

POWER Supplemental Payment Email Updates

When I log into KOALA we see different statuses posted on our individual applications. What do the different status updates mean?

- **POWER Eligible** means that all your information was submitted by your program. You have received an email telling you to watch for an email from Care Solutions to respond to in the future. Do not respond to the DECAL KOALA email.
- **POWER Ineligible** means that you did not meet the necessary requirements to receive payment. If you have questions please speak with your director.
- **Returned** means that something was missing or needs to be updated. Your director needs to log into KOALA and address the issue.
- **Submitted for Eligibility Review** means that your application has been received and we are in the process of verifying all the documentation submitted.
- **Sent to Care Solutions** means that your application has been approved by DECAL and has been sent to Care Solutions for payment processing. You will need to respond to their email when you receive it. Their contact information is Support@decalsupport.com or 800-227-3410. Don't forget to check your spam/junk folder.

My colleague received an email, but I did not. What should I do?

Just because you haven't received an email from us yet doesn't mean there is a problem. The first thing is to check your junk/spam folder. Next ask your director to check KOALA to see what the status of your application means (see above). If the email in your application is not correct please contact us at supplementalpayments@decalsupport.com or 470-717-2012 and we will update it in your application.

I am looking at my application and I see that something is entered incorrectly. What should I do?

Once the application has been submitted if you need to update something specific like a phone number or email address please contact us at supplementalpayments@decalsupport.com or 470-717-2012 and we will update your application. If your application was returned because you need to upload new documents your director can do that in KOALA.

Which email do I respond to?

The email that you will respond to will come from our payment partner Care Solutions. If you see that your application has been marked 'Sent to Care Solutions' start watching for an email from them with next steps. Their email address is Support@decalsupport.com. Please do not respond to the DECAL KOALA email.