WV Bureau for Children & Families
CareConnection®
for Socially Necessary Services
Accessing Response Files

KEPRO provides Bureau for Children and Families Service Providers response files containing the status of their Prior Authorization Service Requests and data submission errors on a User-Password Secure Web Site.   The status of a Provider's Requests for Prior Authorization of Service – Authorizations, Closed, Pended, Duplicate, and Errors – will be provided once daily. The posting of the Provider Response files on the Web Site will occur at approximately 5:30 p.m. each workday.

Note: A provider will find a zipped file on their web page when new data has been processed or modifications to existing service records have been made since the last export process, otherwise a provider will not have a file, as there is no new information for KEPRO to share.

PASSWORDS

Each Authorized User will be issued a User ID and a six (6) character Password to be used when logging into the CareConnection® website: (https://careconnectionwv.kepro.com).

An additional eight (8) character Password is used to extract the compressed, password-protected response files.   The Users' IDs and Passwords are unique to each Provider's User and will allow access only to their organization's files.

You may access the Web Site by following the instructions below:

INTERNET ACCESS:

Typically, any web browser (Netscape, Internet Explorer, AOL, etc.) that supports 128-bit security and has active Internet access will allow you to connect to the CareConnection® Website and retrieve response files.
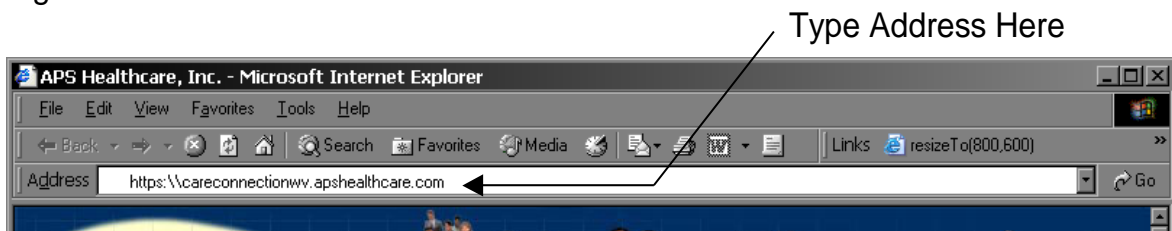
FROM BROWSER'S HOME PAGE: (See Figure 1.)

↗ In the **Address or Location** field at the top of the active screen
↗ Enter the following URL (Uniform Resource Locator) or "site address":

https://careconnectionwv.kepro.com/

↗ After entering the URL in the Address/Location Field -
↗ Press the **Enter** key on your keyboard.

Figure 1.

Type Address Here

FROM THE APS MEMBER LOGIN SCREEN (see Figure 2.)

↗ Enter your Individual User ID.
↗ Enter your login password in the password
   - **Both the User ID and Login Password are case sensitive.**
   - **You will be required to change your password after logging in the first time.**

↗ Click the login button to access the site and click the Response File Link* to access your organization's response files.
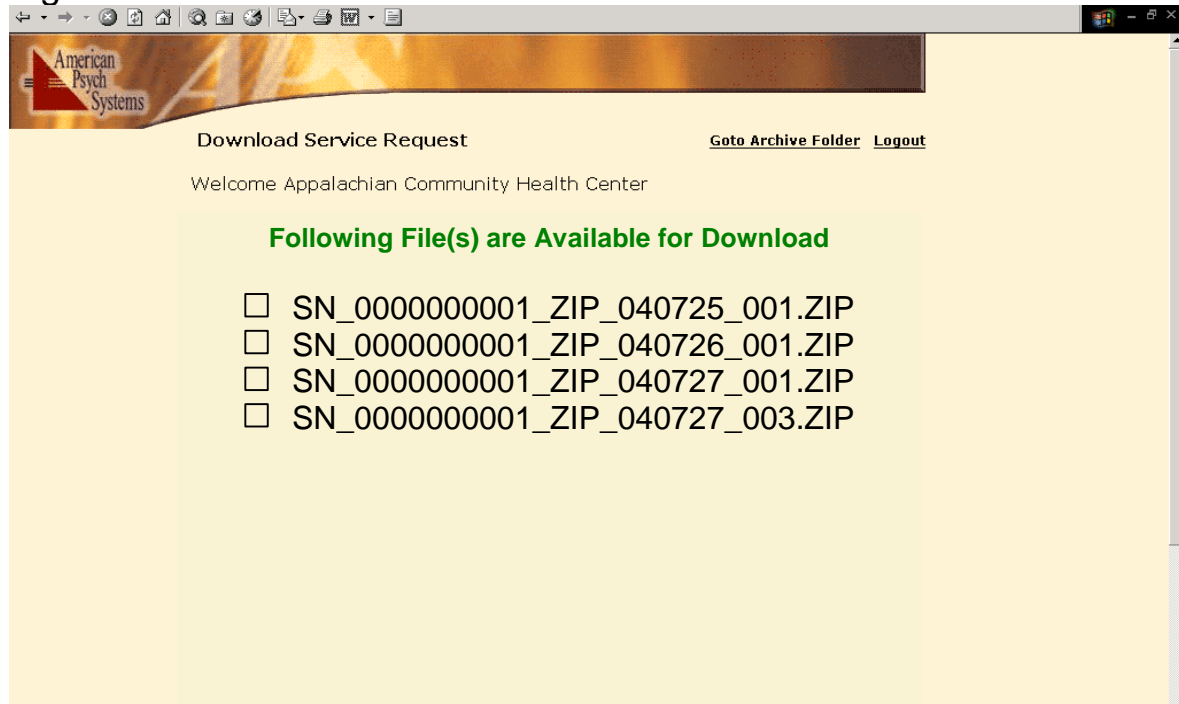
Figure 2.

*
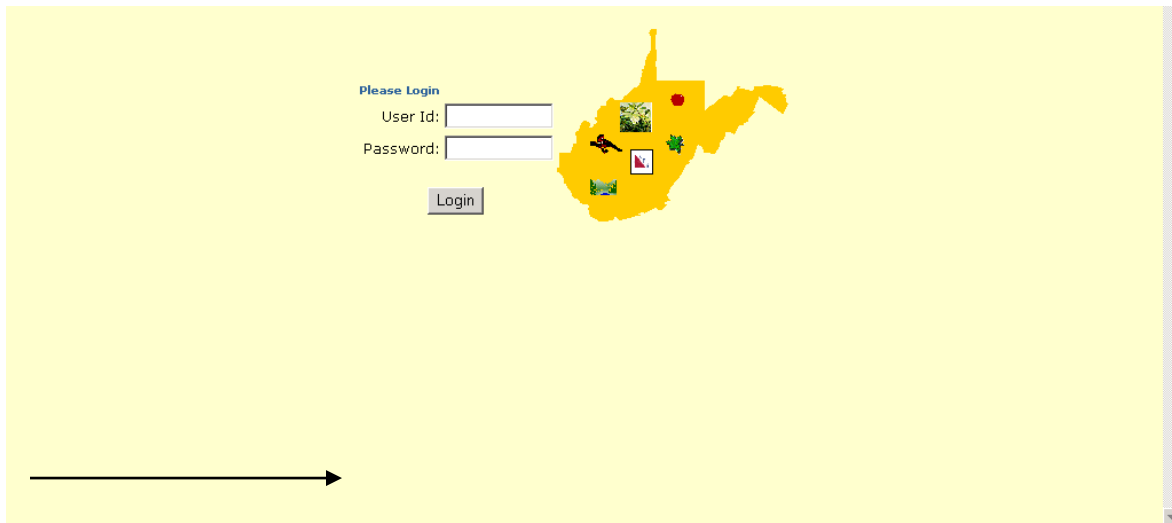
To download a specific file (see Figure 3.)

⟡ Double-click the File Name of the File you wish to download and follow the file download instructions.
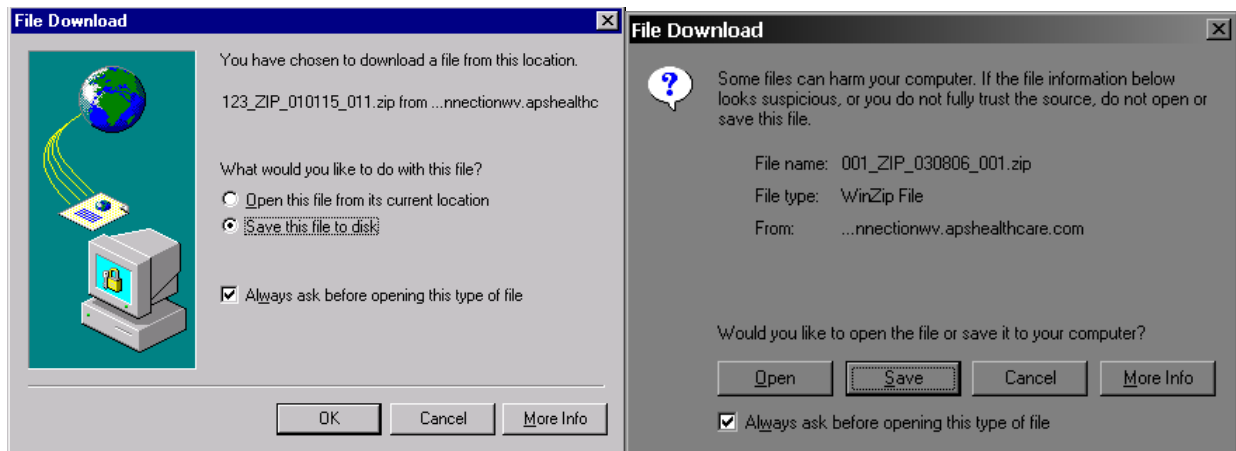
Figure 3.

Files will be available for up to ninety days on the web site (as allocated storage space allows); thus, multiple files may be listed. See the Archiving Section of this manual for information regarding the file archiving feature

FROM THE FILE DOWNLOAD BOX (see Figure 4.)

↗ Follow the file download instructions by either opening the file from its current location or saving the file to disk. (The download box should look like similar to one of the images in Figure 4.)

↗ Indicate which action you would like by either selecting the appropriate radio button and clicking "OK" or clicking the Open/Save button as appropriate (see below.)

Figure 4.

FROM SAVE THIS FILE TO DISK (see Figure 5.)

Figure 5.
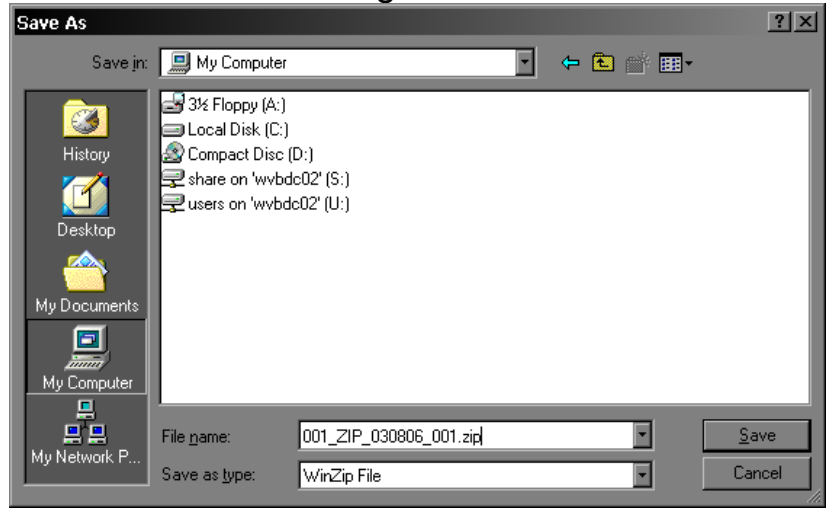
After clicking the OK Button, indicate the location in which you want to save the file you are downloading and click the Save Button. The download file window will read "Download Complete" when the file has successfully been downloaded in the location you designated.

OPENING A FILE (see Figures 6 & 7.)

Each file is compressed (using the zip compression format) and password protected. Opening a file requires the use of an extraction program. Common decompression (extraction) software packages are PKZIP and WinZip. These extraction programs (and many others) are available for downloading on the World Wide Web. A simple search on "zip file" will produce not only a substantial listing of sites regarding various software programs, but general information on the file format. Both PKZip and WinZip are easily downloaded from their respective web pages: http://www.pkware.com/ or http://www.winzip.com.

Note: The mention of these products is not intended to be an endorsement of these products by KEPRO. These products are listed merely as examples. There are many software packages that compress files using the zip file format. All decisions regarding specific software packages are left up to the provider.

All downloaded response files for providers participating in the Social Necessity program will contain files of the following types: AUT, ROL, REA, HDR, and DET. Social Necessity files are identified by the "SN_" prefix. Social Necessity Providers that also participate in the Medically Necessary Service Program or are BHHF Contract Providers also find files appropriate to those two programs in their response files.

Figure 6.
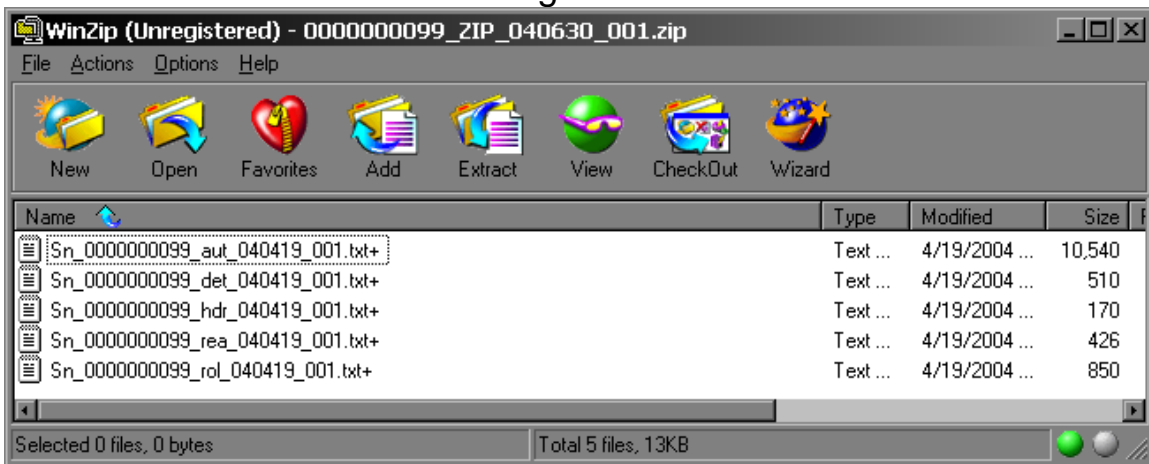
When you attempt to open the first response file from a download, a dialog box will appear and require the entry of your file password (see Figure 7.):

Figure 7.
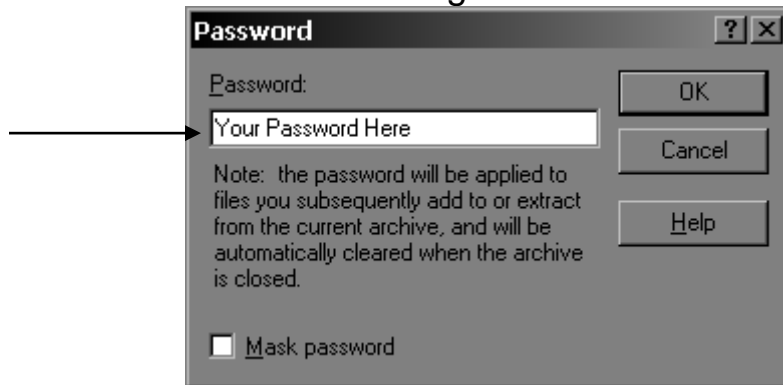
Once the Password has been accepted and allows you to view a response file, you may double-click the other response files and view without reentry of the password.

RESPONSE FILES

Each response file is a Pipe (|) Delimited text file. This means that each field may be of varying length (up to the maximum length as indicated below in the individual file layouts) and will be separated from the previous and next fields with a pipe symbol. Records are separated by line breaks.

The naming convention for individual response files is: SN_, agency ID, date and file extension constitute each file's name:

SN_XXXXXXXXXX _ XXX_ YYMMDD _ BBB . zip

Agency_ID

File Name

Year Month Day
030314 = March 14, 2003

Sequence Number – This will usually be 001. This will be used to differentiate multiple processes in the same day.

The aut File

- The aut file reports the Authorized, Pended, Closed, Automatically Closed, Duplicated, and Denied Requests for Prior Authorization of Service. The file layout of the aut file is:

aut File Layout

Field Name	Length	Format
BCF_ Detail_ID	10	Numeric
BCF_ Header_ID	10	Numeric
BCF_ Provider_ID	10	Numeric
BCF_ Consumer_ID	11	Character
BCF_FACTS_Client_ID	10	Character
BCF_BCF_FACTS_Case_ID	10	Character
BCF_FACTS_Control_Number	12	Numeric
BCF_Consumer_Last_Name	20	Character
BCF_Consumer_First_Name	15	Character
BCF_Consumer_Middle_Name	15	Character
BCF_FACTS_Provider_ID	10	Character
BCF_Service_Code	6	Character
BCF_Service_Start_Date	10	Date – MM/DD/YYYY
BCF_ Service_End_Date	10	Date – MM/DD/YYYY
BCF_Service_Status	4	Character
BCF_Authorized_Units	5	Numeric
BCF_Comment	255	Character
BCF_Authorization_No	10	Numeric
BCF_Provider_Transaction_Id	10	Character

The BCF_Service_Status will contain one of the following values indicating the status of the Request for Prior Authorization of the Service:

- AUTH = Authorized: The service indicated has been authorized and the Service_Start_Date, Service_End_Date, Authorized_Units and Authorization_No will contain data.

- PEND = Pending: The service request is pending and will be reviewed by a Care Manager.   When clarification and/or additional clinical information is needed, the Care Manager will correspond with the Provider's UM Manager.   Some Pended Requests will not require interfacing with the Provider's UM Manager, these cases will be resolved by the Care Manager without contacting the Provider.   Upon review, a pended request will find resolution and its resulting status will be reported in a subsequent response file.   PEND reason(s) for each Pended Request may be found in the REA file of the same download by matching the Detail ID of a Pended Request in the aut file to the Detail ID of a record(s) in the rea file.   Note: A

Pended Request may be pending for more than one reason, thus find all matching Detail ID Records in the rea file.

- CLOS = Closed: The service request has been closed by the Care Manager. No further action will occur when a request is in Closed status. The Comment field of the record will provide information regarding the closure. The reason(s) the request was closed may be found in the rea file of the same download by matching the Detail ID of the Closed Request in the aut file to the Detail ID of the record(s) in the rea file. A Closed Request may have been closed for more than one reason, thus find all matching Detail ID records in the rea file.

- DUPL = Duplicate: The service request was a duplicate of an existing Authorized Service. The Authorized Service and the Duplicate Request contain the same Consumer_Id, the same Service_Code and the same Service_Start_Date. No further action will occur when a request is in Duplicate status.

- AUCL = Automatically Closed: An existing Pended Request automatically closes when a new service request containing the same Consumer_ID, the same Service_Code and the same Service_Start_Date is submitted. The new request is processed and the results are published in the aut file.

- DENY = Denial: The request for prior authorization of a service, after extensive clinical review, has been denied. Only a service request that was originally in pend status can result in DENY status.

See Figure 8 for an example of an aut file (the names and identifying numbers have been deleted from this example):

Figure 8.   aut File

SN_0000000019_AUT_040419_001

```
63448|30379|19|000001|0099999999|LASTNAME|FIRST|MIDDLE|0005563001|90853||||
04/04/2001||CLOS||4/9/01 close need to resubmit with proper CAFAS score|38837|
|0405010996
63450|30379|19|000002|000000011|LASTNAME|FIRST|MIDDLE|0005485001|H0004|HO|||
04/04/2001||CLOS||4/9/01 close need to resubmit with proper CAFAS scores|38838|
```

9

```
|0405010998
63451|30379|19|000003|000002222|LASTNAME|FIRST|MIDDLE|0005454001|H0004||||
04/04/2001||CLOS||4/9/01 close - need to resubmit with proper CAFAS scores|38839|
|0405010999
63449|30379|19|000004|000003333|LASTNAME|FIRST|MIDDLE|0005445502|T1017||||
04/04/2001||CLOS||4/9/01 close need to resubmit with proepr CAFAS scores|38840|
|0405010997
63457|30390|19|000005|000007777|LASTNAME|FIRST|MIDDLE|0005444402|H0004|||
03/28/2001|06/28/2001|AUTH|15||38846|1099850108|0330010820
```

The rea File

The rea file contains the reason or reasons a Service Request (within the aut file of the same download) is in *pend* or *close* status. The Detail ID of the rea file will match a record in the aut file with the same Detail ID.

SN_0000000019_REA_040419_001

```
55981|63448|19|00001|90853|||||C01|Review time lines expired without agency having
provided sufficient information to authorize the requested service
55982|63450|19|000002|H0004|HO|||C01|Review time lines expired without agency
having provided sufficient information to authorize the requested service
55983|63451|19|000003|H0004|||||C01|Review time lines expired without agency having
provided sufficient information to authorize the requested service
55984|63449|19|000004|T1017|||||C01|Review time lines expired without agency having
```

The rea file data element layout follows:

rea File

Field Name	Length	Format
Reason_ID	10	Numeric
Detail_ID	10	Numeric
Agency_ID	10	Numeric
Consumer_Id	11	Character
Service_Code	6	Character
Reason_Code	20	Character
Reason_Description	255	Text

The rol File:

The rol file contains the previously Authorized Services which have been updated. This is also called a "rollback," though the change may either decrease or increase the length or units of an authorization.   The rollback of an authorized service will contain a change from the original authorization in one of three fields: the Service_Start_Date, the Service_End_Date and/or Authorized Units. A roll back supersedes the previous authorization of a service, thus the original and rollback Authorization_No will be the same. The file layout of the rol file follows and an example of a file may be found in Figure 9.

rol File

Field Name	Length	Format
Detail_ID	10	Numeric
Header_ID	10	Numeric
BCF_Provider_ID	10	Numeric
BCF_Consumer_ID	11	Character
BCF_Consumer_Medicaid_No	11	Character
BCF_FACTS_Client_ID	10	Character
BCF_FACTS_Case_ID	10	Character
BCF_FACTS_Control_Number	12	Character
BCF_Service_Code	6	Character
BCF_Facts_Provider_ID	11	Character
BCF_Start_Date	10	Date
New_Service_End_Date	10	Date
Rollback_Sequence_No	3	Numeric
New_Authorized_Units	5	Numeric
Comment	255	Character
System_Id	10	Numeric
Authorization_No	10	Numeric
Rollback_Reason_Code	10	Numeric
Rollback_Reason_Description	255	Character

Figure 9.

SN_0000000019_ROL_040419_001

```
13667|6738|19|12121212|12121219418|H0004|HO|||
0012121002|02/09/2001|04/04/2001|1|10||730|
1064850217|R24|TX Planning Juncture-New Service Group
```

11

The hdr and det Files:

The hdr and det files contain the Connection and Service Requests records that failed data validation and/or business rules or were a member of a group of Service Requests of which one member failed. The hdr and det files are the Error Files. The hdr file contains Connection record error information, while the det file contains error information pertaining to the Service Requests.

When Error is in:	The hdr record message	The det record message
Connection Record Only	The specific error in the Connection data will be stated.	"Header Error" in each associated Service Request
At least One, but Not all Service Request Records	"Some Details are erroneous."	The request with error will have the specific error stated. The error-free requests will read, "Some Details are erroneous."
Connection Record and At least One, But Not All Request Records	The specific error in the Connection Data will be state and the message, "Some Details are Erroneous"	All requests will read "Header Error" The request with error will have the specific error stated and the error-free requests will read, "Some Details are Erroneous."
All Request Records Only	"All Details are Erroneous"	Each request will have a specific error stated.
Connection Record and All Request Records	The specific error in the Connection data will be stated and the message, "All Details are Erroneous."	All requests will read, "Header Error" and each will have its specific error stated

You may identify the associated hdr and det records through the corresponding Header_ID field in each file. Note: The requests for prior authorization of a service submitted with the Connection Data are considered a group of requests. When an error occurs in the Connection and/or all or some of the requests, the entire group of requests is "errored out". Once error(s) are corrected, the Connection data and service requests may be resubmitted for processing and prior authorization processing.

The data element layouts of the hdr and det files follow and examples of each may be found in Figure 10.

hdr File

File Name	Length	Format
Header_Error_ID	10	Numeric
Header_ID	10	Numeric
Agency_ID	10	Numeric
Consumer_Id	11	Character
consumer_Medicaid_id	11	Character
Error_Description	255	Character

det File

Field Name	Length	Format
Detail_Error_ID	10	Numeric
Header_ID	10	Numeric
Detail_ID	10	Numeric
Agency_Id	10	Numeric
consumer_id	11	Character
consumer_medicaid_id	11	Character
agency_transaction_id	11	Character
error_description	255	Character

Figure 10.   hdr

SN_0000000019_HDR_040419_001

```
58|1274|19|12121212|12121200000|Guardian information is missing,
59|1295|19|13131313|00000121212|Guardian information is missing,
60|1297|19|14141414|00000131313|Guardian information is missing,
80|1833|19|15151515|00000151515|ALL DETAILS ARE ERRONEOUS,
```

det

SN_0000000019_DET_040419_001

```
409|1842|1274|19|12121212|12121200000|0208019003|HEADER ERROR,
410|1871|1295|19|13131313|00000121212|0208019013|HEADER ERROR,
411|1872|1295|19|13131313|00000121212|0208019014|HEADER ERROR,
412|1873|1295|19|13131313|00000121212|0208019015|HEADER ERROR,
413|1874|1295|19|13131313|00000121212|0208019016|HEADER ERROR,
414|1875|1295|19|13131313|00000121212|0208019017|HEADER ERROR,
415|1877|1297|19|14141414|00000131313|0208019012|HEADER ERROR,
568|3007|1833|19|15151515|00000151515|0212019156|Same service is requested more than once,
```

13

```
569|3008|1833|19|15151515|00000151515|0212019157|Same service is requested more than once,
570|3009|1833|19|15151515|00000151515|0212019158|Same service is requested more than once,
571|3010|1833|19|15151515|00000151515|0212019159|Same service is requested more than once,
572|3100|1833|19|15151515|00000151515|0212019156|Same service is requested more than once,
573|3101|1833|19|15151515|00000151515|0212019157|Same service is requested more than once,
574|3102|1833|19|15151515|00000151515|0212019158|Same service is requested more than once,
575|3103|1833|19|15151515|00000151515|0212019159|Same service is requested more than once,
```

In the above sample files, the (field # 2 in the hdr file) 1295 corresponds to five records in the det file (field # 3 of the det is the Header_ID). Referring to the Error Chart on Page 13, this is an example of when the Error is with the "Connection Record Only ".

As you can see in the hdr file above, the specific error in the Connection data is "Guardian information is missing" with no reference to details. This tells you the error is only in the CareConnection® record and there were either no errors in the service requests or no service requests submitted with the header. In this case, a review of the det file reveals there are associated details listed with the "Header Error" message and no further description of errors because there were no errors in the service request records. Reviewing the CareConnection® data submitted indicated the provider had failed to submit the guardian_phone_number, hence the "Guardian information is missing" message.

ARCHIVING FILES

The Response to your Requests for Prior Authorization website, https://careconnectionwv.kepro.com allows files to be moved from a provider's "Main Folder" to an "Archive Folder".   With this "housekeeping" feature, the user has the means of archiving those files that have been obtained (viewed/downloaded/printed) to a folder (the Archive Folder) separate from the "Main Folder".   Maintaining files in this manner will result in the user finding only new response files in the Main Folder upon logging on to the website.

Upon logging on to the website, the user will find those files which are new and any which have not been archived on the Main Folder page:

Download Service Request

Goto Archive Folder Logout

Welcome Coordinating Council for Independent Living

Following file(s) are available for download

☐   <u>004_ZIP_020703_002.ZIP</u>

☐   <u>004_ZIP_020708_002.ZIP</u>

☐   <u>004_ZIP_020710_002.ZIP</u>

☐   <u>004_ZIP_020711_002.ZIP</u>

☐ Check All

Check Box to Move to Archive Folder

Clicking the "<u>Go to Archive Folder</u>" takes you to your Archive Folder as seen below:

The first time you enter and until you archive a file, you will find the Archive Folder empty:

Download Service Request

Goto Main Folder Logout

Welcome Coordinating Council for Independent Living

Following file(s) are available in Archive Folder

Back to the Main Folder: You may archive a file or files by clicking to insert a checkmark in the white box(es) adjacent to the file name(s) and then clicking the "Check Box to Move to Archive Folder" Bar below the file listing.

Download Service Request   Goto Archive Folder   Logout

Welcome Coordinating Council for Independent Living

Following file(s) are available for download
☑   004_ZIP_020703_002.ZIP
☐   004_ZIP_020708_002.ZIP
☐   004_ZIP_020710_002.ZIP
☐   004_ZIP_020711_002.ZIP
☐ Check All

```
Check Box to Move to Archive Folder
```

If you then go to the Archive Folder (by clicking the "Go to Archive Folder" you find the 020703_002 file has been moved from the Main Folder (above) to the Archive Folder below:

Download Service Request   Goto Main Folder   Logout

Welcome Coordinating Council for Independent Living

Following file(s) are available in Archive Folder
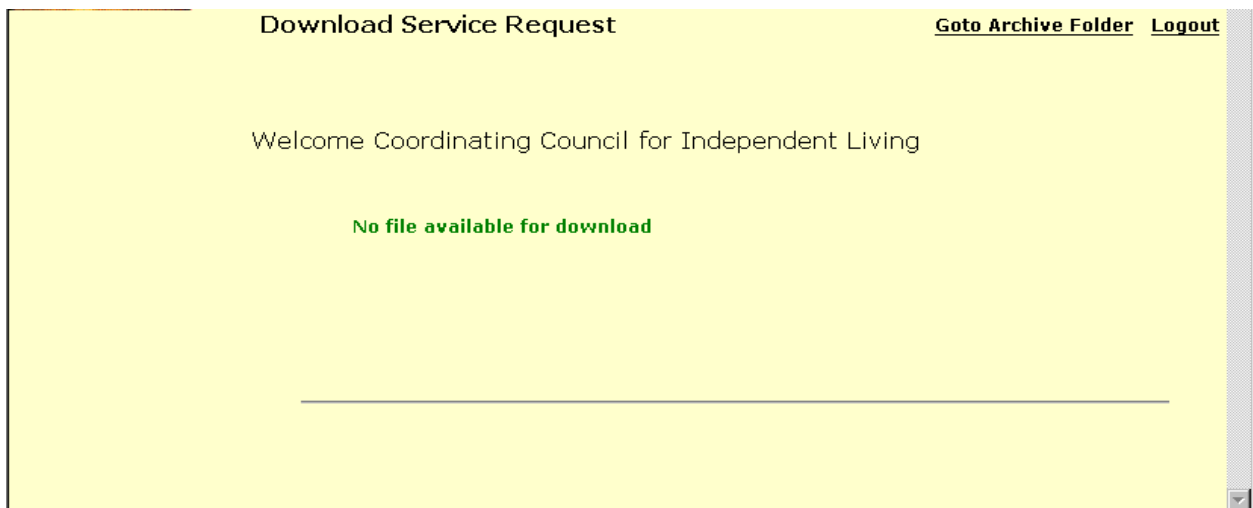004_ZIP_020531_002.ZIP
004_ZIP_020703_002.ZIP
004_ZIP_020709_002.ZIP

Clicking "Go to Main Folder" returns you to the Main Folder where you see the remaining files listed:

You may move all files to the Archive Folder by inserting a checkmark in the white box adjacent to the "Check All" command, followed with clicking the "Check Box to Move to Archive File" Bar:

This results in an empty Main Folder, which means the next time the user logs onto the website, he/she will find newly generated response files only.

Download Service Request   Goto Archive Folder   Logout

Welcome Coordinating Council for Independent Living

No file available for download

The files in both the Main and Archive Folders will remain available on the website for a minimum of sixty days and up to ninety days.

PASSWORDS

A user-level login (ID and password) is required to access the https://careconnectionwv.kepro.com web site. A Web User Request form must be completed and submitted to KEPRO for each Provider Staff Member seeking access. Note: The Provider's Authorized Data Contact Person, as well as, the User must complete and sign sections of the form. The Web User Request Form may be faxed or mailed to:

- Fax: 866.473.2354 or
- Mail: KEPRO 100 Capitol Street 600 Charleston, WV 25301

Password Protocol:

Every user will be required to change their passwords on a regular basis. Each user will be forced to change their password every forty-five (45) days.

When a user logs onto the site and the user's password is within three (3) days of expiration, the User will be advised of this fact via a message box, and asked whether he/she wants to create a new

password, or enter the system. This option is available every time a user logs into the system when a password is within three (3) days of expiration. When a user logs onto the site and the password has expired, the user is notified that they are required to create a new password before gaining access to the site.

Note: A User must always supply the old password in order to create a new password. The user will be required to type in the new password twice to guarantee accuracy.

Password Naming 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 cannot be contained within the password as a string (e.g. if your login is 'joeuser2' then your password cannot be joeuser2, joeuser2iam, iamjoeuser2, or imjoeuser23.)

A user is allowed to create a new password on demand at anytime, as long as the old password is furnished. You will find a link within the menu structure for changing your password at anytime.

Web Site Lockouts:

Unsuccessful Login Attempts:

After three unsuccessful log on attempts (the wrong password was entered) the user is "locked out" of the web site. At that point, even if the correct password is entered, access will be denied. An administrator must reset the account. This process will include issuing a new password as well. KEPRO will only reset a User's account during conventional business hours.   The user may telephone KEPRO and request their account be reset. Upon request, KEPRO will telephone the user at the Phone Number supplied on their original (most recently submitted) Web User Request form.

Once reached at the telephone number, the user must answer the Password Question with the Answer they supplied on the most recently submitted Web User Request form. When KEPRO has satisfactorily identified the caller as the user, the account will be reset. When KEPRO cannot satisfactorily identify the caller as the user, the provider's Data Contact must request the User's Account be reset. The Data Contact should submit a User Request Form with their signature, as well as that of the user, requesting the locked out user's account be reset when possible within one business day of the request. Please fax the Request Form to 866.473.2354 or mail to KEPRO Information Services, 100 Capitol Street, Charleston, WV 25301.

User Inactivity:

KEPRO will also monitor periods of user inactivity. If a User has not logged onto the web site for a period of thirty (30) days, the user's account will be deactivated. KEPRO will use the same process described above for locked out users, requiring the caller requesting an account reset be satisfactorily identified as the User or a User Request Form be forwarded to KEPRO. Note: If you do not need to submit as frequently as every thirty days, you will want to log on to the site to avoid deactivation, perhaps every three weeks or so.

Assistance:
Any inquiries regarding the Response File web page, files and users may be addressed to the above referenced Staff Members. We may be reached by telephone each workday between the hours of 8:30 a.m. and 5:00 p.m. Our telephone number is (304) 343-9663.

KEPRO
WEB USER REQUEST
Please Type or Print Clearly

PROVIDER_____ **AGENCY ID** ____ ____ ___

ADDRESS_____

CITY _____ STATE ___ ___ ZIP CODE _____

PROVIDER'S DATA CONTACT _____

Phone _____ Fax _____

E-Mail Address _____

REQUESTED USER ACCESS:

☐	CareConnection® For Medically Necessary Services	
☐	CareConnection® For Socially Necessary Services	

User Name _____

Birth Date _____ E-Mail _____

Direct Phone # & Extension: _____

Provide a Password Question and Answer Unique to you that KEPRO will use to identify you when your request account reset. This question should have nothing to do with your actual password; it is for identification purposes, and should be something that you will remember. A good example is Mother's Maiden Name, or Father's middle name.

Password
Question _____

Answer _____

User Agreement: I, individually and as an authorized user of the aforementioned Provider, agree that I will access and use the information available through https://careconnectionwv.kepro.com only for treatment and healthcare operations purposes (as those terms are defined in the HIPAA Privacy Rule.) I will use all reasonable precautions with respect to protecting the security of my unique login and the privacy and security of the data within this web site.

User Signature _____ Date _____

Provider's Data Contact Authorization: I authorize the action indicated above for the specified User to be carried out by KEPRO. I agree to promptly notify KEPRO, by submitting a Request with Cancel User indicated, when a User no longer has a business purpose to access the information available within the web site.

Data Contact's Signature _____ Date _____

Submit to: KEPRO Information Services 100 Capitol Street Charleston WV 25301 or Fax 866.473.2354