

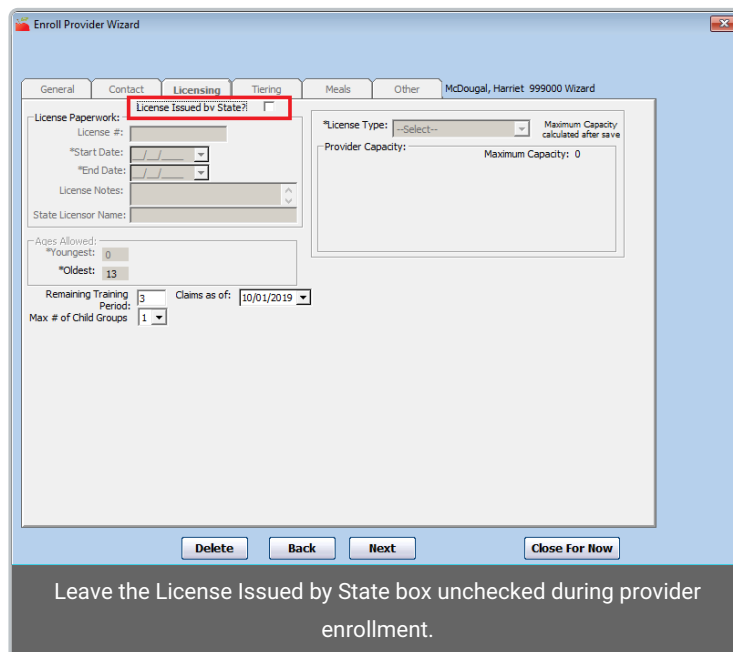
Best Practices for Managing Provider Status

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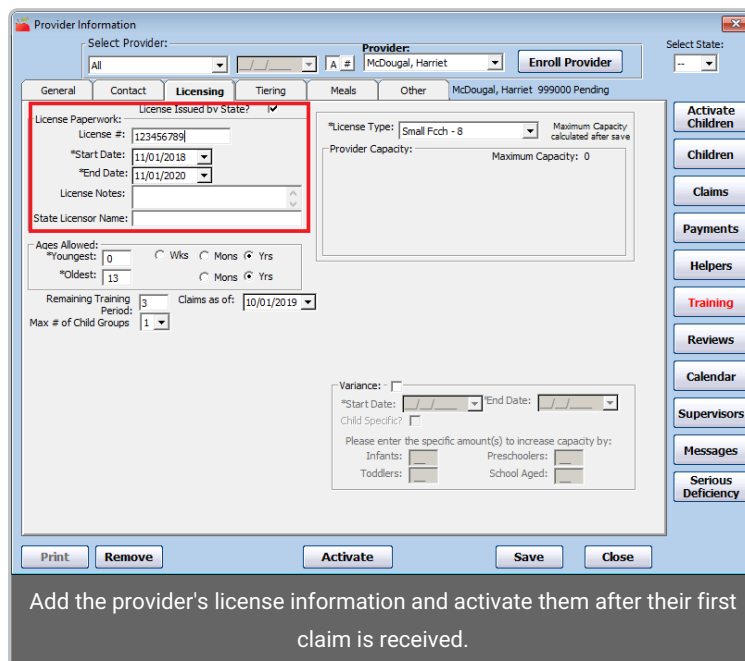
The following are best practices for managing provider status. For more detailed information about what each status means, see [Understand Provider Status](#).

Enroll New Providers in Pending Status

To enroll providers in Pending status, leave the License Issued by State box unchecked. Leave providers in Pending status until you receive a valid claim from them. Then, check the **License Issued by State** box, add their licensing information, and activate the provider. For example, you enroll a new provider on 10/23/2019. The provider does not record meals in October. They record meals in November and send the November claim to you on 12/1/2019. Since you received a valid claim from the provider, you activate them and process their claim.



Leave the License Issued by State box unchecked during provider enrollment.

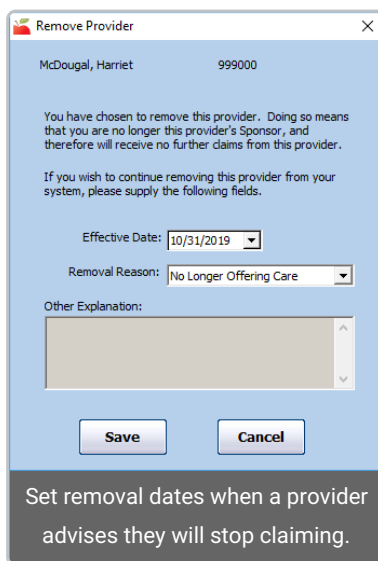


Add the provider's license information and activate them after their first claim is received.

Remove Providers in the Month in Which They Stop Claiming

If a provider advises you that they are closing their day care on a specific date, you can remove them and set a future removal date—typically the last day of the month. The provider will still be able to log in to KidKare to finish recording menus and attendance for the month and send claims to you. Their claim will be available in HX for processing and payment, even after their removal date has passed.

For example, a provider lets you know on 10/15/2019 that they are closing their daycare on 10/31/2019. You remove the provider in HX and set a removal date of 10/31/2019. The provider logs into KidKare for the remainder of the month to record menus and attendance. They submit their claim to you, you process the claim, and you pay the provider.



Remove Provider

McDougal, Harriet 999000

You have chosen to remove this provider. Doing so means that you are no longer this provider's Sponsor, and therefore will receive no further claims from this provider.

If you wish to continue removing this provider from your system, please supply the following fields.

Effective Date: 10/31/2019

Removal Reason: No Longer Offering Care

Other Explanation:

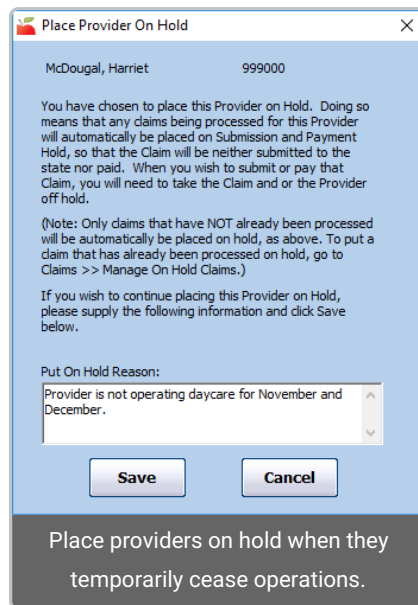
Save Cancel

Set removal dates when a provider advises they will stop claiming.

Place Providers on Hold if They Are Temporarily Not Submitting Claims

A provider may let you know that they will temporarily cease submitting claims for several months. In this case, you can place the provider on hold. Note that placing providers on hold removes them from state claim reports and the Issue Payments window. You must wait to place the provider on hold until the provider's most recent valid claim has been processed and paid. Providers who are on hold can still log in to KidKare and record meals and attendance. They can also submit claims. Once you've placed a provider on hold, wait to remove the hold until you've received another valid claim from them.

For example, a provider lets you know on 10/15/2019 that they will not be operating daycare for November and December 2019. The provider submits their October claim on 11/1/2019. After you have processed and paid the claim in November, you place the provider on hold. You leave the provider on hold until you receive a valid January 2020 claim from the provider on 2/1/2020. At this point, you set the provider to active so you can process the claim.



Place Provider On Hold

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You have chosen to place this Provider on Hold. Doing so means that any claims being processed for this Provider will automatically be placed on Submission and Payment Hold, so that the Claim will be neither submitted to the state nor paid. When you wish to submit or pay that Claim, you will need to take the Claim and or the Provider off hold.

(Note: Only claims that have NOT already been processed will be automatically be placed on hold, as above. To put a claim that has already been processed on hold, go to Claims >> Manage On Hold Claims.)

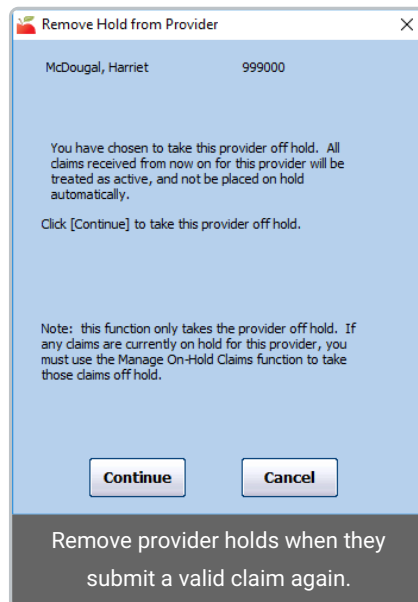
If you wish to continue placing this Provider on Hold, please supply the following information and click Save below.

Put On Hold Reason:

Provider is not operating daycare for November and December.

Save Cancel

Place providers on hold when they temporarily cease operations.



Remove Hold from Provider

McDougal, Harriet 999000

You have chosen to take this provider off hold. All claims received from now on for this provider will be treated as active, and not be placed on hold automatically.

Click [Continue] to take this provider off hold.

Note: this function only takes the provider off hold. If any claims are currently on hold for this provider, you must use the Manage On-Hold Claims function to take those claims off hold.

Continue Cancel

Remove provider holds when they submit a valid claim again.

Run the Providers Not Claiming Report & Take Action, if Needed

You can use the [Providers Not Claiming](#) report to generate a list of providers who have not recorded a meal for the month. Use the resulting list to follow-up with your providers, so you can remove them or place them on hold, if needed. To generate the Providers Not Claiming report for this purpose:

1. Click the **Reports** menu, **Claim Management**, and select **Providers Not Claiming Report**, or click **Claims** and select **Track Received Claims**. Then, click **Providers Not Claiming**. The Provider Filter window opens.
2. Use the **Claim Source** filter to filter the report to online providers only.
3. Click **Continue**. The Select Dates dialog box opens.
4. Set a **Start** and **End** date that encompasses the entire month. For example, on January 27th, you can generate the report for 01/01/2020 - 01/31/2020 to get a list of providers who have not recorded any meals in January.
5. Click **Continue**. The Meals Recorded Filter dialog box opens.

6. Select **No Meals Recorded** and click **Continue**.
7. Click the **First Sort By** drop-down menu and the **And Then By** drop-down menu and select the primary and secondary sorts for this report.
8. Click **Continue**. The report is generated, providing you with a list of providers who have not recorded any meals in KidKare for the month. Follow-up with these providers to see if they are planning to submit a claim for the month.

Review Your Provider List Each Month

Review your provider list near the end of each month and make status changes, as needed.