



KSURS Frequently Asked Questions

General

Where can I send specific questions about KSURS or my agency?

KDADS.TEDS@ks.gov

What Providers are required to use KSURS?

All providers that accept public funding (including, but not limited to – Federal Block Grant, KanCare, SB 123, SOR/STR grantees) must enter data into KSURS.

I accept Block Grant funding, am I required to enter data for clients that pay cash or have private insurance?

Yes, per the BHS addendum to the Kansas Block Grant Facility Agreement, Providers must enter data on all clients regardless of funding streams:

Section 3.1 Member Service Data –“Providers shall submit KCPC data for the purpose of collecting data on all Clients regardless of funding.”

What do I do with the KCPC files on my local system?

KDADS can no longer provide any technical support for KCPC and will not be transmitting any data from local KCPC software again. Continued use of the KCPC locally is at the Provider’s own risk. Providers will need to make their own arrangements to store historical client files per state and federal regulations.

My agency only provides drug and alcohol assessments and refers clients elsewhere for treatment. Do I have to enter data in KSURS?

No, KSURS only collects treatment record information.

Without the KCPC, what is the required assessment tool and documentation needed to authorize services?

Providers should continue to follow the process outlined in KDADS Standard Policy BHS 701 – Process Improvements for the Kansas Client Placement Criteria (KCPC) System Manual Workaround.

What do I do with the client information I have collected since the last KCPC transmission?

Providers are required to enter all client data since the last KCPC transmission into KSURS. KDADS is currently working with SAMHSA to determine the deadline to have the gap data entered.

How quickly should I enter client data once treatment has begun?

Providers manually entering client treatment records should create a treatment admission within 7 days of the start of treatment. Providers submitting a batch entry electronically should submit files to the FTP no less than once per month.

I am entering gap data for a client that left services several months ago and I am missing information. What should I do?

KDADS requests the most accurate collection of historical data that providers have the resources to provide. Unless it is identified as a key field –select unknown or leave blank

Can a provider extract client information to create reports specific to their agency?

KSURS cannot currently produce reports for providers to use. This is an option being explored in Phase 2.

[Registration/Login](#)

I cannot register as a new user because my Provider does not show up in the drop-down list on the User Registration page. What do I do?

The Provider must register first and be approved by KDADS licensing staff before any user associated with that provider can register. Refer to the *KSURS User Manual*, located at <https://www.kdads.ks.gov/provider-home/providers/ksurs>.

We hired a new employee and they need credentials to login in to KSURS. What do we do?

Refer to the *KSURS User Manual*, located at <https://www.kdads.ks.gov/provider-home/providers/ksurs>. Follow the instructions under ‘Register a User’.

How many employees from my agency can access KSURS?

Each provider should register ONE Provider Admin per agency. This person will manage each agency’s individual users. The system does not limit how many individual users are registered –that is up to provider discretion. Providers are individually responsible for approving and managing user access.

My agency submits data through the state-provided file format. Do I still need to register a Provider Admin on the web application?

Yes, all providers must have at least a registered Provider Admin –regardless of how they regularly submit data.

I get an error when I try to change my temporary password after using the *Forgot Password?* feature.

If your browser is set to save passwords, the original saved password (the one you forgot) may auto-fill the “old password” field on the Change Password page. If this page – the one that asks for your old password, new password, and confirm new password) – has the old password auto-filled (displays multiple asterisks in the field) and you did not delete that entry and re-copy the temporary password into that field, the password update will fail.

You should also make sure you are following the KSURS password complexity requirements:

- At least 12 characters in length
- Contain characters from at least three of the following four categories:
 - Uppercase letters (A through Z)
 - Lowercase letters (a through z)
 - Numbers (0 through 9)
 - Special characters (e.g. ! @ # \$ % & * etc.)
- Cannot reuse the last 24 passwords

How do I know if a client I entered in KCPC is in KSURS?

Search for the client in the KSURS Client Record List. You can search by Client ID or by last name, first name, and/or Date of Birth. If searching by name, it is recommended to search by last name, and if necessary to narrow the search, include a first initial.

How does the Search/Filter feature work in the Client Record List?

- Type the text you want to search for in the appropriate column's search box
- You can use multiple filters in a search – for example, search by last name and date of birth, or first initial and last name
- Using multiple filters does a Boolean “and” search – data must match all search criteria. So if you search by last name and date of birth, both entries must match for results to display.
- You can use partial filters to search – you can enter 08/27 in the DOB search box and get all clients with that mm/dd birthday regardless of what the year is. The search always starts at the beginning of the field – so entering only the year of birth will not return the desired results.

Entering Data

My client is transferring to a new level of care in my agency. How do I enter the transfer?


KSURS does not record transfers between levels of care. Each level, or treatment type, is a new record. The recorded treatment type for discharge should match the treatment type entered in the admission record. Once the first treatment has ended and the client has started a new level of care, enter a new admission record for the next treatment level.

New Client: Date of Birth is a required field – what if the client cannot/will not provide their DOB? What should I enter for date of birth?

If you absolutely cannot obtain a valid date of birth, enter the ‘date’ of 01/01/0007 (01010007 is the code recognized by TEDS as “Unknown”). Alternatively, leave the field blank and when the record is saved to the KSURS database, the DOB field will be auto-populated with 01010007 code.

What does it mean when a field turns red?

This indicates a required field. You must enter a value in the field to successfully save the record.

If the field contains an  symbol, hover your mouse over the symbol to see an explanation of why the field is red.

An existing client has reported they have legally changed their name. How do I edit their personal information?

If an existing client has changed their name, you will need to create a new client profile to enter any treatment record after the name change. Do not edit or delete a historical treatment record prior to the name change.


Why do I have to re-enter some of the fields that were already submitted at Admission?

Some of the fields submitted at Admission (e.g. Employment Status, Living Arrangements) require new entries to reflect a possible change in status at Discharge. This does not change the Admission values. These are new values submitted in addition to the values submitted at Admission.

Edit: How do you edit Substance Information?

Click on the saved Substance entry you want to edit so it populates the Substance Information fields. Make the desired changes. If you just need to change the Priority (Primary, Secondary, Tertiary) of an entry, select the record you want to move, and use the up and down arrows below the **+Add** button to rearrange the order of the entries. Click the Save Treatment button to save all changes to the substance data.

Discharge: How do you edit a Discharge record?

In the Treatment record that contains the discharge data, click on the Discharge icon . When asked if you want to edit the existing discharge, click on OK. The Discharge page will display, with the non-editable fields locked.

Delete: I entered incorrect treatment data for a field that is not editable. How do I fix it?

You must delete the record and re-submit it with the correct data. If the treatment record already has discharge data submitted, the whole record must be deleted, and the treatment (admission) and discharge data resubmitted.

Delete: How do I delete a client?

Client records cannot be deleted by the user. Due to the complexity of how records are submitted to the TEDS database, client records are deleted by the system automatically. This only happens if there are no treatment records associated with the client, and after a period of time that ensures any treatment data that had been previously submitted to TEDS and then deleted later has had time to have those deletion records submitted also before the client record itself is removed. This takes approximately 60 days (data is submitted to TEDS monthly).

[Navigation](#)

How do I cancel out of a page without saving anything?

Click on Clients in the menu bar and choose a different page to navigate to.

How do I see the treatment/admission data that is associated with a client?

Find the client in the Client Record List, and click on the client list entry to display the Treatment records for that client.

- To open a specific treatment record, click on the Edit Treatment icon for the desired record.
- To open a specific discharge record, click on the Discharge icon for the desired record. If there is no Treatment End Date displayed, there will be no Discharge record and a blank Discharge page will display.

When I have a Treatment record open for editing or discharge, where can I view the Personal and Admission Information without exiting the page?

On the right side of the page there is a read-only "Treatment Details At Admission" region that displays all the client demographic, admission, and treatment data saved for the client.

Where do I submit an electronic file to upload?

Email your provider name and the individual contact information of the agency person responsible for submitting the file format to KDADS to KDADS.TEDS@ks.gov. Once verified, this person will receive instructions on how to submit through a secure FTP.

What is my Provider ID?

Each license has a corresponding Provider ID assigned by KDADS. You can locate a list of all Providers IDs on the KSURS webpage on the KDADS provider website under Documents.

My agency has 4 locations, so 4 Provider IDs. Can I submit one set of three files with the various Provider IDs instead of 12 total files?

Yes, Providers can combine different Providers IDs into one set of files, as long as the Provider ID matches the client record in the file format. Please note – File validation is all or nothing, if there is one error, the entire set of files will have to be resent after corrections are made.

SuDS 4 (Diagnostic Code) and SuDS 18 and 19 seem to be the same thing. Which do I use?

The state record layout includes SuDS 18 and 19, so per the SAMHSA/TEDS manual, code SuDS 4 999.98. If you are not submitting data on SuDS 18 and 19 (as these are not required by KDADS), then pad the fields with spaces for the indicated fixed field length.

What is UseRanking and UseRanking_Dis? I don't see any definitions or references in the data specifications.

Use ranking fields refer to whether a substance is the Primary, Secondary or Tertiary substance used at admission (**UseRanking**) or discharge (**UseRanking_Dis**). The fields need to show a "P" for Primary, "S" for Secondary, and "T" for Tertiary. There can be up to three rows for each client/admission date combination. Only include a row if required. For example, if there is only a Primary substance, only one row would be created. A Secondary substance should not be submitted without a Primary substance, and a Tertiary substance should not be submitted with a Secondary substance.