



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: SOCIAL SERVICE PAYMENT SYSTEM AND POLICY 6.01
CLIENT AUTHORIZATION SERVICES INPUT SYSTEM

Authority: 45 CFR 1357.30
RCW 43.20A.060, 43.20A.400-430
Public Law 93-647, Sec. 2003
Public Law 96-272

References: SSPS Manual

PURPOSE

This policy establishes regional internal control procedures for the Social Service Payment System (SSPS) and Client Authorization Services Input System (CASIS) for the Division of Developmental Disabilities (DDD).

SCOPE

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

POLICY

- A. When authorizing payment for intended services to clients, Field Services staff will take reasonable precautions to prevent abuse of the SSPS. Division staff authorizing payments to DDD vendors must use CASIS, which is a front end to the Department of Social and Health Services (DSHS) SSPS.
- B. Only authorized personnel will input services and payments in the CASIS system. Regions will develop monitoring and documenting procedures in compliance with this policy. The SSPS Manual, Appendix E, and the following procedures are a guide for authorizing payments to vendors.

PROCEDURES

A. Authorization of Services

Case Resource Managers (CRM) authorizing services must:

1. Be familiar with the *SSPS Basic Instruction Manual and Appendix E*; and
2. Complete all SSPS authorizations on the CASIS input screen and place a printout of the authorization in the client's case file. If input is done by someone other than the assigned CRM, the CRM must sign and date the printout.

B. Worker Identification Numbers

1. The regional SSPS coordinator assigns worker identification (ID) numbers. The coordinator or designee must make a request to Central Office for activation of worker ID numbers. Worker ID numbers are used by the Common Client Database (CCDB) and SSPS.
 - a. Assignment of worker ID numbers for CRMs and supervisors will follow rules outlined in the *SSPS Basic Manual*.
 - b. Requests for changes, deletions, or new worker IDs will be made within five (5) working days of a caseload reassignment.
 - c. If a new worker cannot be assigned to a caseload at the same time, the caseload will be identified with a vacant position (VP) ID within the supervisory unit. The assigned worker in CCDB and SSPS will be the supervisor of the unit.
 - d. Central Office will make the appropriate request to SSPS and maintain a record of requests.
 - e. SSPS initiates a global transfer to change service authorizations to new worker ID numbers on a monthly basis.

C. DDD Central Office

The SSPS Program Manager will provide the following support to Field Services:

1. Coordinate and deliver staff training;

2. Provide direction to SSPS coordinators;
3. Serve as the DDD liaison with SSPS, including maintenance of SSPS codes and data sheets;
4. Review regional written procedures;
5. Conduct random oversight of regional policy implementation;
6. CASIS edit overrides and reviews;
7. Worker ID input oversight; and
8. Ongoing assistance and support.

D. Regional SSPS Coordinator

Each region will appoint a regional SSPS Coordinator. A SSPS Coordinator may also be assigned in each reporting unit as needed. The regions will notify the SSPS Program Manager when there are changes in the SSPS Coordinator position.

The regional SSPS Coordinator will:

1. Have a full understanding of the SSPS authorization, billing, and payment system, including COLD (Computer Output to Laser Disc);
2. Have a full understanding of DDD program services authorized by SSPS;
3. Assist in developing and monitoring a regional policy to ensure compliance with this policy and all SSPS procedures;
4. Coordinate development and presentation of SSPS training for regional staff;
5. Be available to assist regional staff with SSPS questions and problems;
6. Communicate with the SSPS Program Manager and SSPS to resolve problems;
7. Disseminate information from SSPS or the SSPS Program Manager as needed; and
8. Meet with the SSPS Program Manager and other SSPS coordinators when scheduled by the SSPS Program Manager.

E. Supervisor Monitoring and Review1. Report Monitoring

Supervisors or their designees will review the following CASIS output reports on a monthly basis. Monitoring reviews will be documented in the CASIS-SSPS Database. The supervisor will monitor these reports for appropriateness of services:

- a. *Authorizations by Service Code*, reviewing for authorizations with a “9” code;
- b. *One-Time Payments*;
- c. *One-Time Invoices*;
- d. *Services Opened and Closed at Time of Input*;
- e. *Authorizations with Service Codes Requiring Approval*; and
- f. *Open Authorizations for Discharged or Deceased Client*.

2. Case File Review

- a. Supervisors of case-carrying staff will select and review three (3) case files per month to monitor for appropriateness of services currently authorized. These file reviews are intended to accomplish the following:
 - i. Identify problems or irregularities;
 - ii. Ensure compliance with SSPS procedures, including:
 - 1) Overpayments;
 - 2) Payment adjustments;
 - 3) Under authorizations; or
 - 4) Underpayments.
 - iii. Ensure that services authorized are part of the service plan; and

- iv. Ensure that DSHS/DDD policies and procedures are followed.
- b. Case file reviews will include:
 - i. A review of the *Individual Total Cost Report* (CCDB), and
 - ii. Direct contact of the client and/or family. The direct contact may be by telephone or face-to-face with the client and/or family.
- c. Information in the CASIS-SSPS database will be retained for at least three (3) years.

F. Case Resource Manager (CRM) Monitoring and Review

Each CRM will review the following reports monthly and make needed corrections:

1. *Expiring and Expired Service Tickler Report* (COLD SSPS013):
 - Identify and terminate any services that are expired for more than one (1) month.
2. *Worker Service Report* (COLD SSPS032) or *Authorizations by Service Code* (CASIS):
 - Review client authorizations to identify duplicate authorizations, incorrect SSPS codes, or any other unusual authorizations or payments.

G. Regional CASIS Edit Override Monitoring

1. CASIS security levels for edit overrides will be assigned by the Field Services Administrator to the Regional Business Manager or a supervisor. Any other designee must be approved by the Regional Administrator.
2. The security level for CASIS edit overrides may not be given to a staff person whose regular job duties include or require the input of SSPS authorizations.
3. The security level for CASIS edit overrides should be limited to one primary staff and one backup staff per region.
4. The CASIS Central Office staff will add the regionally-assigned edit override staff to the CCDB Security Group.

5. CASIS edit overrides will be monitored within the region, as follows:
 - a. A supervisor must review and approve edit override requests;
 - b. A copy of the CASIS edit override authorization with a detailed explanation will be placed in the client's case file.
 - c. An additional copy will be placed in a separate file maintained by the region.

H. Provider Files

1. Provider File Request
 - a. A limited number of staff in each region will be designated to process new provider file requests and changes to existing provider files.
 - b. Provider File Requests will be processed using DSHS 06-097, *Provider File Action Request*.
 - c. Provider file additions and changes will be made in a timely manner.
 - d. A copy of all DSHS 06-097, *Provider File Action Requests* will be maintained in each region for at least three (3) years.
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.

I. Contracts

1. Regions 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 may not be authorized for services that do not fall within the effective dates of the contract.
 3. Before authorizing services and payments, all CRMs will verify that each provider:
 - a. Has a current contract;
 - b. Has a current license (if applicable); and
 - c. Is contracted for the service and rate authorized.

J. Problem Resolution

1. Duplicate Invoices
 - a. When a provider requests a duplicate invoice, a designated staff person in each office will make duplicate invoice requests from SSPS.
 - b. A file of these requests must be maintained locally for four (4) months.
2. Underpayments
 - a. An underpayment occurs when:
 - i. The correct amount was authorized and invoiced, but the provider claimed fewer units of service than was actually provided. This is an “under-claim.”
 - ii. Invoiced services are authorized with service dates that are more than six (6) calendar months prior to the first day of the current invoice month.

- b. Complete DSHS 07-055, *SSPS Payment Adjustment* according to the instructions.
- c. Payment adjustments must be signed by the supervisor. SSPS will process all payment adjustments.

3. Overpayments

Overpayments are defined in DSHS Administrative Policy 10.02, *Vendor/Provider Overpayment and Debt Policy*. This policy applies to vendor overpayments and SSP client overpayments. Procedures for processing an overpayment are detailed in the SSPS Basic Manual.

- a. When a vendor overpayment is identified, use form DSHS 18-398A, *Vendor Overpayment Notice*, and DSHS 18-399, *Social Service Incorrect Payment Computation*.
- b. When an SSP overpayment is identified, use DSHS 18-627, *SSP Client Overpayment Notice (State Supplementary Program)* and DSHS 18-399, *Social Service Incorrect Payment Computation*.

K. Possible Fraud

The CRM will report to her/his supervisor immediately upon receiving information that indicates possible fraud on the part of the provider or the client. The Regional Administrator or designee will report suspected provider fraud to the [Central Contract Services Office](#) (360-664-6200). In addition, the Regional Administrator or designee will report the suspected fraud to the [Division of Fraud Investigations](#) or the [Medicaid Fraud Unit](#) as appropriate.

L. Training

- 1. The SSPS Program Manager will make SSPS and CASIS training available for all staff.
- 2. Each region must ensure that all employees who authorize services using CASIS and SSPS 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 Division Director.

SUPERSESSION

DDD Policy 6.01
Issued July 12, 2005

DDD Policy 6.01
Issued April 7, 2005

DDD Policy 6.01
October 20, 2003

DDD Policy 6.01
Issued August 11, 2003

DDD Policy 6.01
Issued April 1, 2003

DDD Policy 6.01
Issued July 23, 1998

DDD Policy 6.01
Issued February 14, 1994

DDD Policy 6.01
Issued February 26, 1993

Policy Directive 411
Issued November 18, 1991

Approved: /s/ Linda Rolfe
Director, Division of Developmental Disabilities

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