

## Frequently Asked Questions on Reminders Dated December 7, 2020

Q. Why do I have to redact personal identifying information (“PII”) from documents I upload into ACAP, but I am required to put the child’s birth date on the Properties page in ACAP?

A. The Department of Finance and Administration (“F&A”) processes all payments for state agencies. F&A will not pay any claim that has PII included in any of the documents. All documents you upload into ACAP are sent to F&A. Our auditors have been redacting all documents, but this process slowed their auditing capacity. If an auditor missed PII, F&A denies the claim and requires the AOC to redact the document and resubmit for payment to process. This adds at least two weeks to payment of that claim. By having attorneys redact the PII, the AOC can process and pay fee claims more quickly.

With respect to requiring the date of birth (“DOB”) on the ACAP Properties page, that information is stored on our internal server and is never sent out of the office. This information is necessary for our audit process and the ACAP system audit check.

\*\* Please note that you must redact PII from all documents uploaded into ACAP, including complex motions and orders\*\*

Q. Why do I have to put both parents’ names on the Properties page if I represented only one parent?

A. You don’t. If you represented a parent, you need to list that parent’s name and the child’s name and DOB. Again, this shows that a juvenile was involved in a juvenile claim. If you represented the child, you do not have to enter a parent’s name because you have entered the child’s DOB. The system uses the child’s information as part of the audit steps, and our auditors also review this information. The birth dates are not included in the data on the actual claim PDF documents sent to F&A’s payment system, Edison. You never need to enter a parent’s DOB. You can leave that box empty.

Q. How much detail should I give in the mileage description?

A. Please put city of origination and city of destination as well as brief description for travel. If you are traveling within the same city, please note this is travel within the city and name the locations within the city as the origination and destination as well as purpose of travel. For example: travel in Knoxville from office to court for hearing.