

## Continued...

- Some NCPs and employers have historically made electronic payments using casdu.com and/or the IVR. These are referred to as “ACH Pull” payments. These NCPs and employers need to re-register to make “ACH pull” payments – authorizing ACS to pull the money from their accounts. Many NCPs made a single or one-time payment via casdu.com or the IVR, and probably won’t register until they need to make a payment again. Some NCPs had set up recurring ACH Pull payments. These NCPs must re-register – their recurring payments will not continue under ACS until they re-register. DCSS and ACS have engaged in an outreach “blitz” – post cards, letters, email and outbound-dialing campaigns have been underway to ensure as many employers and NCPs who need to re-register do so before February 6<sup>th</sup>.
- **Reminder:** All states and LCSAs who utilize ACH, as well as many employers “push” their ACH payments to the SDU. They do not need to take any action related to the transition to ACS.

Thank you to those LCSAs who are in the position to be able to send staff to assist on site at the SDU for the first two weeks of production. And thank you to those LCSAs who are helping out with existing SDU suspense. The goal is to keep the payments flowing as quickly and as accurately as possible through this transition.

Training & KidStar: By now you’re probably close to done with training your staff on KidStar. If you have any problems accessing the KidStar application – either the production or training environment – please contact the Help Desk. The Help Desk will be managing authorized users for KidStar. If a user gets locked out or forgets their password, they can call the Help Desk directly and request a reset. To add or delete users, or change the level of access a user has for KidStar, you or your LCSA designated system administrator are authorized to make those requests. Users cannot make these requests.

Key Date/Time: I’m emphasizing the key dates and times with my CFWs and hope you’ll do the same. 11:00am on Friday, February 3<sup>rd</sup> is an **absolute hard cut-off** deadline for Disbursement Deletes, Stops and Voids. The DE is going down at 11:00am. It will be back up in read-only mode at 11:15 for the rest of the day. On Monday, February 6<sup>th</sup>, all disbursement work will need to happen in KidStar.

SDU Mail: Keith Pepper and I went through several boxes of SDU mail. Boy do they get a lot of junk! I have to give them credit for not sending us some of the stuff they get. We went through the mail with an eye toward the categories that need to be set up for electronic delivery of the mail. We also started discussing best practices for the LCSAs to consider for handling the electronic mail. There are also some agreements we’ll all need to make in terms of electronic mail that is received by one LCSA but belongs to another.

A change is going to be made to the Participant Match File (PMF) July 1st, that will make electronic mail delivery much easier for all concerned parties. Until that change goes in, the SDU will continue to send the physical mail to the LCSAs as they do now.

Keith will be soliciting volunteers for a small workgroup, to talk through and document the recommended Best Practices, as well as the statewide practices all LCSAs will need to adopt in order to make the electronic mail solution work as effectively as possible for all of us.

Financial Forum: On January 26th, the Financial Forum call/webcast will provide a walk-through of “As Is” and “To be” for many of the financial processes in KidStar. On February 2nd, the Financial Forum call/webcast will provide a walk-through of changes to the IVR and casdu.com. I highly encourage all LCSAs to have at least one representative on these calls/webcasts. Please try as much as possible to have your participants participate from a single location. We want to make sure everyone who needs to participate can get onto the call/webcast.

Expectations: Expect suspense to increase and maybe an increased level of misapplied payments, starting February 6<sup>th</sup>. It definitely won't be as bad as it was when Bank of America started processing payments. A lot of bugs in both SDU and CSE processes were worked out under the Bank of America contract and will carry through when ACS starts SDU operations. ACS has been training and re-training staff. We'll have SMEs on-site to assist at least the first two weeks of operations. Please expect some hiccups. If you see any trends or any concerns about things that don't appear to be “normal” let me know directly and immediately – and call it into the Help Desk, too. DCSS will be monitoring collections and disbursements very closely. Sometimes it takes that caseworker eye to recognize a trend or issue that may not be obvious from looking at reports. Report early and report often.

Thank you again for all of your support!