CARES Demonstration

Melanie Jannicelli

Attorney Reimbursement and Human Resources Manager

PREPARING YOUR CASES FOR BILLING

Billing with cares

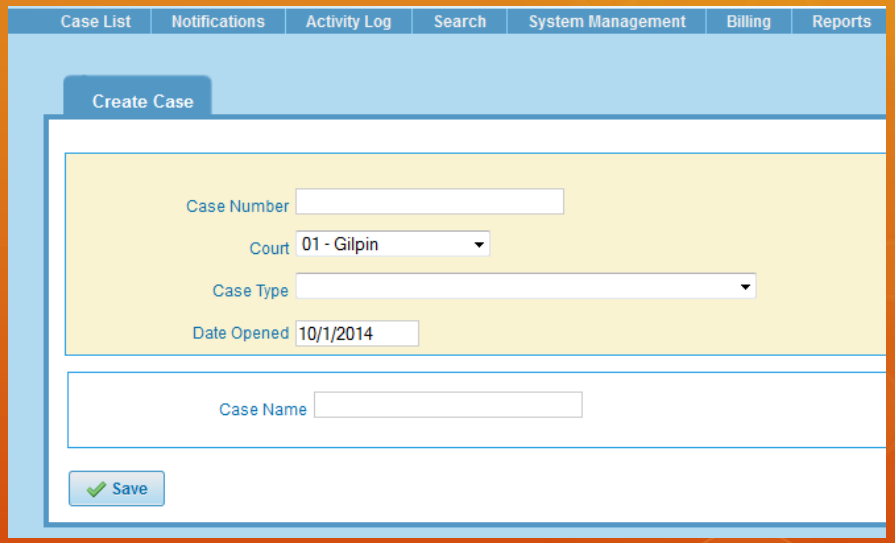
- As an OCR contractor, you will be required to use the CARES billing system.
- Once you have returned necessary payment paperwork provided with your new attorney email to the OCR, we will assign you a username and password in CARES.
- The URL is www.ocrcares.org

Procedure for new appointments

- All new appointments must be entered into CARES within 48 hours of notification of the appointment.
- For DR/PAT and Probate cases, you must review the order of appointment and indigence findings to determine if the parties qualify for state pay. Only state paid cases can be entered into CARES.
  - Pre-Decree: OCR will only pay if both parties are found indigent. We will not pay 50% on pre-decree matters.
  - Post-Decree: OCR will pay if one or both parties is found indigent. We can also pay other percentages such as 33% if so ordered by the Judge.
  - APR, PAT and Probate: In matters of parental responsibilities for DR cases, as well as in probate and paternity cases, OCR will pay if one or both parties is indigent.

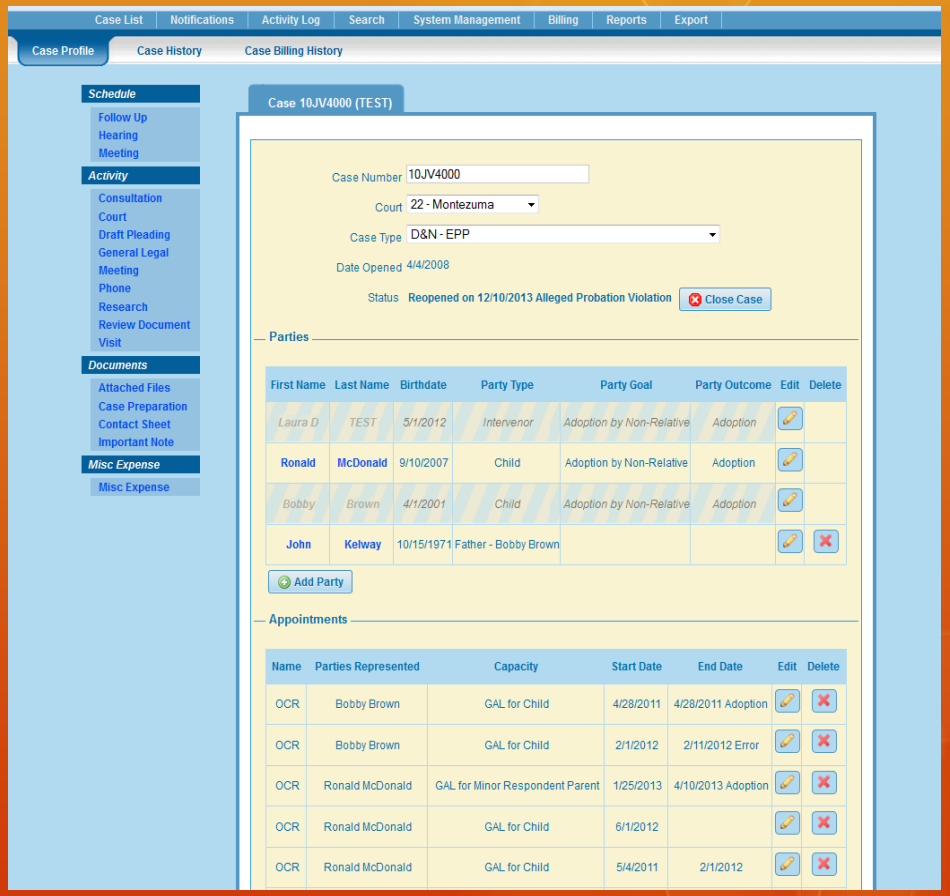
Next steps

- You must enter your case into the CARES system before doing anything else.
- You will receive an automatic presumptive billing maximum based on case type.
- If the case is DR/PAT or probate, fax or email your signed order to OCR's Billing Manager.
- OCR will review the order and will enter a billing allocation into CARES.
- At this point you are ready to enter activity into CARES for payment



Entering activity

- Users enter all case activity via a case profile screen.
- Billing is automatically pulled by OCR on a weekly basis.
- All billing must be entered within 30 days of the date of activity to receive payment.



Excess fees

- All cases have a presumptive maximum applied to the case at the onset of your appointment.
- Office Billing Details Screen
  - When you have reached 80% billed of your maximum limit, your case will turn yellow. When you have billed over your maximum, the case will turn red.
    - When the case is red, you will no longer be paid until you request and receive excess fees.
- You must request excess fees prior to doing the work through the online form located at: https://fs30.formsite.com/COCR/EFRequest/index.html
- Upon approving fees, OCR will enter a new allocation in the form of a date or dollar amount into CARES.

Snapshot: Case Billing History

Total Amount Billed	Total Amount Submitted
$2,385.33	$2,305.83
$2,385.33	***$2,305.83***

	Amount	End Date	Previous Dollars
		2/2/2015	

Office Billing Details

Office OCR

Status All

Case Number	Case Type	Allocation	Total Amount Billed	Total Amount Submitted	End Date	Previous Dollars	Note	Percentage of Billing Rate	Non-Billable	
06JV700	D&N - Non EPP		$184.18	$0.00				100%		
10JV4000	D&N - EPP	$180.00	$419.09	$150.10				100%		
12JD2222	Delinquency	$1,500.00	$116.00	$0.00				100%		
12JV004	Truancy	$500.00	$0.00	$0.00				100%		
12JV035	Truancy	$500.00	$0.00	$0.00				100%		
12JV45678	D&N - Non EPP	$4,000.00	$240.46	$0.00				100%		
14CA1020	Appeal	$2,500.00	$0.00	$0.00				100%		
14JD5555	Delinquency	$2,000.00	$0.00	$0.00				100%		
14JV111111	D&N - EPP	$4,000.00	$363.64	$225.00				50%		
14jv12345	D&N - EPP	$5,000.00	$0.00	$0.00				100%		

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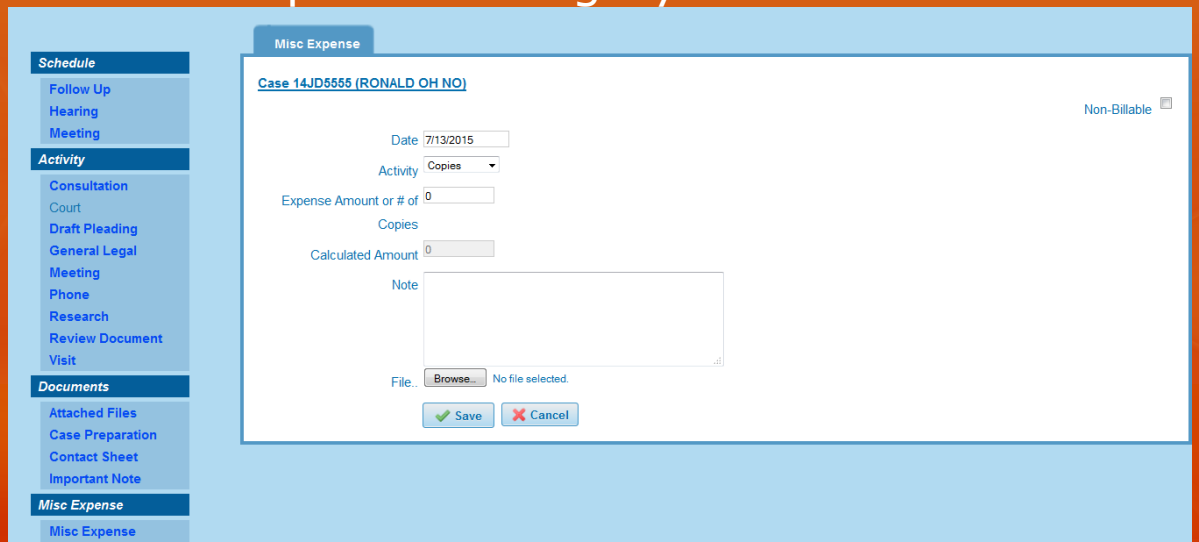
Additional costs

- The OCR pays our contractors for:
  - CBI's
  - copies
  - discovery
  - filing fees
  - postage
- All of these items are billable through the CARES system in the miscellaneous expenses category.



Expense reimbursement form

- Use this form for…
  - Approved travel
  - Approved extraordinary expenses
    - Meals, hotels, etc
- Mail/Email/Fax form to OCR for payment.
- Include all applicable receipts with the form.
- Payments from these forms will be sent via regular checks, not direct deposits.
- The form can be found on the OCR website at: http://www.coloradochildrep.org/wp-content/uploads/2013/09/OCR-Contractor-PreApproved-Travel-Expense-Billing-Form1.pdf

Requesting Travel

- Attorneys must receive OCR approval before traveling per the guidelines listed in the OCR's billing policies and procedures on page twelve.
- The attorney's failure to seek and obtain required OCR approval will result in the OCR refusing to reimburse the attorney for travel time and associated expenses unless the OCR determines that the Attorney's failure to seek pre-approval was due to extenuating circumstances and allows an exception.
- Authorization for travel/meals/hotels must be sought by submitting the OCR online travel request form located at: https://fs30.formsite.com/COCR/Travel/index.html

Check CARES for Billing Information!

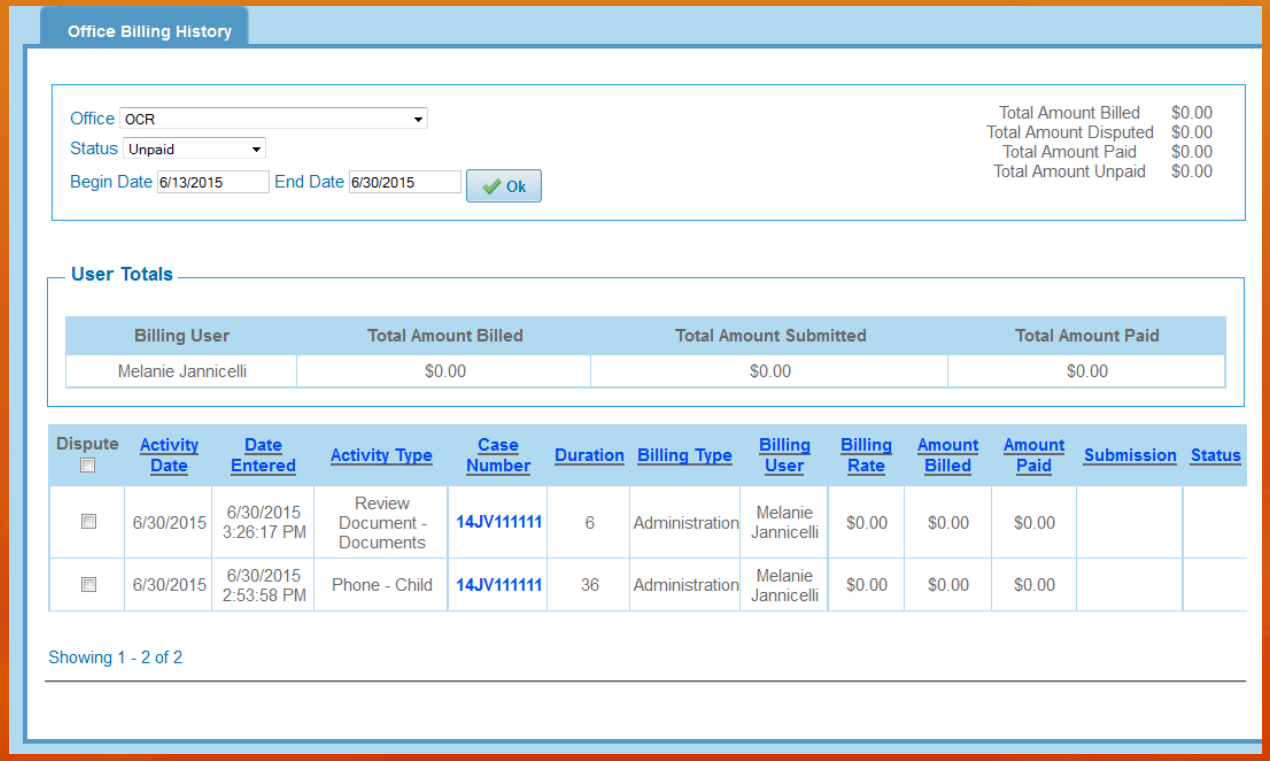
- It is important to regularly check the Office Billing Details screen in CARES to make sure you are up to date on billings and orders.
- If your case is **yellow**, you are close to reaching the fee limit and need to request excess fees if necessary.
- If your case is **red**, either you have exceeded your excess fee limit, you have not submitted your order, or you entered your case after submitting your order and did not notify Melanie.
  - In all three of these scenarios, you are NOT being paid!

If you have items that are not being paid….

- Look at the Case Billing History Screen:
  - Check the end date or dollar amount – have you exceeded the dollar amount or date? If the answer is yes, you need excess fees and we will not pay you any more on the case until you request and are granted those fees.
  - Check the activities that are in question:
    - Did you enter them within the 30 day billing rule? If not, then that could be a reason you are not getting paid.
    - Did you enter a duration? Some people enter 0. If you enter 0 you will not be paid because you are asking to be paid 0 dollars.
    - Are the activities in question disputed? If so, you need to address that with me before they can be paid.
- IF you have checked both of these screens and are still unsure….
- Check of Office Billing Details Screen:
  - Is your case yellow or red??
    - If the case is red, you are over your excess fee limit and must request fees.
    - If the case is yellow, it could be so close to red that we cannot pay the remaining items until you request fees.
- IF you have checked all of the above screens and you believe the following is true:
  - You are not over your fees
  - You entered your time within the 30 days
  - The items are not disputed…..
- Promptly email Melanie and she will look into the issue for you.

Office Billing History Screen

- This screen allows you to sort by payment status, and date range to see what items have and have not been paid.



Office Billing History

Office OCR
Status Unpaid
Begin Date 6/13/2015 End Date 6/30/2015 Ok

Total Amount Billed	$0.00
Total Amount Disputed	$0.00
Total Amount Paid	$0.00
Total Amount Unpaid	$0.00

User Totals

Billing User	Total Amount Billed	Total Amount Submitted	Total Amount Paid
Melanie Jannicelli	$0.00	$0.00	$0.00

Dispute	Activity Date	Date Entered	Activity Type	Case Number	Duration	Billing Type	Billing User	Billing Rate	Amount Billed	Amount Paid	Submission	Status
	6/30/2015	6/30/2015 3:26:17 PM	Review Document - Documents	14JV111111	6	Administration	Melanie Jannicelli	$0.00	$0.00	$0.00		
	6/30/2015	6/30/2015 2:53:58 PM	Phone - Child	14JV111111	36	Administration	Melanie Jannicelli	$0.00	$0.00	$0.00		

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Important billing notes

- *DR/PAT and Probate cases:* OCR does not pay nunc pro tunc orders. If orders are received late and work has already been completed that is outside the 30 day billing cycle, the attorney will not be paid on these activities.
  - You will not paid on any activity entered into the system with dates of service before the date OCR receives your order with indigence findings.
  - Always enter all of your time into CARES; if you cut your time manually (i.e. on a 50% paid case), the system will cut your time again. OCR will not reimburse you for the time lost.

Closing your Cases in CARES

There are three steps you MUST follow in order to properly close out a case in the CARES system

1. Close the case using the “close case” button at the top of the case profile screen. Make sure to use the date the case closed with the court, not the date you actually made the entry in CARES.
2. End your appointment(s) to the case using the “edit/pencil” button under the appointments section of the case profile screen. Be sure to include an end date and reason.
3. Delete your assignment from the assignments section of the case profile screen using the red “x” button.

If you do not do all three of these steps, the case will remain on your office billing details screen and will be included in all case count reports ran on your office.

Questions and Concerns

Please direct all questions and concerns regarding CARES to Melanie Jannicelli at melaniejannicelli@coloradochildrep.org or

303-860-1517 x 100.

REPORTS IN THE CARES SYSTEM

A snapshot of OCR’s newest user reports

Report #1:
Child Present at Hearing

This report allows users to pull data by office as a whole or by individual user on specific hearing types to show whether or not the kids were present at the hearings.

Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Child Present at Hearing Report

Start Date: 12/11/2014

End Date: 6/11/2015

Age Range (years): 0 to 21

Office: SELECT

Court: SELECT

Hearing Type: SELECT

User: SELECT

Offices: All

Courts: All

Types: All

Users: All

Go

Version: 5/28/2015 : 3:53 PM OCR Colorado CARES: Production

Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Child Present at Hearing Report

Start Date: 12/11/2014

End Date: 6/11/2015

Age Range (years): 0 to 21

Office: SAVE

Court: SELECT

Hearing Type: SAVE

User: SELECT

All	☐	Adjudication/Disposition	☐	Adoption Hearing	☐
Allocation of Parental Rights Hearing	☐	Benchmark Hearing	☐	Child interviewed by court	☐
Contested Placement Hearing	☐	Contested Treatment Plan Hearing	☐	Disposition Hearing	☐
Motions Hearing	☐	Permanency Planning Hearing	☐	Post-termination Hearing	☐
Relinquishment	☐	Review Hearing	☐		

Offices: All

Courts: All

Types: All

Users: All

Go

Version: 5/28/2015 : 3:53 PM OCR Colorado CARES: Production

Child Present at Hearing Report

Start Date: 12/11/2014

End Date: 6/11/2015

Age Range (years): 0 to 21

Office: SELECT Court: SELECT Hearing Type: SELECT User: SELECT

Offices: El Paso County GAL Office

Courts: '04 - El Paso'

Types: Permanency Planning Hearing

Users: All

Go Export to Excel

Case	Type	Office	User	Child	Court	Hearing Date	Present	DOB	Age
[redacted]	Permanency Planning Hearing	[redacted]	[redacted]	[redacted]	[redacted]	1/20/2015 12:00:00 AM	0	[redacted]	20
[redacted]	Permanency Planning Hearing	[redacted]	[redacted]	[redacted]	[redacted]	2/24/2015 12:00:00 AM	0	[redacted]	13
[redacted]	Permanency Planning Hearing	[redacted]	[redacted]	[redacted]	[redacted]	2/23/2015 12:00:00 AM	0	[redacted]	15
[redacted]	Permanency Planning Hearing	[redacted]	[redacted]	[redacted]	[redacted]	1/14/2015 12:00:00 AM	1	[redacted]	18
[redacted]	Permanency Planning Hearing	[redacted]	[redacted]	[redacted]	[redacted]	12/11/2014 12:00:00 AM	0	[redacted]	11
[redacted]	Permanency	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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Report #2:
Inactive Cases

This report allows users to pull data by office or individual user to see which cases have not had any activity in a specified time frame. The user can select the time frame in months.

This report is helpful to help make sure users close all of their closed cases in CARES.

Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Inactive Cases

Previous Months 6

Select Office All

Go | Export To Excel

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Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Inactive Cases

Previous Months 6

Select Office El Paso County GAL

Select Individual All

Go | Export To Excel

Case #	Most Recent Activity	Days	Name	Office Name	Court
[redacted]	12/09/2014	184	[redacted]	El Paso County GAL Office	04 - El Paso
	07/02/2014	344		El Paso County GAL Office	04 - El Paso
	11/06/2014	217		El Paso County GAL Office	04 - El Paso

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Report #3:
Hour Billed Per Day

This report allows users to pull data by office or individual user to see how many hours have been billed on any given day.

This report can help users to keep track of their billing and staff billing.

Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Hours Billed Per Day:

Start Date: 12/11/2014

End Date: 6/11/2015

Limit Hours: 12

Select Office: All

Go | Export To Excel

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Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Hours Billed Per Day:

Start Date: 12/11/2014

End Date: 6/11/2015

Limit Hours: 12

Select Office: El Paso County GAL

Select User: All

Go | Export To Excel

Billed Hours	Date	Name	Office Name	Billing Rate
14.25	12/29/2014	[redacted]	El Paso County GAL Office	6
14.10	12/18/2014	[redacted]	El Paso County GAL Office	2
16.10	12/17/2014	[redacted]	El Paso County GAL Office	6
13.87	12/16/2014	[redacted]	El Paso County GAL Office	2
17.80	12/16/2014	[redacted]	El Paso County GAL Office	2
19.00	12/11/2014	[redacted]	El Paso County GAL Office	2
14.60	06/04/2015	[redacted]	El Paso County GAL Office	2
12.50	05/22/2015	[redacted]	El Paso County GAL Office	6
12.00	05/20/2015	[redacted]	El Paso County GAL Office	2
14.15	05/19/2015	[redacted]	El Paso County GAL Office	6
15.50	04/16/2015	[redacted]	El Paso County GAL Office	2
13.20	04/01/2015	[redacted]	El Paso County GAL Office	2
14.00	03/31/2015	[redacted]	El Paso County GAL Office	2

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Report #4:
Visit CJD Initial Visit

By entering a start and end date for appointments and the number of days, users can pull a list of visits that occurred outside the specified number of days. Entries are highlighted when there was no visit at all.

This report is particularly helpful in assisting with compliance with the 30 day visit CJD requirement.

Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Visit CJD Initial Visit:

Start Date: 12/11/2014

End Date: 6/11/2015

Days: 31

Select Office: All

Select Court: All

Go | Export To Excel

Version: 5/28/2015 : 3:53 PM OCR Colorado CARES: Production...

Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Visit CJD Initial Visit:

Start Date: 12/11/2014

End Date: 6/11/2015

Days: 31

Select Office: El Paso County GAL

Select Attorney: All

Go | Export To Excel

Office Name	Case #	Child Name	User Name	Court (District and County)	Date of Appointment	Date Off	Visit
El Paso County GAL Office	[redacted]			04 - El Paso	3/11/2015		A H
El Paso County GAL Office				04 - El Paso	3/11/2015		A H
El Paso County GAL Office				04 - El Paso	3/11/2015		A H
El Paso County GAL Office				04 - El Paso	3/11/2015		A H
El Paso County GAL Office				04 - El Paso	3/9/2015		
El Paso County GAL Office				04 - El Paso	3/9/2015		
El Paso County GAL Office				04 - El Paso	3/9/2015		

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Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Visit CJD Initial Visit:

Start Date: 12/11/2014

End Date: 6/11/2015

Days: 31

Select Office: All

Select Court: All

Go | Export To Excel

Version: 5/28/2015 : 3:53 PM OCR Colorado CARES: Production...

Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Visit CJD Initial Visit:

Start Date: 12/11/2014

End Date: 6/11/2015

Days: 31

Select Office: El Paso County GAL

Select Attorney: All

Go | Export To Excel

User Name	Court (District and County)	Date of Appointment	Date Off	Visit Type	Date of Visit	Days
[redacted]	04 - El Paso	3/11/2015		Additional Visit - Home/Placement	5/20/2015	70
[redacted]	04 - El Paso	3/11/2015		Additional Visit - Home/Placement	5/20/2015	70
[redacted]	04 - El Paso	3/11/2015		Additional Visit - Home/Placement	5/20/2015	70
[redacted]	04 - El Paso	3/11/2015		Additional Visit - Home/Placement	5/20/2015	70
[redacted]	04 - El Paso	3/9/2015				94
[redacted]	04 - El Paso	3/9/2015				94
[redacted]	04 - El Paso	3/9/2015				94

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Report #5:
Activity During Timeframe

Users can select data by office, court and case type in this report in order to display a breakdown of all of the office's activity during a select time frame.

Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Activity During Timeframe Report

Appointment Start Date: 9/28/2014 to 3/28/2015

Activity Date Range (days): 1 to 45

Office: SELECT Court: SELECT Case Type: SELECT

Offices: All

Courts: All

Types: All

Go

Case List | Notifications | Activity Log | Search | System Management | Billing | Reports | Financial

Activity During Timeframe Report

Appointment Start Date: 9/28/2014 to 3/28/2015

Activity Date Range (days): 1 to 45

Office: SELECT Court: SELECT Case Type: SAVE

All	☐	Adoption	☐	Appeal	☐
Criminal - Direct Files	☐	Criminal - Victim/Witness	☐	D&N - EPP	☐
D&N - Non EPP	☐	D&N - PRNP - Review of Need of Placement	☐	D&N - Specialized Court	☐
D&N - URM	☐	Delinquency	☐	Domestic Relations- Child Family Investigator (CFI)	☐
Domestic Relations- Child Legal Representative (CLR)	☐	Domestic Relations- GAL for minor parent	☐	JD Victim Witness	☐
Mental Health	☐	Paternity/Support	☐	Probate- Conservatorship	☐
Probate- Guardianship	☐	Probate- Other	☐	Probate- Personal Injury Settlement	☐
Relinquishment	☐	Truancy	☐		

Offices: El Paso County GAL Office

Courts: All

Types: All

Go

Activity Date Range (days): 1 to 45

Office: SELECT Court: SELECT Case Type: SELECT

Offices: El Paso County GAL Office

Courts: All

Types: D&N - EPP,D&N - Non EPP

Go Create PDF

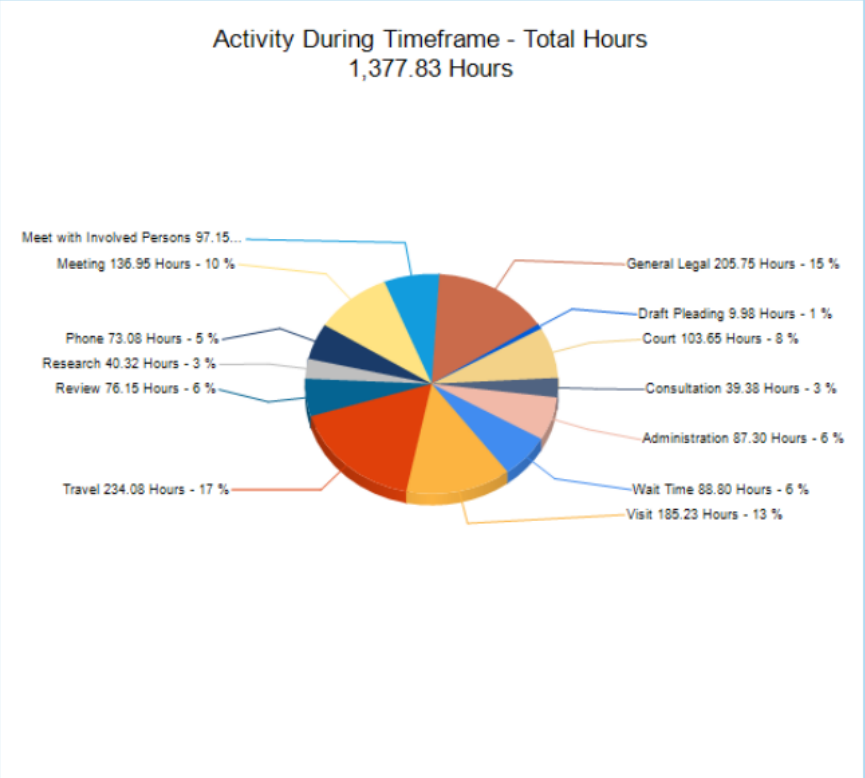
Total Appointments: 139

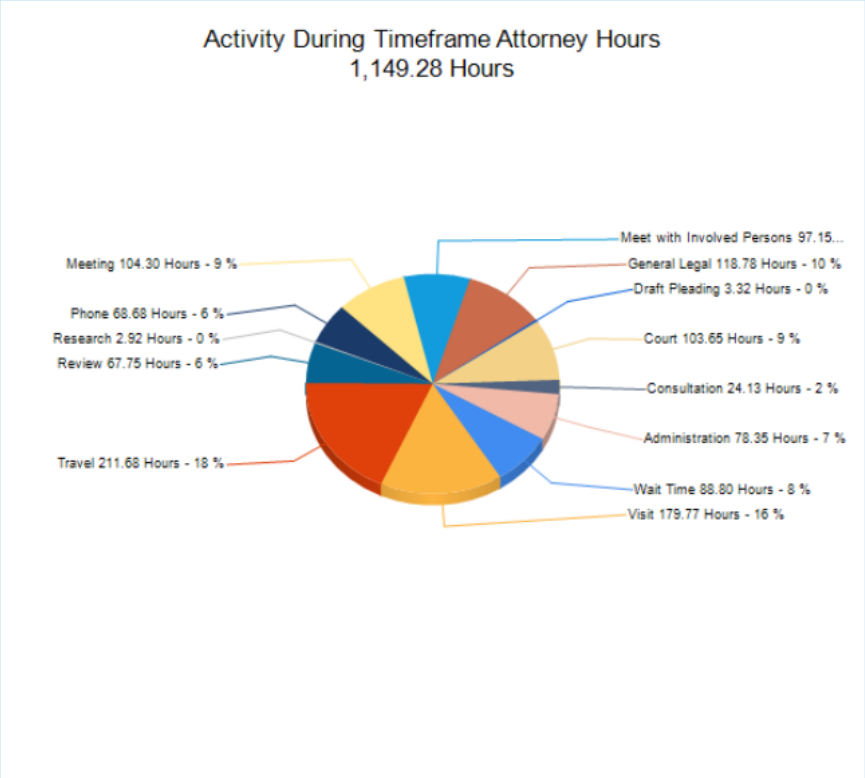
Avg cost per Appt: $646.12

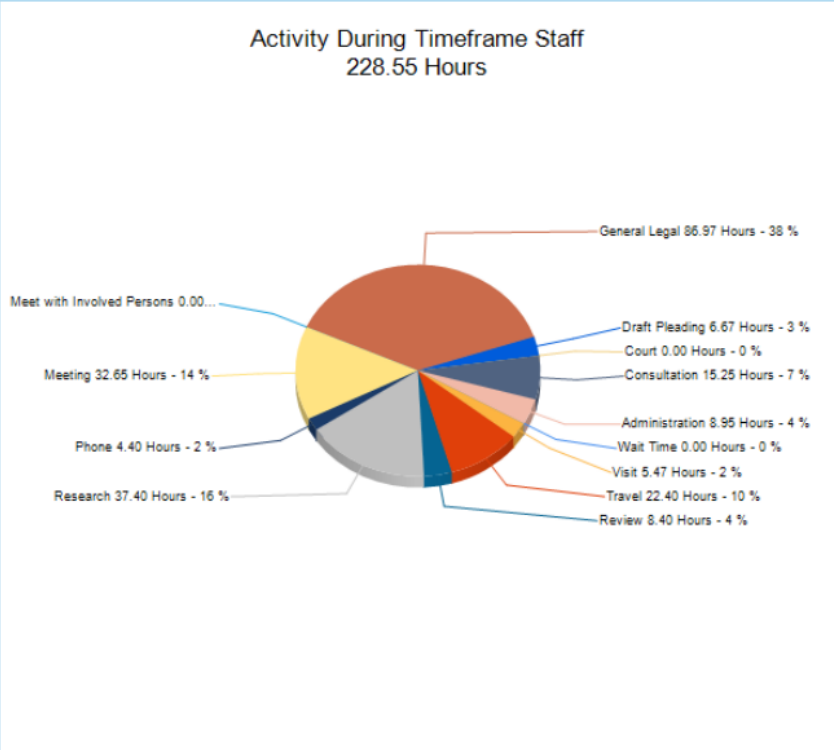
Avg hours per Appt: 9.91

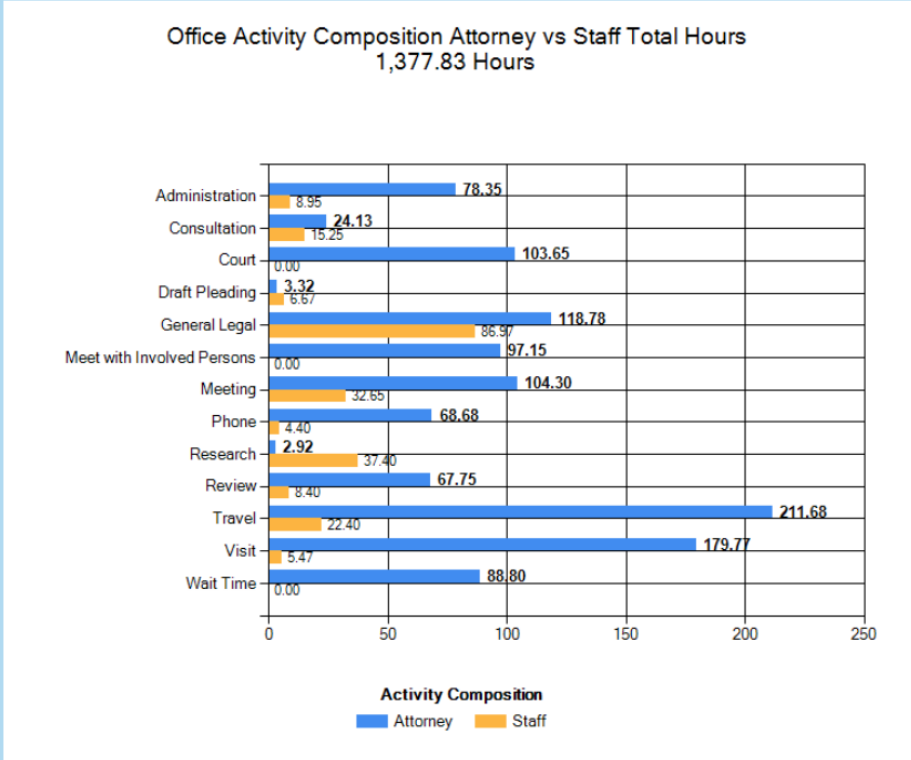
Median cost per Appt: $538.50

Median hours per Appt: 8.50









Case Number
15JV070
14JV1667
15JV314
15JV462
14JV1745