EFS History Transaction Codes

History Code	Minimal History Notation and Guidelines
APPT SCHEDULED	Used to note that an appointment was scheduled. Indicate date & time of appointment as well as if the appointment is in an office (include which office) or virtual and why the appointment was scheduled (Examples: new placement from referral, submit new docs for review, recert, etc.)
CHANGE	Used for information such as a schedule change, address change, name change or a correction to the file. Indicate the reason for the change, effective dates etc. (If these actions are being done with other actions, such as a recertification, put the change info under that code).
CLIENT CONTACT	Used to document any interactions with families in person. Indicate what was discussed with client and any other information that is pertinent to the case.
CO-PAYS OWED	Used when a provider reports that a client owes co-pays. Indicate co-pay amount owed, for which children, provider name and who reported you spoke with at the facility.
CORRECTIONS	Used when a correction is needed. Indicate what corrections were made (eligibility, enrollment or history notes). Include any client/provider contact as applicable. If the correction results in an adjustment, notate the adjustment request and who was notified in Reimbursement.
COUNTY TO COUNTY TRANSFER	Used when a client leaves Pinellas county for another coalition. Indicate last day of care (LDC), eligibility dates, review dates as applicable, and which coalition is receiving the record. Notate that fees were paid and who verified the fees.
DROP OFF/MAIL/FAX	Used when receiving documents via drop off, mail, or fax. Indicate what you received (recertification packet, child support, SSI info, etc.), how you got it (fax/mail/drop off), and what was done with it (i.e. forwarded to ___).
EFS TICKET SUBMITTED	Used when a MOD support ticket has been submitted requesting case updates or corrections. Include details regarding the request or copy/paste the email outlining the request in the case note. List the Cherwell Ticket Number if applicable.
ELIGIBILITY APPROVED	Used when eligibility has been established for a client but there is no provider selected. Indicate that provider is required and eligibility is completed, name(s) of the eligible child(ren), eligibility dates, and list expiration date in which to select provider and provide start date in order to utilize services.
EMAIL CONTACT	Used when staff members, clients or providers utilize the encrypted email communication option. Briefly describe what was discussed, advised, sent and received via email or copy/paste the email communication in the body of the case note.
EXPEDITED PLACEMENT	Used for expedited placements. Indicate program, all children names, provider, effective date, person at provider who verified the enrollment, FT/PT highest daily fees for the youngest child in the home, authorization dates, PS worker’s name and phone #, include how was parent/guardian notified to sign payment certificate.
FEE CHANGE/CHECKED	Used for changing a client’s fees or checking them based on new information. Indicate reason for the fee change, FT/PT highest daily fees for the youngest child in the home, effective date of the change, client will sign payment cert for client and provider records. If the change is immediate note that you called the provider and who you spoke with. If the information does not cause a fee change, you can note that the client submitted income information that did not affect fees. (Also, used if a fee waiver is outside of the placement or redetermination).
GUARDIAN CHANGE	Used when moving a child from one guardian in EFS to another. Indicate previous guardian’s name, previous guardian’s HH#, child’s name, and relationship of previous guardian to the child. Guardian change notation and information must go in the history of the previous guardian and the new guardian.
PAPERWORK NOT USED	Used when paperwork is received but not used. Indicate what you received, why it was not used/needed, and that it was scanned under “Additional Documentation” or the T-drive as applicable.
PARENT APPEAL	Used by management ONLY in response to a client’s appeal. Indicate whether appeal was denied or approved and the reasons behind the decision. Specify if letter was mailed.
PLACEMENT	Used when a placement is completed. Indicate funding, name(s) of the child(ren), what provider child(ren) are enrolling in, effective date, person at site who verified the enrollment, FT/PT highest daily fees for the youngest child in the family, fee effective date, eligibility dates, referring agency’s worker name and phone# (for all referral programs), include any client contact, client will sign payment cert for client and provider records.
REASON TERMS	Used when information is being requested and a term date is being given if that information is not received. Indicate last day of care (LDC), the reason for the term, what is being requested, and that file was rejected or review period set in MOD. Include any calls made to client or provider as applicable. If blank forms are sent out (EV, SR100, etc), include as well.

RECERT EXTENSION	Used when an extension is given to a client either due to agency error or a special circumstance. Indicate extended last day of care (LDC), reason for the extension, and any client and provider contact made to advice of the extension.
REDETERMINATION	Used when a redetermination is completed. Indicate funding, FT/PT highest daily fees for the youngest child in the home, if there is a fee change put in fee change effective date (or reference there is no change), eligibility dates, worker name and number (if referral program), 2 year TCC dates (if applicable), client will sign payment cert for client and provider records. Any provider contact, whom you spoke to.
REFERRAL RECEIVED	Used when a Childcare Application and Authorization is received. Indicate the date received, referring agency, all children included, and authorization dates, and all action completed. (IE: stored on T drive and mailed notification or client has current services forwarded to ES (Name).
REFFERAL UPDATE	Used when a BG1 client receives a new referral and a new assignment is created to reflect the update during the year of eligibility. Indicate funding, FT/PT fees, eligibility dates, referral dates, review date, list documents needed for review, referring agency's worker name and number, client will sign payment cert for client and provider records. Note client contact to discuss review date and documents needed to continue care.
REINSTATE	Used for reinstating care that has been terminated. Indicate reason for reinstate, supervisory approval (if applicable), funding, FT/PT highest daily fees for the youngest child in the home, if there is a fee change put in fee change effective date (or reference there is no change), eligibility dates, referring agency's worker name and number (if referral program), 2 year TCC dates (if applicable), down days (if applicable), client will sign payment cert for client and provider records-any provider contact, whom you spoke to. All reinstates must be approved by a supervisor prior to reinstate unless referral based. Note enrollment start date and site.
RE-ISSUE PLACEMENT	Use to enroll child back to original site from suspended enrollment. Indicate child(ren)'s name(s), list which docs were received to prove purpose for care, provider's name, and enrollment effective date, client will sign payment cert for client and provider records.
REJECTION CLIENT CONTACT	Used when contacting a client after rejecting file. Indicate how the client was contacted and that they were informed of what was missing and the deadline to submit.
ROLLOVER	Used when a rollover from one funding to another is completed. Indicate funding from & to, effective date of rollover, FT/PT highest daily fees for the youngest child in the home, if there is a fee change put in fee change effective date (or reference there is no change), eligibility dates, worker name and number (if referral program), 2 year TCC dates (if applicable), client will sign payment cert for client and provider records-any provider contact, whom you spoke to.
SIB ADD	Used when sibling(s) is added to an already existing childcare scholarship. Indicate funding, name(s) of the child(ren) added and updated, FT/PT highest daily fees for the youngest child in the family, fee effective date, eligibility dates, referring agency's worker name and phone# (for all referral programs), client will sign payment cert for client and provider records. Indicate provider contact and whom you spoke with.
SUPERVISOR APPROVED	Used by management ONLY to indicate when they approve something for a case. Indicate the situation, what was approved, if there are down days, and any other pertinent information.
SUSPENDED ENROLLMENT	Used for planned breaks in care for 10-90 days. Indicate the reason for the suspended enrollment, dates to and from, child(ren)'s name, and that all parent fees are paid with their current daycare provider per their signature on the Suspended Enrollment Request form. Note that client was reminded that they must submit Reinstatement of Approved Suspended Enrollment Request with proof of purpose for care 72 hours of start date to return to care and if client's redetermination date falls within the suspended enrollment dates, and that they have been made aware that they must still complete their redetermination on time.
TELEPHONE CALL	Used to document telephone conversations. Indicate whom you spoke with and any other information that is pertinent to the case.
TERM	Used when terminating clients in EFS. Indicate the last day of care, the reason for the termination, and that file was inactivated or individual child(ren) were termed as applicable.
TRANSFER	Used when a client is transferring providers. Indicate the start date, the child(ren)'s names, effective date and site. Notate fees were paid per signed transfer form. Client will sign payment cert for client and provider records.
UNDELIVERALBE MAIL	Used when undeliverable mail is received back for a client. Indicate that the client was contacted to verify the address and that you verified the EFS address against paperwork submitted by client. If unable to reach the client note that the provider was called to have the client contact ELC for address clarification.
UTILIZATION ROLLOVER	Used when rolling between BG8-ECON and BG8-SRMT per Reimbursement request. Indicate funding from & to and effective date of rollover. Client will sign payment cert for client and provider records.

VOIDED TERM NOTICE	Used when voiding a previously given termination date. Indicate that the term is voided, what term date you are voiding, and (if applicable) that you spoke with client/provider. If a voided term notice was received by CSP, notate that the voided notice was scanned under "Additional Documentation".
WL OFFER	Used when offering SR funding. Indicate funding offer date, term date, and child(ren)'s names.
WL OFFER SR PLUS	Used when offering SR Plus (local funding). Indicate funding offer date, term date, and child(ren)'s names.
WL SIB-ADD	Used to add a child to the waitlist for a family who already has services. List child(ren) added to the waitlist. Indicate whether there were any changes and include any applicable changes made.
WL OFFER TERM	Used when a client does not respond to waitlist offer. Indicate that client was termed off the waiting list due to non-response and that file was inactivated or individual child(ren) were termed as applicable.
WL TERM BECAUSE	Used when a client is ineligible for SR or SR Plus services. Indicate that client was termed off the waitlist (i.e., over income, not a resident, not working or in school), and that file was inactivated or individual child(ren) were termed as applicable.
WL NO ENROLLMENT	Used when a client is determined eligible but does not enroll a child. Indicate that client was eligible but did not enroll child(ren) and that file was inactivated or individual child(ren) were termed as applicable.
OTHER	Used ONLY when no other custom code describes completed case action.

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