

PINEY  WOODS



# Provider Payments & Discrepancy Reporting

PINEY WOODS  
— TX —

4Kids • 4families

· EST 2023 ·



Helping Kids & Strengthening Families

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## PROVIDER PAYMENTS & DISCREPANCY REPORTING

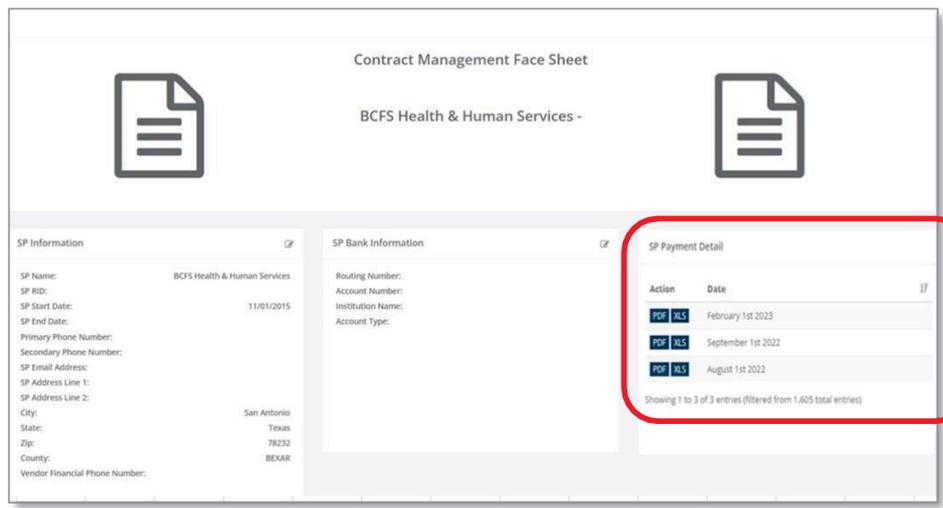
4Kids follows the process outlined in the Network Provider service agreement for payments and payment disputes. Questions that arise should be forwarded to the 4Kids provider portal for appropriate routing.

### RATES AND PAYMENT TERMS

4Kids pays Network Providers based on the level of care approved by 4Kids staff. Rates for the LOC can be found in the Network Provider service agreement. These payments include, but are not limited to, the daily rates and fees for foster care, exceptional foster care, SIL, PALS, and adoption services. Network Provider payments are generated from data and documentation provided by the Network Provider. 4Kids does not require Network Providers to submit a bill or invoice for payment of services. 4Kids does require Network Providers to submit certain service delivery documentation in the TPG to initiate payment. 48 4Kids4Families Provider Manual Network Provider capacity, placement, and discharge data is captured directly in the TPG which integrates with the 4Kids website and 4Kids' billing and payment systems. Network Providers are responsible for timely and accurate data entry within 72 hours of a placement change event. 4Kids conducts data integrity checks between the 4Kids website and the state systems, to ensure data accuracy in the systems. Any data discrepancies identified during these reviews are researched, resolved, and corrected in the appropriate system. The state system, IMPACT, and case documentation will be used to verify data discrepancies for payment adjustments and recoupments. Payment adjustments or recoupments will be processed on the next regular Network Provider payment. Network Providers are responsible for timely review and for designating a primary contact to receive, review, and approve payment adjustments/ discrepancies in the Network Provider portal (CoBRIS). Payments are initiated monthly by electronic funds transfer (EFT)/direct deposit. Payments are issued within a reasonable timeframe of payment from DFPS to 4Kids for the placement and no later than 10 calendar days of 4Kids' receipt of funds from DFPS. Payment reports are available in the Network Provider portal (CoBRIS).

### PAYMENT DISCREPANCY REPORTING

Network Providers may log payment discrepancies in the Network Provider portal (CoBRIS) for review, reconsideration, and resolution. The following guide provides a general overview for navigating the payment discrepancy portal.



From the CM Face Sheet, Payment Detail for Services can be viewed in PDF or XLS format.

Vendor Payment Detail												
Vendor	Cornerstone BH											
RID	543896548											
Month	Dec-23											
Invoice Number	Vendor Name	Client Name	Client DOB	Client PID	Start Date	End Date	Service Type	Level of Car	Rate	Units	Payment	Note
1762533	Cornerstone BH	Hodges, Hillary	6/4/2013	987654321	12/14/2023	12/14/2023	Abel Test	N/A	\$85.00	1	\$85.00	
9584736	Cornerstone BH	Hodges, Hillary	6/4/2013	987654321	12/16/2023	12/16/2023	Group Counseling	N/A	\$54.31	1	\$54.31	
										GROSS PAYMENT	\$139.31	
										GROSS NEGATIVE ADJ.	\$0.00	
										NET PAYMENT	\$139.31	

**Tip:** If a Vendor is being paid for both days in care as well as contracted/concrete services, the associated payment details can be viewed from their respective CM Face Sheets. The Payment Detail name on the CM Face Sheet will match the name displayed on the Payment Detail screen.

## VENDOR PAYMENT REVIEW PROCESS - VENDOR PERSPECTIVE

To initiate the Vendor Payment Review, select the **Review** button from the **Vendor Payment Detail** modal and the **Vendor Payment Review** modal will open.

**Vendor Payment Detail**

Action	Date
PDF XLS <b>Review</b>	January 1st 2024
PDF XLS Review	October 1st 2023
PDF XLS Review	September 1st 2023
PDF XLS Review	August 1st 2023
PDF XLS Review ⚠	March 1st 2023
PDF XLS Review	February 1st 2023
PDF XLS Review ⚠	January 1st 2023

Showing 1 to 7 of 7 entries

### Vendor Payment Review

January 2024

Hide Complete Hide Submitted
Search: 
Report Missing Child

Action	Client Name	Impact PID	Facility/Home RID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	Vendor Review	Findings Status
+ Add Note	Carpenter, Bruce	1239213890	845687452	Belfry, Rosalita	01/01/2024	01/31/2024	CPA-Therapeutic II	\$86.00	31	\$2,666.00	N/A	N/A
+ Add Note	Gaston, Philip	654147852	154852746	Lyle, Edward	01/01/2024	01/31/2024	CPA-Standard	\$50.00	31	\$1,550.00	N/A	N/A
+ Add Note	Gaston, Priscilla	741546985	845687452	Belfry, Rosalita	01/01/2024	01/31/2024	GRO-Basic	\$65.00	31	\$2,015.00	N/A	N/A
+ Add Note	Goodman, Rosemary	245874963	569855645	Block, Jennifer & Ryan	01/01/2024	01/31/2024	CPA-Standard	\$50.00	31	\$1,550.00	N/A	N/A
+ Add Note	Goodman, Suzanne	954365412	845687452	Belfry, Rosalita	01/01/2024	01/31/2024	CPA-Standard	\$50.00	31	\$1,550.00	N/A	N/A
+ Add Note	Harfield, Baylee	213921-3	154852746	Lyle, Edward	01/01/2024	01/31/2024	CPA-Standard	\$50.00	31	\$1,550.00	N/A	N/A
+ Add Note	Perks, Thomas	087768	569855645	Block, Jennifer & Ryan	01/01/2024	01/31/2024	CPA-Standard	\$50.00	31	\$1,550.00	N/A	N/A
+ Add Note	Solis, Harry	123012983	154852746	Lyle, Edward	01/01/2024	01/31/2024	CPA-Standard	\$50.00	31	\$1,550.00	N/A	N/A
+ Add Note	Trainston, Ronald	987654	569855645	Block, Jennifer & Ryan	01/01/2024	01/31/2024	CPA-Standard	\$50.00	31	\$1,550.00	N/A	N/A

Showing 1 to 9 of 9 entries

Submit Findings Close

## REPORT MISSING CHILD

The user can select the Report Missing Child button to open the Payment Detail Change Request modal.

### Vendor Payment Review

January 2024

Hide Complete Hide Submitted
Search: 
Report Missing Child

Action	Client Name	Impact PID	Facility/Home RID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	Vendor Review	Findings Status
+ Add Note	Carpenter, Bruce	1239213890	845687452	Belfry, Rosalita	01/01/2024	01/31/2024	CPA-Therapeutic II	\$86.00	31	\$2,666.00	N/A	N/A
+ Add Note	Gaston, Philip	654147852	154852746	Lyle, Edward	01/01/2024	01/31/2024	CPA-Standard	\$50.00	31	\$1,550.00	N/A	N/A
+ Add Note	Gaston, Priscilla	741546985	845687452	Belfry, Rosalita	01/01/2024	01/31/2024	GRO-Basic	\$65.00	31	\$2,015.00	N/A	N/A
+ Add Note	Goodman, Rosemary	245874963	569855645	Block, Jennifer & Ryan	01/01/2024	01/31/2024	CPA-Standard	\$50.00	31	\$1,550.00	N/A	N/A

### Payment Detail Change Request

\* Client Name:

\* Impact PID:

Facility/Home RID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	Action
								Add New Record



Enter the **Client Name** and **Impact PID** in the applicable fields and select the **Add New Record** button.

Payment Detail Change Request x

\* Client Name:

\* Impact PID:

Facility/Home RID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	Action
								<a href="#">Add New Record</a>



Enter the **Facility/Home RID**, **Facility/Home Name**, **Start and End Dates**, and select a **Level of Care** from the dropdown. The user can enter a message for SSCC staff to review in the **Additional Notes** field. If any documentation is required to substantiate the request, the user can select **Upload Document** and attach.

Once the user selects **Save & Close** or **Submit Findings**, the modal will close, and the record will display on the Vendor Payment Review modal.

Note: If the user selects **Exceptional Care** as the **Level of Care**, the **Rate** field will be enabled for the user to enter the amount.

\* Client Name:

\* Impact PID:

Facility/Home RID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	Action
								<a href="#">Add New Record</a>
CM-9874563	Sobchak, Walter	08/01/2023	08/31/2023	CPA-Standard	50	31	\$1,550.00	<a href="#">Remove</a>

Additional Notes:

[Upload Document](#)

[Save & Close](#)
[Submit Findings](#)
[Close](#)

## REQUEST PAYMENT CHANGE FOR EXISTING CHILD

The user can select the **Add Note** button to open the **Payment Detail Change Request** modal.

Enter the **Facility/Home RID**, **Facility/Home Name**, **Start and End Dates**, and select a **Level of Care** from the dropdown. The user can enter a message for SSCC staff to review in the **Additional Notes** field. If any documentation is required to substantiate the request, the user can select **Upload Document** and attach. Once the user selects **Save & Close** or **Submit Findings**, the modal will close, and the record will display on the **Vendor Payment Review** modal.

Note: If the user selects **Exceptional Care** as the **Level of Care**, the **Rate** field will be enabled for the user to enter the amount.

**Payment Detail Change Request**

Client Name: Carpenter, Bruce  
Impact PID: 1239213890

Facility/Home RID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	Action
845687452	Belfry, Rosalita	01/01/2024	01/31/2024	CPA-Therapeutic II	\$86.00	31	\$2,666.00	<b>Add New Record</b>
CM-9874563	Sobchak, Walter	01/01/2023	01/31/2023	Exceptional Care	74.38	31	\$2,305.78	<b>Remove</b>

Additional Notes:

**Upload Document**

**Save & Close** **Submit Findings** **Close**

## SUBMIT REQUEST TO SSCC

Any missing children or payment requests for existing children will display as **Not Yet Submitted** in the **Vendor Payment Review** modal.

Select the **Submit Findings** button to submit the requests to the SSCC for their review. Once the request has been submitted the status will change to **Submitted to SSCC**.

Action	Client Name	Impact PID	Facility/Home RID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	Vendor Review	Findings Status
	Puck	Gertrude									<input type="checkbox"/>	<b>Submitted to SSCC</b>
<b>Add Note</b>	Carpenter, Bruce	1239213890	845687452	Belfry, Rosalita	01/01/2024	01/31/2024	CPA-Therapeutic II	\$86.00	31	\$2,666.00	<input type="checkbox"/>	null
<b>Add Note</b>	Gaston, Philip	854147852	154852746	Lyle, Edward	01/01/2024	01/31/2024	CPA-Standard	\$80.00	31	\$1,880.00	N/A	N/A



## SSCC REVIEW

After the SSCC completes their review, the reported record will display a status of **Complete**. At this point, the user can expand the record to review any SSCC notes and select the Vendor Review checkbox to mark the record as complete.

**Vendor Payment Review**  
September 2023

Action	Client Name	Impact PID	Facility/Home RID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	Vendor Review	Findings Status
Reported Missing Child												
	Missing Child	99999999									<input type="checkbox"/>	Complete
Findings Submitted	Submitted By	Resource ID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	SSCC Review Status	SSCC Notes	
<a href="#">View</a>	09/13/2023 5:46 PM	Divinity, Vendor	99854665	Hawthorne, Abraham	09/18/2023	09/21/2023	GRO-Basic	\$65.00	3	\$195.00	Complete	wrong sscc
<a href="#">Add Note</a>	Chapman, Wesley	8902901	987652365	Gladding, Azalee & Shila	09/01/2023	09/30/2023	GRO-Basic	\$65.00	30	\$1,950.00	<input type="checkbox"/>	Submitted to SSCC

## VENDOR PAYMENT REVIEW PROCESS - SSCC PERSPECTIVE

### SSCC INTERNAL REVIEW

To review the vendor submitted **Payment Review Records**, the user will access the **Invoice Review Dashboard** from **My CareMatch** and select the “+” from the **Action** column to display the submitted record. The user can view the original record, requested change record, and any notes or uploaded documents from here.

Note: Only the financial team has access to Vendor Payment Records with initial status. The QA/Intake Team will only have access.

Incident Report	Intake	Invoice Review Dashboard	Level of Care Waiver	Non-Paid Placements	Pending 2087ex	Pending Child Documents					
Invoice Review Dashboard											
Export Results		Mark Selected...		Search:							
Action	Date Submitted	Submitted By	Vendor	Vendor VID	Review Month	Client	Impact PID	Status			
<input type="checkbox"/> +	09/07/2023	Staff, Finance	Upbring	98745985	March 2023	<a href="#">View</a> Roane, Jack (ID: 8942308) (Age: 8 - Gender: Male)	8942308	Financial Complete			
<input type="checkbox"/> +	09/07/2023	Staff, Finance	Upbring	98745985	March 2023	<a href="#">View</a> Underwood, Rachel (ID: 2123498324) (Age: 5 - Gender: Female)	2123498324	QA Review			
<input type="checkbox"/> +	09/07/2023	Staff, Finance	Upbring	98745985	March 2023	<a href="#">View</a> Roane, Jack (ID: 8942308) (Age: 8 - Gender: Male)	8942308	Financial Complete			
<input type="checkbox"/> -	09/11/2023	Staff, Finance	Arrow Child & Family Ministries	854789658	March 2023	<a href="#">View</a> Gaston, Philip (ID: 654147852) (Age: 8 - Gender: Male)	654147852	New			
Findings Submitted	Submitted By	Resource ID	Facility/Home Name	Start Date	End Date	Level of Care	Rate	# of Days	Total	SSCC Root Cause	SSCC Review Status
Original		154852746	Lyle, Edward	03/01/2023	03/31/2023	CPA-Standard	\$50.00	31	\$1,550.00		
<input type="checkbox"/> <a href="#">Action</a>	09/11/2023 5:48 PM	Staff, Finance	154852746	Lyle, Edward	03/01/2023	03/05/2023	CPA-Standard	\$50.00	4	\$200.00	New
<b>Attachment:</b> Test page of Cobris Testing.docx											
<input type="checkbox"/> +	09/12/2023	Sauers, Anjanette	Hope Center for Children	56769553	January 2023	<a href="#">View</a> Isaiah North (ID: 90209123) (Age: 6 - Gender: Male)	90209123	New			



## INITIATE SSCC INVOICE REVIEW

The user has two options to open the **SSCC Invoice Review** modal. Either by selecting the **Action** button or, using the **Multiselect Checkboxes** and clicking the **Mark Selected** button.

The screenshot displays the 'SSCC Invoice Review' modal window overlaid on the 'Invoice Review Dashboard'. The modal contains a 'Comments' text area, an 'SSCC Root Cause' dropdown menu, and buttons for 'Complete', 'Pending', 'QA Assignment', and 'Close'. The background dashboard shows a table of invoice records with checkboxes and an 'Action' button highlighted.

Action	Date Submitted	Submitted By
<input type="checkbox"/> +	09/07/2023	Staff, Finance
<input type="checkbox"/> +	09/07/2023	Staff, Finance
<input checked="" type="checkbox"/> +	09/07/2023	Staff, Finance
<input checked="" type="checkbox"/> -	09/11/2023	Staff, Finance

Findings Submitted	Submitted By	Resource ID	Facility/Home Name	Start Date	End Date	Level of Care	
Original		154852746	Lyle, Edward	03/01/2023	03/31/2023	CPA-St	
<input checked="" type="checkbox"/> Action	09/11/2023 5:48 PM	Staff, Finance	154852746	Lyle, Edward	03/01/2023	03/05/2023	CPA-Stan

Attachment: Test page of Cobris Testing.docx

## PROCESS SSCC INVOICE REVIEW

The initial review will be completed by the **Financial Team**. The team will process the record to go to either the QA team, or else complete the review and submit it back to the vendor.

- **Comments** - enter comments here for the vendor to review.
- **SSCC Root Cause** - are options for the financial team to select to indicate the payment vendor issue for future tracking.
- **Complete** - marks the record as Financial Complete and submits back to the originating vendor for their review.
- **Pending** - sets the status to Pending, the record remains on the existing dashboard.
- **QA Assignment** - sets the status to QA Review. These records are available for the QA/Intake team to review from their Invoice Review Dashboard.

## SSCC Invoice Review



**Comments:**

The LOC was updated from CPA-Standard to CPA-Therapeutic II.

**SSCC Root Cause:**

LOC Adjustment

Complete

Pending

QA Assignment

Close



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A family for every child

Provider Payments  
&  
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