



**MCT**  
TECHNOLOGY

## Care Control 3.0 Release Notes

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## Release Summary

This 4.0.3 release includes 25 new features and resolves 8 bugs.

### 1 Release Detail

#### 1.1 Features

##### 1.1.1 Home Module

###### [CC3-1409: "Enrollment Detail" report modification \[Requested by CHS | Zendesk #21985\]](#)

Modified the "Enrollment Detail" report adding 2 new columns:

- Child Age
- Child DOB

###### [CC3-1411: "Children by Age" report modification \[Requested by CHS | Zendesk #21995\]](#)

Modified to the "Children by Age" report adding 1 new column:

- Case Authorized: This is the date when the family was first authorized.

###### [CC3-848: My and Team's "Provider Hold" work queue modification \[Requested by CCSF | Zendesk #16892\]](#)

Modified the "My Provider Hold" and "Team Provider Hold" work queue adding 1 new column:

- Action Date: This is the date the provider was placed on-hold. Note that this will capture an Action Date for any new holds moving forward.

###### [CC3-1408: "Digital Submission" report modification](#)

Modified the "Digital Submission" report adding 1 new column:

- Has Attachment: The value Y or N, whether or not the digital submission includes a supporting document attachment.

###### [CC3-1423: "Claim Search" and "Claim Search-Need Type" reports \[Requested by CDA | Zendesk #21970\]](#)

Modified the "Claim Search" and "Claim Search – Need Type" reports to update a selection query:

- Limit per Page: This query now includes an option "No Limit" to run reports with no results display limit.

###### [CC3-1003: Allow Claim Tasks to remain with Owner \[Requested by CHS | Zendesk #11111\]](#)

Modified the Batch Family Case Assignment, to only transfer task(s) from the current case owner to the new case owner. If the task(s) in that case are assigned to other users, those tasks will not be transferred to the new case owner along the batch case reassignment.

##### 1.1.2 Family Module

###### [CC3-532: Modify LOA Dates \[Requested by CDA | Zendesk #19159\]](#)

Added a feature to allow users to modify or delete LOA dates even if the LOA period has a "Processed" claim, replacing the block message with a warning message. When a user modifies or deletes a LOA, the warning message will display prompting to re-authorize care if an adjustment is needed.

### [CC3-1339: Income Calculation and Income Worksheet \[Requested by CHS | Zendesk #20113\]](#)

Modified the Income Calculation section within a Working Needs to rename the “Self-Employed” Income Calculation Type to “Self-Employed or Seasonal Worker”.

Modified the “Income Worksheet” to not display the Business Expenses in the calculation formula if the amount is \$0.

## 1.1.3 Provider Module

### [CC3-982: Ability to batch transfer providers based on county and provider type \[Requested by CHS, Pathways | Zendesk #17631, #21698\]](#)

Modified the “Provider Admin” adding 2 new columns “Provider County” and “Provider Type” where users may utilize to batch transfer Providers based on the Provider’s County and Provider Type.

## 1.1.4 Claim Module

### [CC3-1184: FT+ Adjustment Factor calculation rule update \[Requested by YMCA | Zendesk #18645\]](#)

Modified the calculation rule logic regarding the Full Time Plus Adjustment factor. FT+ Adjustment Factor calculation rule now is calculated following the below:

- No Special Needs adjustment factor is applied for the care
- FT+ factor can be calculated even when there is an EW factor already applied
- Only available for licensed Providers
- The FT+ amount is calculated based on the RMR hourly rate (Always RMR hourly, never provider request rate)
- The formula of FT+ amount is:  $MFT+ * \text{hourly rate}$

### [CC3-113: Claim UI tab name display change](#)

Modified the claim tab name display to clearly reflect the content instead of showing generically as “Claim”, or specifically:

- When the claim processor is viewing the attendance hours in the claim, the tab name will show “Attendance Hours”
- When the claim processor is viewing the calculation hours in the claim, the tab name will show “Calculation Hours”
- When the claim processor is viewing the calculation results in the claim, the tab name will show “Claim Result”

### [CC3-135: Claims Assignment \[Requested by CDA | Zendesk #6604\]](#)

Modified the claim assignment to no longer assign adjustment claims and QA claims to “Claim Administrator” role, but to assign it to different roles. The claim assignments are:

- Any adjustment claims will be assigned to “Claim Administrator” role by default
- Any “QA” status claims will be assigned to “Claim Supervisor” role by default

### [CC3-148: Remove “Force Adjustment” button on adjustment claims in “Processed” status](#)

Removed the “Force Adjustment” button for any adjustment claim that is under “Processed” status.

### [CC3-465: Option for single document imported into a claim \[Requested by CDRV | Zendesk #9466\]](#)

Added a feature where users may import individual scanned documents directly into a Claim, similar to the Family and Provider single document import using the “Import eDoc” button.



Drop-down menu “View AR and Support Doc” under the View button is also moved to show directly in the ribbon as a “Open eDoc” button.

**[CC3-507: Adjustment claims assignment \[Requested by CDA | Zendesk #2167\]](#)**

Modified the claim assignment where an adjustment claim will not be assigned to the original claim’s owner.

**[CC3-996: Add pop-up alert when user enters a “Provider Non-Operational” outside of the requested Holidays \[Requested by CHS | Zendesk #7099\]](#)**

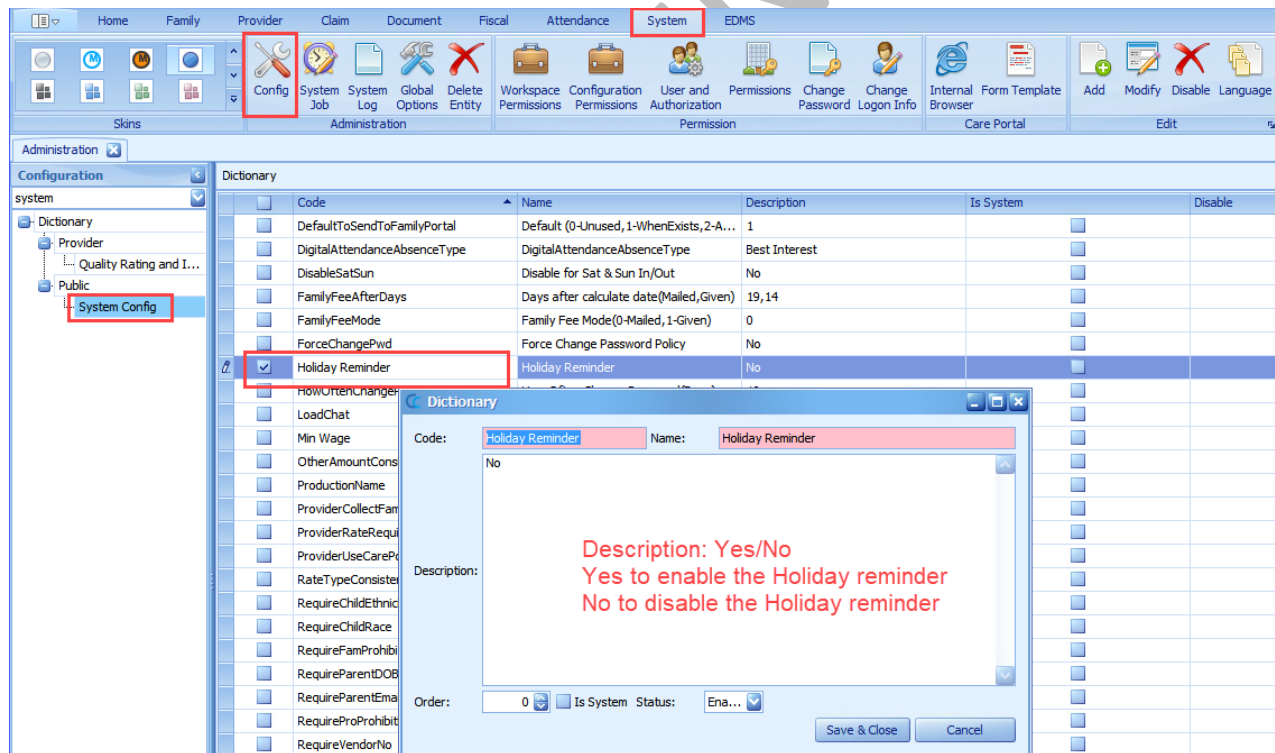
Added a pop-up display to remind users after selecting to “Calculate” claim if there is a “Provider Non-Operational Day” entered that is not in the Provider’s holidays list.

Warning pop-up message is a question “There is holiday(s) entered outside of the Provider’s requested holiday(s). Do you want to continue?”, with 2 options as Yes and No:

- “Yes” → Move to the next step after calculation
- “No” → Stay in the attendance entry

Warning pop-up message is configurable per Agency. The configuration is available in the System Module → Config → System Config: Holiday Reminder.

- “No” → No warning message display. This is the default configuration
- “Yes” → Warning message will display after selecting to “Calculate” claim following above logic.



**[CC3-1185: FT+ not being calculated when Provider rate is not selected into the care \[Requested by YMCA | Zendesk #18645\]](#)**

Updated the FT+ hours requested in the Provider rate structure to allow the FT+ to be calculated even if the Provider rate is not being selected into the care.

**[CC3-459: Add logic to check and create adjustment request when commit adjustment claim calculate result \[Requested by CDA | Zendesk #11933\]](#)**

Added a check logic when an adjustment claim is being calculated if there is a matching adjustment request for it. If an adjustment request is missing for the adjustment claim, CC3 will create and insert it to the database for the adjustment claim.

**[CC3-1366: Start Claim not assigning claims in order by received date \[Requested by CHS | Zendesk #20956\]](#)**

Modified the “Start Claim” assignment logic to distribute claims in order by received date and time regardless of the claim types, digital submitted claims or traditionally (paper) submitted claims.

### 1.1.5 Fiscal Module

**[CC3-418: Add warning message when exporting claims](#)**

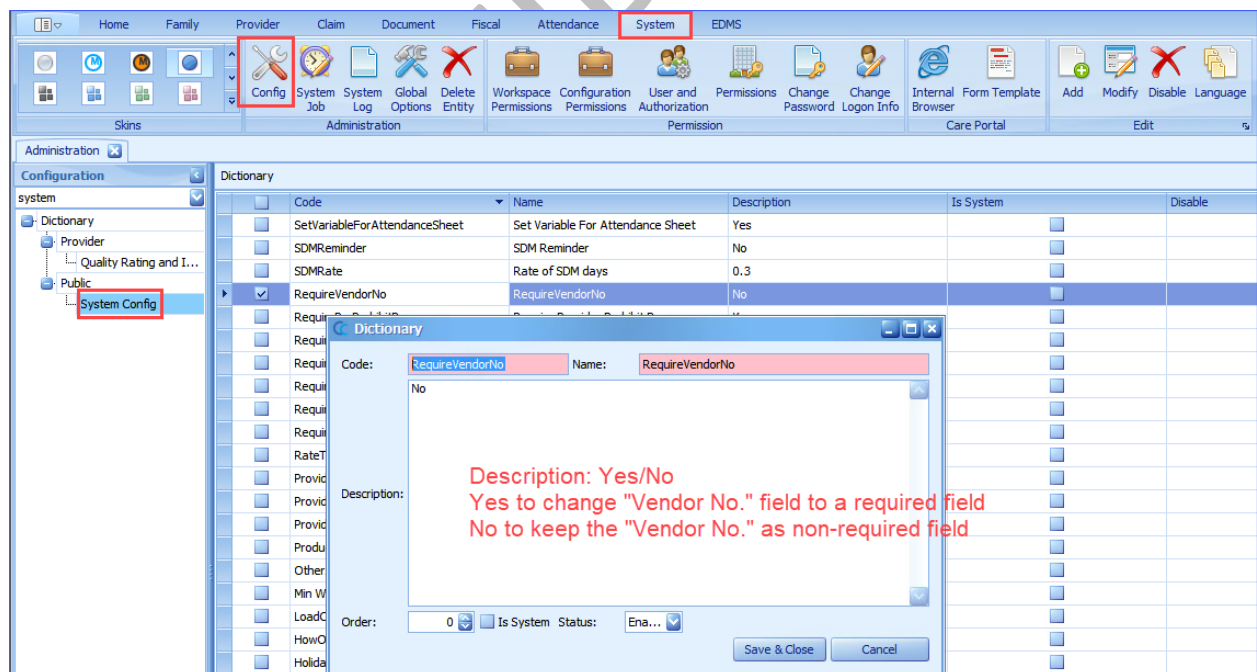
Added a pop-up message at the time of claims export, where user may confirm the total number of claims and the total amount that are being exported.

### 1.1.6 System Module

**[CC3-1037: Add system configuration to make “Vendor No.” a required field in Provider Info \[Requested by CDRV | Zendesk #17965\]](#)**

Added a system configuration to change the “Vendor No.” into a required field in the Provider Info screen. Configuration is available in the System Module → Config → System Config: RequireVendorNo

- “Yes” → This is to change the “Vendor No.” into a required field
- “No” → This is to keep the “Vendor No.” field as an optional field



### **[CC3-1396: New task to alert case manager of a new family assigned via "Family from Waitlist"](#)**

#### **[\[Requested by SNCS | Zendesk #21645\]](#)**

Added a new task to generate for the assigned Case Manager, when there is a new case is assigned to them from the "Family from Waitlist" feature:

- Task Name: New CW Family Assignment
- Task Subject: New Family Assignment
- Task Due: 5 business days
- Task Content: <Username that completed the enrollment> enrolled Family ID ##### from "Family from Waitlist" and assigned to you.
- Task Assigned To: User selected from the "Assign To" selection

### **[CC3-731: Support additional age group RMC \[Requested by WuYee | Zendesk #17803\]](#)**

Updated the calculation engine to support additional age groups being added to the AgeGroup configuration (from System Module → Config → AgeGroup), to allow CC3 to calculate and display the RMC result.

### **[CC3-1431: Claim Job change \[Requested by CHS | Zendesk #22261\]](#)**

Modification to the Claim Job from CC3 to Provider's CareConnect account, to add a new parameter to capture all claim statuses change from CC3 to CareConnect for providers to identify the status of their claim timesheet, whether received, or authorized for payment, or processed with payment issued by the Agency.

### **[CC3-1355: Campaigns are generated for a Terminated Family \[Requested by CDA | Zendesk #20740\]](#)**

Adjusted the campaign jobs from the CommunicationPortal/ITOPS to consider the case statuses "Active" and "On- Termination" for the following campaign jobs:

- LOA Ending
- Appointment Reminder\_AP
- Appointment Reminder\_CB
- Appointment Reminder
- Annual School Update
- Document Due Date
  - This job will include "Case Status" and "Provider "Status" selection

## **1.2 Bugs**

### **1.2.1 Home Module**

#### **[CC3-1427: "Children by Age" report query \[Reported by Pathways | Zendesk #22184\]](#)**

Corrected an issue with the query "Program" for the "Children by Age" report where it would not show any results if a specific program(s) were selected.

#### **[CC3-1436: Work Queue > Provider Agreement > Agreement Request \[Reported by CHS | Zendesk #22222\]](#)**

Corrected a filter issue with the "My Agreement Request" and "Team Agreement Request" work queues, from Home Module → Work Queue → Provider Agreement, to allow it to only show Agreements under "Pending" status and no longer included voided, denied, active, or terminated Agreements.

A new column "Provider Owner" is also added to both "My Agreement Request" and "Team Agreement Request" work queues to show the Provider Owner.

## 1.2.2 Family Module

### [CC3-1473: Seeking job and seeking housing Needs including travel time \[Reported by CCSF | Zendesk #22916\]](#)

Corrected a bug where the “Seeking Job” and “Seeking Housing” needs were incorrectly calculating the travel time to the calculated schedule.

### [CC3-1463: Error 798 when opening family summary \[Reported by CCSF, CHS | Zendesk #22767, 22906\]](#)

Corrected a bug where families enrolled from CareWait prompts for an Error 798 when opening the Family's summary section.

### [CC3-1480: Incorrect needs summary hours \[Reported by CCSF | Zendesk #23020\]](#)

Corrected a bug in the needs summary hours where CC3 could not calculate the needs hours to include the before travel time if the actual start times is at 12 am.

## 1.2.3 Provider Module

### [CC3-1439: Cases do not show in Family Admin \[Reported by CCSF | Zendesk #22317\]](#)

Corrected an issue with CC3 automatically assign null fields when a new user is created in Family Admin.

### [CC3-1447: Modifying a RF payment record to add a comment changes the balance \[Reported by CDA | Zendesk #22452\]](#)

Corrected an issue with the Registration Fee balance changes when comments are entered and modified.

## 1.2.4 Claim Module

### [CC3-521: Adjustment owner not average distribution \(Adjustment Claims generate from Care Termination\) \[Reported by CDA | Zendesk #2109\]](#)

Corrected an issue where the adjustment claims were being distributed incorrectly not following an average distribution based on claim counts.

### [CC3-1441: Claim is not populating the scheduled hours on the calendar \[Reported by Pathways | Zendesk #22293\]](#)

Corrected an issue where claims were not populating the scheduled hours on the calendar when using the Operations → Re-Generate Schedule Hours if the child changed schools during the middle of the claim period.

# **Service Pack 1**

## **Care Control 3 Version 4.0.3.1**

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## Service Pack 1 Summary

This 4.0.3 SP 1 release includes 6 new features and resolves 2 bugs.

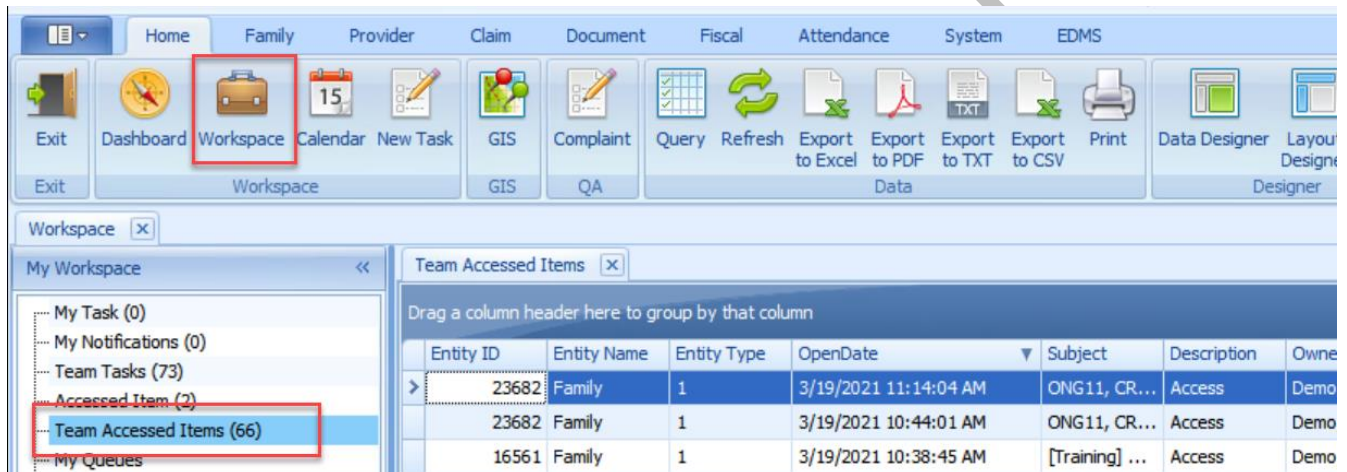
### 2 Service Pack 1 Detail

#### 2.1 Features

##### 2.1.1 Home Module

###### [CC3-1488: “Team Accessed Items” Queue](#)

Currently “Accessed Items” was available to only view the users own records they accessed. The Team Accessed Items will allow user with the “Admin role only to view the Team’s Accessed Items



Entity ID	Entity Name	Entity Type	OpenDate	Subject	Description	Owner
23682	Family	1	3/19/2021 11:14:04 AM	ONG11, CR...	Access	Demo
23682	Family	1	3/19/2021 10:44:01 AM	ONG11, CR...	Access	Demo
16561	Family	1	3/19/2021 10:38:45 AM	[Training] ...	Access	Demo

###### [CC3-1392: “Digital Submission” report modification](#)

Modified the “Digital Submission” report adding 2 new columns:

- Family Fee: This is the amount from the assessed Family Fee assigned in the Claim
- Collected Family Fee: This is the amount from the Collected Family Fee shown in the Claim

##### 2.1.2 Family Module

###### [CC3-1501: Auto Send Parent Family Portal Invitation when account has not been activated](#)

When a user is sending a package/document to FamilyPortal and the parent has not activated their account, CC3 will automatically resend the invitation to the parent. A new invitation code will be sent regardless if one was already sent or not

###### [CC3-1500: Upload existing notices to FamilyPortal upon creation of the account](#)

Past notices (“Sent” status only) will become available through FamilyPortal, upon creation of the account.

---

### 2.1.3 Provider Module

#### [CC3-1489: Send package to CareConnect option for provider is now available](#)

Users are now able to send provider packages/documents to CareConnect using the “Send Electronically” option available when they click on “Send Package” to print. The default option is set by agency in System Module > Config > SystemConfig

### 2.1.4 EDMS Module

#### [CC3-1507: EDMS process for FamilyPortal and CareConnect forms/documents improvement in CC3](#)

Any eForms submitted or Documents uploaded from families and providers import to CC3 will be imported as an “Committed” EMDS Batch and no longer as a “Part Committed” EDMS Batch.

## 2.2 Bugs

### 2.2.1 Home Module

#### [CC3-1430: RP Detail Report – Authorized Child discrepancy \[Reported by CDA | Zendesk #22145\]](#)

Corrected the “RP Detail Report – Authorized Child” to show the corresponding status for the Claim ID that is being shown in the report detail.

### 2.2.2 Claim Module

#### [CC3-1503: EW factor should be applied to RMR rate \[Reported by SBCEO | Zendesk #23507\]](#)

Corrected the EW factor calculation not being applied to the RMR rate calculation on a Pattern Variable Schedule.

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**Service Pack 2**

**Care Control 3**  
**Version 4.0.3.2**

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## Service Pack 2 Summary

This 4.0.3 SP 2 release includes 7 new features and resolves 6 bugs.

### 3 Service Pack 2 Detail

#### 3.1 Features

##### 3.1.1 Home Module

###### [CC3-1508: New Report Creation “Pending Document List”](#)

Added a new “Pending Document List” report to list all pending documents and their due dates.

Report queries include:

- Start Date / End Date: This is to query the report with all documents due within the date period.
- Entity Type: This is to query the documents from Family or Provider.

Report columns include:

- Entity Type: This is the entity type, whether document belonged to the Family or Provider.
- Entity ID: This is the Family ID or Provider ID.
- Case ID: This is the Case ID if the entity is a Family. If a document is from a Provider, this will be blank.
- Owner: This is the Case Owner or Provider Owner
- Document Name: This is the name of the document that is pending
- Package Name: This is the name of the package where the document belonged to
- Print Date: This is the date the document was printed
- Due Date: This is the date the document is due
- Create User: This is the user who generated the package

##### 3.1.2 Family Module

###### [CC3-1513: Adding Case Notes for the document process](#)

Added new system notes to track the document process, include:

- When a user sends a document package from “Send Package” to track the Print Mode and Send Mode
- When a user accepts a document in a package
- When a user receives/accepts/returns/cancels a document in a package
- When a user modifies a due date for a package or sends follow-up for a package
- When a user cancels or completes a package

###### [CC3-1512: FamilyPortal opt out](#)

Added a new feature to allow families to opt out of FamilyPortal. This is tracked using the user-defined field “Enable FamilyPortal”

###### [CC3-1557: Warning message when modifying an LOA \[Requested by CDA | Zendesk # 24615\]](#)

Further enhanced the warning message when modifying an LOA date period, to generate when user modifies an the LOA period to change the date to be outside of the current LOA date period.

### 3.1.3 Document Module

#### [CC3-1510: Modifying a Document name \[Requested by CHS | Zendesk #23575\]](#)

Added a new feature to modify a document name when printing documents under Doc Track. Once a package is sent, the document name is no longer editable.

#### [CC3-1522: Add Spanish document name in Doc Track](#)

Added a new feature to display the Spanish document name directly in the Doc Track list when a family's print language is Spanish. Note that:

- The 'Document Request' form will display in Spanish with the "English" doc title in Spanish as previously together with the "Spanish" doc title as shown from the tree list.
- If user modifies the document name when printing documents under Doc Track, the change will not reflect into the "Document Request" form.

### 3.1.4 EDMS Module

#### [CC3-1523: Rubber stamps enhancements](#)

Added new pre-set stamps in EDMS Viewer to better track status of the documents. Preset stamps include Draft, Reviewed, Received, Approved, Accepted, Returned, Duplicate, and an option to track the user name and time for each stamp.

## 3.2 Bugs

### 3.2.1 Family Module

#### [CC3-1553: PPR prints without data for past service months \[Reported by IILA | Zendesk #24488\]](#)

Corrected an issue with the PPR for past service months not printing any information.

#### [CC3-1567: Pending documents not listed in "Pending Items" tab if the package is sent electronically \[Reported by SNCS | Zendesk #24676\]](#)

Corrected an issue with pending documents not shown in the "Pending Items" tab in the family record if the package was sent to the family electronically.

#### [CC3-1568: Quick Print > Print Claim is not printing the Time Sheet \[Reported by Pathways\]](#)

Corrected an issue with the time sheets under Quick Print not sending to the printer.

#### [CC3-1575: Notices not printed when selecting a Print Mode option \[Reported by SNCS | Zendesk #24757\]](#)

Corrected an issue with the NOA/COE under Notices tab not sending to the printer.

### 3.2.2 Provider Module

#### [CC3-1566: Cannot delete holidays \[Reported by SNCS, Pathways | Zendesk #24888, 24637\]](#)

Corrected an issue where users received an error 798 when deleting providers' holiday.

---

### 3.2.3 Claim Module

[CC3-1582: Registration fee not display in claim \[Reported by CDA | Zendesk #24694\]](#)

Corrected an issue with the new Registration fee added from the Provider is not displayed into the Claim.

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## **Service Pack 3**

## **Care Control 3** **Version 4.0.3.3**

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## Service Pack 3 Summary

This 4.0.3 SP 3 release includes 12 new features and resolves 9 bugs.

### 4 Service Pack 3 Detail

#### 4.1 Features

##### 4.1.1 Home Module

###### [CC3-1618: "Care Schedule View" creation \[Reported by CDA | Zendesk #23473\]](#)

Added a new the "Care Schedule View" to show the details of the care schedule. Report columns include:

- Care ID
- Child ID
- FID
- Schedule Type (set/pattern/variable)
- Day Type (school/vacation)
- Max Days
- Max Hours
- In/Out Times - Sunday to Saturday
- Alternate Care - Y/N
- Care Status

###### [CC3-1726: "FP Document Daily Error Log" creation](#)

Added a new report to lists any documents uploaded from FP but not received in CC3 successfully.

Report queries include:

- Start Date / End Date: This is to query for when documents are uploaded from FP

Report columns include:

- Family ID
- Family Name
- Case ID
- Upload Type
- Package ID: This is the backend package ID for all documents' package in CC3
- Doc ID: This is the backend doc ID for all documents in CC3
- CC3 Doc Name: This is the document name when printed in CC3
- Upload File Name: This is the file name uploaded from the parents in FP
- Error Message
- Received Time

###### [CC3-1758: "Digital Submission" report modifications \[Requested by CRCN\]](#)

Modifications to the "Digital Submission" report to add 3 columns:

- Family ID
- Family Name
- Case Specialist

## 4.1.2 Family Module

### [CC3-1648: "Pending Documents" modification \[Requested by SBCEO | Zendesk #27639\]](#)

Modified the "Pending Documents" under the Family's Pending Items tab to show the current status of each documents pending whether they have been received or returned.

## 4.1.3 Document Module

### [CC3-1556: "Batch Print Statement" Allow print to FamilyPortal](#)

Added a new feature to allow users to send the Family Ledger Statement electronically to parents via their FamilyPortal account(s).

### [CC3-1671: Change the Document Send Notification logic](#)

Modification to the electronic documents' notification logic to parents to read together with the Family UDF field "Enable FamilyPortal" where if "Enable FP is set to:

- Blank and Yes → This will enable parents to receive all notifications for any documents sending to them electronically. Documents notifications include new documents, documents due today, documents past due, documents accepted and documents returned.
- No → This will prevent parents to receive notifications for any documents sending to them electronically. This option is to be used if parents are not actively using FamilyPortal

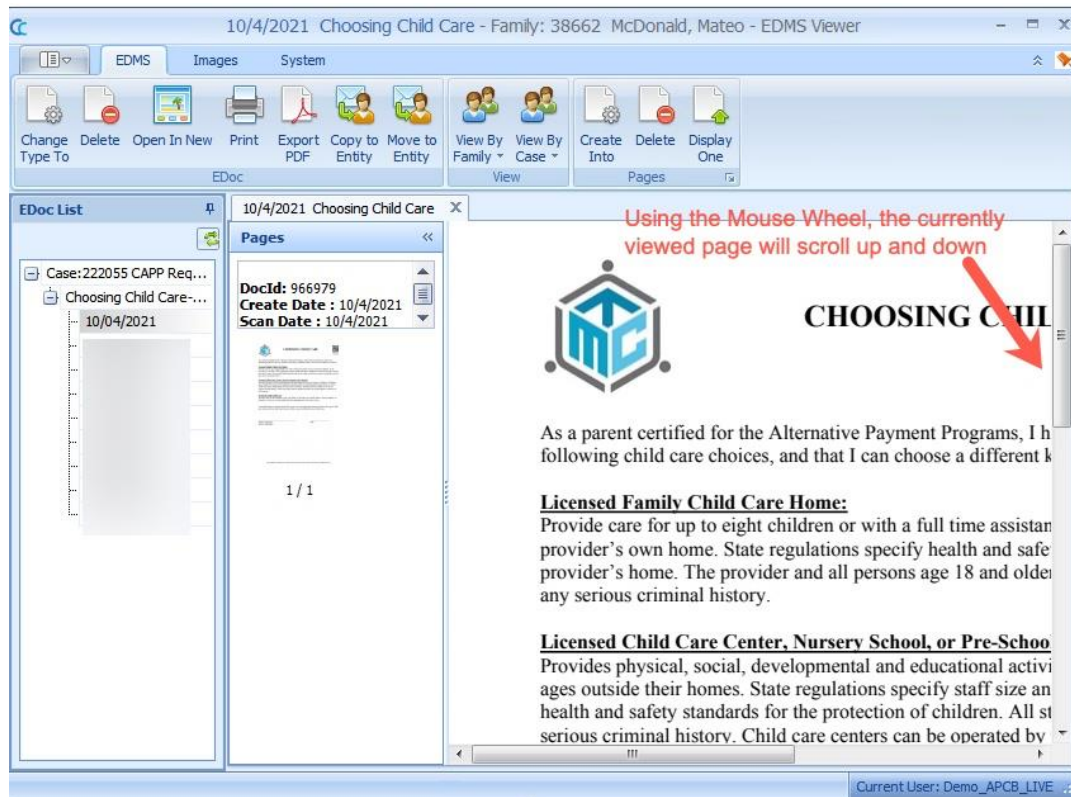
## 4.1.4 EDMS Module

### [CC3-1626: Add an "Export to PDF" option in EDMS Viewer \[Requested by Pathways | Zendesk #5201\]](#)

Added a new feature "Export PDF" in the EDMS Viewer where documents can be exported electronically in CC3 to be sent to other users or departments that do not have access to CC3. This feature works similarly to the "Export PDF" option available in DocTrack.

### [CC3-1643: EDMS view eDoc remove mousewheel scroll from page to page](#)

Modified the scrolling function on the mouse wheel to scroll within the current selected page instead of scrolling from page to page (see image below).



#### 4.1.5 Fiscal Module

##### [CC3-1703: Garnishment fund/product code change in export file \[Reported by CDRV | Zendesk #25371\]](#)

Modified the garnishment fund and program code in export payment file to allow each garnishment to generate 2 lines in the payment file: one is to deduct from the payment and the other is to enter the garnishment record in the MIP.

#### 4.1.6 System Module

##### [CC3-120: Task configuration to allow due in 0 days \[Reported by CHS | Zendesk #25628\]](#)

Added a new feature in Task Config to allow tasks to be due in 0 days. This will allow the start date and the due date to be set to the same date.

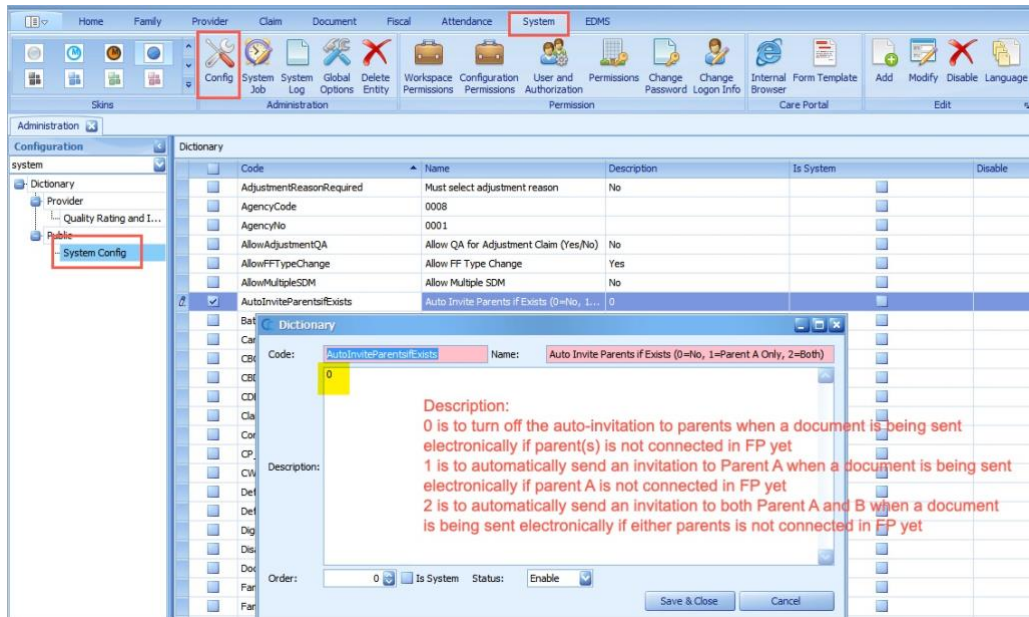
##### [CC3-1635: Auto send invite to parents feature](#)

Modification to the current feature where CC3 would send an invitation automatically to the parent when there is a new document being sent electronically, with a system configuration to control CC3's auto-action.

Configuration is available in the System Module → Config → System Config: AutoInviteParentsifExists

- 0 → This is to turn off the auto-invitation feature to parents when a document is being sent electronically if parents is not connected in FamilyPortal yet
- 1 → This is to automatically send an invitation to Parent A when a document is being sent electronically if Parent A is not connected in FamilyPortal yet
- 2 → This is to automatically send an invitation to Parent A and B when a document is being sent electronically if either parents is not connected in FP yet

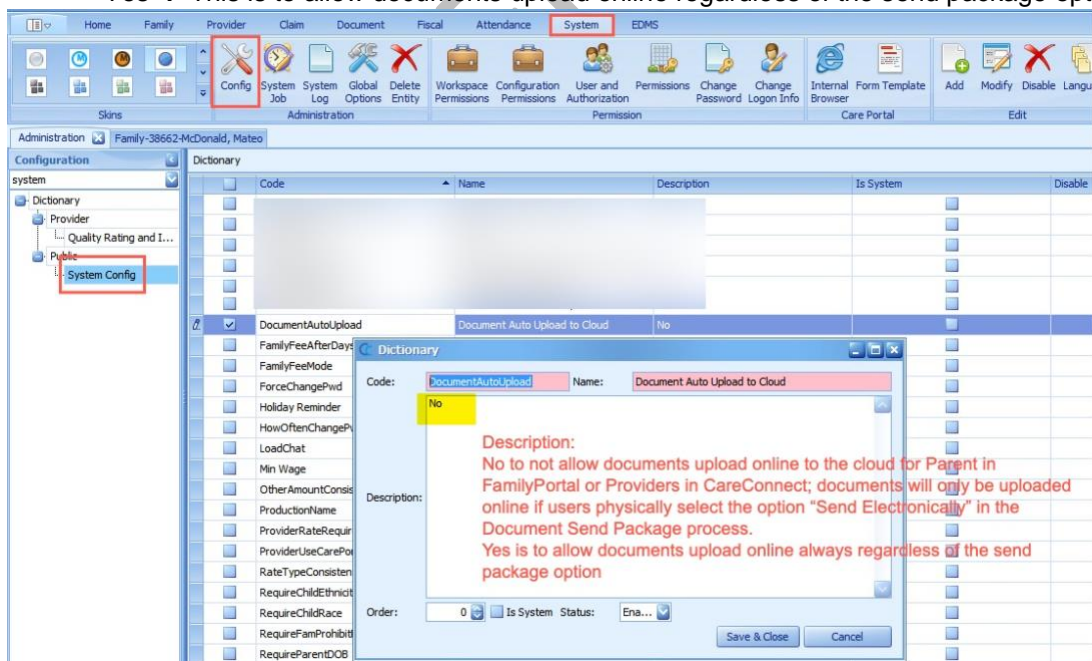




**CC3-1632: Add a backend configuration to allow Agency to choose if the doc will upload automatically to FP/CC [Reported by SNCS, CHS | Zendesk #25154, 25635]**

Added a new feature where CC3 can be configured to upload documents to FP/CC only if “send electronically” is selected in the document printing process using “Send Package”. Configuration is available in the System Module → Config → System Config:

- No → This is to not allow documents upload online to the Cloud for parents in FamilyPortal or providers in CareConnect; documents will only be uploaded online if users physically select the option “Send Electronically” in the Document Send Package process.
- Yes → This is to allow documents upload online regardless of the send package option





## 4.2 Bugs

### 4.2.1 Home Module

#### [CC3-1651: QA Claims Processor Detail rounding issue \[Reported by CDA | Zendesk #25246\]](#)

Corrected an amount rounding display issue in the “QA Claims Processor Details” report where the amount after the decimal point in the “Previous Amount” column is lost when the claim status is changed from “Authorized” to “QA”.

#### [CC3-1610: Errors 798 - Index out of Range, must have a value, etc \[Reported by DREW, CDA\] Zendesk #24826, 26672\]](#)

Corrected an issue where an Error 798 is prompted when opening a family’s summary or selecting a family from the “MyTask” hyperlink.

### 4.2.2 Claim Module

#### [CC3-1591: Duplicated claims \[Reported by CDRV, CCSF, IILA | Zendesk #30279, 24981, 22536\]](#)

Corrected an issue with the extended authorization wizard creating duplicate claims.

#### [CC3-1677: EOP from CareConnect does not match CC3 \[Reported by CCSF\]](#)

Corrected an issue where the EOP template in CareConnect did not match the template from CC3, leaving out payment information such as the ELS gap payment and column header in the claim payment breakdown.

### 4.2.3 Document Module

#### [CC3-1571: Docs disappear in eDoc Viewer when "Move Entity" \[Reported by YMCA | Zendesk #24490\]](#)

Corrected an issue where documents uploaded through EDMS, linked to a family, and moved to the family’s case disappeared.

#### [CC3-1670: Document in FP is downloading as PNRX file type and not PDF file type](#)

Corrected an issue where PDF file type documents sent to FamilyPortal were converted to PNRX file type instead of preserving its type as PDF.

#### [CC3-1720: AR schedule is printing out of order \[Reported by DREW | Zendesk #25571\]](#)

Corrected an issue where the schedule listed on the attendance record printed the days of the week out of order.

#### [CC3-1750: Printing issues with CD 9600 \[Reported by LUSD | Zendesk #25842\]](#)

Corrected an issue where information such as provider/site name, program code, type of care code, and hours of care per day are not printed on the 9600 for newly enrolled families.

#### [CC3-1636: Document Send Package allow user to resend](#)

Corrected an issue where packages could only be sent once and any attempt to send the package after that would not send nor produce any warning/error.

## **Service Pack 4**

## **Care Control 3 Version 4.0.3.4**

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## Service Pack 4 Summary

This 4.0.3 SP 4 release includes 6 new features and resolves 4 bugs.

### 5 Service Pack 4 Detail

#### 5.1 Features

##### 5.1.1 Home Module

##### [CC3-1844: Add "Provider Type" column to "Care with PV Request Rate and RMR Rate" report](#)

Added "Provider Type" column to report

##### [CC3-1807: New "Recertification Due" Task \[J0005\\_Due\]](#)

Added a new task to be triggered on the recertification date and due 50 calendar days from the recertification date.

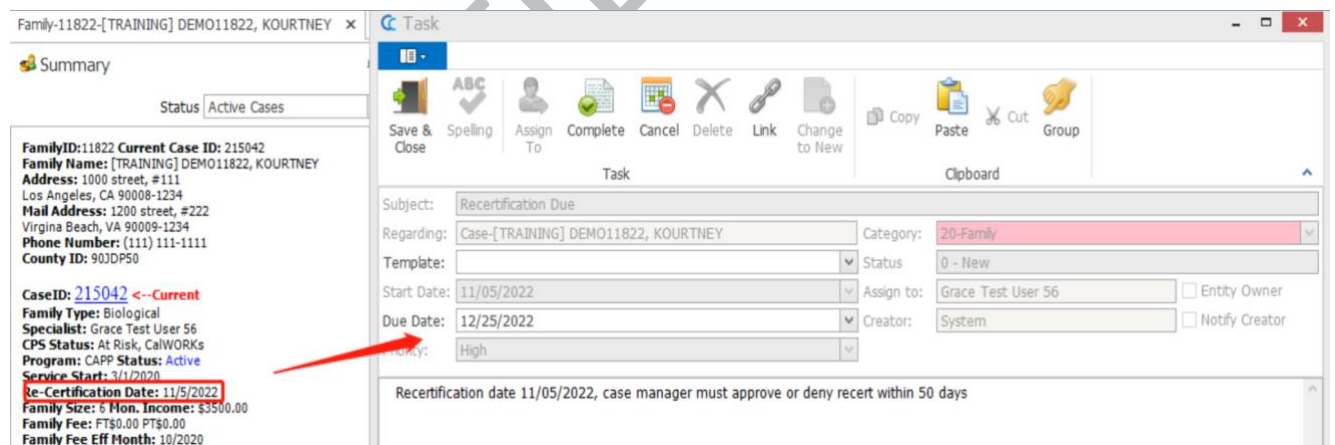
Name / Subject: Recertification Due

Ahead days = 0 (should be triggered on the recert date)

Due Date: Default to 50 Days (agencies can reconfigure later)

Content: Recertification date [recert date], case manager must approve or deny recert within 50 days

Note: Agency can modify the due date and task content based on their business process. If agency does not wish to use the task, they may disable it as well.



The screenshot shows a software window titled 'Task' with a toolbar containing icons for 'Save & Close', 'Spelling', 'Assign To', 'Complete', 'Cancel', 'Delete', 'Link', 'Change to New', 'Copy', 'Paste', 'Cut', and 'Group'. The main area contains the following fields:

- Subject: Recertification Due
- Regarding: Case-[TRAINING] DEMO11822, KOURTNEY
- Category: 20-Family
- Template: [Dropdown]
- Status: 0 - New
- Start Date: 11/05/2022
- Assign to: Grace Test User 56
- Entity Owner:
- Due Date: 12/25/2022
- Creator: System
- Notify Creator:
- Priority: High

The task content area displays: "Recertification date 11/05/2022, case manager must approve or deny recert within 50 days". A red arrow points to the 'Due Date' field.

The left sidebar shows a 'Summary' section for 'Family-11822-[TRAINING] DEMO11822, KOURTNEY' with the following details:

- FamilyID: 11822 Current Case ID: 215042
- Family Name: [TRAINING] DEMO11822, KOURTNEY
- Address: 1000 street, #111 Los Angeles, CA 90008-1234
- Mail Address: 1200 street, #222 Virginia Beach, VA 90009-1234
- Phone Number: (111) 111-1111
- County ID: 903DP50
- CaseID: 215042 <-Current
- Family Type: Biological
- Specialist: Grace Test User 56
- CPS Status: At Risk, CalWORKs
- Program: CAPP Status: Active
- Service Start: 3/1/2020
- Re-Certification Date: 11/5/2022
- Family Size: 6 Mon. Income: \$3500.00
- Family Fee: FT\$0.00 PT\$0.00
- Family Fee Eff Month: 10/2020

## 5.1.2 Document Module

### [CC3-1863: Display all RMR Ceilings on ST1-06 and ST1-15 \[Requested by PUSD, Pathways | Zendesk ID 29738, 31377\]](#)

Updated the form configuration to generate the new PT Weekly and PT Monthly RMR categories for exempt providers

### [CC3-1793: Do not auto-invite family to CareConnect Mobile Family when user selects “Do not send electronically” \[Requested by CDA | Zendesk ID 27506\]](#)

Modified the auto-invite logic to exclude families where the user has selected “Do not send electronically”

### [CC3-1832: JPEG Documents did not upload to CC3 from FamilyPortal \[Reported by CCSF | Zendesk ID 29853\]](#)

Updated code to allow jpeg images through CareConnect Mobile Family

## 5.1.3 Claim Module

### [CC3-1862: Updated the calculation rule for set part time schedules with exempt providers](#)

Prior to the update PT set schedules with exempt providers were calculated similar to variable schedules. This rule has been updated to accommodate the new PT RMR categories for exempt providers. Proration rule has been added when PT Weekly and PT Monthly RMR Ceilings are applicable.

## 5.2 Bugs

### 5.2.1 Family Module

#### [CC3-1605: Duplicate children when “Save” is clicked more than once within the Child Details window \[Reported by All Agencies\]](#)

The “Save” and “Save & Close” buttons will be disabled after the user clicks on them once and will re-enable once the save action is completed

### 5.2.2 Document Module

#### [CC3-1840: Certificate picking up incorrect RMR in the “Other RMRs” section \[Reported by Pathways | Zendesk ID 29742\]](#)

The “Other RMRs” section of the certificate was updated to pick up the RMRs applicable based on the effective date of the certificate

### 5.2.3 Claim Module

#### [CC3-1848: Error shuts down CC3 when calculating Digital Claims](#)

To avoid errors during the claim process for digital claims, we changed the tab display. Now, only 1 tab (result page), instead of all 3, will be displayed for a “received” status claim that’s already been calculated. If the user would like to see all 3 tabs (Attendance, Calculated, Payment Results), they will need to re-calculate the claim.

For a “QA” status claim, we kept the current 3 tabs display. Because a QA user needs to review all the information during the QA Process

In addition, to help improve the digital submission performance, we have added additional logs to capture any unhandled exceptions which we will monitor for future improvements

**CC3-1805: Unable to calculate a CB Adjustment claim due to no care [Reported by SCOE]**

Fixed the error that was preventing an adjustment CB claim from being processed when there was no care. This was preventing the user from adjusting an overpayment for an external provider

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# **Service Pack 5**

## **Care Control 3 Version 4.0.3.5**

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## Service Pack 5 Summary

This 4.0.3 SP 5 release includes 5 features/improvements and resolves 4 bugs.

### 6 Service Pack 5 Detail

#### 6.1 Features

##### 6.1.1 Claim Module

#### CC3-1822: Certification for an address change when submitting attendance [Requested by YMCA]

The address certification is a way for providers and families to certify whether or not their address is up to date. If the provider and/or family are experiencing a change of address, they will be prompted to report this address change through CareConnect. The new address will be inserted in the comment section of the digital claim and uploaded to CC3 Payment Note section. In addition, the Digital Submission report, in CC3, will include the address change reported through CareConnect.

**Note:** The address will not be inserted into the address windows, the user will have to manually update the addresses in CC3.

#### CC3-1869: Pattern variable schedule claim calculation change [Requested by MCOE]

Claims were being calculated using the "Previous Amount" deduction rule in combination with "Proration" causing an incorrect amount for the connecting week. There will not be a deduction for connecting months as pattern variable schedules are prorated by calendar days.

##### 6.1.2 Document Module

#### CC3-1883: New CCD26 Application

CDSS released a new CCD26 Application that will replace the EES9600. The CCD26 has been added as a new form and the EESD9600 was not removed. The user will be able to select if they would like to print the CCD26 or the EESD9600. The new application has also been added to eForms in CareConnect.

**Note:** CDSS has not released the Spanish translation therefore is not included in the release.

##### 6.1.3 System Module

#### CC3-1923: New 07/2022 Family Monthly Fee Schedule

07/2022 Family Monthly Fee Schedule released by CDSS included in this release

<https://cdss.ca.gov/inforesources/child-care-and-development/child-care-and-development-transition/child-care-and-development-contractor/fiscal-resources>

#### CC3-1915: Increase provider and family address character limit [Reported by CCSF]

Increased provider and family address character limit to avoid 798 string error message

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## 6.2 Bugs

### 6.2.1 Family Module

#### [CC3-1892: LA County Stage 1 claims are not voided when care is terminated \[Reported by Drew\]](#)

Monthly claims will now be voided when care has been terminated, this is applicable to future claims (after the termination effective date).

### 6.2.2 Claim Module

#### [CC3-1924: Claim is not pulling next claim's amount \[Reported by CDA\]](#)

Updated the code to include the deduction amount logic regardless if the current month is paid before the previous month.

#### [CC3-1896: Clicking on Re-generate schedule hour causing proration issue](#)

After the user clicks “Re-generate schedule hour” CC3 will redirect the user to the Payment Result tab which is causing the regenerated schedule not to completely save. The change will allow the user to remain in the “Attendance” tab, so that the user can check and modify the attendance then click the “Calculate” button to save it correctly.

#### [CC3-1882: Received date on CC3 notes showing different than CareConnect logs](#)

Updated the Submission Received Date value to correct the issue

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## **Service Pack 6**

## **Care Control 3**

## **Version 4.0.3.6**

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## Service Pack 6 Summary

This 4.0.3 SP 6 release includes 1 feature/improvement1 and resolves 1 bug.

### 7 Service Pack 6 Detail

#### 7.1 Features

##### 7.1.1 Home Module

##### [CC3-1936: Generate task when parent submits additional document from CareConnect \[Requested by multiple\]](#)

A task will be created in CC3 when parents submit documents via the “add” button in CareConnect Family within the document queue. If a family has multiple “Active” cases within the family record, the task will be sent to all active cases within the Family ID. If the family does not have an “Active” case ID, a task will not be generated.

#### 7.2 Bugs

##### 7.2.1 Document Module

##### [CC3-1938: Form submitted from CareConnect didn't upload correctly \[Reported by Pathways\]](#)

Form was not uploaded correctly to CC3 and a system note and the task did not generate. Code was updated to include the provider EntityID save system notepad task function.

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## **Service Pack 7**

## **Care Control 3 Version 4.0.3.7**

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## Service Pack 7 Summary

This 4.0.3 SP 7 release includes 5 features/improvement and resolves 3 bugs.

### 8 Service Pack 7 Detail

#### 8.1 Features

##### 8.1.1 Home Module

###### [CC3-1944: 801a report change to allow characters in last name \[Requested by CDA | Zendesk ID 36109\]](#)

The CDE guide allows hyphens, spaces, and apostrophes in the last name, therefore modified 801a report to allow.

##### 8.1.2 Family Module

###### [CC3-1950: Remove one year recert period for Center based programs](#)

CSPP is now a 24 month recertification period. This removes the one year period block.

###### [CC3-1951: Remove license check from Extend Auth wizard for Center based program](#)

CSPP is now a 24 month recertification period therefore agencies can use the extend wizard to authorize 12 additional months

##### 8.1.3 Document Module

###### [CC3-1968: Change document status to Accept when package is completed with pending documents](#)

Document will be changed to Accepted when the user completes a package with pending documents. The accepted date will be the date the user completes the package

##### 8.1.4 Fiscal Module

###### [CC3-1966: New Payment Export and Provider Files \[Requested by CDA | Zendesk ID 31808\]](#)

New Payment Export and New Provider Report files. See Statement of Work for details.

#### 8.2 Bugs

##### 8.2.1 Document Module

###### [CC3-1958: COE Not Generating Correctly \[Reported by CCSF | Zendesk ID 36022\]](#)

Multiple addresses within the care period were causing the certificate to populate only the parameters. The address with the newest date will be used to determine the address and avoid the data population issue

###### [CC3-1972: Error 798 When Sending Package \[Reported by SCOE | Zendesk ID 37105\]](#)

Conversion script failed when converting the data type causing the 798 error message. Updated the script to match the tables in order to convert the data successfully.

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## 8.2.2 Claim Module

### [CC3-1606: Adjustment claims not being evenly distributed \[Reported by MCOE Zendesk ID 29608 | CDA Zendesk ID 29717\]](#)

All QA claims regardless of the status are being counted therefore causing new QA claims not being distributed correctly. Updated the logic to only count the QA claims that have not been processed and not include disabled users.

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# **Service Pack 8**

## **Care Control 3 Version 4.0.3.8**

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## Service Pack 8 Summary

This 4.0.3 SP 8 release includes 2 features/improvements.

### 9 Service Pack 8 Detail

#### 9.1 Features

##### 9.1.1 Home Module

###### [CC3-1985: "Enrollment Detail" modifications \[Requested by CCSF | Zendesk ID 36162\]](#)

Modifications to the "Enrollment Detail" report to include new columns:

- Second Note Entered: This is to show the date for the second ever added into the Case referenced
  - This is the user entered note, not system notes
- Second Note Creator: This is to show the user from that second note
- Second Note Content: This is to show the content from that second note
- Last Note Entered: This is to show the very last note entered into the Case referenced
  - This Last note will change based on the day the user runs the report.
- Last Note Creator: This is to show the user from that last note
- Last Note Content: This is to show the content from that last note
- Certify Action Date: This is to show the action date for the "Case Certify" ie when the user completes the case recertification
- Auth Action Date: This is to show the action date for the "Case Auth" ie when the user completes the authorization
- Completion Days: This is to show the number of days between the "Request Date" and "Certify Action Date".

##### 9.1.2 Family Module

###### [CC3-1984: Add UDF into Cases for Application ID enrolled from CareWait \[Requested by CCSF | Zendesk ID 36162\]](#)

Added a UDF field into Case Items to populate CareWait Application ID if family was enrolled from CareWait.