Walk With Me Through ATS

A demonstration of the Attendance Tracking System
Provider Access

- Providers log in with a username and password
- They are provided with access to:
  - All children affiliated with provider
  - Attendance records/transactions
  - Authorization dates and schedules
  - Household members
  - Reports and Correspondence
Log in to ATS

Providers can log in through the OEC website in the provider section under Attendance Tracking System (ATS) Information and Resources. They can also enter the web address into the browser (chrome or safari are recommended) directly.
Provider Menu

The menu link on the top left will open up the full menu for providers.
The provider can check a child in/out through the Attendance Page, for same day check in/out.
Providers can create previous day check in’s through the child’s schedule page. First they must navigate to the Children page.
Provider Check In - Daily Schedule Page

Selecting a child on the Children page takes Providers to the child’s daily schedule page.

<table>
<thead>
<tr>
<th>Kid Name</th>
<th>Check-In</th>
<th>Check-Out</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456789</td>
<td>3:30 PM</td>
<td>5:32 PM</td>
<td></td>
</tr>
<tr>
<td>10.2018</td>
<td>Provider Name</td>
<td>Parent Name</td>
<td></td>
</tr>
<tr>
<td>3:30 PM</td>
<td>Provider Name</td>
<td>Parent Name</td>
<td></td>
</tr>
<tr>
<td>5:00 PM</td>
<td>11:50 PM</td>
<td>System</td>
<td></td>
</tr>
<tr>
<td>8:15 AM</td>
<td>Parent Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCCAP Case 123456789</td>
<td>Authorized: M-PT, Tu-PT, W-PT, Th-FT, F-FT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/18/2015 - 6/30/2019</td>
<td>Parent Fee: $138.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The provider must go to the Monthly calendar view to enter a previous day transaction.
Provider Schedule View

- When a provider selects “Schedule” from the menu, it directs them to the schedule page for all children.
Parent View

- Parents can log in on the pin page, after the provider switches to Kiosk Mode.
Parent Check In-Home

Parent’s can check their children in same day through their home page

The menu will navigate them back to the parent children/home page
Parent Check In/Out

- Parent's click on the child name/icon to check them in/out
Parent Confirmation

- Parent clicks on confirmations icon, or on the schedule link to navigate to the child’s schedule.

Clicking on the transaction time opens the confirmation page.
Parent View

- Parents can also change the calendar to Monthly view.

- No action can be taken from this view.
The Household Page shows household members and their information.

<table>
<thead>
<tr>
<th>Kid Name</th>
<th>Parent Name</th>
<th>Sibling Name</th>
<th>Sibling Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARRIAGA Household</td>
<td>Primary Parent Name</td>
<td><a href="mailto:laura.arriaga88@gmail.com">laura.arriaga88@gmail.com</a></td>
<td>Pin Status: Active</td>
</tr>
<tr>
<td></td>
<td>Sibling Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sibling Name</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Providers view this same page when they click “Household” on a child’s page.
The parent can view and create Delegates to check their child in/out.

Parents trigger the welcome email after creating the delegate.
The Alerts page identifies transactions that need parent confirmation, or when a transaction is missing for the previous 9 day period.

Clicking the calendar icon redirects the user to the schedule/calendar page.
Providers can request three types of reports.

- RE750 - Authorization Reports
  - Information on child care authorized for CCCAP children

- RE751 - Payment Report
  - Information on payments made for CCCAP care

- RE752 - Parent Fee Report
  - Information on parent fees owed to the provider by CCCAP families

### Reports Requested

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Date Requested</th>
<th>Report Title</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>001005</td>
<td>2018-10-05</td>
<td>RE751 - Payments Report</td>
<td></td>
<td>Complete</td>
</tr>
</tbody>
</table>

State CCCAP 10.2018
<table>
<thead>
<tr>
<th>County</th>
<th>Select...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorization Month/Year*</td>
<td>Select... 2018</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
</tbody>
</table>

**Report #:** RE750  
**Report Name:** Authorizations Report  
**Date Delivered:** 10/01/2018  
**Report Parameters:**  
**Month:** OCTOBER  
**Year:** 2018  
**Provider Id:** ID 111111  
**Provider Name:** Provider  
**Description:**

<table>
<thead>
<tr>
<th>County</th>
<th>Case Id</th>
<th>Adult Caretaker Name</th>
<th>Child State Id</th>
<th>Child Last Name</th>
<th>Child First Name</th>
<th>Child Date of Birth</th>
<th>Child Care Level</th>
<th>Authorization ID</th>
<th>Authorization Status</th>
<th>Begin Date</th>
</tr>
</thead>
</table>

State CCCAP 10/2018
Payment Report

Report #: RE751
Report Name: Payments Report
Date Delivered: 10/05/2018

Report Parameters
Case Id:
Care Start Date: 2018-09-03
Care End Date: 2018-10-03
Provider Id: ID 111111
Provider Name: Provider
Parent Fee Report

Report #: RE752
Report Name: Parent Fee Report
Date Delivered: 09/24/2018

Report Parameters
Case Id:
Month Start:
Year Start:
Month End:
Provider Name:

ID 111111
Provider

Description:
Important Information

O Back-dated auths or reopened cases in CHATS do not update in ATS, so transactions created prior to the update/change must be manually corrected to show authorized.

O Reports and Correspondence come over from CHATS and must be “available” for the provider to pull/request.

O Direct providers and parents to ATS helpdesk with case numbers, provider ID’s, dates, email addresses and specifics to decrease county workload.

O QE providers are manually entered. State needs the fiscal agreement ID number and case numbers authorized for that provider so we can attach them to the provider after we enter the provider information. State also needs the provider ID number, name, phone number and email address.

O Advise providers and parents to only send 1 email per issue/request. Duplicates cause a delay in response time for all emails.
Current Known Issues

- Alerts Page- Not all alerts are showing for providers since CHATS rollout.
- Private Pay and/or not-authorized transactions showing on authorized days
- Private Pay records (case, auth, CI, etc.) are being created though there is a cccap authorized record.
- Duplicate schedule records appearing, some authorized, some not-authorized
- Duplicate records sometimes result in parents having to choose a case number when checking child in, though case number is the same on all options.
- Schedule dates are showing as authorized after auth end. These are schedule days that are beyond the auth end date that are in chats.
- 12:00 AM Check in’s not occurring for all overnight children
- 11:59 PM check out occurring though there was a valid check out created same day. This is no longer being reported and may be resolved from the most recent fix for another issue.
- Authorization Correspondence does not contain Authorization Number
- Reopened cases in CHATS are staying in REO status in ATS and not updating to OPN
- Reopened status cases and Closed cases do not show schedule page for parents or providers.
- Not all authorizations, cases, case individuals, fiscals are coming over to ATS from CHATS
- Authorization dates on child page is not updating with current authorization
- Transactions for children on multiple cases within the same provider are attaching to the incorrect case.
- Payment reports come in excel in a specified format which is not filterable at this time
- Payment report does not contain total payment amount
Solutions

- Provider reports seeing Orange or Gray circles instead of, or on same date as, the Green circles.
  - Have provider contact ATS Helpdesk with case number, child name and dates for which this is occurring for manual correction.
  - Advise provider **NOT** to void and recreate transaction, as that causes more issues and is more difficult/time consuming to correct.

- Duplicates, private pay or not authorized schedule days showing as authorized after auth date ends are being manually corrected daily as we are notified of them or discover them via reports.

- Developers are aware of the issues and are working on fixes to be deployed soon.

- **We THANK YOU for your patience and understanding.**
ATS RESOURCES

- OEC Website for Provider and Parent Handouts and Quick Reference Guides, training videos and updates.
  

- ATS Helpdesk Email
  CDHS_ATS_Helpdesk@state.co.us

- ATS Helpdesk Line
  1-844-447-4441, option 3