



DEVELOPMENTAL DISABILITIES ADMINISTRATION
Olympia, Washington

TITLE: SOCIAL SERVICE PAYMENT SYSTEM AND POLICY 6.01
CLIENT AUTHORIZATION SERVICES INPUT SYSTEM

Authority: [Chapter 71A RCW](#) *Developmental Disabilities*
[RCW 43.20B.675](#) *Vendor Overpayments*
[RCW 43.20A.400 - 430](#) *Purchase of services*
[WAC 388-05-0010](#) *Contractor submission of claims*

References: DSHS Administrative Policy 10.02 *Overpayments and Debts for Providers and Vendors*
DDA Policy 6.10, *Client Overpayments*
SSPS Basic Manual
Social Services Authorization Manual

Note: Forms mentioned in this policy are available on the DSHS DDA Intranet website only.

PURPOSE

This policy establishes expectations for the use and monitoring of the Social Service Payment System (SSPS), Client Authorization Services Input System (CASIS), and ProviderOne payment system. This policy will also be used by the Regions to develop internal control procedures.

SCOPE

This policy applies to DDA Central Office staff and all staff in DDA Field Services offices and outstations.

DEFINITIONS

CRM means the Developmental Disabilities Administration Case Resource Manager and/or the Social Worker or Social Service Specialist.

POLICY

- A. When authorizing payment for services, all DDA staff will take reasonable precautions to prevent abuse of the SSPS and ProviderOne payment systems.
1. CRMs will authorize services for DDA eligible clients to providers receiving a W-2 tax form through SSPS via CASIS.
 2. CRMs will authorize personal care services for children that have not been determined eligible for DDA through SSPS via CARE.
 3. All other services will be authorized through ProviderOne via CARE.
 4. The SSPS Program Manager, when not possible through CASIS, may use SSPS WebConnect for authorization purposes.
- B. Only designated personnel will authorize services and payments using the CASIS or CARE systems. The *SSPS Basic Manual*, *SSPS Appendix E*, *Social Services Authorization Manual*, and the following procedures are a guide for authorizing and monitoring payments to service providers. Regions will develop monitoring and documenting procedures in compliance with this policy.

PROCEDURES

A. **Authorization of Services**

1. Case Resource Managers (CRMs) authorizing services must do the following:
 - a. Be familiar with the *SSPS Basic Manual*, *SSPS Appendix E* and the *Social Services Authorization Manual*.
 - b. Attend payment systems basic training as soon as training is available after hiring.
 - c. Attend other payment systems training as recommended by the SSPS Program Manager.
 - d. The primary Case Resource Manager is to complete their authorizations for those on their caseload whenever possible.
 - e. Ensure that all authorization/payment errors discovered on their caseload (whether or not they are responsible for the error), including overpayments and payment adjustments, are corrected.

B. Payment System Access

1. Worker Identification Numbers
 - a. The regional Payment Systems Coordinator assigns worker identification (ID) numbers for SSPS. The coordinator or designee must make a request to Central Office for activation of SSPS ID numbers. SSPS ID numbers are used by payment systems SSPS/CASIS.
 - b. Assignment of SSPS ID numbers for CRMs and supervisors will follow rules outlined in the *SSPS Basic Manual*.
 - c. Requests for changes, deletions, or new SSPS IDs will be made within five (5) working days of a caseload reassignment.
 - d. If a new worker cannot be assigned to a caseload at the same time, the caseload will be assigned to the supervisor of the unit using a worker ID different from their usual supervisor ID ending in '00.'
 - e. Central Office will make the appropriate request to the SSPS Program Manager and maintain a record of requests.
 - f. At the request of the regional coordinator, payment systems processes a global transfer to change service authorizations to new worker ID numbers on a monthly basis.
2. SSPS WebConnect Plus Access
 - a. Other than the SSPS Program Manager, access to SSPS WebConnect for DDA staff is inquiry only. The security process for accessing SSPS WebConnect is as follows:
 - 1) All workers wishing to access WebConnect require an individual security profile;
 - 2) For all regular DDA workers requiring access to WebConnect, the regional Payment Systems Coordinator will complete [DSHS 17-130, SSPS Security Clearance Request](#); and
 - 3) Submit the form to datasecdshs@dshs.wa.gov.
 - b. Access to SSPS WebConnect for non-DDA staff for inquiry only is allowed on a limited basis.

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- 1) Regional requests for access to WebConnect by non-DDA workers must be forwarded to the SSPS Program Manager; and
 - 2) The SSPS Program Manager will submit requests for WebConnect access by workers other than DDA regional workers.
3. ProviderOne View Access
- a. ProviderOne access is view only for field staff. The Regional Payment Coordinator will assist in coordinating view access for staff.
 - b. The Regional Payment Coordinator will assist new staff requiring view access to ProviderOne in completion and submission of the [DSHS 17-227, DSHS / HCA Systems Access Request](#) form. Email the completed form to HCAITSecurity@hca.wa.gov.

C. **Roles**

1. DDA Central Office
 - a. The SSPS Program Manager will provide the following support to Field Services:
 - 1) Coordinate staff training;
 - 2) Provide direction to regional Payment Systems Coordinators;
 - 3) Serve as the DDA liaison with SSPS and ProviderOne, including maintenance of service codes, data sheets and RACs;
 - 4) Review regional written payment procedures;
 - 5) Oversee regional payment policy implementation;
 - 6) Complete authorization edit overrides and reviews;
 - 7) Input authorizations into WebConnect as needed;
 - 8) Oversee SSPS Worker ID input; and
 - 9) Provide ongoing assistance and support.

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2. Regional Payment Systems Coordinator
 - a. Each Region will appoint at least one Payment Systems Coordinator. A Payment Systems Coordinator may also be assigned in each reporting unit as needed. The Regions will notify the SSPS Program Manager when there are changes in the Payment Systems Coordinator position.
 - b. The regional Payment Systems Coordinator will:
 - 1) Have a basic understanding of the SSPS and ProviderOne authorization, billing, and payment systems, including SSPS Web Based Reports;
 - 2) Have a basic understanding of DDA program services authorized by SSPS or P1;
 - 3) Assist in developing and monitoring regional procedures to ensure compliance with this policy and all payment systems procedures;
 - 4) Coordinate development and presentation of payment systems training for regional staff;
 - 5) Be available to assist regional staff with payment systems questions and problems;
 - 6) Communicate with the SSPS Program Manager and SSPS or ProviderOne Help Desk to resolve problems;
 - 7) Disseminate information from SSPS or ProviderOne or the Social Service Payment Systems Program Manager as needed; and
 - 8) Meet with the SSPS Program Manager and other Payment Systems Coordinators when scheduled by the SSPS Program Manager.

D. **Monitoring and Review**

1. Supervisor/Regional Monitoring and Review
 - a. Report Monitoring
 - 1) Supervisors or their designees will review the following output reports on a monthly basis. Monitoring reviews will be documented in the database on the DDA SSPS/P1 SharePoint site.

The supervisor will monitor these reports for accuracy of authorizations and require corrections by CRMs as needed:

- a) *Authorizations by Service Code*, reviewing for authorizations with a “9” code;
- b) *Audit 00646 Invalid Payment*;
- c) *Audit 00646 Duplicated Payments*;
- d) *Paid Services Without Contract* (as supplied by DDA HQ);
- e) *Open Authorizations for Discharged or Deceased Client*.

b. Case File Review

- 1) Supervisors of case-carrying staff will review one (1) case file per non-waiver CRM per year as selected by DDA Central Office. These file reviews are intended to accomplish the following:
 - a) A review of the Individual Total Cost Report (SSRS Report) for the client;
 - b) Identify payment problems or irregularities;
 - c) Ensure compliance with payment systems procedures, including:
 - (1) Overpayments;
 - (2) Payment adjustments;
 - (3) Under-authorizations; or
 - (4) Underpayments.
 - d) Ensure that services authorized are part of the client’s Individual Support Plan (ISP); and
 - e) Ensure that DSHS/DDA policies and procedures are followed.
- 2) Supervisors may also be required to review additional individual files as directed by the SSPS Program Manager.

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- 3) File Reviews will be documented in the File Review database on the DDA SSPS/P1 SharePoint site.
 - 4) Waiver case files will be reviewed according to the DDA Assessment review requirements.
 - 5) Supervisors will maintain documentation of CRM report reviews.
- c. Client Contact
- 1) Each Region will contact a specified number of clients per month to determine whether services are being delivered as authorized. The total number of clients to be contacted is determined by multiplying three (3) times the number of supervisors who oversee caseload carrying case managers by the number of caseload carrying case managers who authorize paid services.
 - 2) DDA Central Office will provide a monthly list of clients to be contacted. Client contacts must be made using this randomly generated list.
 - 3) Contacts will be documented in the database on the DDA SSPS/SharePoint site.
- d. Regional CASIS Edit Override Monitoring
- 1) CASIS security levels for edit overrides will be assigned by the Field Services Administrator (FSA) to the Regional Operations Manager or a supervisor. Any other designee must be approved by the Regional Administrator (RA). Requests for this security level must be made to the SSPS Program Manager.
 - 2) The security level for CASIS edit overrides may not be given to a staff person whose regular job duties include or require the regular input of payment systems authorizations.
 - 3) The security level for CASIS edit overrides should be limited to one primary staff and one backup staff per region.
 - 4) The regional Joint Requirements Planner (JRP) will add regional staff to the CASIS Full Access and CASIS Read Only security groups as directed by the FSA.

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- 5) CASIS edit overrides will be monitored within the Region, as follows:
 - a) A supervisor must review and approve edit override requests;
 - b) A copy of the CASIS edit override authorization with a detailed explanation will be placed in the client's case file; and
 - c) An additional copy will be placed in a separate file maintained by the region and organized by supervisor.
 - e. Quality Compliance Coordinator (QCC) Monitoring
 - 1) DDA Central Office will send letters to a random selection of service providers, at least annually, requesting they send timesheets to a central location.
 - 2) Quality Compliance Coordinators will compare timesheets to payment systems billing to ensure that services billed for are consistent with the service provider timesheet.
 - 3) Monitoring will be documented in the database on the DDA SSPS/SharePoint site.
 - f. Case Resource Manager Monitoring and Review
 - 1) Each CRM will review the following reports monthly and make needed updates or corrections as needed.
 - a) *Expiring and Expired Services*: Identify and terminate any services that are expired for more than three (3) months. Identify and extend services that are expiring but continuing.
 - b) *Worker Service Report*: Review authorizations to identify duplicates, incorrect SSPS codes, or any other unusual authorizations or payments.

D. SSPS Provider Files

1. Service Provider File Request
 - a. A limited number of staff in each Region will be designated to process new provider file requests and changes to existing provider files.
 - b. Provider file requests will be processed using [DSHS 06-097, Provider File Action Request](#).
 - c. Service provider file additions and changes will be made in a timely manner.
 - d. Each Region must maintain copies of all completed DSHS 06-097 forms for at least three (3) years.
2. A service provider's presence in the service provider file, indicated by having an SSPS provider number, does not give authority to do business with that service provider or indicate that training, licensing, certification, or contractual requirements are current or valid.

E. Contracts

1. Regions will use the DSHS Agency Contracts Database (ACD) system to store and provide the following contract information to all persons who authorize paid services:
 - a. Current contracted and/or licensed service providers;
 - b. Contract number;
 - c. SSPS Provider File number and/or ProviderOne number;
 - d. Contract effective dates.
2. A payment may not be authorized for services that do not fall within the effective dates of the contract.
3. Before authorizing services and payments, all CRMs will:
 - a. Verify that the provider has a contract for the service period, service type, and rate being authorized; and

- b. Verify with the regional site coordinator that the provider meets training requirements for the service period being authorized.

F. **SSPS Payment Issue Resolution**

1. Duplicate Invoices

- a. When a service provider requests a duplicate invoice, a designated staff person in each office will make duplicate invoice requests to SSPS.
- b. A file of these requests must be maintained in each Region for four (4) months.

2. Payment Adjustments

- a. A SSPS payment adjustment is required when:
 - 1) The correct amount was authorized and invoiced, but the service provider claimed fewer units of service than was actually provided. This is an “under-claim.”
 - 2) Invoiced services are authorized with service dates that are more than twelve (12) calendar months prior to the first day of the current invoice month.
 - a. Complete [DSHS 07-055, SSPS Payment Adjustment](#), according to the instructions.
 - b. Payment adjustments must be signed by the supervisor and sent to SSPS for processing.
 - c. DSHS does not pay for services that have not been claimed by the service provider within twelve (12) months of the date of service. Authorizations for services more than twelve (12) months prior must be approved by the SSPS Program Manager.

3. Overpayments

- a. Overpayments are defined in DSHS Administrative Policy 10.02, *Vendor/Provider Overpayment, and Debt Policy*. This policy applies to service provider overpayments. For information about client overpayments, refer to [DDA Policy 6.10, Client Overpayments](#).

- b. When a service provider overpayment is identified, the overpayment will be processed using the automated [Vendor Overpayment Notice](#). Once the form has been submitted, the worker will print the overpayment notice and place it in the client file.

G. **ProviderOne Payment Issue Resolution**

1. Case Managers shall refer to the Social Service Authorization Manual for instruction on resolution of issues related to authorizations and payments made through ProviderOne.

H. **Suspected Fraud**

1. The CRM will report to their supervisor immediately upon receiving information that indicates possible fraud on the part of a service provider, client, or DSHS staff.
2. All suspected fraud will be reported to DDA Central Office using [DSHS 12-209, Client Fraud Report](#), for clients and [DSHS 12-210, Provider Fraud Report](#), for providers.
3. DDA field staff will report suspected fraud by a client or provider to ADSAFraud@dshs.wa.gov.
4. DDA Central Office will make a report to the appropriate entities as required and maintain a system of tracking reports.

I. **Training**

1. The SSPS Program Manager will make payment and authorization training available for all staff.
2. Each Region must ensure that all employees who authorize services using CASIS or CARE and ProviderOne are adequately trained.
3. Each Region must ensure that all employees who monitor authorized services are adequately trained.
4. Training should occur at least annually and as needed for new employees.

EXCEPTIONS

Any exceptions to this policy must have the prior written approval of the Deputy Assistant Secretary.

SUPERSESSION

DDA Policy 6.01
Issued April 15, 2013

Approved: /s/ Donald Clintsman
Deputy Assistant Secretary
Developmental Disabilities Administration

Date: March 1, 2015