



EFS Modernization Guidance SR Attendance and Reimbursement Processing

2. **POTENTIAL DATA ISSUES ON ATTENDANCE ROSTER.** Data issues on a provider's attendance roster may include: missing enrollments, missing schedules (NS appearing on most days), missing paid holidays, missing closures, incorrect information (such as child's date of birth, billing group, unit of care, scheduled days, termination date, etc.).
 - a. Providers should notify coalitions when they see data issues on the attendance roster prior to submitting. In many cases, coalitions have the tools to address the data issues. If the issue can be addressed while the roster is not submitted, the corrected information will appear. If the roster has already been submitted, the individual record (or entire roster depending on the issue) may be rejected in Have Attendance so that the correction and refresh may occur.
 - b. Coalitions may weigh the severity of the issue and determine if the issue can be addressed by internal staff, the OEL service desk, or if an adjustment can be made later.
 - c. Several reports are available on Tableau to identify potential data issues.
 - i. Eligible Child with Eligibility Verification
 - ii. Duplicate Primary Parent Found in Same Household
 - iii. Care Days Report
 - iv. Provider Rates Detail
3. **GUIDANCE MATERIALS.** The coalition portal user guide has been updated and several issue-specific guidance documents are posted on ELCIMRO website for assistance. Additional materials and trainings will be posted as they become available.