



Policy Directive 2020-09-03

Title: Journaling templates for KDHE Family Medical Staff

Date: 09-25-2020

From: Erin Kelley, Senior Manager Policy

Program impacted: Family Medical

Due to updates being made to the Family Medical Journal Pro, it has been determined there is a need for a KDHE-specific template for processing cases from the State eligibility queue. This template will aid in providing consistency for all KDHE Family Medical eligibility workers who process from state queues in KEES and provide documentation of what is required for journaling. Outlined below are the documentation elements that will be required with all State queue cases.

Effective immediately these are the journaling requirements when processing cases from the State Queue.

Family Medical:

- Application Date (Multiple Applications)/Review Date or Change reported
- Priority Status (if changed from time contractor released case to KDHE queue)
- Corrections to contractor work (if applicable)
- Workarounds Used (if applicable)
- Outcome for each person (first 3 of the Aid Code, CE dates or Denial Reason)
- Spenddown-amounts (if applicable)
- Notices sent (only journal if locally printed NOA, no NOA required, or manual NOA was sent etc.)
- Any manual references that the worker feels they need to support an eligibility decision (if applicable)
- E-App Status (if manually updated)

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

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