



"People
helping people
help
themselves"

Mitchell E. Daniels, Jr., Governor
State of Indiana

Indiana Family and Social Services Administration
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INDIANAPOLIS, IN 46207-7083

Anne Murphy, Secretary

February 18, 2009

First Steps has been made aware of common questions or issues that have come to light as more and more individuals begin using the new CRO Provider Account Management System. Please keep the following in mind:

- **Child ID numbers have NOT changed.** Please note that Child ID numbers are the same now as they were under EDS, with the exception of the numbers "950" at the beginning. If you are searching for a child by ID number, please remember to drop the "950," and you should have no trouble finding them in the system. If you do, please contact the CSC HelpDesk at: 866-339-9595.
- **Viewing Authorizations.** Many providers have stated that they aren't able to view all their authorizations in PAM. While this may be the case for some providers under certain circumstances, First Steps encourages you to uncheck the box that states "Show Active Only" on the Search Authorizations page on the top left in order to view all authorizations in the system that meets your search criteria.

