



DEVELOPMENTAL DISABILITIES ADMINISTRATION
Olympia, Washington

TITLE: USE AND MONITORING OF SOCIAL POLICY 11.05
SERVICE PAYMENT SYSTEMS

Authority: [Chapter 71A RCW](#) *Developmental Disabilities*
[RCW 43.20B.675](#) *Vendor Overpayments*
[RCW 43.20A.400 - 430](#) *Purchase of Services*
[WAC 388-05-0010](#) *Contractor Submission of Claims*

References: DSHS Administrative Policy 10.02 *Overpayments and Debts for Providers and Vendors*
[DDA Policy 6.10](#), *Client Overpayments*
Social Services Authorization Manual

PURPOSE

This policy establishes expectations for the use and monitoring of the ProviderOne (P1) and Individual ProviderOne (IPOne) systems. This policy will also be used by the Developmental Disabilities Administration (DDA) Regions to develop internal control procedures.

SCOPE

This policy applies to DDA Central Office staff and all staff in DDA Field Services offices and outstations.

DEFINITIONS

CRM means the DDA Case Resource Manager and/or the Social Worker or Social Service Specialist.

IPOne is the payroll system for providers who receive a W-2 tax form and is managed by DSHS.

ProviderOne is the payment system managed by the Health Care Authority. ProviderOne is the payment system for providers who are businesses and receive a 1099-MISC tax form or for client or provider reimbursement payments. All social service payment data passes through and is stored in ProviderOne including payroll data from IPOne.

POLICY

- A. When authorizing payment for services, all DDA staff will take reasonable precautions to prevent abuse of the Individual and ProviderOne payment systems.
1. Only designated personnel will authorize services and payments using the DSHS Comprehensive Assessment Reporting and Evaluation (CARE), ProviderOne, and IOne systems.
 2. Case managers will authorize all services through ProviderOne via CARE according to applicable program rules and policies.
 3. The Social Service Payment Systems (SSPS) Program Manager may make authorization changes directly in ProviderOne when it is not possible in CARE.
 4. CRMs will authorize services prior to the provision of services. Authorizations may only be retroactive to the start of services if the contract or service type requires an invoice before authorization or where establishment of client rates or other factors preclude authorization before the service begins.
 5. Providers have no more than twelve (12) months to claim payment on authorized services. Services may be authorized and paid only with approval of the SSPS Program Manager.
 6. The DSHS *Social Services Authorization Manual* and this policy are the guides for authorizing and monitoring payments to service providers.
 7. DDA Regions must develop monitoring and documenting procedures in compliance with this policy.

PROCEDURES**A. Authorization of Services**

1. CRMs authorizing services must:
 - a. Be familiar with the *Social Services Authorization Manual*;
 - b. Attend payment systems basic training as soon as training is available after hiring;
 - c. Attend other payment systems training as recommended by the SSPS Program Manager;

- d. Complete their authorizations for those on their caseload, whenever possible; and
- e. Ensure that all authorization or payment errors discovered on their caseload (whether or not they are responsible for the error), including overpayments and payment adjustments, are corrected.

B. Payment System Access

1. SSPS WebConnect Plus Access

Other than the SSPS Program Manager, access to SSPS WebConnect for DDA staff is inquiry only. The security process for accessing SSPS WebConnect is as follows:

- a. All workers wishing to access WebConnect require an individual security profile, and
- b. For all DDA workers requiring access to WebConnect, the regional Payment Systems Coordinator will complete [DSHS 17-130](#), *SSPS WebConnect Access Security Clearance Request*. This link is available on the DSHS DDA intranet website only.

2. ProviderOne and IOne access

- a. Active ProviderOne and IOne system access are required for all staff who authorize services. The Regional Payment Coordinator will coordinate payment system access for staff.
- b. The Case Manager's direct supervisor must submit an Entry Access Security Exit (EASE) request for new staff. Select both ProviderOne and the applicable IOne profile in EASE.
- c. The ADS Help Desk will send the new staff instructions on how to log-in to IOne once the EASE request is processed.
- d. To obtain view-only access in ProviderOne, staff must complete [DSHS 17-227](#), *DSHS / HCA Systems Access Request*. Submit the completed form to the Regional Payment Coordinator.
- e. The Regional Payment Coordinator will submit the completed access request to HCAITSecurity@hca.wa.gov.

- f. The Regional Payment Coordinator will forward the ProviderOne ID assigned by Health Care Authority to the DDA Joint Requirements Planner (JRP) for entry into DSHS Application Security Access Portal (ASAP) and to the ADS Help Desk at ADSHelpDesk@dshs.wa.gov to facilitate IOne access.

C. **Roles**

1. The SSPS Program Manager will provide the following support to Field Services:
 - a. Coordinate staff training development;
 - b. Provide direction and support to regional Payment Systems Coordinators;
 - c. Serve as the DDA liaison with SSPS, ProviderOne, and IOne, including maintenance of service codes, data sheets, and Recipient Aid Category (RAC);
 - d. Review regional written payment procedures; and
 - e. Oversee regional payment policy implementation.
2. Regional Payment Systems Coordinators
 - a. Each Region will appoint at least one (1) Payment Systems Coordinator. The Regions will notify the SSPS Program Manager when there are changes in the Payment Systems Coordinator position to ensure that the correct system permissions are assigned.
 - b. The regional Payment Systems Coordinator will:
 - 1) Have a basic understanding of the CARE, ProviderOne, and IOne authorization, billing, and payment systems;
 - 2) Have a basic understanding of DDA programs and services;
 - 3) Assist in developing and monitoring regional procedures to ensure compliance with this policy and applicable DSHS and HCA rules and procedures;
 - 4) Coordinate development and presentation of payment systems training for regional staff;

- 5) Be available to assist regional staff with payment systems questions and problems;
- 6) Communicate with the SSPS Program Manager or ProviderOne Help Desk to resolve problems;
- 7) Disseminate information from ProviderOne, IPOne, or the SSPS Program Manager to field staff; and
- 8) Meet with the SSPS Program Manager and other Payment Systems Coordinators when scheduled by the SSPS Program Manager.

D. **Monitoring and Review**

1. Supervisor/Regional Monitoring and Review
 - a. Case File Review
 - 1) File Reviews will be documented in the File Review database on the DDA SSPS/ProviderOne SharePoint site.
 - 2) Supervisors of case-carrying staff will review one case file per case manager, per quarter as selected by DDA Central Office. These file reviews are intended to accomplish the following:
 - a) Identify payment problems or irregularities using report 01417 or directly in ProviderOne or IPOne;
 - b) Ensure compliance with payment systems procedures, including:
 - (1) Overpayments;
 - (2) Underpayments;
 - (3) Under-authorizations; or
 - (4) Fund source corrections.
 - c) Ensure that services and providers authorized are part of the client's Individual Support Plan (ISP); and
 - d) Ensure that DSHS/DDA rules, policies, and procedures are followed.

b. Client Contact

- 1) Each Region will contact a specified number of clients per month to determine whether services are being delivered as authorized. The total number of clients to be contacted is determined by multiplying three (3) times the number of supervisors who oversee caseload carrying case managers by the number of caseload carrying case managers who authorize paid services.
- 2) DDA Central Office will provide a monthly list of these clients to be contacted. Client contacts must be made using this randomly generated list.
- 3) Contacts will be documented in the database on the DDA SSPS/SharePoint site.

E. Contracts

1. Regions will use the DSHS Agency Contracts Database (ACD) system to store and provide the following contract information to all persons who authorize paid services:
 - a. Current contracted and/or licensed service providers;
 - b. Contract number;
 - c. ProviderOne number;
 - d. Contract effective dates; and
 - e. Taxonomy.
2. A payment may not be authorized for services that do not fall within the effective dates of the contract and the terms of the provider's contract.
3. Before authorizing services and payments, all CRMs will:
 - a. Verify that the provider has a contract for the service period, service type, and rate being authorized; and
 - b. Verify the provider meets training requirements for the service and dates being authorized.

F. Overpayments

1. Overpayments are defined in DSHS Administrative Policy 10.02, *Vendor/Provider Overpayment, and Debt Policy*. This policy (11.05) applies to

DDA vendor provider overpayments. For information about client overpayments, refer to [DDA Policy 6.10](#), *Client Overpayments*.

- a. When a provider overpayment or client SSP overpayment is identified for a payment made through ProviderOne, the case manager shall submit a claims ticket to <http://cpclaimhelp.hcalan.wa.lcl/>.
- b. When a provider overpayment is identified for a payment made through IPOne, the CRM shall submit an overpayment request through IPOne.
- c. Overpayments for payments made through SSPS will be processed using the automated [Vendor Overpayment Notice](#). Once the overpayment has been submitted, the worker will print the overpayment notice and place printout in the client file.

G. **ProviderOne Payment Issue Resolution**

CRMs shall refer to the Social Service Authorization Manual for instruction on resolution of issues related to authorizations and payments made through ProviderOne.

H. **Training**

1. The SSPS Program Manager will ensure payment and authorization training is available for all staff.
2. Each Region must ensure that all employees who authorize services are adequately trained.
3. Each Region must ensure that all employees who monitor authorized services are adequately trained.
4. Training should occur at least annually and as needed for new employees.

EXCEPTIONS

Any exceptions to this policy must have the prior written approval of the Deputy Assistant Secretary.

SUPERSESSION

DDA Policy 6.01
Issued March 1, 2015

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SERVICE PAYMENT SYSTEMS

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Approved: /s/ Donald Clintsman
Deputy Assistant Secretary
Developmental Disabilities Administration

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