

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 2, 2010

## M E M O R A N D U M

**What's inside:**CHANGES TO CHILD  
CARE PAYMENT  
PROCESSES FOR  
PROTECTIVE  
SERVICES CHILDREN

TO: ALL REGIONAL AND COUNTY CD STAFF

FROM: PAULA NEESE, DIRECTOR  
CHILDREN'S DIVISION

SUBJECT: PAYMENT PROCESSES FOR PROTECTIVE SERVICES CHILD  
CARE

## DISCUSSION:

The purpose of this memorandum is to outline the changes to child care payment processing for Protective Services (PS) children. Effective August 1, 2010, Children's Division (CD) staff will begin entering child care authorizations for PS children via the Interface link in FACES. These authorizations will generate Child Care invoices that will be paid through FAMIS.

**CHILD CARE PROVIDER RELATIONS UNITS (CCPRU)**

Effective August 1, 2010, child care payment processes for PS children will no longer be handled by Children's Division field staff. Child care provider relations functions will be handled by the Jefferson City Child Care Providers Relations Unit (CCPRU) for 107 counties for both Family Support Division (FSD) and Children's Division (CD) children. Child care provider relations functions will be handled by the LINC CCPRU for Cass, Clay, Jackson, Platte and Ray Counties. Child care provider relations functions will be handled by the St. Louis City Prince Hall office CCPRU for St. Louis City. Child care provider relations functions will be handled by the St. Louis County Area Page office CCPRU for St. Louis County and St. Charles County. A link to the state map listing each CCPRU, with contact information, is included at the end of this memorandum.

CD and FSD children will appear together on FAMIS generated invoices. The CCPRU's will process payments for both FSD and CD children for July, 2010 service month forward. The CCPRU's will continue processing child care provider registration applications, facilitating the contract process, processing payment resolution requests, and assisting child care providers in resolving service authorization issues.

**CHANGES TO FAMIS CHILD CARE PROVIDER INVOICES**

Effective August 1, 2010, CD and FSD children will appear together on FAMIS generated invoices. Child care provider paper invoices will be generated with a return address of the appropriate CCPRU based on the county in which the child care provider is located, as opposed to the county in which the child resides. The CCPRU will process payments for all children authorized to all providers residing in the CCPRU coverage area, regardless of the residence county of the child. Paper invoices now display the Missouri Department of Social Services (DSS) logo and the invoice instructions have been revised to include language pertaining to invoicing for CD children. The State Maximum Reimbursement Rate area of the invoices will continue to display the maximum rates for FSD children, but the child's rate will reflect the correct CD or FSD rate, along with any rate enhancements for which the child and/or provider are eligible. Finally, children eligible through CD will have an indicator on the paper invoice between the child's eligibility and child subsidy ends boxes. Children eligible through CD will have "CD" displayed in this area.

The only change to online invoices is the added field "Protective Services" to indicate if a child is eligible for care through CD. The child's rate will reflect the CD base rate, plus any rate enhancements for which the child and/or provider are eligible.

Note: The only change to the Child Care Provider Remittance Advice is displaying the DSS logo instead of the FSD logo.

## **CHANGES TO FAMIS AUTHORIZATION SCREENS**

Child Status (CHSTATUS or FM3P) – This screen will display only for FSD children. There are no changes at this time.

Select Child Care Authorization (SELCAUTH or FM3R) - This screen will display only for FSD children. There are no changes at this time.

View Authorizations (VIEWAUTH or FM52) – An indicator (I/P) has been added as a filter at the top portion of the screen and has been added to the left of the child's dcn. An "I" indicates an Income Maintenance (FSD) child, whereas a "P" indicates a Protective Services (CD) child. For CD children, the EU Name will be blank and the Caseload will display the USERID of the authorizing CD staff. When staff selects an FSD child's authorization and presses F6 (CCAUTH), the Child Care Authorization (CCAUTH or FM3O) will continue to display for FSD children. When staff selects a CD child's authorization and presses F6 (CCAUTH), the PS Child Care Authorization (PSAUTH or FMDH) screen will display for CD children.

Child Care Authorization (CCAUTH or FM3O) - This screen will display only for FSD children. There are no changes at this time.

PS Child Care Authorization (PS AUTH or FMDH) – This screen was developed specifically for CD child authorizations. This screen displays the same information as screen FM3O with the following modification and additional information:

- **Eve/Wknd** – Evening and Weekend unit authorizations are displayed separately.
- **Funct Age** – Will display the child's two (2) character functional age, if different from the child's chronological age.

- **13 – 18** – Will display the reason care is authorized for a child age 13 to 18 years of age.
- **10+Hr** – Will display a P (part time), H (half time) or F (full time) if the child is authorized for more than 10 hours of care in a calendar day. The P, H, or F indicates a child has been authorized for an additional Part, Half, or Full time unit of care in addition to the authorized units of care that are displayed. CCPRU will still need to make a correction payment for these additional units of care, but will not have to contact the CD worker for authorization of this additional payment each month.
- **Excp** –For a school age child, if an exception is made for full time care when school is not in session. Five (5) full time day units of care are automatically added to the child's authorization each month if an exception is authorized. CCPRU will still need to make a correction payment if school is not in session more than five (5) days in a month, but will not have to contact the CD worker for authorization of this additional payment.
- **Ver** – A verification code will be populated if the child is authorized to a Four or Less (FOL) provider if the child is related to the provider within the third (3<sup>rd</sup>) degree.

## **PAYMENT PROCESSING OF JULY, 2010 CHILD CARE SERVICES FOR PROTECTIVE SERVICES CHILDREN**

CD children authorized in legacy (SEAS) to a licensed contracted child care provider for July, 2010 services will have an invoice generated in legacy for service month July, 2010. This invoice, along with any attached documentation, should be forwarded to the CCPRU assigned to the county of the child care provider for payment processing. **A Child Care Payment Transition Notice Coversheet has been developed and must be attached to all invoices and associated documentation that are sent to CCPRU for payment processing.** A copy of this form is attached to this memorandum. CD staff should forward all payment documentation to the appropriate CCPRU immediately upon receipt.

CD children receiving services from a license exempt child care provider during July, 2010 service month must have an authorization entered in the FAMIS/FACES Child Care Interface area for July, 2010. **The CD case manager or Service Worker is responsible for ensuring the authorization (and waiver, if required) is entered by August 6, 2010. Payment cannot be made for July, 2010 service month until this authorization is entered into the Interface area and approved by a Supervisor.** Once this authorization is entered and approved by a Supervisor, FAMIS will generate an invoice for July, 2010 service month. If the child care provider currently participates in the Child Care Online Invoicing System (CCOIS), the invoice will be available to the child care provider online the next day. If the child care provider does not participate in CCOIS, a paper invoice will be generated and mailed the next day. The child care provider will then complete the invoice and return it to the appropriate CCPRU, with attendance records if required, for payment processing.

When a resource or adoptive parent should be reimbursed for payments made to a child care provider for July, 2010 service month, a reimbursement authorization must first be entered in the FAMIS/FACES Child Care Interface area for July, 2010 service month. **The CD case manager or Service Worker is responsible for ensuring the**

**authorization (and waiver, if required) is entered by August 6, 2010. Payment cannot be made for July, 2010 service month until this authorization is entered into the Interface area and approved by a Supervisor.** Once this reimbursement authorization is entered and approved by a Supervisor, FAMIS will generate a system only reimbursement invoice for July, 2010 service month. CD staff should forward all payment documentation, including the payment cover sheet, attendance records and receipts, to the appropriate CCPRU immediately upon receipt.

## **CHANGES TO FAMIS PAYMENT PROCESSING SCREENS**

Select Invoice (SELINVOC or FM5Y) – The Benefit Month field is moved from the top line to the second line and invoices are sorted by service month with the most recent displayed first.

Child Care Attendance – Direct Pay (CCATTEND or FM5P) – An indicator (I/P) has been added to the left of the child's dcn. An "I" indicates an Income Maintenance (FSD) child, whereas a "P" indicates a Protective Services (CD) child. For CD children, the system will check the child's eligibility for payment at the time payment is made. If the payment does not pass system edits, CCPRU staff should work with the case manager or Service Worker to determine if payment should be made for child care services. Any payments needed in these circumstances would be entered as correction payments.

Child Care Attendance Corrections (FM60) - An indicator (I/P) has been added to the right of the child's dcn and name. An "I" indicates an Income Maintenance (FSD) child, whereas a "P" indicates a Protective Services (CD) child. FAMIS will check the child's eligibility for payment at the time the correction payment is entered. If the payment does not pass system edits, the reason(s) the child is no longer eligible for payment will be displayed. CCPRU staff should work with the case manager or Service Worker to determine if payment should be made and override these edits if appropriate. All correction payments require supervisory approval.

Child Care Attendance Reimbursement (CCATTREM or FM6C) – Fields for the child's DCN and resource or adoptive parent DVN (Rsrc Parent DVN) have been added to process CD child care reimbursement payments. An indicator (I/P) has been added to the left of the child's dcn. An "I" indicates an Income Maintenance (FSD) child, whereas a "P" indicates a Protective Services (CD) child.

Select Supplemental Payment (SUPPY or FM6V) – This screen was developed to display a list of supplemental payments made by child dcn, child care Provider dvn, Eligibility Unit (EU) dcn or resource or adoptive parent dvn. There are also filters by benefit month and payment method (direct pay or reimbursement).

Supplemental Payment (FM6W) – This screen is to be used specifically for the transition of CD payments from legacy (CSIPS) to FAMIS. CD children authorized in legacy (SEAS) to a licensed contracted child care provider for July, 2010 services will have an invoice generated in legacy. CD staff will forward these legacy invoices, along with a coversheet and all associated documentation, to the CCPRU assigned to the county in which the child care provider is located. CCPRU will enter attendance information, by child, on this screen in order to generate payment to the child care provider. Each child on an invoice will require entry on a separate supplemental payment screen, as

attendance is entered by child. CCPRU must enter the following information for July, 2010 transition payments:

- **Payment Method** - DPY (Direct Payment to Provider),
- **Child Care Provider dvn** – (9 digit Departmental Vendor Number),
- **Benefit Month** – 072010 (MMYYYY),
- **Original invoice** – 10 digit number printed on the legacy invoice,
- **Actuals** – Enter the actual number of full time, half time, and part time daytime and evening weekend units of attendance.
- **Note** – Staff should NOT enter a fund code when paying legacy invoices for July, 2010 service month. The fund code will be determined by the system behind the scenes.

FAMIS will calculate the payment and compare it to the authorized amount. If the payment is within the authorization limit, the payment will be processed overnight. All entries for regular, correction, and supplemental payments made during the day will process overnight and one payment will be issued to the child care provider for all entries.

Payment History (PAYHIST or FM5F) – A field has been added for the Res Parent DVN (Resource or Adoptive Parent DVN).

Child Care Payment Detail (CCDETAIL or FM5Q) – A field has been added to the right of the net payment amount to indicate whether or not a supplemental payment was included on this issuance, along with any regular and/or correction payments. Supplemental payment detail can be viewed separately on the Supplemental Payment screen (FM6W). Staff can access this screen directly using the F19 (SUPPLMNT) function key. An indicator (I/P) has been added to the left of the child's dcn. An "I" indicates an Income Maintenance (FSD) child, whereas a "P" indicates a Protective Services (CD) child. Payments for rate enhancements are now displayed as a separate line item on the screen for both FSD and CD children. Payment amount for Accreditation is listed as ACRD, Disproportionate Share is listed as DISP and Special Needs is listed as SPND.

Child Care Individual Payment History (CHILDPAY or FM5N) – A field has been added, "Sup", to the right of the provider name to indicate if a supplemental payment is included in the child's issuance.

## **CD STAFF RESPONSIBILITIES**

CD payment specialists must have all payments for June service month entered by close of business on July 30, 2010. CD payment specialists and field staff should ensure that all outstanding correction payments and claims for all service months prior to July, 2010 have been resolved and entered by close of business on July 30, 2010. CD payment specialists should submit child care provider invoices, with a coversheet, attendance records and/or other supporting documentation, for the service month of July, 2010 to the appropriate CCPRU.

CD field staff should ensure all authorizations (and waivers, if required) to license exempt child care providers are entered timely for July, 2010 service month. CD field staff should ensure all reimbursement authorizations (and waivers, if required) are entered timely for July, 2010 service month. CD payment specialists and field staff should coordinate with CCPRU staff to ensure timely payment to the provider during this transition process.

CD payment specialists should continue to work with the Child Care Provider Relations Unit on any child care payment issues that may have resulted for service months June, 2010 and prior.

**CONCLUSION**

During the transition, staff should recognize that child care providers may continue to contact the local office for assistance with payment issues. CD and FSD staff should continue to assist providers and make accurate entries into the system for issues specific to the child’s authorization. Effective August 1, 2010, CD and FSD staff should refer the child care provider to CCPRU for assistance with payment issues that are not specific to the child’s authorization. The CCPRU’s are dedicated to providing good customer service to child care providers as well as to CD and FSD field staff. CD and FSD field staff are encouraged to communicate with the CCPRU as child care issues arise.

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>MAS II CONTACT:</b> Lora Brown 573-526-3011 <a href="mailto:Lora.K.Brown@dss.mo.gov">Lora.K.Brown@dss.mo.gov</a>	<b>PROGRAM MANAGER</b> Alicia Jenkins 573-751-6793 <a href="mailto:Alicia.Jenkins@dss.mo.gov">Alicia.Jenkins@dss.mo.gov</a>
<b>CHILD CARE MANUAL REVISIONS</b>	
N/A	
<b>FORMS AND INSTRUCTIONS</b>	
<a href="#">CHILD CARE PAYMENT TRANSITION NOTICE COVERSHEET (CD-157)</a>	
<b>REFERENCE DOCUMENTS AND RESOURCES</b>	
<a href="#">Child Care Provider Relations Unit</a> <a href="#">SAMPLE CHILD CARE INVOICE</a> <a href="#">OEC-017_06/17/10</a>	

<b>RELATED STATUTE</b> N/A
<b>ADMINISTRATIVE RULE</b> N/A
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b> N/A
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b> N/A
<b>PROTECTIVE FACTORS</b> (Link applicable factors and enter N/A if not applicable.) Parental Resilience - N/A Social Connections - N/A Knowledge of Parenting and Child Development- N/A Concrete Support in Times of Need - Yes Social and Emotional Competence of Children - N/A
<b>FACES REQUIREMENTS</b> N/A