



## **SEATS Partner Training:**

New Car Seat Request and  
Distribution Process

## Project Objectives

- Provide **real-time** response to car seat requests so providers know that the member is eligible for a car seat
- Provide some flexibility with reporting car seat distributions to UCare
  - Report anytime during the month, but by the end of the distribution month.
- Use existing sign-on to the UCare Provider Portal

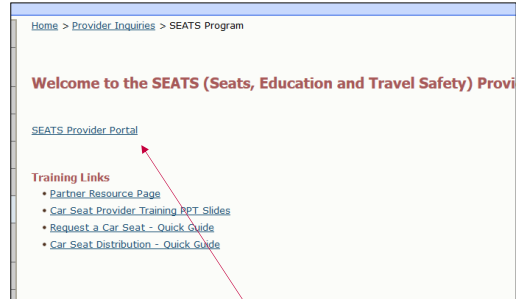
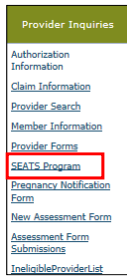
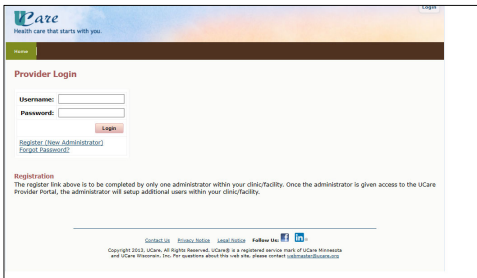


## Launch

- New system effective **Monday, February 3<sup>rd</sup>, 2020**
- Submit all car seat distributions prior to Feb 3<sup>rd</sup> to UCare **by February 7<sup>th</sup>**. (via current excel template)
  - New system cannot track distributions prior to Feb. 3<sup>rd</sup>.
  - Discontinue reporting on excel template for distributions made after Feb 3<sup>rd</sup>.
- **Do not submit car seat checks from Jan. 31<sup>st</sup> noon – Feb 2<sup>nd</sup>**. SEATS Provider Portal page will not be available.
- Training materials will be available on Provider Portal SEATS page and SEATS Partner Resources page.

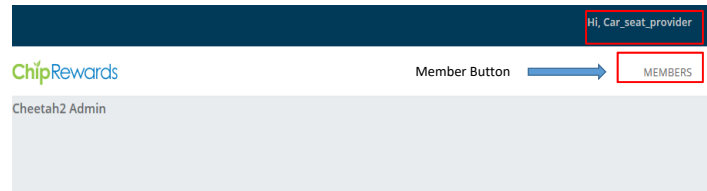
# Signing On

- Same Provider Portal log on



Click on **SEATS Provider Portal** link

## Initial ChipRewards Screen



- Once the link for the SEATS provider portal is clicked, the main dashboard will display.
- Your **UCare provider portal's username** will display in the upper right hand corner.
- The menu option **MEMBERS** will present.
- Click on this Member button, the Member Search screen will display.

After Feb 3<sup>rd</sup>, your Provider Portal username will replace “Car\_seat\_provider” in example above.

# Member Search



Member Search (1) Member Search Fields

Segment (0) Status (0) Profile ID Instrument Username

First Name Last Name

Advanced Search

Current Filters: NONE

ID	Status	First Name	Last Name	DOB	Instrument Number	Inst. Type	Email
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Input the fields to search for the member and click **Apply** (or Enter)

- **Instrument = UCare Member ID**
- First Name = Member's first name
- Last Name = Member's last name

## (2) Advanced Search

If you need to use the advanced search, click on this button and the search fields expand to provide additional fields to help find the member. Fields such as:

- DOB = Date of Birth

**Enter the DOB when searching for a member by name.**

Member Search

Segment (0) Status (0) Profile ID Instrument Username First Name

Last Name

Advanced Search

DOB Email Phone Number Attribute Name Attribute Value Keyword

Current Filters: NONE

ID	Status	First Name	Last Name	DOB	Instrument Number	Inst. Type	Email
----	--------	------------	-----------	-----	-------------------	------------	-------

Advanced Search: Use only if you cannot find the member using their UCare member ID. Search with First Name, Last Name and DOB

# Member Selection



ChipRewards MEMBERS

Member Search Clear all filters

Segment (0) Status (0) Profile ID  Username First Name Last Name Apply

Advanced Search

Current Filters: 00042767900 x

ID	Status	First Name	Last Name	DOB	Instrument Number	Inst. Type	Email
739602	PENDING	ABIGAIL	ROBINSON	1994-12-22	00042767900	SUBSCRIBER_ID	

No Further Results to Display

The Member Search will provide the members that match the search criteria.  
To select the member, click on the corresponding ID on the far left column.

## Member Inquiry Screen – Ways to Earn Alternate Views



These are four possible displays of the Ways to Earn screen based on the member's scenario:

1

Ways to Earn Activity History Accounts & Rewards Attributes

Effective Date  Show Hidden Promotions

Current Alerts: NONE

ABIGAIL ROBINSON  
ID

Display All Campaigns

Campaigns  
PMAP (Prepaid Medical Assistance Program)

Car Seats

1 Car Seat Request

1 Car Seat

2

Car Seats

1 Car Seat

1 Car Seat Request

COMPLETE

3

Car Seats

Member is not currently eligible for a car seat

4

Ways to Earn Activity History Accounts & Rewards Attributes

Effective Date  Show Hidden Promotions

Current Alerts: NONE

SIDNEY CHANG  
ID

Display All Campaigns

Campaigns View Reward

### (1) Request a Car Seat

If "Request a car seat" is not shaded. This means that the member is eligible in the current month for a car seat and you may input a request.

### (2) Car Seat Distribution

If "Request a car seat" is shaded and "Car Seat Distribution" is not shaded, this means that a provider has requested a car seat in the current month for the member and the distribution is pending.

### (3) Member is not currently eligible

The member is no longer eligible, but has had a car seat distribution in the past. To view when a member is next eligible, view the "Attributes" tab

### (4) Member is termed/does not meet eligibility

The member does not meet the program criteria or is no longer on a UCare plan but was a member in the past.

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After you click on ID on the previous slide, it'll take you to the next screen. There are FOUR possible displays, as shown above.



# Ways to Earn – Request a Car Seat



This is the member's Ways to Earn screen, showing that the member is eligible for a car seat.

Ways to Earn | Activity History | Accounts & Rewards | Attributes

Effective Date [calendar icon]  Show Hidden Promotions

Current Filters: NONE

**ABIGAIL ROBINSON**  
ID

Display All Campaigns

Campaign  
PMAP (Prepaid Medical Assistance Program)

**Car Seats**

1 **Request a car seat** ⓘ  
Car Seat Request  
This member is eligible for a car seat.  
full details ▾

1 **Car Seat Distribution** ⓘ  
Car Seat  
full details ▾

The screen, as shown on the left, displays both the **Request** and **Distribution** actions (not shaded) if the member is eligible for a car seat.

1. To request a car seat, click on the ⓘ button.
2. The **More Details** screen will display showing this is a car seat request. Click on the **Load** button.  
See next slide for next steps....

More Details

Name	Behavior Code	Actions
Car Seat Request	CAR_SEAT_REQUEST	Load
Eligible Date Range:	2017-01-01 -	

[Search for Eligible Activity](#)

Close

## Request a Car Seat – Load Activity Screen



**Input view for a Child Member**

Load New Activity

CAR\_SEAT\_REQUEST

Activity Date  Location

Select activity date Select location

Instrument

Amount/Quantity

Please input amount/quantity

Reference Number

Attributes & Address & Description

Submit for processing

Save Cancel

**Load New Activity**  
Input Instructions (for either member):

**Activity Date:** Input today's date, assuming that the car seat distribution will occur in the same month.

**Location:** This will default to the provider's location

**Instrument:** Will default to the member's ID

**Reference Number:** Auto defaulted by system, no input needed.

**Quantity:** Input the number of car seats being requested.

**Attributes:** Note: This section only needed for pregnant members. Click the down arrow to "open" this field. Enter the member's due date following this format:  
**Name=due**  
**Value=MM/DD/YYYY**

**Description:** Input any optional text, which will show on the activity history transaction.

Then click Save. The car seat request will save and display the Activity History showing the transaction.

**Input for a Pregnant Member**

Load New Activity

CAR\_SEAT\_REQUEST

Activity Date  Location

Select activity date Select location

Instrument

Amount/Quantity

Please input amount/quantity

Reference Number

Attributes &

Name	Value
due	6/15/2020

Address & Description

Submit for processing

Save Cancel

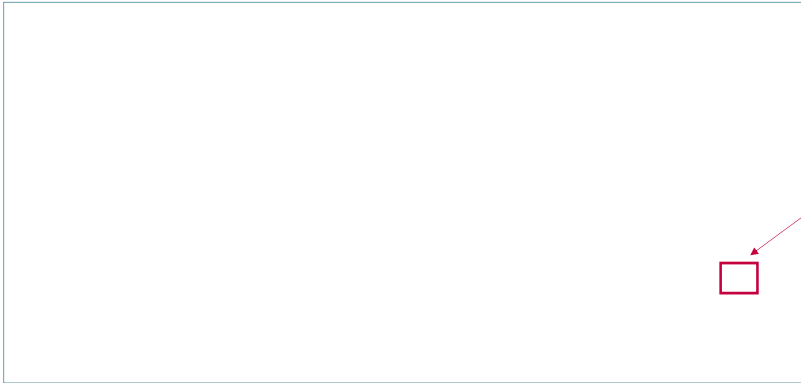
10

For a pregnant member, if the due date is not input into the **Attributes** section, then the request will not approve (will reward "0"). Your input in the Attribute's Name field, must be in all lowercase letters ("due").

## Car Seat Request – Activity History



After the Car Seat Request load activity was saved, it will default to the Activity Screen as shown below. The Car Seat request will show as the last activity for this member.



**Be sure that the reward indicates 1** for this Car Seat Request, which means that it was processed and the request was **APPROVED** for car seat distribution.

**System Note:** You may need to refresh the screen to see Reward = 1

OR

Click back to the Ways to Earn screen to show the request was marked complete.

See next slide to diagnose any issues.

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The Reward column **must indicate a 1** for your car seat request to be approved. Remember to refresh your page if you are seeing a zero (0).

# Reward Scoring - Denial



Should your car seat request **score a zero (0)** and not 1. Here are ways to diagnose what could be wrong.

ID	Activity Date	Ref Num	Behavior Code	Behavior Name	Location	Amount / Quantity	Reward
3140711	2020-01-16 00:00:00	00162472500-CAR_SEAT_REQUEST-2020-01-16	CAR_SEAT_REQUEST	Car Seat Request	Everyday Miracles	1	0

**Step 1.** From the **Activity History** screen click the ">" button on the left column to expand the detail of the Car Seat Request.

**Step 2.** Look at the processing details to see what the error message says.

In this case, it was a pregnant member and the activity load of a Car Seat Request did not have the due date added to the attribute field.

Because this was an error the car seat request was processed but not scored or approved.

ID	Activity Date	Ref Num	Behavior Code	Behavior Name	Location	Amount / Quantity	Reward
3140711	2020-01-16 00:00:00	00162472500-CAR_SEAT_REQUEST-2020-01-16	CAR_SEAT_REQUEST	Car Seat Request	Everyday Miracles	1	0

Processing Log Details:  
Created On: 2020-01-16 22:01:16,208613 Message: Activity must contain the attribute due

# Car Seat Request Error Messages

Error Message	How to solve
Activity must contain the attribute due (due date is missing)	<ol style="list-style-type: none"> <li>1. Car Seat Request needs to be loaded (again) and this time the attribute field of due date needs to be input.</li> <li>2. In the reference number field add a "2" to the end of the string, indicating this is the second activity with the same detail.</li> <li>3. On Load Activity screen, reinput car seat request but be sure to click the "&gt;" arrow on attributes which will open the field and key in member due date:               <ol style="list-style-type: none"> <li>1. Name=due</li> <li>2. Value= MM/DD/YYYY</li> </ol> </li> <li>4. Then save, this time it should score = 1</li> </ol>
Activity cannot be before 1 day(s) ago (did not input today's date)	<ol style="list-style-type: none"> <li>1. You cannot input a date prior to today's date. Resubmit your request with today's date.</li> </ol>

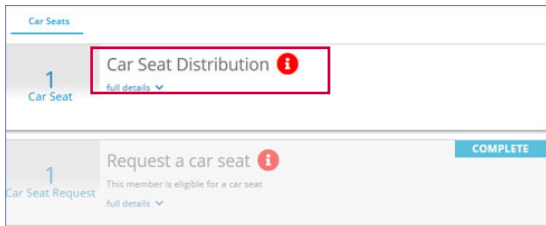
The screenshot shows the 'Load New Activity' form. The 'Reference Number' field contains '00146639000-CAR\_SEAT\_REQUEST-2', with a red arrow pointing to the '2'. The 'Attributes >' section is also highlighted with a red arrow. A red error message 'Please input amount/quantity' is visible above the 'Amount/Quantity' field. The form includes fields for 'Activity Date', 'Location', 'Instrument', 'Amount/Quantity', 'Reference Number', 'Attributes >', 'Address #', and 'Description'. There are 'Save' and 'Cancel' buttons at the bottom right.

# Ways to Earn – Car Seat Distribution



Below is the member's Ways to Earn screen, with the option, Car Seat Distribution.

- **Please note that a Car Seat Distribution will only process and score (1) after a Car Seat Request has been made and input is during the distribution month.**
  - The request is needed to confirm the member's eligibility.



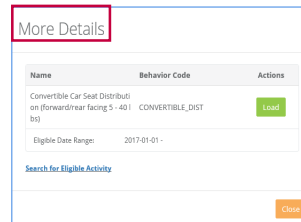
The screen, as shown on the left, displays the **Distribution** action.

1. To input a Car Seat Distribution click on the **i** button.
2. The **More Details** screen will display showing the car seat distribution screen. Click the **Load** button to advance to the Load Activity Screen. See next slide.

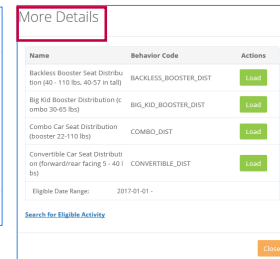
There are two different More Details screens:

- A: **Pregnant Member**, which will default to convertible seat.
- B: **Child Member**, which will present the seat options to choose from.

## A. Pregnant Member



## B. Child Member



“Big Kid Booster” = High weight harness car seat (COSCO Finale)

## Car Seat Distribution– Load Activity Screen

The screenshot shows a web form titled "Load New Activity". At the top, there is a text input field containing "BACKLESS\_BOOSTER\_DIST". Below this, there are two columns: "Activity Date" with a calendar icon and "Location" with a dropdown menu showing "Everyday Miracles". A red error message "Select activity date" is visible below the date field. The "Instrument" field is a dropdown menu showing "00118138800". Below it is an "Amount/Quantity" text input field with a red error message "Please input amount/quantity". The "Reference Number" field contains "00118138800-BACKLESS\_BOOSTER\_DIST-". There are three collapsed sections: "Attributes", "Address", and "Description". At the bottom left, there is a checked checkbox labeled "Submit for processing". At the bottom right, there are "Save" and "Cancel" buttons.

### Car Seat Distribution Load New Activity Input Instructions:

**Activity Date:** Input the date that the car seat was distributed. The distribution date must have occurred after the request date and during the month of the car seat request to score/reward (1).

**Location:** This will default to the provider's location

**Instrument:** Will default to the member's UCare ID

**Reference Number:** Auto defaulted by system, no input needed.

**Quantity:** Input the number of car seats being distributed.

**Attributes:** No input is necessary on a distribution

**Description:** Input any text, which will show on the activity history transaction.

Then click **Save** and the distribution activity will process and display on the Activity History screen showing the transaction.

Walk through display screen.

## Member Inquiry Screen – Activity History



After the Car Seat Distribution activity is saved, it will default to the Activity Screen as shown below. The Car Seat distribution request will show as the last activity for this member.

**Be sure that the reward indicates 1 for this Car Seat Distribution**, which means that it was processed and the submission was accepted.

Ways to Earn   **Activity History**   Accounts & Rewards   Attributes

[Load New Activity](#) Clear all filters [Apply](#)

Keyword: \_\_\_\_\_ From: [calendar icon] To: [calendar icon] Reward Status  All  Rewarded  Not Rewarded

Current Filters: NONE

ID	Activity Date	Ref Num	Behavior Code	Behavior Name	Location	Amount / Quantity	Reward
> 3140716	2020-01-17 00:00:00	00118138800-BACKLESS_BOOSTER_DIST-2020-01-17	BACKLESS_BOOSTER_DIST	Backless Booster Seat Distribution (40 - 110 lbs, 40-57 in tall)	Everyday Miracles	1	1 <a href="#">1 &gt;</a>
> 3140715	2020-01-17 00:00:00	00118138800-CAR_SEAT_REQUEST-2020-01-17	CAR_SEAT_REQUEST	Car Seat Request	Everyday Miracles	1	1 <a href="#">1 &gt;</a>

No Further Results to Display

### System Notes:

- If you are seeing a zero (0) and not 1, then you may need to refresh your screen, or click back to the Ways to Earn screen and then back to Activity History to ensure it has scored 1 (just like the Request a Car Seat).
- You can click the ">" button next to the activity to see the processing notes, and see if there are any **error messages**.

Remember to fresh your page if you are seeing a zero (0) or press the arrow (>) on the far left column to troubleshoot.

If you distributed more than 1 seat because a pregnant member is expecting multiples, then the **Reward** column will show the number of seats that you distributed. For example, if expecting triplets, the Reward will show as **3**, for 3 car seats.



## Car Seat Distribution Error Messages

Error Message	Why?	How to solve
Reward count for the MONTH has not been met. Reward count required. (Message was abbreviated)	<ul style="list-style-type: none"><li>The distribution was placed by another location (provider) that was not the requestor</li></ul>	<ul style="list-style-type: none"><li>Check Activity History for this member. If a car seat request was made for this member this month (showing reward = 1) only the provider that requested can place the distribution.</li><li>Potential next steps:<ul style="list-style-type: none"><li>Wait until next month and request on behalf of the member and then distribute the seat.</li><li>If member is not intending to go to the provider that issued the request this month and there is an urgent need, contact UCare and they can help with this exception scenario.</li></ul></li></ul>

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Only one distribution error message at this time.


## Car Seat Distribution Completion



Now that you have requested and distributed a car seat for this member. The member is no longer eligible for a car seat. The Ways to Earn screen will display as shown below:



Car Seats

 Member is not currently eligible for a car seat 

[full details](#) 

If you need to see when a member will be eligible for a car seat in the future, click on the Member's **Attributes** tab. The **Effective To** date shows the next date in which they are eligible again.

Ways to Earn    Activity History    Accounts & Rewards    **Attributes**

Effective Date   Display Deleted Attributes  Apply

Current Filters: NONE [Clear all filters](#)

Name	Value	Effective From	Effective To	Status
CarSeatDistributed	BacklessBooster	2020-01-17	2023-01-17	Active

## Car Seat Request Expiration/Reset



At the end of the month, if an approved car seat request had no distribution input, then the request will expire and reset for the next month.

- If you did not distribute a car seat that you requested, you must re-submit a request next month to ensure that the member is still eligible.

Display All Campaigns

Campaign	Max Reward	Campaign Status
PMAP (Prepaid Medical Assistance Program)		ACTIVE

Car Seats

1 Car Seat

Car Seat Distribution ⓘ

full details ▾

1 Car Seat Request

Request a car seat ⓘ

full details ▾

COMPLETE

Approved request month  
("Request a Car Seat" is shaded)

Display All Campaigns

Campaign	Max Reward	Campaign Status
PMAP (Prepaid Medical Assistance Program)		ACTIVE

Car Seats

1 Car Seat Request

Request a car seat ⓘ

This member is eligible for a car seat

full details ▾

1 Car Seat

Car Seat Distribution ⓘ

full details ▾

Next month, if no car seat  
distribution  
("Request a Car Seat" is not shaded)

# Important Notes

## System Reminders

- Be sure to verify that car seat requests and distributions process and Reward (1) on the Activity History screen.
- Requests made in the system that do not have a reported distribution in the same month will **EXPIRE in the next month**. A new request will need to be input for each month.
- If you need to see when a member is eligible for a car seat again, you can view this under the member's **Attributes** tab. The **Effective To** date this is when the member will be eligible next for a car seat.
- If a request was made for a pregnant member and the **Attribute** of due date was omitted from the input, the request will not reward (1) so input will be needed again.
  - Key due date as: **Name=due**  
**Value=DD/MM/YYYY (their due date)**
  - **Add a digit (i.e. 2)** to the Reference Number; otherwise you will get another error message with the second input. (Will fix in a future release)

## Important Updates/Reminders

- Car seat(s) request/distribution eligibility will continue to be based on prior car seat issuance.
- **NEW:** Car seats for a **pregnant member should be issued only in the 3<sup>rd</sup> trimester.**
- **NEW:** Report car seat inventory counts on new car seat order form (eff. 2/3)
  - Found on SEATS Partner Resources page.
- Please be timely in the input of requests and distributions
  - By the end of the distribution month
  - There will be a system error if distributions are input after the distribution month.
- No changes to Car Seat Exception Request process
- **If eligibility was not checked and distribution occurred for a non-eligible member, provider will be responsible for reimbursement of seat and no billing can occur for service.**

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Timely input helps reduce the risk of members going to multiple partners for seats.

## Resources

- SEATS Partner Resources Page
  - <https://home.ucare.org/en-us/providers/seats/>
  - Training PPT will be posted showing more details about new system
  - Recorded webinar will be available for replay purposes
  - Updated Car Seat Order form
- Email for support at [SEATS@ucare.org](mailto:SEATS@ucare.org)

# Questions?

Send questions via chat box



# Quick Reference

# Request a Car Seat Input

1

- Click on **Members** tab
- Perform Member Search. Enter UCare ID in **Instrument** field.
- Select member (click on **ID** hyperlink)
- Click on **Ways to Earn** tab and then **Request a Car Seat**
  - Click the red **i** and the More Details screen is displayed

2

- Shown above is the More Details Screen
- Click the **Load** button
  - The **Load New Activity** screen will display

3

## Load New Activity Input Instructions:

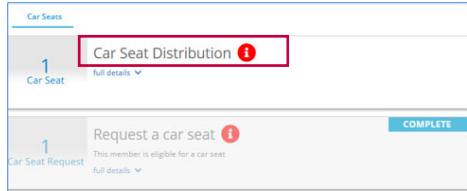
- Activity Date:** Input today's date, assuming that the car seat distribution will occur in the current month.
- Location:** This will default to the provider's location
- Instrument:** Will default to the member's ID
- Reference Number:** Auto defaulted by system, no input needed.
- Quantity:** Input the number of car seats being requested.
- Attributes:** Click the down arrow to open this field. For any pregnant members that are requesting a car seat, enter their due date. Enter with the following format:  
Name=due  
Value=MM/DD/YYYY
- Description:** Input any text, which will show on the activity history transaction.

Then click **Save** and the request will save and display the Activity History showing the transaction.

# Distribute a Car Seat Input

1

- Perform Member Search and Select Member
- Click on Ways to Earn Tab and then Distribute a Car Seat
- Click the red 1 and the More Details screen is displayed
- In this case the Car Seat Distribution



## More Details

Name	Behavior Code	Actions
Backless Booster Seat Distrib- tion (40) - 110 lbs, 40-57 in L&H	BACKLESS_BOOSTER_DIST	Load
Big Kid Booster Distribution (E xtra 20-40 lbs)	BIG_KID_BOOSTER_DIST	Load
Combo Car Seat Distribution Booster 22-110 lbs)	COMBO_DIST	Load
Convertible Car Seat Distrib- ution (Rearward-facing 5' - 40" to)	CONVERTIBLE_DIST	Load
Eligible Date Range	2017-01-01 -	

Search for Eligible Activity

2

- Shown to the left is the More Details Screen
- Click the Load button
- The Load New Activity screen will display

## Load New Activity

DENTAL\_CHECK\_VOUCHER

Activity Date  Location

Select activity date Select location

Instrument  
00120319300

Amount/Quantity

Please input amount/quantity

Reference Number  
00120319300-DENTAL\_CHECK\_VOUCHER

Attributes %  
Address %  
Description

Submit for processing

Save Cancel

3

## Load New Activity Input Instructions:

**Activity Date:** Input the date that the car seat was distributed. The distribution date must have occurred after the request date and during the month of the car seat request to score/reward.

**Location:** This will default to the provider's location

**Instrument:** Will default to the member's ID

**Reference Number:** Auto defaulted by system, no input needed.

**Quantity:** Input the number of car seats being distributed.

**Attributes:** No input is necessary on a distribution

**Description:** Input any text, which will show on the activity history transaction.

Then click Save and the request will save and display the Activity History showing the transaction.

## Member Inquiry Screen – Accounts & Rewards



The Member's Accounts & Rewards screen shows a slightly different display from Account Activity. If there were any prior rewarded items, these would show on this screen. See screen shot and descriptions for more information.

ID	Amount	Account	Activity Type	Original Activity Date	Date	More Detail	Action
1624183	1	Car Seat Request	REWARD	2020-01-09 00:00:00	2020-01-09 20:37:59	Eligible for Car Seat Child	

Column Header	Description
ID	This is a system generated ID that is associated with each member's transaction.
Amount	This is the number of units requested for either a request or distribution.
Account	Will indicate either Car Seat Request or Car Seat Distribution
Activity Type	Will always be reward
Original Activity Date	This is the date that was keyed in by the Car Seat provider when they loaded the activity for either requesting a car seat or distributing a car seat. This will be the date or expected date of the car seat distribution.
Date	This was the date in which the transaction was keyed to the system.
More Detail	This is a field that allows you to expand the transaction and see the various dates associated with this transaction

Your notes here:

## Member Inquiry Screen – Activity History



The Member's Activity History shows transactions related to the Car Seat program. If there were any prior requests or distributions, these would show on this screen. See screen shot and descriptions for more information.

Column Header	Description
> Indicator	This indicator alongside each transaction allows the user to see more details about this transaction. By clicking this button, it opens the transaction to display further attributes, rewards and processing log information.
ID	This is a system generated ID that is associated with each member's transaction.
Activity Date	This is the date that was keyed in by the Car Seat provider when they loaded the activity for either requesting a car seat or distributing a car seat. Typically, this will be the date or expected date of the car seat distribution.
Ref Number:	This is a system generated number comprised of the Member Number, Behavior and date in which this transaction was entered into ChipRewards.
Behavior Code	This will show as either the Car Seat Request or Distribution
Behavior Name	This will show as either the Car Seat Request or the type of car seat that was distributed/attempted to be distributed.
Location	The clinic location of the provider.
Quantity	Number of Car Seats being requested/distributed.
Reward	This is an indication of whether the system accepted the request/distribution with the following values: <ul style="list-style-type: none"><li>0=It was not rewarded as it did not meet the business rules to be eligible</li><li>1= It was rewarded and met the business rules to be eligible for a request or distribution</li></ul>

Your notes here:

# Scenarios

## Exception Scenario: Requesting car seats for a member that is an expectant mom with multiples

The system will allow for a car seat request where the quantity is more than one.

1. Go to the Ways to Earn screen and click on the "I" to request a car seat
2. More Details screen presents, click Load
3. Complete the Load New Activity input  
Input quantity as either 2 or 3  
Input the due date under attributes  
Click Save, the request(s) will save and show as complete on Ways to Earn.

Load New Activity

CAR\_SEAT\_REQUEST

Activity Date  Location Everyday Miracles

Select activity date

Instrument 00042767900

Amount/Quantity 2

Reference Number 00042767900-CAR\_SEAT\_REQUEST-

Attributes &

Name	Value
due	6/15/2020

Address

Description

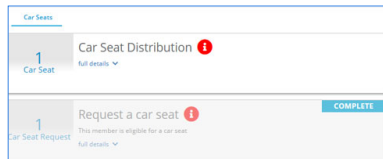
Submit for processing

Save Cancel

## Exception Scenario: Provider 1 requested car seat for a member Provider 2 is looking to request a car seat for the same member

- The system will only allow one car seat request to be pending for a member
- If the Ways to Earn screen shows the car seat request is greyed out, this means another provider has already requested and expects to distribute the same month. Steps to follow to confirm this scenario:

Step 1: Look at Ways to Earn Step  
If greyed out, already requested



2: Look at Activity History  
To determine provider that requested.  
You can advise member to see that provider location.

ID	Activity Date	Ref Num	Behavior Code	Behavior Name	Amount / Quantity	Reward
1142711	2020-01-18 00:00:00	00102471000 CAR_SEAT_REQUEST 2020-01-18	CAR_SEAT_REQUEST	Car Seat Request	1	0

\*If a member informs you that they no longer want a car seat from Provider 1, email [SEATS@ucare.org](mailto:SEATS@ucare.org) to review the approval.



## Exception Scenario: End of month reset of a Car Seat Request

The system will auto-expire any pending car seat requests that have not had a distribution keyed in the same month.

\*This is to prevent a car seat from being distributed to a member that may not be eligible.

\*After the release of the request, the system will show member as eligible for a car seat request.

Distribution happened in the prior month and the car seat request was already keyed into the system.

- 1) The current view of the member's **Ways to Earn** screen will show both the request and distribution available (not shaded), as the request has expired.
- 2) Contact [SEATS@ucare.org](mailto:SEATS@ucare.org) to resolve the issue.

Distribution happened in the month after the car seat request was keyed into the system.

- 1) The current view of the member's **Ways to Earn** screen will show both the request and distribution available (not shaded)
- 2) You will not be able to enter a distribution if a request was not input and approved in the current month.
- 3) Contact [SEATS@ucare.org](mailto:SEATS@ucare.org) to resolve the issue.