



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: SOCIAL SERVICE PAYMENT SYSTEM POLICY 6.01

Authority: 45 CFR 1357.30
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).

SCOPE

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

POLICY

Field Services staff will take reasonable precautions to prevent abuse of the payment system and provide intended services to clients. DDD staff authorizing payments to DDD vendors must use the Client Authorization Services Input System (CASIS), which is a front end to the Department of Social and Health Services (DSHS) Social Service Payment System (SSPS). Authorized personnel will input services and payments in the CASIS system. 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 the CASIS Input Screen. The printout of the authorization will be signed and dated by the authorizing DDD case managers. A permanent file copy of the CASIS document will be placed in the client's case files.

B. SSPS Input And Transmittal

1. Input/transmittal of service authorizations will be completed on a daily basis by authorized personnel. The turnaround documents will be distributed to case managers, for filing in the case file.
2. An assigned staff person in each office will keep a file of the daily report from the CASIS System with the SSPS transmittal list attached.

C. Supervisor Responsibilities

Supervisors or their designees will review, sign and date the appropriate CASIS output reports on a monthly basis. The supervisor will monitor the pertinent reports for appropriateness of services.

D. Reconciliation

1. The supervisor or designee shall review, sign and date the daily report of all authorizations. A person other than the case manager will do this check.
2. A staff person should reconcile the CASIS Daily Report to the SSPS 017 and report discrepancies to the SSPS coordinator or the supervisor of the case manager who authorized the payment.
3. An assigned staff person in each office will review ten (10) random authorizations once a week 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: There must be an approved ("approved" means supervisor signature, dated) exception to policy (ETP) in the case file documenting the reason for the over normal payment amount.
4. Each DDD case manager will review the following reports monthly and make needed corrections:

SSPS013 Expiring and Expired Service Tickler Report
SSPS032 Worker Service Report

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

E. Case File Reviews

1. A staff person will be assigned to review the following reports monthly and:
 - a. Discern problems or irregularities; and
 - b. Resolve discrepancies through case file reviews and/or discussion with the case manager to ensure:
 - (i) A log will be maintained with authorization numbers and results, signed and dated by the reviewer;
 - (ii) Appropriate services were authorized, provided, and closed in a timely manner;
 - (iii) Services authorized are part of the service plan; and
 - (iv) DSHS/DDD policies and procedures were followed.
- SSPS031 Provider Listing By Paid Service Report; and
SSPS40N20 Client Payment By Service Code Report; or
SSPS041 Local Office Client Listing By Service Report
CASIS CASIS Reports (as they become available)
 IP Hour Report
2. Documentation of case file reviews and corrective actions must be retained for at least three (3) years.

F. 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 service authorizations will change to the new case manager's worker ID within thirty (30) days of the reassignment of the caseload.
3. CASIS security levels will be assigned through a regional process.

G. Provider File Numbers

1. Provider File Request

Staff will request provider numbers from the SSPS Centralized Provider File Unit. 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.

H. Contracts

1. Each region will use the DSHS Automated Contract Database (ACD) system to store and provide the following contract information to all persons who authorize or input SSPS services:

- a. Current contracted and/or licensed providers;
 - b. Contract number;
 - c. Contract effective dates;
 - d. Type of service; and
 - e. Rate.
2. A payment must not precede the contract signature date nor be dated after the end date of the contract.
 3. Before authorizing services and payments, all case managers will verify that each provider:
 - a. Has a current contract;
 - b. Has a current license, if applicable;
 - c. Is contracted for the service and rate authorized; and
 - d. Is not over authorized per the *SSPS031 Provider Listing by Paid Service Report* by checking their contracted workload.

I. Manuals

Case managers authorizing services will be familiar with the *SSPS Basic Instruction Manual and Appendix E*, which will be available on the DSHS Internet website.

J. Problem Resolution

1. Duplicate Invoices

When a provider calls asking for a duplicate invoice, a designated staff person in each office will 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.

2. Underpayments

An underpayment occurs when a provider completes a service invoice for less than the service actually provided. An underpayment is an under claim.

Complete DSHS Form 07-055, *SSPS Payment Adjustment*, according to the instructions on the form. The case manager should talk to the supervisor before initiating the form. SSPS will handle all payment adjustments.

3. **Overpayments**

- a. When an overpayment is identified, use form DSHS 18-398A, *Vendor Overpayment Notice*, and DSHS 18-399, *Social Service Incorrect Payment Computation* (both forms are available on the DSHS Forms website and may be downloaded). If an overpayment is made to a licensed provider and both the husband and wife's names are on the license, include both names on the overpayment letter. The overpayment letter should show all names included on the license. If the overpayment is for SSP, use DSHS 18-627, *SSP Client Overpayment Notice (State Supplementary Program)*.
- b. If an overpayment is established for payments involving a W-2, send a memo or an email to DSHS Tax Desk, MS: 45842, cherrdi@dshs.wa.gov stating the amount originally paid and OASI withheld, what the correct gross payment amount (before taxes) should have been, and the time period covered. The Tax Desk will correct the tax information. The case manager should talk to the supervisor before initiating action on an overpayment.

K. **Possible Fraud**

The case manager should talk to the supervisor immediately upon receiving information that indicates possible fraud on the part of the provider or the client. The regional administrator will report suspected fraud to the Central Contract Services Office. 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.

L. **Training**

Each region must verify that all staff who authorize services are adequately trained. Training should occur at least annually and for new workers before they use the system.

SUPERSESSSION

Division Policy 6.01
Issued August 11, 2003

Division Policy 6.01
Issued April 1, 2003

Division Policy 6.01
Issued July 23, 1998

Division Policy 6.01
Issued February 14, 1994

Division Policy 6.01
Issued February 26, 1993

Division Policy Directive 411
Issued November 18, 1991

Approved: /s/ Linda Rolfe Date: 10/20/2003
Director, Division of Developmental Disabilities