



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
P.L. 93-647, Sec. 2003
P.L. 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 Social Service Payment System (SSPS). The DSHS Social Service Payment System Manual and Appendix E and the following procedures shall be a guide when authorizing payments to a vendor.

PROCEDURES

A. **AUTHORIZATION OF SERVICES**

All authorization of services will be completed on DSHS 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 shall 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 checking. It is recommended that in a small office co-located with other DSHS divisions, the supervisor or manager should attempt to make 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 shall be sent to the DDD Regional Office to be reviewed, dated, and signed by assigned staff (six (6) months retention).]
3. An assigned staff person in each office shall 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 shall 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.
5. A staff person should reconcile and report discrepancies to the supervisor of the case manager who authorized the payment or the SSPS coordinator.
6. An assigned staff person in each office shall review 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 service administrator or designee.

The 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 shall distribute reports to case managers immediately. The supervisor shall 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 REPORT - SSPS032

Each DDD case manager must check the Worker Service Report - SSPS032 immediately upon receipt to:

1. Identify any services, providers, or clients he/she did not authorize;
2. Identify any unusual authorizations or payments;
3. Resolve discrepancies; and
4. Report discrepancies to the immediate supervisor when resolution is not possible.

E. MONITORING RESPONSIBILITIES

GENERAL MONITORING DUTIES

It is the responsibility of an assigned staff person to:

1. Discuss with each case manager the expectation to review SSPS printouts and

reports for accuracy.

2. Be prepared to discern and resolve discrepancies reported by case managers or clerical workers.
3. Review SSPS management reports, “Worker Activity” SSPS014-1 and “Supervisor Activity” SSPS014-2 for familiarity of provider names and the appropriate use of the provider (e.g., authorized for wrong services, overused).
4. Be familiar with and review other output reports to discern problems or irregularities and to facilitate desk audits.
5. Review daily transaction input list on random spot check basis.
6. Review all cases transferred or terminated to ensure proper termination of SSPS codes.

F. IDENTIFICATION NUMBERS

TERMINAL OPERATOR NUMBERS

The regional SSPS coordinator or their designee shall 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 30 days of the reassignment of the case load.

PROVIDER FILE NUMBERS

1. Vendors with Standard Rates

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

2. Vendors with Non-Standard Rates

DDD Central Office staff shall 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 shall 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 shall be updated in a timely manner or at least quarterly.

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

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

3. Is contracted for the service authorized and the rate authorized.

H. MANUALS

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

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

I. RESOLUTION

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

J. CASE REVIEW

Each region shall have a system for case review. A minimum of three (3) records per month per DDD case manager shall be read. Records shall be selected in a manner ensuring an unbiased cross section is reviewed over a period of a few \ months.

The DDD reading schedule documents that the review of the case record demonstrated the following:

1. Appropriate services were authorized, provided, and closed in a timely manner;
2. An adequate ISP was developed, when applicable;
3. Department policies and procedures were followed;
4. Eligibility and funding sources were correctly established;
5. Case documentation was complete; and
6. Appropriate SSPS documentation, input and output, authorizations were made.

DDD supervisors shall retain documentation of reading schedules and corrective actions for a minimum of three (3) years.

TITLE:

SOCIAL SERVICE PAYMENT SYSTEM

POLICY 6.01

SUPERSESION

Division Policy Directive 6.01
Issued February 26, 1993

Division Policy Directive 411
Issued November 18, 1991

Approved: /s/ Norm Davis
Director, Division of Developmental Disabilities

Date: 2/14/1994