



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: SOCIAL SERVICE PAYMENT SYSTEM POLICY 6.01

Authority: 45 CFR 1357.30, 1391.4, 1396.17
RCW 43.20A.060, 43.20A.400-430
Public Law 93-647, Sec. 2003
Public Law 96-272

PURPOSE

This policy provides regional internal control for the Social Service Payment System (SSPS) for the Division of Developmental Disabilities (DDD) and DDD Field Services staff. DDD Field Services staff will take reasonable precautions to prevent abuse of the payment system and provide intended services to clients.

SCOPE

This policy applies to all DDD Field Services offices and outstations.

POLICY

DDD staff authorizing payments to DDD vendors must use the Department of Social and Health Services (DSHS) Social Service Payment System (SSPS). The DSHS Social Service Payment System Manual, Appendix E, and the following procedures are a guide for authorizing payments to vendors.

PROCEDURES

A. AUTHORIZATION OF SERVICES

All authorization of services will be completed on DSHS form 14-154/159 and signed and dated by the DDD case managers. A permanent file copy of the turnaround documents will be placed in the client's case files.

B. SSPS INPUT AND TRANSMITTAL

1. Input/transmittal of service authorizations (DSHS 14-154/159) will be completed on a daily basis by authorized personnel. The DSHS 14-154/159 turnaround documents will be distributed to case managers on the same day they are received by the reporting unit.
2. An assigned staff person in each reporting unit will compare the signed and dated DSHS 14-154/159 forms against the Transaction Input List (SSPS 017) on the same day the transaction list is received.

[If staffing allows, assign a person other than the input operator to do this check. It is recommended in a small office co-located with other DSHS divisions that the supervisor or manager should attempt to put into place an inter-office agreement to check each other's input. If this is not possible or staff is not co-located, a copy of the Transaction Input List and a copy of the DSHS 154/159, input documents will be sent to the DDD Regional Office to be reviewed, dated, and signed by assigned staff.]

3. An assigned staff person in each office will keep a file of daily Transaction Input List (SSPS 017) with signed and dated DSHS 14-154/159 input forms attached (six (6) months' retention).
4. A staff person in each office will be assigned to make regular duplicate invoice requests from SSPS and those needed for paper batching due to errors. A file of these requests must be maintained locally.
5. A staff person should reconcile and report discrepancies to the SSPS coordinator or the supervisor of the case manager who authorized the payment.
6. An assigned staff person in each office will review twenty-five (25) percent of authorizations for the following situations:
 - a. Services opened and closed at the time of initial input;
 - b. One-time payments terminated with termination codes causing payment;
 - c. One-time invoiced payments using termination codes that cause an invoice to be printed; and
 - d. Services authorized using an exception to normal payment amount, "9" code:

- (1) There must be a notation entered in the case file documenting the reason for the over normal payment amount.
- (2) The DSHS 14-154/159 form must have approval of the regional Field Services Administrator or designee.

The twenty-five (25) percent of reviewed transactions should be reviewed within two (2) days of receipt of transaction listing. The reviewed transactions must be attached to the transaction listing and retained for two (2) years.

C. REPORT DISTRIBUTION

The appropriate SSPS output reports will be date stamped and forwarded immediately to supervisors or their designee. The supervisor or designee will distribute reports to case managers immediately. The supervisor will monitor the pertinent reports for appropriateness of services. These reports will be used by case managers and supervisors to monitor services.

D. CASE MANAGER RESPONSIBILITIES

WORKER SERVICE REPORTS:

SSPS013	Expiring and Expired Service Tickler Report
SSPS032	Worker Service Report
SSPS039	Birthday Tickler Report

Each DDD case manager will review these reports monthly and make needed corrections:

1. Identify and terminate any services that are expired for more than three (3) months; and
2. Review client authorizations to identify duplicate authorizations, incorrect SSPS codes, or any other unusual authorizations or payments.

E. GENERAL MONITORING DUTIES

SSPS031	Provider Listing By Paid Service Report; And
SSPS40N20	Client Payment By Service Code Report Or
SSPS041	Local Office Client Listing By Service Report

A staff person will be assigned to review these three (3) reports monthly and:

1. Discern problems or irregularities; and
2. Resolve discrepancies through case file reviews and/or discussion with the case manager to ensure:
 - a) appropriate services were authorized, provided, and closed in a timely manner;
 - b) services authorized are part of the service plan; and
 - c) DSHS/DDD policies and procedures were followed.
3. Case file reviews and corrective actions must be retained for at least three (3) years.

F. IDENTIFICATION NUMBERS

TERMINAL OPERATOR NUMBERS

The regional SSPS coordinator or their designee must request SSPS terminal operator numbers for new staff or delete terminal operator numbers for staff who leave. Requests will be made within five (5) working days of staff changes.

1. All input operators must have their own terminal operator number.
2. Case managers do not need an operator number unless they also do SSPS input.

WORKER IDENTIFICATION NUMBERS

1. The regional SSPS coordinator or designee must make a request to DDD Central Office for worker ID numbers. Requests for changes, deletions, or new worker IDs will be made within five (5) working days of staff changes. DDD Central Office will maintain a record of requests and in turn make the appropriate request to SSPS.
2. It is expected that authorizations will change to the new case manager's worker ID within thirty (30) days of the reassignment of the caseload.

PROVIDER FILE NUMBERS

1. Vendors with Standard Rates

DDD Field Services staff will initiate and maintain provider file information for all providers without vendor unique rates. Staff authorized to update provider numbers will conduct a provider file search before assigning new numbers. Provider file additions and changes will be made on a timely basis.

2. Vendors with Non-Standard Rates

DDD Central Office staff will initiate and maintain provider file information for contracted providers with vendor unique rates. Changes to this file must be requested through DDD Central Office.

3. **A vendor's presence in this file does not give authority to do business with that vendor or indicate that licensing, certification, or contractual requirements are current or valid.**G. CONTRACTS

Each region will maintain a system to provide the following contract information to all persons who authorize or input SSPS services:

1. Current contracted and/or licensed providers;
2. Contract number;
3. Contract effective dates;
4. Type of service; and
5. Rate.

This system will be updated in a timely manner or at least quarterly.

Before authorizing services and payments, all DDD case managers will verify that each provider:

1. Has a current contract;
2. Has a current license, if applicable; and

3. Is contracted for the service and rate authorized.

H. MANUALS

Staff authorized to input service authorizations and provider file input will be familiar with the SSPS Terminal Operators Manual, Appendix T.

DDD case managers authorizing services will be familiar with the SSPS Basic Instruction Manual and Appendix E.

I. RESOLUTION

Problems that cannot be resolved at the local level will be referred to the regional SSPS coordinator who will be available to answer questions and troubleshoot problems.

SUPERSESION

Division Policy 6.01
Issued February 26, 1993

Division Policy Directive 411
Issued November 18, 1991

Approved: /s/ Timothy R. Brown
Director, Division of Developmental Disabilities

Date: 7/23/1998