



## Car Seat Provider Training 1/29/20 – 1/31/20 Frequently Asked Questions

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Q: Where can I find information about the new system?

A: The materials from the Webex sessions can be found in two places:

- On the Car Seat Provider Portal. Follow links located right below where the hyperlink is to the new system.
- Or, at <https://home.ucare.org/en-us/providers/seats/> Check under "Checking Member Eligibility for Car Seats" and see the link to the Car Seat Provider Training PowerPoint slides. Please note there are also quick reference guides under Checking Eligibility and Car Seat Distribution.

Q: What if you only have a PMI, name and date of birth (DOB) to find the member?

A: Use the Advanced Search. Input the member's first and last name, then use the expanded Advanced Search to input the DOB and then hit Enter or apply. The member should be found in that manner.

**Q: What is the timeframe needed in which distributions have to be keyed after the seat has been issued?**

A: Car seat requests and distributions need to be made in the same month and input by the end of the distribution month.

Q: When I need to logoff the system, how do I do that?

A: When you have completed your session, you can either hit the back key and go back to the UCare Provider Portal or simply close your browser and your session will be logged off of the system.

Q: If a car seat swap needs to be made, how is this made?

A: If a seat swap from one style of car seat to another is needed, contact UCare at [Seats@ucare.org](mailto:Seats@ucare.org) to discuss the request.

**Q: The materials show that when issuing a car seat for a pregnant member, UCare requires the member is in the 3<sup>rd</sup> trimester. When specifically?**

A: The pregnant member needs to be starting their 7<sup>th</sup> month of pregnancy before we can distribute a seat to them.

Q: Can a provider charge for the car seat education without issuing a car seat?

A: No, we require that education is provided with the distribution of a UCare car seat. Please contact UCare if the situation requires additional explanation.

Q: Can more than one person in a department have access to the new system and if so, how do we request access?

A: Yes, your agency's Provider Portal administrator can grant access to multiple staff for the provider portal. If you are unsure as to who your

administrator is, contact us at [SEATs@ucare.org](mailto:SEATs@ucare.org) and we can help you identify that person.

Q: What if a member becomes pregnant and was issued a car seat in her prior pregnancy and these were less than a year apart?

A: We typically would make an exception for the pregnant member, if appropriate. The member must be in her third trimester to receive the seat. Please contact [SEATS@ucare.org](mailto:SEATS@ucare.org) if an exception is needed.

Q: With having multiple techs at a single agency, do we need to add which tech gives the member the seat on the distribution page?

A: Our new process does not require you to input which technician provided the car seat education.

**Q: Can you report car seat distributions more than one time per month?**

A: Yes, you can report your distributions in our new system at anytime of the month (does not have to be same day), as long as it is input during the distribution month. The excel reporting template will no longer be needed for distributions after Feb. 2<sup>nd</sup>.

Q: When inputting a request or distribution and it does not process, where it shows a 0 as the reward, how do I remedy this?

A: If you are seeing a zero under Reward after saving your "Load Activity", then refresh your page. If you are still seeing a zero after refreshing, then click on the arrow located on the far left column to display additional details, including the error code message. The message should indicate what error was made. Refer to the PowerPoint slides for how to re-enter a request.

Q: If there is an error message on my request or distribution and I have to re-input and load the activity again (correcting my original error), I am now getting an error message about a duplicate entry. Why is this happening?

A: The system believes that the same activity is being entered again. To resolve, input your data making sure to add a character at the end of the Reference Number on the load activity screen (add a 2 or 3) and then you will be able to save this activity.

**Q: What if you distributed the car seat on the last day of the month or forgot to put the distribution by the end of the month?**

A: If you have to report your distribution after the month that the distribution occurred, then you will need to contact UCare to troubleshoot the issue. If possible, please enter the distribution during the distribution month.

Q: Do we only report our inventory when we place an order on the new car seat order form?

A: Yes, starting Feb. 3<sup>rd</sup>.

Q: If we do not give out a seat to a member, do we still need to do the monthly report?

A: No. With the new system, you only input distributions IF the distribution actually occurred. You no longer have to complete the monthly distribution report (excel template) for distributions occurring after Feb 2<sup>nd</sup>.

Q: If something goes wrong twice after putting the -2 at the end of the reference number, would you then put a -3?

A: Yes! The reference number must be unique if you need to re-enter a request more than once within one day.

Q: If we have more than one person who requests eligibility checks, will we be able to see what the other person requests and subsequently what needs to be reported?

A: To view prior car seat requests for a specific member, view the member's "Activity History" tab. This page will display details for previous requests, including the names of requesting agencies.

Q: Will we be able to report on our peer's request?

A: Yes, but only if you and your peers are set up on the UCare Provider Portal as the same facility. If you are not sure about your status, please email us at [SEATS@ucare.org](mailto:SEATS@ucare.org) to confirm.