**Entering a Case Service Request**

**Basic Steps**

1. **Open Person Home Page** Be sure address is entered under Person along with effective date that is prior to Consultation/Need/Action Step
2. **Open Quick Actions (Select an Action)**

Choose Add Consultation (or other option as determined)

1. **Complete Consultation**

Date/Time/Consultation Type (choose Service Consultation)

Choose Child under Participant and click Role – Select Child Concerning

Add other Participants (parent, DCS worker, TL, etc)

1. **Add Need**

Choose Concerned Person (typically person receiving the service)

Complete date

Category: Support System (or other as determined)

IL Transition-No (unless requesting a specific IL DPA service)

Complete Initial Description (describe the Need)

Save (or Save and add another Need)

1. **Click in the Need to open it**
2. **Click the blue stairstep icon on the left**
3. **Choose Add Action Step**

Choose Service or External Assessment (see attached service guides)

Complete service dates

Choose Service Description from dropdown list (whatever you choose here cannot be changed)

DCS Expected to Pay-Yes

Number of hours-depends on service requested and can be changed by Fiscal if needed

Search Payment Person-Always choose the Child

Instructions to Provider **(should be detailed and include what, why, where and participant contact information)** Add Responsible Persons (include Person in Focus by checking box)

In Progress-Yes

Save (page will take a moment to update)

1. **SCROLL TO BOTTOM OF ‘SCREEN’ AND CLICK ON STATUS CHOOSE COMPLETED**

**SAVE**

You can check your request for completion by reviewing the Action Step and making sure it has ‘Service Authorization’ on the page. Whatever Region/County populates is the box it will route to.

If you have issues you can refer to the Storyboard or contact your regional FCCR.