



## **Policy Directive 2018-02-01**

**Date:** 2/8/18

**Title:** Use of Templates for case returns

**From:** Jeanine Schieferecke

**Program impacted:** All

Effective immediately, please begin using these requirements when journaling case returns.

When KDHE sends a case return (both FM and E&D), the worker will journal the phrase “**Case returned to contractor.**”

When MAXIMUS accepts the case return, the worker will journal the phrase “**Case was returned (insert date) for (insert reasoning for return).**”

Examples could be clarification of HH comp, clarification of IBU, clarification of wages, new application is needed etc.

**\*\*DO NOT COPY FROM CASE RETURN FORM.\*\***

As new updates are being made to the Family Medical and E&D/LTC macros a decision has been made to implement a **case return template (see above)** for both MAXIMUS and KDHE State Staff. During the Case Journaling Workgroup, it was identified that there was a gap in between when KDHE workers would notate case returns and when MAXIMUS notated that additional information was being requested. These templates will help close that gap and also offer an appropriate journaling response to case returns to insure professional logging. These instructions will be provided in *Job Aid 10.3-Case Returns* and *Job Aid 7.27-Journaling*.

**For questions or concerns related to this document, please contact one of the Medical program staff below.**

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