

KISS Case Review System

Multi-Review - Standard Edition

User's Manual

This manual should be used in conjunction with an actual KISS Case Review database or the KISS Case Review demonstration at www.waltenbaugh.net.

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Overview

The KISS Case Review System (CRS) is a methodology and information system for use by human services agencies and offices to conduct compliance and payment accuracy case reviews. It utilizes a database created in a Microsoft Access format. There are currently three database editions available: KISS Single Review, KISS Multi-Review, and the KISS Management Evaluation Review. This is the User's Manual for the KISS Multi-Review.

With the KISS Single Review version, only a single *type* of review can be conducted for single *program* and *review month* in which the same *eligibility elements* are examined; however, multiple offices can be simultaneously reviewed using the database as long as the same *type* of review is conducted for the same *program* and *review month* that examines the same *eligibility elements*. Once the case review data entry is completed, a new type of review can commence for a different review month examining different *eligibility elements*. The user assigns and edits the *review types*, *programs*, *review months*, and *eligibility elements* (hereafter referred to as review elements).

The KISS Multi-Review version allows multiple *review types* to be simultaneously reviewed in which different review elements can be examined for different *review months*. This is accomplished by the assignment of review elements into four different *element groups*. The user assigns and edits the *review types*, *programs*, *review months*, and *review elements* in the *element groups*.

A copy of each purchased database is provided on a compact disc. Depending on the licenses purchased, the user can place the databases on designated personal computers (PCs) or servers. The databases are not password protected in any way, so the user is free to make modifications and enhancements.

The KISS CRS allows the user to choose up to 20 review elements to be examined during the case review. The user may choose less than 20 elements to be reviewed, but no more than 20 may be selected. The database is programmed to prevent the entry of more than 20 review elements. (The KISS Multi-Review allows four sets of 20 review elements.)

In addition to assigning the review elements, the user also assigns the *types* of reviews (e.g. supervisory reviews, targeted reviews, quality assurance reviews, etc.) that will be conducted (hereafter referred to as review types), *programs* under review (e.g. Food Stamps, Medicaid, etc.), *error cause factors* (hereafter referred to as error causes), *month* and *year* that will be examined (hereafter referred to as review month), and demographic information for the office under review (e.g. *region*, *county*, *district codes*). It is advised that one individual be assigned as the review or database administrator with the sole authority to

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assign or change the review elements, error causes, review month, and office information.

One additional data entry responsibility of the review administrator is the assignment of the *Review ID* number. The Review ID a unique number that identifies and links the review data to a particular review period, office, program, and review type. It is needed for the production of review findings and reports. (The database also automatically assigns a unique *Review Number* to each case review, and that number should not be confused with the *Review ID* that is associated with the entire review period.)

The KISS CRS can be used by a single office conducting internal case reviews or by an oversight agency conducting case reviews in several offices. It requires that reviewers examine case records based on the review elements and make determinations of correctness specific to each review element. When an element is determined to be incorrect, the reviewer identifies a primary error cause for that review element based on the error causes programmed into the database by the review administrator. Additional errors found in the same review element can be explained in the comments section, but that information does not appear in the statistical reports. In addition, the reviewers data enter other case record information into the database (e.g., case names, case numbers, worker IDs, supervisor IDs, benefit amounts, etc.) that is used to produce review findings and reports.

The database produces *error findings sheets* (hereafter referred to as review findings) that are given to the workers to inform them of the errors and to direct them to take appropriate corrective action. The second page of the review findings is reserved for the workers' corrective action responses. It gathers such information as corrective benefit differences as well as overpayment and underpayment amounts. The reviewers use the worker responses to data enter the corrective action information into the database. Afterwards, reports can be generated that calculate case error rate percentages, payment error rate percentages, error cause statistics, etc. The reports can be run for office totals and also run for specific workers, supervisors, and reviewers.

KISS Case Review System - Multi-Review Database

Main Switchboard

The Main Switchboard appears whenever the database is opened. All database functions are accessible from the Main Switchboard.

Note: When available, always use the drop-down lists to select an entry. A misspelled word or a typographical error could skew the results and affect the information in the reports.

Review Maintenance

This button opens a new menu where the review identification information and data can be edited in several of the database tables. Only the review administrator should be accessing the Review Maintenance menu. Prior to commencing a review, the review administrator must access this menu to prepare the database for the review.

Review Elements

Review elements can be assigned to four different element groups (*Element Groups A, B, C, D*) that allow multiple reviews to be conducted simultaneously in which different review elements can be examined. (The KISS Single Review permits simultaneous reviews but only if the same review elements are examined.)

The database permits the assignment of up to 20 review elements in each element group, but 20 elements are not required. If less than 20 elements are assigned, the remaining spaces should be left blank. **(Note: Element Number 0 in each element group must be left blank.)**

The review administrator should ensure that the review elements are correct before commencing a review. The review elements should not be amended or edited during a review period or they may not be identified or counted properly in the automated reports.

The maximum number of characters and spaces that can be used to identify a review element is 30, but 20-25 characters/spaces will allow proper display in the review findings and reports.

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Note: The review administrator must notify all the reviewers of the element group assigned to the review to ensure that the proper data entry and edit screens are used.

Error Causes

There is no limit to the number of error causes that can be identified, but the length of each error cause is restricted to 38 characters and spaces. It is advised that the error causes be kept slightly generic so they can be applicable to a wide range of element error situations (e.g. *information not reported, reported information not acted upon, income not properly adjusted, etc.*). Specifics of the errors can be addressed in the review comments field.

The same error causes will appear in a drop-down list for each review element from which reviewers must select regardless of the element group; therefore, consideration should be given to how long a list of error causes is desirable.

The review administrator should ensure that the error causes are correct before commencing a review. The error causes should not be amended or edited during a review period or they may not be identified or counted properly in the automated reports.

Review Types

This is a list of all the potential types of reviews for which the database will be used (e.g. payment accuracy reviews, supervisory reviews, targeted reviews, etc.). It serves to provide a drop-down selection list when data entering review type information, and it is also used in the generation of reports.

Programs

This is a list of all the potential social programs that could be reviewed using the database (e.g. Food Stamps, Medicaid, etc.). It serves to provide a drop-down selection list when data entering program information, and it is also used in the generation of reports.

County Codes

The codes and names of all the counties in the state must be entered into the database, and they must be entered before the commencement of the review. The county code table provides a drop-down selection list when data entering county information, and it is also used in the generation of reports. (If only a code is used and there is no actual name for a county, enter the code into both fields.)

Once the county codes are assigned and entered into the database, there is no further need for editing it for future reviews unless something changes. (If county assignments are not applicable, these fields can be left blank and the data entry fields ignored when conducting the case reviews.) These are alpha-numeric fields so they will accept both characters and numbers.

Review Identification

Identifying the review involves assigning the Review ID and other identifying information. These entries should not be made by anyone other than the review administrator.

The Review ID is a number field. It identifies the review period, and It is advised that the number 1 be used for the first Review ID period assignment and each subsequent review progress incrementally from there (i.e., 1, 2, 3, etc.). The Review ID must be entered with each case review data entry and when printing review findings and reports, so a simple number is preferred.

Note: The review administrator must notify all the reviewers of the assigned Review ID number so it can be properly entered with each case review.

The review administrator must also use the drop-down lists to enter the review month and year, federal fiscal year, program, review type, and county code to ensure that they are entered properly. If region and district codes are not applicable, those fields can be left blank or completed using zeros. (The region and district fields do not use drop-down selection lists, so the information must be entered directly.)

Field	Field Type	Explanation
Review ID	Numeric	Unique number assigned to the review period by the review administrator.
Element Group	Text	Review element group designator.
Program	Text	Program under review.
Review Type	Text	Type of review being conducted.
Review Month	Text	Month of review.
Review Year	Text	Year of review.
Federal Fiscal Year	Text	Federal fiscal year of the review month.
Region Code	Text	Regional code designator. (0 or Blank if not applicable.)
County Code	Text	County code designator.
District Code	Text	District code designator. (0 or Blank if not applicable.)

Enter Case Review

This command opens a menu that allows the reviewer to choose the case review entry screen based on the element group assigned to the review. (It is the ability to choose different element group entry forms that permits simultaneous reviews to be conducted in which different elements are reviewed.)

The data entry for the case review is made on the entry screen chosen. It only allows entry of new case reviews. (If it becomes necessary to edit or change case review information, use the Edit Case Review screen.) The data entry should occur while the case record is being examined. The case record demographic information must be entered at the top of the screen for each record. In addition, the Review ID **must** be entered for each case record review—*this is very important*. The database will automatically assign a *Review Number* that will appear in the top right hand corner of the screen. (The review number is needed to print the Review Findings and for entering the Corrective Action.)

Note: Do not confuse the Review ID and the Review Number. The Review ID is a unique number assigned to the entire review period. The Review Number is a unique number assigned to each case record review.

Each review element assigned to that review period must be selected using the drop-down selection list. If a review element is assigned, it will appear in the drop-down selection box. If no review element appears, one was not assigned to that element number. Each review element assigned to that review **must** be selected from the drop-down list for each case reviewed even if it is an element that is not applicable to particular case.

Note: If at the end of the review, the reports indicate more error cases than cases that were reviewed, it is usually an indication that not all the review elements were selected in at least one case review.

A review result must be entered for each assigned review element. The possible results are: *Correct*, *Incorrect*, *Not Applicable*, and *Not Reviewed*. An “incorrect” determination constitutes a reportable error for the CRS.

A ‘not applicable’ determination could be used when the review element does not apply to a specific case due a regulation that excludes the case, and the ‘not reviewed’ determination could be used when only a selected group of elements in the overall list of elements is to be reviewed because the review administrator has chosen not to delete the non-reviewable elements from the database. The review administrator will have to decide how each of these outcomes should be viewed and addressed, and that information should be shared with the reviewers to ensure consistency and uniformity.

When the review result is ‘incorrect’, an error cause must be selected from the drop-down list. Only one error cause can be selected per review element. If

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more than one element error is detected, the primary error cause should be selected, and the remaining causes can be addressed in the comments section. Information in the comments section does not appear in the statistical reports, but it does appear on the review findings. Comments are restricted to approximately 215 words (1294 characters and spaces).

If there is at least one review element with an 'incorrect' review result, a 'Yes' response must be selected in the *Error Case* field at the top.

The comments section can also be used to communicate to the worker information that is outside the scope of the case review. If there is no 'incorrect' determination of any review elements but there is information the reviewer wishes to convey to the worker, a 'Yes' response is selected in the *Information Only* field at the top.

Field	Field Type	Explanation
Review Number	Numeric	Unique number assigned to each review automatically by the database.
Review ID	Numeric	Unique number assigned to the review period by the review administrator.
Date	Date	Date of the case record examination
Category	Text	Category designator of the program under review.
Review	Text	Name or code designator of the person conducting the review.
Record	Numeric	Record number of the case under review.
Worker	Text	Name or code designator of the worker to whom the record is assigned.
Supervisor	Text	Name or code designator of the supervisor of the worker to whom the record is assigned.
Last Name	Text	Last name of the recipient under review (i.e. case name).
First Name	Text	First name of the recipient under review (i.e. case name).
Benefit	Currency	Benefit amount of the review month.
Error Case	Yes/No	Does a review of this record result in an error?
Information Only	Yes/No	When there is no resulting error, is there information to be conveyed to the worker?
Review Elements	Text	Drop-down lists must be used to select and identify all the elements assigned for review.
Review Results	Text	Drop-down lists must be used to select a result for each element assigned for review.
Error Causes	Text	Drop-down lists must be used to select an error causes for each element with an "incorrect" result.
Comments	Memo	Additional information about review errors or "information only" when no errors are charged. Use no more than 215 words or the comments will not be printed in their entirety on the review findings.
Review Findings	Selection Buttons	Multiple or individual review findings can be printed by selecting the appropriate buttons. The review ID must be entered when making each

		selection.
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Review Findings

While data entering case review information using the Enter Case Review screen (or editing case review information using the Edit Case Review screen), review findings forms can be generated for one review, all reviews, all error reviews, or all information-only reviews. The buttons for generating the forms are in the lower left-hand corner of the screens. To generate a single review finding, it is necessary to know the review number of the case.

The reviewer prints a review findings form when there is an error case, and the form is given to the worker for a corrective action response. A 10-day response time is automatically assigned by the database and printed on the form. (The response time is 10 days from the *printing* of the form.) Page two is a turn-around document the worker uses to report the resultant corrective action.

Edit Case Review

This screen is basically the same as the Enter Case Review screen; however, it allows the reviewer to choose the case review edit screen based on the element group assigned to the review. The chosen edit screen contains a *Find Review* search function, and it allows easy scrolling through all the previously entered case reviews in order to make modifications and changes to the data. Review findings can also be printed from the case review edit screen.

Enter Corrective Action

When page two of the review findings form is returned by the worker, the resultant corrective action is data entered on this screen. It only allows entry of new corrective action responses. (If it becomes necessary to edit or change corrective action information, use the Edit Corrective Action screen.)

Select 'completed' when page two of the review findings form is returned and the issues have been addressed or resolved.

The benefit difference amount refers to the difference in the regular benefit issuance in the review month and what it changed to as a result of the review. No distinction is made between a benefit increase as opposed to a benefit decrease. The amount is entered as a positive number either way. If there is no resultant change in the regular benefit, enter \$0.

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Select Yes/No to identify overpayments and underpayments, and enter the corresponding amounts, if applicable.

If one or more element errors were charged by mistake, they can be removed from inclusion in the reports by checking the appropriate box or boxes next to the element numbers. If withdrawing one or more errors makes a case entirely correct, the 'Correct Case' box should be checked in addition to the appropriate element number boxes.

Edit Corrective Action

This screen is basically the same as the Enter Corrective Action screen; however, it contains a *Find Review* search function, and it allows easy scrolling through all the previously entered cases in order to make modifications and changes to the data.

Audit

This screen allows easy scrolling through all the cases reviewed in a selected Review ID period in order to visually scan for completeness. If all required elements are not selected or the proper results are not identified, the reports will not provide valid information. This screen allows for a quick check of all the cases entered in a single Review ID period.

No edits can be made from this screen if mistakes are detected. There is an Edit Case Review button on the screen that will open the Edit Case Review screen so changes and corrections can be made.

Reports

An assortment of reports can be generated from this screen. *Preliminary* reports represent error information obtained from the case reviews prior to the collection and data entry of the resultant corrective action. *Final* reports represent the final error information after the collection and data entry of the resultant corrective action. In some circumstances, the corrective action can affect the final error results and statistics if error elements and error cases are withdrawn. If there is no information to report (e.g. no causal errors or no error cases) the reports will be blank except that the calculated fields will display *#Error*.

Error Reports

These reports can be generated as Preliminary Reports and Final Reports, and they provide all the error statistics for the review. The data entry of the corrective action can impact the statistics, so the Final Report should not be run until all corrective action data entry has been completed for all the error cases.

These reports can be generated for the entire office, or they can be generated for selected supervisors and workers.

Note: If the number of error cases in this report exceeds the number of cases reviewed, it is usually an indication that a reviewer neglected to select all the available error elements in at least one case review. The Audit screen should be used to locate the incomplete case(s), and the Edit Case Review screen should be used to complete the review(s).

Causal Reports

These reports provide a breakdown by review element of the error causes. They also identify the workers associated with the error causes. These reports can be generated as Preliminary Reports and Final Reports.

Corrective Action Detail

This report provides a summary of all the corrective action that resulted in each error case. It should not be run until all corrective action data entry has been completed for all error cases.

Corrective Action Status

This report provides a listing of all the error cases and the status of the corrective action. It can be used as tracking document for collecting worker responses. The report can list all error cases consecutively, or it can be sorted by supervisor, worker, or reviewer.

Review Summary Report

This report provides a summary of all cases reviewed in the Review ID period. It can be run for the entire office or selected supervisor, worker, or reviewer.

Export Data Tables

There are three main data tables in the CSR database that contain the collective review data: *tbl_Case_Review* table (containing the data from the case review entries), *tbl_Corr_Action* table (containing data from the corrective action entries), and *tbl_Define_Rev* table (containing data from the review identification entries).

Copies of these tables can be exported to designated file folders outside of the database where they can be imported into different Access databases for further error analysis. The command buttons for performing these operations are contained on this screen.

During the operations, the user must identify the format to be used in exporting the tables, and the user must identify the PC folder or folders into which the tables are to be exported. (HTML or Text Files are the preferred formats to use when intending to re-import the tables into other Access databases.)

This feature should be utilized often to back up the data file in the event the data becomes corrupted in the database.