanency Concurrent

Petitions Filed  Court Ordered

Multi-Disciplinary Team Involvement

Multi-Disciplinary Team Date  (mm/dd/yyyy)

Figure 3.13

Fill in these and subsequent sections on this web page by typing in the appropriate data and utilizing drop-boxes where available as before. Remember to reference the “KEPRO CareConnection® for Socially Necessary Services Instructions and Definitions” manual for comprehensive definitions to each data field.

Notice the Page Navigation keys in the upper right hand corner of the screen illustrated above (Figure 3.13). “Current Page” indicates the page you are on. To transfer to another page, simply click the desired page number in the “Go to Page” list (e.g. clicking the “1” would take you directly to Page 1).

If the previous web page (web page 2 - Service Details) contained the message “You must complete through Page 3, and may submit from that page”, then the “Submit” button will exist at the bottom of this web page and you may click it upon completing this page. If, however, the message on page 2 stated to “complete through Page 4”, you will not see the “Submit” button at the bottom of this page and must click Save/Go to Next Page>> to advance to web Page 4.





## After Submission

After the records have been submitted, a disclaimer reminding you that the authorization of services does not guarantee that claims will be paid appears. This can be seen in Figure 3.15

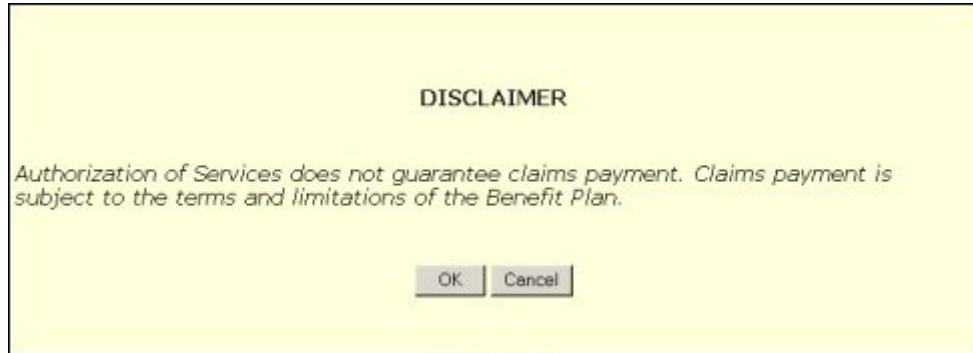


Figure 3.15

Once the user has agreed that the disclaimer has been read by clicking the "OK" button, a printable version of the record will be made available by clicking the link that reads "View Printable Version of Registration." Clicking OK will allow the user to continue on.



Figure 3.16

## IV. Downloading Data

There are two ways to download data from the KEPRO CareConnection® Web Application. Both of these are accessed by holding your mouse cursor over the “Options” link in the upper right corner of the page, as shown in figure 4.1.



Figure 4.1

### Downloading a Response File

To download a response file, click the “Download File” link. This will take you to the list of new files available to download. Clicking on the link will allow you to save the file to a local computer, or open the file directly.



Figure 4.2

Once you have downloaded the file, you can click the checkbox to the left of any file(s) you wish to archive, then click the “Move to Archive Folder” button. This will help to serve as a reminder of which files have already been reviewed, as well as keeping the download file page a manageable size and easy to navigate.

Files can also be downloaded from the archive folder, if you should need to access an older file. You can get to the archive folder by clicking the link that reads “Go To Archive Folder.”

More detailed information on the contents of response files can be found in the “KEPRO CareConnection® for Socially Necessary Services Response File” manual.

## Downloading a Report

As an available feature, you have the option to download data to your PC or Server. When you click the “Download Report” link, you will be able to download reports on existing data for a span of up to one week.

A screenshot of a web form titled "Please Enter The Date Range and Download Option". The form has a yellow background and a blue header. It contains two date input fields: "Start Date From:(mm/dd/yyyy)" and "Start Date To:(mm/dd/yyyy)". Below these is a dropdown menu labeled "Choose your download option". At the bottom center is a "Download" button.

Figure 4.3

To download the report, enter a start and end date, and choose the download option. Available downloads are KEPRO CareConnection® Data, PA Request Data, and Federal Reporting Data.

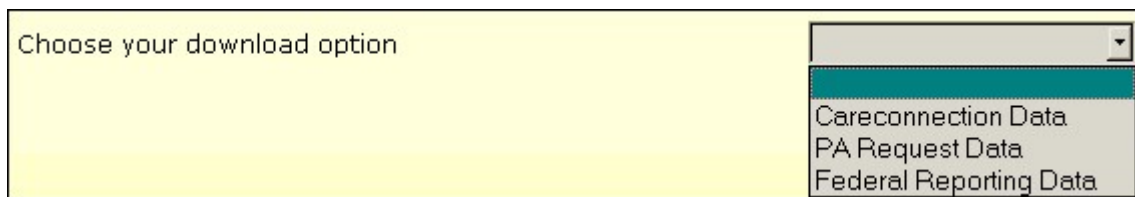
A close-up screenshot of the "Choose your download option" dropdown menu. The menu is open, showing three options: "Careconnection Data", "PA Request Data", and "Federal Reporting Data". The background is yellow.

Figure 4.4

After the appropriate search dates and download options have been chosen, click the download button. You will then have the choice to open or save a .zip file containing all of the information created in the KEPRO system between the two dates chosen. This .zip file will be password protected using the password you are currently using to open response files.

The files will be named according to the type of data you are downloading. The format of the file will be a pipe-delimited .txt file with the fields in the same order as seen on the data element definition .pdf files found on the KEPRO website at <http://www.kepro.com>.

## **V. Ending your session**

When finished, log out by clicking the “Logout” button, as shown in Figure 5.1.



Figure 5.1