GetCare Agency File Cabinet (Service Unit Upload) Info Session 10-15-21

Questions and Answers from the session:

Question: is there a level of permission needed?

- Access was granted for some this morning. If you don't have access and need it, please let your ADS program specialist know and we will work with you to get set up.
- Agency file cabinet is listed under Operations on the top blue ribbon in GetCare.

Question: who should do this upload? Does the IT staff need to do it or can program staff do it?

- We're hoping to provide as much information needed for your agency to make a decision on that, but the final decision will depend on your workflow and local system. May require technical support upfront and agency staff may be able to do part or all once you have a process established.

Question: If I already have an existing SAW account with my personal email address, should I use that?

- Connect Secure Access Washington to your work email

Question: how is data reconciled if a client is served by different agencies? What protections are in place to ensure quality of data?

- Time stamp and how and what demographic information changed last. Transaction log that tracks who changed what and when.
- Enrollments are tied to the agency providing the service.

Question: can we get GetCare IDs for all clients as we start this?

- Yes. List of services, subcontractors and site – complete list of codes to create file.
- ADS will work with the state and vendor staff to set up a report for each interested agency.

Question – will we need to manually enter enrollments for all the clients?

- No, ADS is working on updating GetCare so all current clients will be in GetCare with current service enrollments. You'll need to enter only any new ones October and forward.
- If a client exists but is not currently enrolled in a particular service, the client will need to be enrolled in that service for your agency. For an example, if a client has received I&A in the past but is now receiving options counseling, the client needs to be enrolled in options counseling for units to be applied to that service. Another example is if a client attends multiple congregate meal sites. The client needs to be enrolled in the different congregate meal sites for units to be applied to each site.

Question – when will the report with client and service information and GetCare IDs be available to agencies?

- State will work with ADS on custom report for agencies. Will get out to providers ASAP.

Question – reporting process. Clarify, need to do an extract and send to the city?

- Do not have to send data file. Need to submit the monthly invoice and monthly status report. Monthly Status Report data will be used to verify invoices for the first 3-6 months. Agencies will be asked to note the source used to report data on the Monthly Status Report (internal data system, other agency program tracking tool). During that time, ADS Contracts staff will be working with agencies to true up data recording in GetCare so that, within 6 months, everything will match – invoice, status report and GetCare data. At the end, GetCare will become the sole source of data to verify invoices and Monthly Status Reports will be limited only to data not tracked in GetCare and/or narrative reporting.

Question – what happens if we try to upload our document and it includes a client that doesn't have an enrollment entered? Does it reject the full upload? Does it just reject the services for that client? Sounds like there will be reports to double check everything is accurate in GetCare?

- "Failure" means structure of the upload file is wrong. Send test upload to RTZ to be sure file structure is correct. If upload file contains units for a client with no open enrollment for that service, units will not apply but you won't get an error message. Match uploaded information to service units in client records or in Service Recording to verify units all applied as expected.

Question – does the "new" client report have a date filter, and could that be used to pull existing clients?

- Yes, custom report feature field: "date of record creation".

Question – We have talked about new clients that existed before October 1st. What about clients that close during October?

- For any clients that close during October, you have a choice to keep them active and enrollments open in case they come back later or end the enrollment and inactivate the client.