

**WISCONSIN DEPARTMENT OF HEALTH SERVICES**  
**Division of Health Care Access and Accountability**  
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To: Electronic Case File (ECF) Handbook Users

From: Angela Dombrowicki, Director  
Bureau of Enrollment Management

Re: **Electronic Case File (ECF) Release 08-06**  
Release Date: December 5, 2008  
Effective Date: December 5, 2008

**EFFECTIVE DATE**

The following process additions or changes are effective 12/05/08 unless otherwise noted. **Bold text in the new process section denotes new text. Text with a strike through it in the old process section denotes deleted text.**

**Changes**

**All**

- References to DHFS were changed to DHS.
- All DHS forms with the prefix of "HCF" were changed to the new form numbers with the prefix of "F-". For example, the form HCF 10081 is now written as F-10081. When searching section 1.5 for documents or document codes, searches using the old format will not show any results.
- The new DHS (Department of Health Services) logo was added to the header of every page.

**1 Viewing the ECF > 1.1 ECF  
Image Viewer Process >  
1.1.2 Search Screen**

Updated screenshots and additional text were added to this section.

**New Text:**

**Notice how the column headers in the ECF are links. Whenever you see that a column header is a blue link (in any web page) it usually means that you can re-sort the table by clicking on a column header. For example, if you wanted to list documents in the order they were received in the office, and not necessarily when they were scanned, you would click on the "Received Date" column. However, this is not a mandatory field when scanning and that's why so many of these values are blank. Many times workers don't date stamp documents when they come in the office, or scanner operators don't enter the date even if there is a date stamp on it.**

**When you click once on a column header, it resorts the table. When you click on that same column header again, you reverse the sort (from ascending to descending or vice-versa). This is a web standard.**

**To see all the folders for the case again, click on the case number in the upper left corner. It's a hyperlink that will take you back to the folder level view.**

**1 Viewing the ECF > 1.2 ECF  
Image Manipulation Using the  
Viewer**

**New Text:**

**Documents in the ECF are just like pictures. The tools used to view documents are very similar to those used to view digital photos. Many**

of the icons are even the same as common photo viewing programs or PDFs. Once you open a document (image) you can rotate it, print it, zoom in or out, go to the next page (if any), etc.

**1 Viewing the ECF > 1.5 ECF Document List**

**Old Text:**

~~EVFE – Centrally scanned. If the client turned in the form at your agency, you may scan it and act on the change.~~

**New Text:**

**EVFE - No longer centrally scanned, you must scan these at the agency now.**

**New Text:**

**MAS - Wisconsin Well Woman Medicaid Determination (F-10075)**

(This code was previously listed as MAEF).

**1 Viewing the ECF > 1.7 ECF Security>1.7.2 Restricted Documents**

**New Text:**

**Note that the Restricted Documents and Disability Determination Bureau folders are red in the diagram in 1.4.1 Diagram of the ECF Case File Structure. This signifies that they are only accessible by the current CARES case worker and her/his supervisor. In general, anyone with CARES access can view any document in any case throughout the state. These restricted folders are the exception to this rule and contain documents that should not be viewed by just anyone..**

**Examples of restricted documents include anything related to a disability determination, many health-related forms, child support forms, and fraud forms. If you have a business need to see a restricted document that is not in your caseload, you will need to contact the current CARES worker assigned to the case, or that person's supervisor. They can view it and discuss it with you, if needed.**

**Once a document is scanned and coded, only certain people are allowed to move or delete a document. Sometimes mistakes are made and a document is indexed to the wrong person or case or given the wrong document code.**

**Or sometimes a person joins a new case with a new CARES Case Number. The old documents that were scanned under the old case number don't appear in the new case automatically, but they can be copied over. And on rare occasion, a document is scanned when it shouldn't be in the ECF.**

**Only users with ECF Advanced Functions (See 1.3 ECF Advanced Functions) access can move, copy, delete, or rename documents in the ECF. Usually only one or two managers in each agency have this security level.**

**2 Ascent Capture/Scanning > 2.14 Importing Documents**

**New Text:**

Documents do not necessarily have to be scanned to be put in the ECF. Ascent Capture allows you to import documents that are already in a digital format. Many digital files can be quite large, so only documents of the following type are allowed:

- .doc (Microsoft Word) - Note: you must have MS Word installed to view a Word doc.
- .pdf (Adobe Acrobat) - Note: you must have Adobe Acrobat installed to view a pdf
- Doc

- .tif (Tagged Information File, the default file type for Ascent Capture)
- .jpg (Joint Photographer's Group)
- .txt (text)
- .rtf (Rich Text Format)
- **Microsoft Office 2007 prohibition.**  
Files using the new 2007 Microsoft Office System XML file formats are created using new file name extensions (for example, .docx, .xlsx, and pptx) are not supported by our current production version of Content Manager (ECF Viewer facility). The result is you can store these new file formats in the ECF but you will not be able to view them using the ECF viewer. For these documents, save them in the older file format such as ".doc" files and then import them. The next upgrade of Content Manager should eliminate this problem.

**2 Ascent Capture/Scanning >  
2.16 Non-ECF Scanning**

This new section titled "Non-ECF Scanning" was added to give instructions on using the scanners to scan documents for agency or personal use while using ScandAll 21.

**3 Technical Documentation >  
3.3 Scanning Station PC  
Minimum Requirements>  
3.3.2 Recommended  
Hardware requirements**

**Old Text:**

3.3.2 Recommended Hardware requirements:

- Processor: ~~Pentium class 1 GHz processor or higher~~
- System memory: ~~512 MB or higher~~
- Disk space: ~~420 MB on the C drive, plus 300 MB available on the local C: drive or wherever the Operating System is installed.~~
- Display: 1024 x 768 with 24-bit color, small fonts

**New Text:**

3.3.2 Recommended Hardware requirements:

- Processor: **Intel Core 2 Duo/AMD Athlon 64 X2 or higher**
- System memory: **2 GB or higher**
- Disk space: **250 GB (7200 rpm) with at least 400 Mb free.**
- Display: 1024 x 768 with 24-bit color, small fonts
- **Browser: Internet Explorer 6 or later.**

**3 Technical Documentation >  
3.6 Scanner Remote  
Installation Procedures>  
Virtual ReScan>  
3.6.9.2  
Activate and Deactivate  
Virtual ReScan (VRS)**

**New Text:**

**2. Go to C:/program files/Kofax/imgctls/bin and run activate.exe for new installations. For new installs, you will need the sticker that comes with the VRS CD, found with the Kofax Adrenaline card. You'll be asked to enter some codes that are on the sticker. For reinstalls / migration of the software to a new PC platform, the sticker should be on the PC case from the old PC. You can also locate this information by running activate.exe on the old system and transcribing the information on to paper for later input on the new system platform. Also you should DEACTIVATE the existing VRS license on the old PC prior to deconstructing the old system. Deactivate.exe is in the same file path as activate.exe. Execute deactivate.exe and you will receive a confirming message that your VRS license has been deactivated. Click on Contact Us if you questions concerning this issue.**

**3 Technical Documentation >  
3.7 Known Problems**

**New Text:**

Windows XP machines must have Service Pack 2 (SP2) installed. Ascent Capture version 7.0 will not install correctly if it's not installed.

Install SP2 if your scan station PC is using Windows XP. Go to Microsoft's WINXP SP2 site and install SP2.

**Do not install Windows XP Service Pack # 3. It is not certified for Ascent Capture 7.0.**