**Request a Car Seat Input – Quick Guide**

UCare SEATS Program

1. Login to the UCare Provider Portal. Under the **Provider Inquiries** tab, select **SEATS Program.** Follow the **SEATS Provider Portal** link.
2. Click on **Members** tab
3. Perform Member Search. Enter UCare ID in **Instrument** field.
4. Select member (click on **ID** hyperlink)
5. Click on **Ways to Earn** tab.

There are 4 screen types that may appear next:

* If both the **Request a Car Seat** and **Car Seat Distribution** options are shown (and not shaded), then the member is eligible for a car seat.
* If the **Request a Car Seat** option is shaded (greyed out), then another provider has already requested a seat for the current month.
* If the screen is blank, then the member’s UCare coverage has ended or does not meet the criteria for distribution.
* If you see the **Member is not currently eligible for a car seat** message, then the member has already received a car seat within the limits of the program. Check the **Attributes** tab to see when the member is next eligible for a car seat (**Effective To** date).

1. If the member is eligible for a car seat, select **Request a Car Seat**
   1. Click the red **“i”** icon and the **More Details** screen will display
2. Click the **Load** button
3. The **Load New Activity** screen will display
4. **Load New Activity** Input Instructions:

* **Activity Date:** Input today’s date, assuming that the car seat distribution will occur in the current month.
* **Location:** This will default to the provider’s location
* **Instrument:** Will default to the member’s ID
* **Reference Number:** Auto defaulted by system, no input needed.
* **Quantity:** Input the number of car seats being requested.
* **Attributes (pregnant members):** Click the down arrow to open this field. For any pregnant members that are requesting a car seat, you must enter their due date. Enter with the following format:
  + Name = due
  + Value (due date) = MM/DD/YYYY
* **Description**: Input any text, which will show on the activity history transaction.

1. Then click **Save** and the request will save and display the **Activity History** showing the submission.
2. Important: In **Activity History**, confirm that the request has been approved – the **Rewards** column of your request must display the number **1** for 1 car seat requested. You may need to refresh the page for this column to update.

If a **zero (0)** still displays after you’ve refreshed the page, then click on the **>** symbol (first column) to view the error code. You may need to re-enter the request with the correct information. For additional info on how to re-enter, refer to the Training PowerPoint’s “Error Messages” slide.