

Service Unit Uploads in GetCare

9/3/21

What is it?

- The upload feature in GetCare is limited to **upload of service unit data only**.
- There is **no option** to upload client, enrollment or assessment data to GetCare; this data will need to be manually entered into GetCare.
- Note: Any client entered into GetCare by any agency will remain active there, so demographics, etc. will only need to be entered once unless something changes. On a monthly basis, agencies will just need to enter any new clients (who don't yet exist in GetCare), update service enrollments if needed and record units of service.

How does it work?

- This feature uses a section of GetCare called the Agency File Cabinet. This exists in GetCare already and is permission-based so not currently viewable to anyone in King County, but permissions can be adjusted by request.
- This is typically a monthly process. Each month, agencies would need to generate a .csv (spreadsheet) data file and upload it to the Agency File Cabinet. From there, an overnight script runs, pulls unit data from the file and populates into existing client records.
- The data file must contain the client's GetCare ID, which is generated when a client record is created in GetCare. Note: we are working with AL TSA and RTZ to develop a custom report that agencies can use to pull GetCare IDs for new clients each month.
- For the upload to work properly, the following conditions **must** be met:
 - 1) The file must exactly match the data specification provided by RTZ. That specification and a sample file are attached for reference.
 - 2) All clients for whom service units will be added must have an:
 - Existing client file in GetCare
 - Open enrollment for the appropriate service
 - Exact GetCare ID match
- If there are any issues with the file or upload fails, agencies will see an error message and will need to resubmit a corrected file.

Is there a cost?

- There is no cost to upload unit data.

Will technical assistance be available?

- RTZ will provide very limited technical assistance with any upload issues or errors. ADS will not have capability to support since this is AL TSA's system.
- We are working with AL TSA and RTZ to develop a report to extract new clients added in a given month to determine GetCare IDs. This will be stored as a saved filter in GetCare for agency use.

How do I decide if this option is a good fit for our programs?

- Agencies should anticipate initial technical work to set up the process, as well as ongoing monthly work to pull GetCare IDs and assemble the data file. For this reason, service unit upload is likely a better option for high-volume programs, especially where service is typically provided for multiple months or longer (i.e. Congregate Nutrition).
- It will be each agency's responsibility to ensure data is accurate and complete in GetCare to meet monthly invoice and reporting deadlines, whether added through upload or manual entry.

How can I find out more or get answers to my questions?

- We are working with RTZ and AL TSA to set up a Q&A session for agencies to ask questions and learn more about this option, likely in early October.