



Chapter 39

Plan of CARE (POC) Service Reduction Request Form

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Important

The required fields, indicated by a red star (*), referenced in this chapter refer to system-required fields. These fields are required in order for the form to be saved. The information that is required due to policy may be different from those that are system required.

Person Administration Requirements

Introduction According to each form, certain fields are required within the Person Administration.

Required Fields for Submitted Form Status Personal Admin Tab / Name Secondary Tab:

NAME (first) (last) – Customer Legal Name

Date of Birth

Medicaid Card ID Number

Gender

Address Details Tab:

Needs to have the Address Type of ***Residence***

Street

City

County – If out of state – use County "ZZ"

State – If out of country – use State "ZZ"

Zip

Residence – Rural or Urban

Customer Information Heading

Introduction The customer heading displays certain information regarding the customer.

Indicates the Primary ADRC organization, and any customer shares (secondary) to other organizations. Customers are shared automatically with the KanCare Organization through a nightly update from the MMIS system.

KAMIS ID: 360974 Name: SMURF2, TEST2 AAA/CME: Primary 4, Secondary 21 Customer Status: ACTIVE Assessment Nbr:
Click to View Person Administration Info...

KAMIS ID: 360974 Name: SMURF2, TEST2 AAA/CME: Primary 4, Secondary 21 Customer Status: ACTIVE [Waiting List Detail](#) 21 Assessment Nbr:
Click to View Person Administration Info...



Clicking on the link will access the Waiting List Detail page

Click on the “Click to View Person Administration Info...” link to view the current demographic information of the customer.

KAMIS ID: 360974 Name: SMURF2, TEST2 AAA/CME: Primary 4, Secondary 21 Customer Status: ACTIVE [Waiting List Detail](#) 21 Assessment Nbr:
Click to View Person Administration Info...

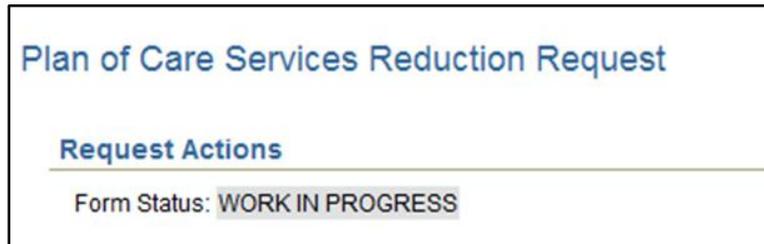
KAMIS ID: 360974 Name: SMURF2, TEST2 AAA/CME: Primary 4, Secondary 21 Customer Status: ACTIVE [Waiting List Detail](#) 21 Assessment Nbr:

DOB	Gender FEMALE	SSN 258-95-1357	Medicaid Nbr
Address 503 STREET	County SHAWNEE	Location URBAN	
TOPEKA, KS 66601-			
Home Phone 785-555-6666	Work Phone 785-666-4444	Cell Phone 785-999-8888	
Ethnicity NOT HISPANIC OR LATINO	Race NATIVE HAWIAN OR OTHER PACIFIC ISLANDER		

Request Actions Region

Purpose

The Request Actions Region will display the form status and after the form has been created the **Submit Request to KDADS** action button will display.

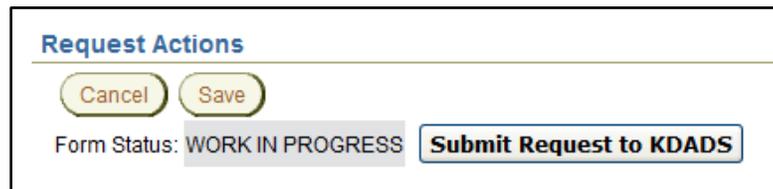


Plan of Care Services Reduction Request

Request Actions

Form Status: WORK IN PROGRESS

Prior to Creating the Request



Request Actions

Cancel Save

Form Status: WORK IN PROGRESS **Submit Request to KDADS**

After the Request is Created – Action Buttons as displayed

Contact Information Region

Purpose

All fields displayed in this region are automatically populated with the users' information.

Contact Information		
Contact Name:	USER NAME	Contact Phone: 7855556666
Contact E-Mail:	EMAIL@EMAILADDRESS.COM	

Customer Information Region

**Purpose /
Required Fields**

The region contains additional information regarding the customers' condition.

All fields displayed in this region are required in order to save the request as work in progress.

Customer Information

* Last Home Visit Date:

* Waiver:

* Level of Care Score: * Level of Care Score Date:

* Acuity Score (TA Specific): * Acuity Score Date:

* Current Residence Setting:

* Who participated in the development of the Plan of Care? (Check all that Apply) Individual Parent Legal Guardian

* Is there a backup caregiver in the event services are not available? No Yes

* Was the individual / parent / legal guardian informed the Plan of Care may be reduced? No Yes

* Can the individual independently seek assistance in the event of an emergency? No Yes

Service Reduction Request Region

Purpose

This region contains ten questions that will be used in the decision to approve the request, approve the request with recommendations or to deny the request.

Top Portion of the Region as an example

The screenshot shows a web form titled "Service Reduction Request". At the top, there are two fields: "* Request Date:" with the value "03/20/2013" and "* Proposed Reduction Effective Date:" with an empty text box. Below this is question 1: "* 1. Is there a risk for abuse, neglect, exploitation with the proposed service reduction?" with radio buttons for "No" and "Yes". Underneath is a text area labeled "If Yes, Please Explain:" with a "0 of 2000" character count. This is followed by question 2: "* 2. Has individual been hospitalized in the last 90 days?" with radio buttons for "No" and "Yes". Below it is another "If Yes, Please Explain:" text area with a "0 of 2000" character count. The form has a light blue header and a light gray border.

Required Fields

Request Date: Auto-populated with the current date.

Proposed Reduction Effective Date: Must be greater than the current date.

All questions are required. If the answer is "Yes" then the Explanation comment is required.

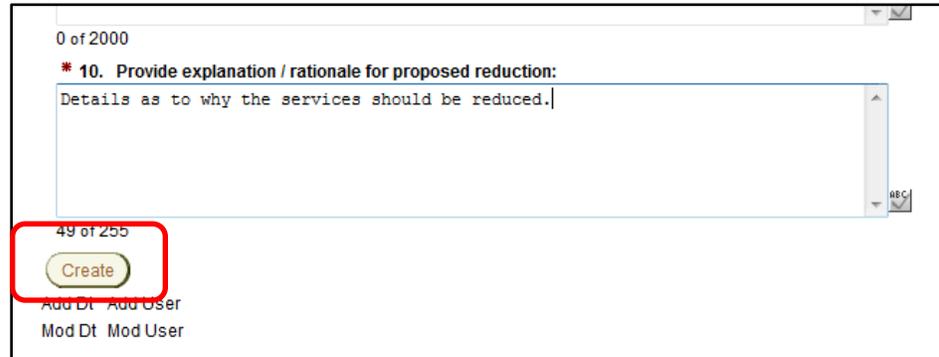
The Ten Questions:

1. Is there a risk for abuse, neglect, exploitation with the proposed service reduction?
 2. Has individual been hospitalized in the last 90 days?
 3. Is the individual cognitive impaired?
 4. Does the individual need assistance with modality?
 5. Does the individual require assistive or medical devices?
 6. Does the individual require two person transfers?
 7. Is the individual a quadriplegic?
 8. Is the individual homebound?
 9. Is lack of Provider capacity to serve an issue for the individual?
 10. Provide explanation / rationale for proposed reduction:
-

Creating the Request

Purpose

Once the information is entered on the request, click on the “Create” button at the bottom of the page. The status will be Work in Progress.



A screenshot of a web form interface. At the top, there is a text input field with a character count of "0 of 2000". Below this is a required field labeled "* 10. Provide explanation / rationale for proposed reduction:" with a sub-label "Details as to why the services should be reduced." and a text area containing the text "Details as to why the services should be reduced." Below the text area is a "49 of 255" character count and a "Create" button, which is highlighted with a red rectangular box. At the bottom of the form, there are two rows of links: "Add Dt Add User" and "Mod Dt Mod User".

Proposed Services Reduction Region

Purpose

The “Add Service To Be Reduced” button will display once the form has been created and is in Work in Progress status.

Click on the button to forward to the Proposed Services Reduction page to enter information regarding the services that are proposed to be reduced.

Proposed Services Reduction page

Required Fields

All fields displayed on this page are required. The Services listed in the drop down list are the services currently available to be provided for all waiver types.

Key to the service information:

Waiver – KDADS service code / MMIS service code – Service Description

Data entry instructions are on the next page.

Proposed Services Page – Entry

How To

Follow the steps in the table below to add the service(s) proposed to be reduced.

Step	Action	Result
1.	Select the proposed Service for reduction.	The Services listed in the drop down list are the services currently available to be provided for all waiver types.
2.	Enter the Pre KanCare Units that the service is being provided.	
3.	Select the Pre KanCare Frequency of the units is being provided.	Options are: <ul style="list-style-type: none"> • Once • Day • Week • Month
4.	Enter the Current Approved Units that the service is being provided.	
5.	Select the Current Frequency of the units is being provided.	Options are: <ul style="list-style-type: none"> • Once • Day • Week • Month
6.	Enter the Proposed Units After Reduction that the service will be provided after the reduction.	
7.	Select the Proposed Frequency of the units is being provided.	Options are: <ul style="list-style-type: none"> • Once • Day • Week • Month
8.	Select if the service is Agency Directed or Self-Direct .	One or both can be selected.

Continued on Next Page

Proposed Services Page – Entry (Continued)

How To

Continued

Step	Action	Result												
9.	Click on the Create button.	The service information will be added to a table in the “Service To Be Reduced Entry List” region.												
<div style="border: 1px solid black; padding: 10px;"> <p>Services To Be Reduced Entry Return to Request Page Create</p> <p>* Service: ~Select~</p> <p>* Pre KanCare Units: <input type="text"/> * Pre KanCare Frequently: ~ Select ~</p> <p>* Current Approved Units: <input type="text"/> * Current Frequently: ~ Select ~</p> <p>* Proposed Units After Reduction: <input type="text"/> * Proposed Frequently: ~ Select ~</p> <p>Agency Directed: <input type="checkbox"/></p> <p>Self-Directed: <input type="checkbox"/></p> </div>														
10.	Continue until all services that are being proposed for reduction is entered.													
11.	To edit an existing service line	Follow the steps below:												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Step</th> <th>Action</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Click on the Paper/Pencil icon under the edit column.</td> <td>The line information will be populated into the data entry fields for editing.</td> </tr> <tr> <td>2.</td> <td>Enter the changes.</td> <td></td> </tr> <tr> <td>3.</td> <td>Click on the Apply Changes button</td> <td>Changes are made to the table.</td> </tr> </tbody> </table>			Step	Action	Result	1.	Click on the Paper/Pencil icon under the edit column.	The line information will be populated into the data entry fields for editing.	2.	Enter the changes.		3.	Click on the Apply Changes button	Changes are made to the table.
Step	Action	Result												
1.	Click on the Paper/Pencil icon under the edit column.	The line information will be populated into the data entry fields for editing.												
2.	Enter the changes.													
3.	Click on the Apply Changes button	Changes are made to the table.												
12.	Click on the Return to Request Page button.	Returns to the Request page.												

Proposed Services Reduction Region – Completed

Purpose

Once returned to the Request Page, the services entered on the previous page will be listed in this region.

Proposed Services Reduction												
Add Service To Be Reduced												
* Number of Proposed Services to be Reduced: 1												
Waiver	MMIS Service Code	KDADS Service Code	Unit of Measure	Service	Agency Directed	Self Directed	Pre Kancare Units	Pre Kancare Frequency	Current Approved Units	Current Approved Frequency	Proposed Units	Proposed Frequency
PD	S5125	ATCRPD	15 MINUTES	ATTENDANT CARE SERVICE, AGENCY DIRECTED	Y	-	40	DAY	40	DAY	35	DAY
												1 - 1

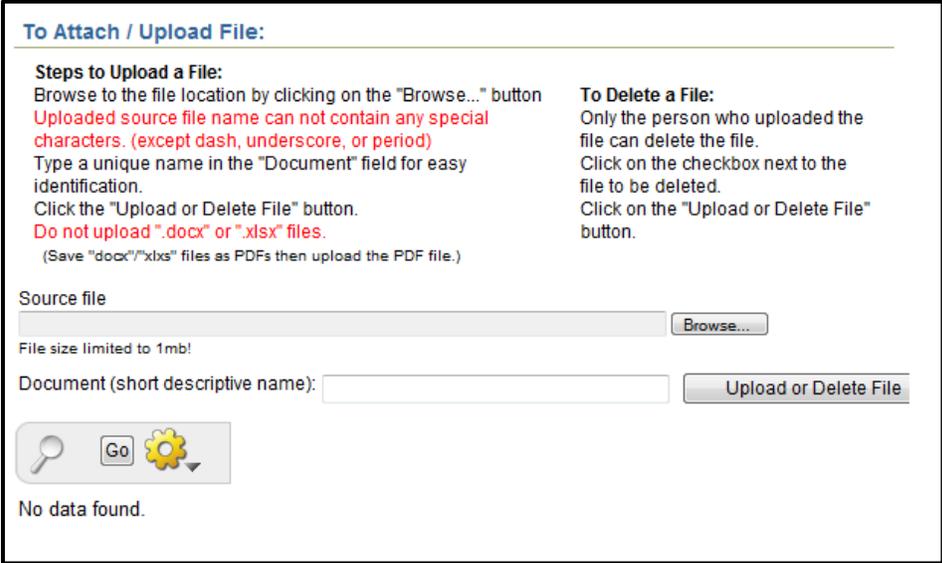
Required Fields

At least one service is required in order to submit the request to KDADS.

View / Attach File(s)

Introduction At times, it is necessary for additional information to be attached to the report.

How to Attach a File Follow the steps below to attach a file to a specific report.

Step	Action	Results								
1.	Click on the View / Attach Files button.	To Attach / Upload File window displays.								
										
2.	In the Attachments region, click on the Browse button	The "Choose File to Upload" dialog box displays.								
3.	Browse to the saved document to be attached.	For best results attach only the following type of documents:								
<table border="1"> <thead> <tr> <th>Document Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Word or Excel</td> <td>Convert documents to Acrobat Reader format (pdf) before attaching</td> </tr> <tr> <td>PDF (Acrobat)</td> <td>Attach with no additional steps needed</td> </tr> <tr> <td>Graphics</td> <td>Attach JPG or GIF type graphics – do not attach TIF files</td> </tr> </tbody> </table>			Document Type	Action	Word or Excel	Convert documents to Acrobat Reader format (pdf) before attaching	PDF (Acrobat)	Attach with no additional steps needed	Graphics	Attach JPG or GIF type graphics – do not attach TIF files
Document Type	Action									
Word or Excel	Convert documents to Acrobat Reader format (pdf) before attaching									
PDF (Acrobat)	Attach with no additional steps needed									
Graphics	Attach JPG or GIF type graphics – do not attach TIF files									
4.	On the Choose File to Upload dialog box, click on Open button	File is selected and entered into the Upload File field.								
5.	Enter a Name in the File Name field.									

Continued on Next Page

Upload File Attachment Utility (Continued)

How to Attach a File *Continued*

Step	Action	Results
6.	Click on Upload or Delete File button	Completes the upload. Table of the attached files is displayed.

To Attach / Upload File:

Steps to Upload a File:
 Browse to the file location by clicking on the "Browse..." button
 Type a unique name in the "File Name" field for easy identification.
 Click the "Upload or Delete File" button.
Do not upload ".docx" or ".xlsx" files.
 (Save ".docx"/".xlsx" files as PDFs then upload the PDF file.)

To Delete a File:
 Only the person who uploaded the file can delete the file.
 Click on the checkbox next to the file to be deleted.
 Click on the "Upload or Delete File" button.

File(s) Uploaded 01/28/13 05:59:28 PM
File size limited to 1mb!
 File Name:

Attached / Uploaded Files

Application: PersonAdmin Id: CRC12

name	delete	size	source	added	by
employee picture	<input type="checkbox"/>	3,532	BUB.GIF	01/28/2013 05:59:28	DEBYZIMMERMAN

Note: If the file is too large, a warning notice will be displayed that the file was too large and was deleted.



Viewing an Attachment

How to View the File Follow the steps below to view an attached file on a specific report.

Step	Action	Results
1.	Click on the file name	"Employee Picture" in the above example
2.	The document will open in a separate window.	

Deleting an Attachment

Introduction The delete option is only available to the user who originally attached the file.

How to Delete a File Follow the steps below to delete an attached file on a specific report.

Step	Action	Results												
1.	In the Attachments region, click on the check box under the delete column.													
<p style="text-align: center;">Attached / Uploaded Files</p> <hr/> <p>Application: PersonAdmin Id: CRC12</p> <table border="1"><thead><tr><th>name</th><th>delete</th><th>size</th><th>source</th><th>added</th><th>by</th></tr></thead><tbody><tr><td>employee picture</td><td><input checked="" type="checkbox"/></td><td>3,532</td><td>BUB.GIF</td><td>01/28/2013 05:59:28</td><td>DEBYZIMMERMAN</td></tr></tbody></table>			name	delete	size	source	added	by	employee picture	<input checked="" type="checkbox"/>	3,532	BUB.GIF	01/28/2013 05:59:28	DEBYZIMMERMAN
name	delete	size	source	added	by									
employee picture	<input checked="" type="checkbox"/>	3,532	BUB.GIF	01/28/2013 05:59:28	DEBYZIMMERMAN									
2.	Click the Upload or Delete File button.	File is deleted from the system.												

Submitting Request to KDADS

How To

Follow the steps in the table below to submit the request to KDADS for action.

Step	Action	Result
1.	Click on the Submit Request to KDADS button.	Message of submission will display in the page heading and All form fields become disabled.
2.	The request will be available for action by the KDADS Program Managers.	
3.	Click on the Cancel button.	Returns to the Customer Forms page.

KDADS Approval Region

Introduction

Once the KDADS Program managers take action on the request, the status will change to correspond to that action. Open the request to review any recommendations or comments that may have been made.

- Through the Forms Listing:

Click the link on the Forms table:

CUSTOMER FORMS LIST
[KDOA Info Tree](#)
 • Red numbers appearing next to the POC link indicate the number of open lines on that POC.
Person Forms 30

[Create New Form](#)

Forms List

Form Type	Form Date	Form Status	Organization	Unmet Needs	Plan of Care
SHARE - from 4 To 21 Reqst 03/27/2013 - Accept 03/27/2013	03/27/2013	ACCEPTED	4		
POC SERVICES REDUCTION REQUEST	03/27/2013	SUBMIT FOR APPROVAL	21		
FUNCTIONAL ASSESSMENT INSTRUMENT - PHYSICALLY DISABLED 	01/16/2013	APPROVED	4		create CTRL
UNIFORM ASSESSMENT INSTRUMENT 	01/01/2009	APPROVED	4	UMN	INC CTRL 

[Back](#)

- Through the POC Service Reduction Workload:

Click the icon under the Open Column:

POC Service Reduction Worklist

Search: Rows: 15 [Go](#) 

Open	Request Date	Proposed Reduction Eff Date	Request Status
	03/27/2013	05/01/2013	WORK IN PROGRESS

Recommendation / Comments

KDADS Approval

Recommendations/Comments:
 This is a comment from KDADS regarding the Request.

Lead Reviewer: DEBY ZIMMERMAN Review Date: 03/28/2013

POC Service Reduction Workload

Introduction

The POC Service Reduction workload page is where all requests are listed. The list is in an Interactive Report format, which gives the user a table view then allows the user to utilize filters and other reporting tools to create custom views of the data.

Security installed on the workload allows only the customers that are associated with the users' organization to display. It will also give the organization one area to review statuses of requests submitted.

Quick Steps to select information:

- Click on the pencil/paper icon under the Open column to open the request.
- Click on any column heading for a quick sort or filter of the information.

How To

Follow the steps in the table below to access the workload for POC Service Reduction Requests. This is the workload where KDADS will access all requests submitted.

Step	Action	Result
1.	To access the workload, click on the POC Service Reduction Workload button.	Workload displays.



Search Criteria Fields

PRODUCTION
Version: 2013/03/27@21:55:42
Welcome: Deby Zimmerman [21] Logged in at: 2013/03/27@20:24:22
Problem Reports Recent Clients
Person Search: Enter KamisID OR Last, First OR BeneID (11 digits) Search

Home Person Search Customer Referrals Organizations Org. Members MMIS Workload **POC Workload** Org. List Members List ESD Worklist MFP Worklist CCER Workload ASTEX Workload Add'l Time Workload Effective Date Workload Share-Transfer Workload

POC Service Reduction Worklist

Rows 15 Go

Open	Request Date	Proposed Reduction Eff. Date	Request Status	Person Nbr	Medicaid ID Number	Last Name	First Name	Requesting Organization	Waiver	Reviewer	Review Date
	03/27/2013	05/01/2013	WORK IN PROGRESS	360974	00111111111	SMURF2	TEST2	AMERIGROUP - MCO	PHYSICALLY DISABLED	-	-

1 - 1

Search Results

Columns

- Open – Will open the request
- Request Date
- Proposed Reduction Effective Date
- KAMIS Person Number
- Medicaid ID Number
- First and Last Name
- Requesting Organization
- Reviewer
- Review Date
- Request Status –
 - Work in Progress
 - Submitted to KDADS
 - Approved
 - Approved with Recommendations
 - Denied
 - Aborted

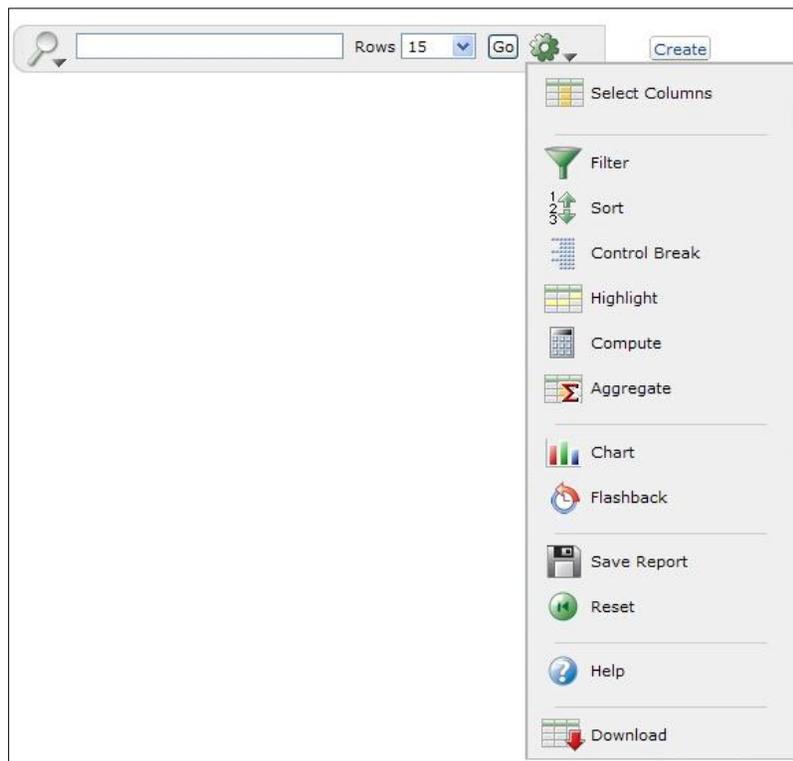
POC Service Reduction Workload – Interactive Report Functions

Features

Below are the more commonly used reporting tools features offered by an interactive report.

How to

1. Open the Web Application at the Interactive Report view.
2. Click on the gear icon.
3. Report Control List will display.



Functions Covered

This instruction guide will cover only the most commonly used report functions. Those functions are Filter, Sort, Reset.

POC Service Reduction Workload – Descriptions

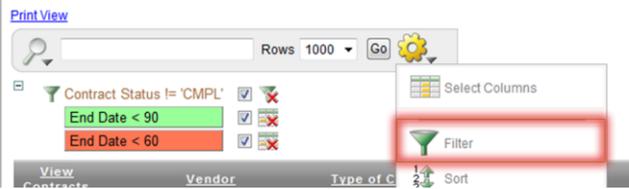
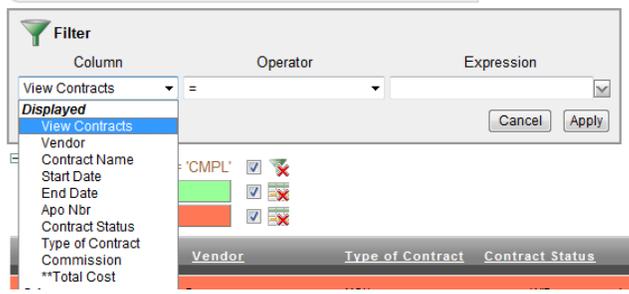
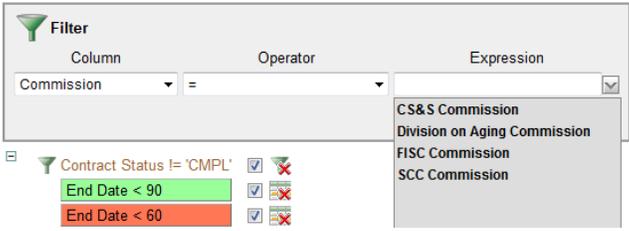
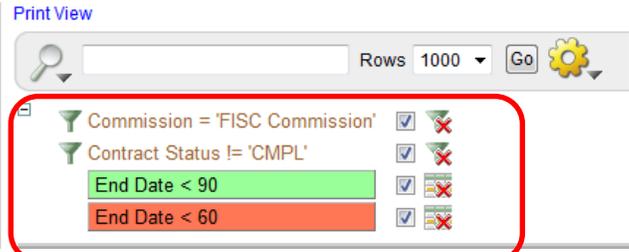
Functions

Below is the description of the functions available in an interactive report.

Reporting Control List	Action
	<p>Select Columns – Used to modify the columns displayed. The columns on the right are displayed. The columns on the left are hidden. You can reorder the displayed columns using the arrows on the far right. Computed columns are prefixed with **.</p>
	<p>Filter – Used to filter data for a more detailed view of information.</p>
	<p>Sort – Used to change the column(s) to sort on and whether to sort ascending or descending. You can also specify how to handle nulls (use the default setting, always display them last or always display them first). The resulting sorting is displayed to the right of column headings in the report.</p>
	<p>Control Break – Used to create a break group on one or several columns. This pulls the columns out of the Interactive Report and displays them as a master record.</p>
	<p>Highlight – Highlighting allows you to define a filter. The rows that meet the filter are highlighted using the characteristics associated with the filter.</p>
	<p>Compute – Computations allow you to add computed columns to your report. These can be mathematical.</p>
	<p>Aggregate – Aggregates are mathematical computations performed against a column. Aggregates are displayed after each control break and at the end of the report within the column they are defined. Only numeric columns will be displayed.</p>
	<p>Chart – You can include one chart per Interactive Report. Depending upon the data in the report, the chart function may not be useful.</p>
	<p>Flashback – Not available.</p>
	<p>Save Report – Saves the customized report for future use. You provide a name and an optional description. A tab will be displayed for each report saved.</p>
	<p>Reset – Restores report to the default settings.</p>
	<p>Help – On-line Help on report functions.</p>
	<p>Download – Allows the current report to be downloaded. The download format is CSV which can be opened through Excel.</p>

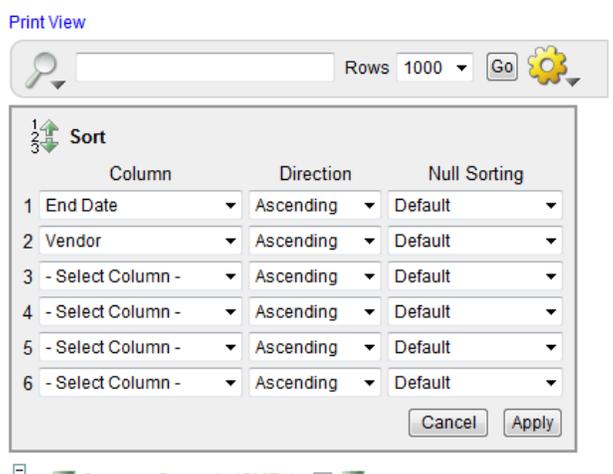
POC Service Reduction Workload – Filter

How To Follow the steps in the table below to filter a Report.

Step	Action	
1.	Select Filter from the Control list.	 <p>The screenshot shows a report control panel with a search bar, 'Rows 1000', and a 'Go' button. Below these are three filter criteria: 'Contract Status != 'CMPL'', 'End Date < 90', and 'End Date < 60'. A 'Filter' button is highlighted with a red box.</p>
2.	Select the Column to filter Select the Operator	 <p>The screenshot shows the 'Filter' dialog box. The 'Column' dropdown menu is open, showing options like 'View Contracts', 'Vendor', 'Contract Name', etc. The 'Operator' dropdown is set to '='.</p>
3.	Select the Expression . <ul style="list-style-type: none"> By clicking on the drop down arrow at the end of the express field, options will appear if appropriate. 	 <p>The screenshot shows the 'Filter' dialog box. The 'Expression' dropdown menu is open, showing options like 'CS&S Commission', 'Division on Aging Commission', 'FISC Commission', and 'SCC Commission'. The 'Column' is set to 'Commission' and the 'Operator' is set to '='.</p>
4.	Click on the "Go" button. Report will display. The filter criteria will display at the top of the report.	 <p>The screenshot shows the report header with the filter criteria: 'Commission = 'FISC Commission'', 'Contract Status != 'CMPL'', 'End Date < 90', and 'End Date < 60'. The criteria are highlighted with a red box.</p>

POC Service Reduction Workload – Sorting

How To Follow the steps in the table below to sort a Report.

Step	Action																													
1.	Select Sort from the Control list.	 <p>The screenshot shows a report control panel with a search bar, 'Rows 1000', and a 'Go' button. Below are filter criteria: 'Commission = 'FISC Commission'', 'Contract Status != 'CMPL'', 'End Date < 90', and 'End Date < 60'. A 'Sort' button is highlighted with a red box.</p>																												
2.	Select the Column(s) to be sorted. Select the Direction (Ascending or Descending) Select how the Blank Fields (nulls) should be displayed.	 <p>The screenshot shows the 'Sort' dialog box with a table of columns, directions, and null sorting options. The 'End Date' column is selected for ascending sorting with default null handling. The 'Vendor' column is also selected for ascending sorting with default null handling. Other columns are set to 'Ascending' and 'Default'.</p> <table border="1" data-bbox="901 808 1469 1144"> <thead> <tr> <th></th> <th>Column</th> <th>Direction</th> <th>Null Sorting</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>End Date</td> <td>Ascending</td> <td>Default</td> </tr> <tr> <td>2</td> <td>Vendor</td> <td>Ascending</td> <td>Default</td> </tr> <tr> <td>3</td> <td>- Select Column -</td> <td>Ascending</td> <td>Default</td> </tr> <tr> <td>4</td> <td>- Select Column -</td> <td>Ascending</td> <td>Default</td> </tr> <tr> <td>5</td> <td>- Select Column -</td> <td>Ascending</td> <td>Default</td> </tr> <tr> <td>6</td> <td>- Select Column -</td> <td>Ascending</td> <td>Default</td> </tr> </tbody> </table>		Column	Direction	Null Sorting	1	End Date	Ascending	Default	2	Vendor	Ascending	Default	3	- Select Column -	Ascending	Default	4	- Select Column -	Ascending	Default	5	- Select Column -	Ascending	Default	6	- Select Column -	Ascending	Default
	Column	Direction	Null Sorting																											
1	End Date	Ascending	Default																											
2	Vendor	Ascending	Default																											
3	- Select Column -	Ascending	Default																											
4	- Select Column -	Ascending	Default																											
5	- Select Column -	Ascending	Default																											
6	- Select Column -	Ascending	Default																											
3.	Click on Apply . Report will display.																													

POC Service Reduction Workload – Reset Report

How To Follow the steps in the table below to reset the Report back to default.

Step	Action	
1.	Select Reset from the Control list.	 A screenshot of a software control menu. The menu is a vertical list of options: 'Flashback' (with a circular arrow icon), 'Save Report' (with a floppy disk icon), 'Reset' (with a circular arrow icon and highlighted in orange), 'Help' (with a question mark icon), and 'Download' (with a download icon).
2.	Click on the Apply button to reset the report.	 A screenshot of a 'Reset' dialog box. At the top, there is a search icon, a search input field, and a 'Rows' dropdown menu set to '15', followed by a 'Go' button and a gear icon. Below this, the dialog has a title 'Reset' with a circular arrow icon. The main text reads 'Restore report to the default settings.' At the bottom, there are two buttons: 'Cancel' and 'Apply'.