KinderConnect – How to Resolve Errors Caused by Adding Professional Days

A **Professional Day** is used to indicate that a Provider is closed and not offering services on a specific day. Providers must apply a **Professional Day** to all children in their care at once.

To learn more about adding a professional day click **here**.

Scenario for Error Message: *Professional Day cannot be used with any other type of submitted service.*

The provider will get this error if the authorization for the new child comes in after the Provider submits attendance and claims a professional day.

Error when trying to submit monthly attendance
- If a new authorization for PFCC was added, providers will see this error/status when submitting a Special Project/Monthly Authorization Children.
- Providers must go to the Submit page for the week when the Professional Day was entered. This will instantly add the PD code to the **Attendance > Detail** page and change the status to **Ready**.
- Providers will then go back to the **month** where they need to submit.

Error when trying to submit PFCC/Weekly Attendance
- If a new authorization for Special Projects/Monthly Authorization Children, Providers will see this error/status when submitting attendance for PFCC children.

- Providers must go to the Submit page for the month when the Professional Day was entered. This will instantly add the PD code to the **Attendance > Detail** page and change the status to **Ready**.
- Providers will then go back to the **week** where they need to submit.

For more information, visit www.ohiocctap.info, email us at supportOH@kindersystems.com or call us at 1-833-866-1708.

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