

Dear Children's Administration Service Provider:

FamLink is here! The new Child Welfare Information System for Washington State went live on Sunday, February 1. This system will do a better job of supporting case management, provider licensing and enrollment as well as payments. It is an incredible advancement for Children's Administration.

This is not ProviderOne – **FamLink** is strictly a system supporting Children's Administration.

You will continue to receive payments from the DSHS Social Service Payments System (SSPS). One new feature of the **FamLink** system is new names for the services you provide and receive payment for.

Our goal is to minimize the impact of this change on the providers serving our children. As a Children's Administration service provider, we anticipate the first few months in the new system will be full of unanticipated challenges. Some of the challenges that you may see are:

- Duplicated payments- received two payments for the same service
- Received payment for services you did not provide
- No invoice for service you provided
- Incorrect payment

With our focus on reducing the impact to our providers, we are planning alternatives to support our providers with any potential payment obstacles we may encounter.

A variety of resources are available to assist you with any questions you may have. Specific information on authorizations and crosswalks is available on the Children's Administration Internet site. We've linked to that information for your convenience: www.dshs.wa.gov/ca/general/index.asp.

Please contact the Children's Administration service desk at HELP300@dshs.wa.gov or 360.412.3952 if you:

- have further questions
- receive a notice with errors
- do not receive an expected invoice or payment
- receive and invoice or payment in error

We value the services you provide to children and families, and are striving to do everything we can to make this transition to **FamLink** as seamless as possible.

Thanks so much for all you do!