### SRS - KHPA

# **Sharing Information**

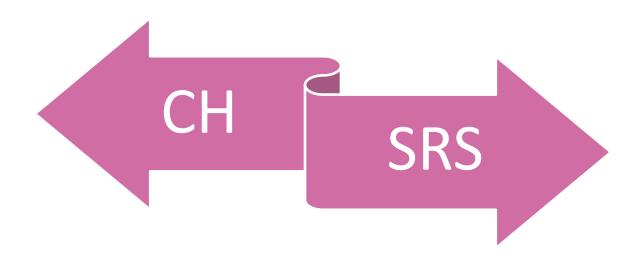
This session provides instructions on how, and what type of information is shared between the SRS Regional office and the HealthWave Clearinghouse.

#### Goals:

- Explain the change in policy
- ❖ Define the changes the Clearinghouse must share with SRS
- ❖ Define the changes SRS must share with the Clearinghouse
- ❖ Describe the action taken when a SRS consumer shares information with the Clearinghouse

## Reporting Changes

When a consumer is receiving benefits from both the Clearinghouse and their local SRS office, they are required to report changes to both agencies.



If the consumer has recently provided verification to one of their case workers, and specifically asks the worker to send this information to the other agency, this assistance will be provided.

The Clearinghouse requests income verification when processing a new application.

The applicant reports that she just applied for food stamps and provided this information to her food stamps worker. She asks us if we can get it from her other worker.

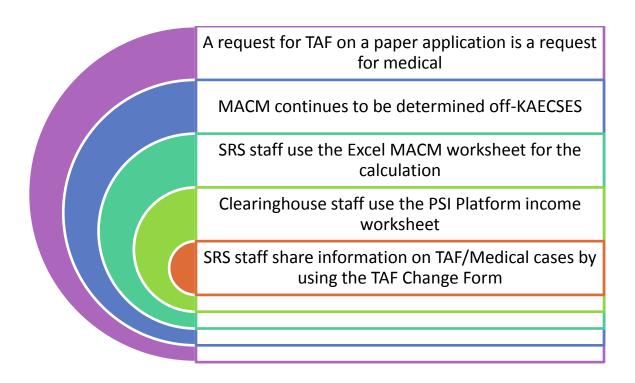
#### **Medical Changes**

Information will continue to be shared between agencies when it is related to medical programs. These will include family medical programs, SOBRA, HCBS, and Foster Care. Notifications from SRS will be received via e-mail to <a href="https://doi.org/10.2016/ncbs.com/">https://doi.org/10.2016/ncbs.com

#### **Notification of CSE Cooperation – Noncooperation**

The CSE staff will no longer share information with the Clearinghouse regarding a change in the cooperation status. The PSI Platform will import the alerts that are automatically set on the KAECSES system for this purpose.

If Clearinghouse staff are taking action on a CSE change, it is not necessary to share this information with the SRS staff, as they would have also received the same notification on their case.



#### **Process Overview**

Applications for Family Medical programs continue to be processed where they are received

Applications processed by SRS are transferred to the Clearinghouse following approval

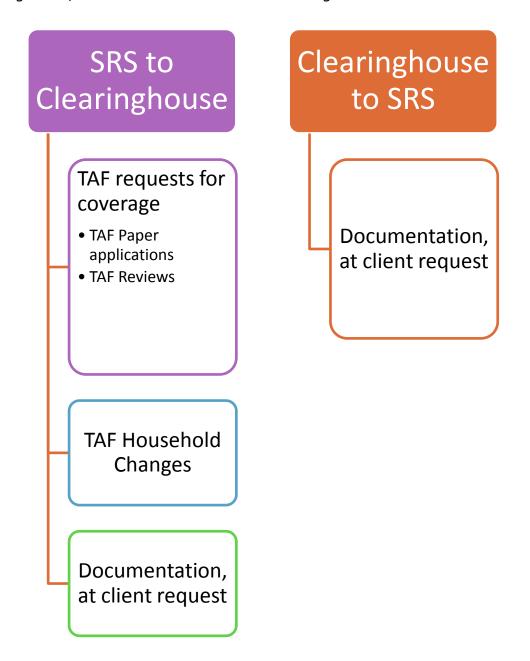
Once the application is transferred to the Clearinghouse, the consumer is responsible to report changes on their family medical case to the Clearinghouse

If a consumer contacts **SRS** to report a change, they will be told to contact the Clearinghouse to share this information with their medical worker

If a consumer contacts the **Clearinghouse** to report a change, they will be told to contact SRS to share this information with their SRS worker

### **Sharing Information**

The following chart outlines what information SRS will be sharing with the Clearinghouse, and what information the Clearinghouse must share with SRS.



#### **TAF Change Form**

The TAF Change Form is found in the KEESM Appendix, as item W-11. This is the form SRS staff will use to share information with the Clearinghouse as outlined above.

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