

Provider Payments FAQ

UPDATED 2/9/2024

Caregiver Supports Project Website: <https://www.dcyf.wa.gov/services/foster-parenting/caregiver-supports-project>

Q: When will caregivers start receiving payments directly from DCYF?

A: The first payment caregivers will receive directly from DCYF will be in February 2024, for services provided in January 2024. CPA caregivers will still receive payment from their CPA in January 2024, for services provided in December 2023 and these will be paid at the [current rates](#) that are effective through 2023. Starting in January 2024, all caregivers including CPA caregivers will receive a monthly invoice from DCYF and will need to verify their invoice to receive foster care reimbursement. The invoice received in January 2024 that must be vclaimed and submitted to DCYF will be for services provided in January 2024. Caregivers will receive the *payments* for those invoice services from DCYF in February 2024 and these payments will be at the new Caregiver Support rates, see table on the [project website](#). DCYF recommends that caregivers set up direct deposit, set up a SAW account, and register for the portal before 2024 to be prepared for coming changes.

Q: What is an invoice?

A: DCYF will mail caregivers an invoice each month that lists the services a caregiver provided for a child or youth placed in their homes. This includes nights in placement and respite. Mileage will still be submitted separately. This invoice can also be viewed in the SSPS Provider Portal for all caregivers that have set up a Secure Access Washington (SAW) account and have registered for the SSPS Provider Portal. This [document](#) includes instructions for setting up a SAW account and registering for the Portal.

Q: How are invoices broken down?

A:

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5	LEVEL 6	LEVEL 7
New Support Levels	Basic Maintenance Foster Care	Support Needs: Adolescent Low Needs	Support Needs: Chronic Physical Health	Support Needs: Developmental Disability	Support Needs: Developmental Disability & Chronic Physical Health	Support Needs: Moderate Mental Health	Support Needs: Complex Mental Health
Rates for Caregiver Support Levels Based on Age – Levels 2-7 rates include Basic							
Age: 0-5	\$722	N/A	\$1,407	\$1,749.50	\$2,092	\$2,434.50	\$2,777
Age: 6-11	\$846	N/A	\$1,531	\$1,873.50	\$2,216	\$2,558.50	\$2,901
Age: 12+	\$860	\$1,202.50	\$1,545	\$1,887.50	\$2,230	\$2,572.50	\$2,915



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The above rate will be broken down into 2 payment lines (below) on the Foster Parents Invoice that will total the above rate		
1st payment line on the invoice is based the child age	<i>Will be open when placement occurs</i>	
Basic Foster Care	Child is 0-5 years old	\$722.00
	Child is 6-11 years old	\$846.00
	Child is 12- plus years old	\$860.00
2nd payment line on the foster parent invoice is based on the level determination	<i>Will be open when the Level is determined in Famlink</i>	
Caregiver Resource Level	Caregiver Level 1	N/A
	Caregiver Level 2	\$342.50
	Caregiver Level 3	\$685.00
	Caregiver Level 4	\$1,027.50
	Caregiver Level 5	\$1,370.00
	Caregiver Level 6	\$1,712.50
	Caregiver Level 7	\$2,055.00

Q: What placement types are eligible for foster care level reimbursements?

A: Fully licensed caregivers are eligible for foster care level reimbursements, as was the case prior to 2024. Other placement types will still have level determinations completed because both licensed and unlicensed homes are eligible for Placement Supports. See table below.

Q: What does an invoice look like?

A: Below is an example of an invoice. It shows different payments as separate line items. Note that the Basic Foster Care reimbursement is a separate line item from the Foster Care Level reimbursement. If the caregiver support level is Level 1, there will only be a Basic Foster Care reimbursement. This invoice example also includes an additional Special Supervision reimbursement which would also be separate.



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INVOICE REGULAR CALL 1-888-461-8855 OR MAIL INVOICE USING YOUR OWN STAMP

INVOICE NUMBER: 18869 PAGE: 001 OF 001 PAYEE NUMBER: [REDACTED] FOR MONTH ENDING: [REDACTED]

TO SIGN UP FOR DEPENDABLE DIRECT DEPOSIT, SEE INSTRUCTIONS. FOR PAYMENT ISSUES, INCLUDING TIMELINESS, SEE INSTRUCTIONS. SOCIAL SERVICE PAYMENT SYSTEM (SSPS)

PAYEE: [REDACTED] PROVIDER: [REDACTED]

1	SERVICE RECIPIENT	SERVICES PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT
	[REDACTED]	01/01/24 TO 01/31/24	\$846.00	846.00	MON	1
	Foster Care		REFERENCE 001-01-0001			
	CASE NUMBER: 00 AUTHORIZATION: [REDACTED]	WORKER I.D.: 1 90XX90	REPORTING UNIT: 767	SERVICE CODE: 03650		
2	SERVICE RECIPIENT	SERVICES PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT
	[REDACTED]	01/01/24 TO 01/31/24	\$1,370.00	1370.00	MON	1
	Foster Care Level		REFERENCE 001-02-0002			
	CASE NUMBER: [REDACTED] AUTHORIZATION: [REDACTED]	WORKER I.D.: 1 90XX90	REPORTING UNIT: 767	SERVICE CODE: 03625		
3	SERVICE RECIPIENT	SERVICES PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT
	[REDACTED]	01/01/24 TO 01/31/24	\$784.22	784.22	MON	1
	Special Supervision		REFERENCE 001-03-0003			
	CASE NUMBER: [REDACTED] AUTHORIZATION: 0992728-01	WORKER I.D.: 1 90XX90	REPORTING UNIT: 767	SERVICE CODE: 03640		
4	SERVICE RECIPIENT	SERVICES PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT

PLACEMENT TYPE	Level 2-7 Paid to Foster Parent	Placement Resource Specialists complete Caregiver Support Level Determination for all of these placement types but reimbursements are not generated for all placement types. The level is determined for placement types that do not receive foster care reimbursements because Fiscal must know what caregiver support level to pay contracted providers via the CPA Contract and the Caregiver Supports Contract.
Basic Foster Care 0-5	YES	
Basic Foster Care 6-11	YES	
Basic Foster Care 12+	YES	
Basic Foster Care Minor with Child	YES	
EFC Basic Foster Care	YES	
EFC Basic Foster Care with Youths Child	YES	
Initial Child Specific Basic 0-5	NO	
Initial Child Specific Basic 6-11	NO	
Initial Child Specific Basic 12+	NO	
Initial Child Specific Minor with Child	NO	
EFC Initial Child Specific Basic	NO	
EFC Initial Child Specific Minors / Child	NO	
Relative Placement – Tracking Only	NO	
Suitable Person Placement – Tracking Only	NO	

Q: If I do not claim and submit my monthly invoice will I be paid?



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A: No, you must claim your monthly invoice in order to receive payment for services.

Q: If I already receive adoption support payments or other payments such as travel and mileage by direct deposit, do I need to sign up for direct deposit again to get foster care payment?

A: No, you do not need to set up direct deposit again to receive foster care payments via direct deposit. If you already have direct deposit set up for any payments from DCYF, you will receive your foster care level payments via direct deposit starting in February 2024. You will still receive payment via your CPA in January 2024, for services provided in December 2023. Starting in January 2024, you will need to verify invoices in order to receive your foster care reimbursements and DCYF recommends registering for the SSPS Provider Portal to make this easier and more timely. When you claim your invoices and you already have direct deposit set up, reimbursements will be made via direct deposit for all eligible children and youth placed in your home.

Q: If I set up direct deposit, will that switch my Adoption Support or other DCYF payments to direct deposit?

A: Yes. If you set up direct deposit with DCYF, all payments from DCYF will be made via direct deposit.

Q: When should I claim my invoice?

A: Providers can view and claim invoices as soon as they are posted in the SSPS Provider Portal or after an invoice is received in the mail if you are not registered for the Portal. DCYF highly recommends waiting until the last day of the month to submit invoices. This way, if there is a placement move, the invoice is accurate. When validating services in an invoice, providers are claiming service provided for the whole month so if the child changes placement before the end of the month, invoices already submitted will be inaccurate and result in overpayment which DCYF will need to fix. For example, providers receive an invoice for the full month of October around the 20th of October. When the provider claims the invoice, they are claiming services provided for the full month of October. If the child changes placement on October 25th and the invoice has already been claimed and submitted, it will result in overpayment for the full month instead of the 1st through the 24th. DCYF will correct any overpayments.

Q: What if I forget to claim my invoice until the following month?

A: You will receive payment about 3-5 days after an invoice is submitted if you have direct deposit. It will take longer if you are receiving a check in the mail. Payments start generating on the first of the following month after services provided (payments for October generate November 1st). If you have direct deposit and submit invoices by the end of the month of service, you should see payment in your account within the first five days of the following month (submit invoice October 31st and receive payment by November 5th). If you do not submit October payments until mid-November, you will receive October payment about 3-5 days after invoices are submitted in November.

Q: How do I report units of service provided on my invoice to get paid?



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A: Starting January 2024, caregivers will receive an invoice from DCYF. These will come through the mail or be available through the SSPS Provider Portal for those that are registered. Those registered for the Portal will also receive a mailed invoice. Caregivers will verify the service units in the invoice in the Provider Portal or using the telephone Invoice Express system. Do not use both methods or it will cause the system to not make a payment. Caregivers are highly encouraged to verify invoices at the end of the month to ensure accuracy of hours reported. When caregivers receive an invoice, they need to review the service period on the invoice to make sure the dates match when a youth enters or leaves a home. ***Pay close attention to the end date, when a youth leaves your home.*** The department only reimburses through the last night a child or youth rests their head in the home, DCYF does not reimburse the date the youth leaves the home. If the Service Period is listed correctly on the invoice, even if the child or youth is not in your home the full month, leave the Unit Type as MON for month and enter Units Authorized as "1" and Submit. Never modify the Rate or Total Authorized amount fields.

Invoice Number	Page #	For Month Ending	Reference	Service Recipient	Case #	Auth # / Line	Service Name	Service Code	Service Period	Rate	Unit Type	Units Authorized	Total Authorized
311R [REDACTED]	1	11/30/2023	001-01-0001	[REDACTED]	[REDACTED]	[REDACTED]	Foster Care	03650	11/01/23 - 11/30/23	846.00	MON	1	\$846.00
										846.00	MON	1	846.00

If a child or youth is in your home less than the full month, as long as the Service Period reflects the correct dates (for example, 11/05/23 - 11/30/23 or 11/01/23-11/24/23) that the child or youth was in your home, the Unit Type should remain as MON (month) and you can enter Units Authorized as "1" and Submit. The system will prorate the payment automatically.

If the Service Period is incorrect, for example it shows a whole month of service or the dates listed do not reflect the number of nights the child or youth was in your home, you will need to amend the invoice. Change the Unit Type to DAY and then enter the number of days the child or youth was in your home and click Submit. Do not include in your count the date that the child or youth left your home as DCYF does not reimburse for this.

Q: What if a child does not stay in my home for the entire service period (one month)?

A: When you receive your invoice, make sure that the Service Period dates listed are correct. If they are correct, even if it is not the full month of service, you can leave the Unit Type as MON (month) and then enter "1" into Units Authorized and Submit. The system will automatically prorate the reimbursement. Do NOT modify the Rate or Total Authorized fields. If the Service Period dates listed do NOT reflect the correct amount of days a child or youth was in your home during the month, you will need to amend the invoice. Keep in mind that the department only reimburses through the last night a child or youth rests their head in the home, DCYF does not reimburse the date the youth leaves the home. In this case, change the Unit Type to DAY and enter the number of nights the child or youth was in your home in the Units Authorized field. In the example below, a child was in the home starting 11/01/23 and left the



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home 11/24/23. You will not be able nor do you need to update the Service Period dates, just change the Unit Type to DAY and enter the correct Units Authorized. Once again, do not modify the Rate or Total Authorized fields.

Invoice Number	Page #	For Month Ending
311R- [REDACTED]	1	11/30/2023

Reference	Service Recipient	Case #	Auth # / Line	Service Name	Service Code	Service Period	Rate	Unit Type	Units Authorized	Total Authorized
001-01-0001	[REDACTED]	[REDACTED]	[REDACTED]	Foster Care	03650	11/01/23 - 11/30/23	846.00	MON	1	\$846.00
							846.00	MON	23	846.00

Handwritten notes: "Day" written below "MON" in the Unit Type column, and "23" written below "1" in the Units Authorized column.

Q: What happens if there is an error on my invoice?

A: As noted in the question [above](#) (When should I claim my invoice?), DCYF strongly suggests that caregivers wait to claim invoices until the end of the month so invoices are accurate. This way, if a child or youth leaves a home on the 25th of the month, and the caregiver waits until the last day of the month to claim the invoice, they will be able to make the appropriate updates to the invoice. Otherwise, if the invoice is claimed on the 20th, it will show reimbursement for the entire month instead of only until the 25th and if the caregiver claims that invoice for the whole month they will need to repay DCYF for the overpayments for the additional dates where the child or youth was not in their home.

If a level reimbursement does not show up on an invoice or is incorrect, for example a level 3 rate is shown when caregiver is expecting a level 4 rate, please reach out to your Social Worker or Fiduciary. If the service type is wrong, for example type is showing Tiered Placement instead of foster care, claim zero service units because this is the wrong payment. If you claim payments when the service type is incorrect, you will need to pay back DCYF for the incorrect reimbursement. If the service type is wrong, also reach out to your Social Worker or Fiduciary so it can be corrected.

Q: How does DCYF prorate Service Period reimbursements?

A: Proration is calculated by dividing the monthly rate by 30.42 which is the average number of days in a month to get a daily rate and multiplying that by the number of days a child or youth was in the home. For example, if a child or youth was in the home 11/05/23 - 11/30/23 they were in the home 24 days (DCYF does not reimburse for the day the child or youth leaves the home). If the monthly rate is \$846, the prorated amount would be calculated as follows:

$$\$846 \text{ monthly rate} / 30.42 = 27.81$$

$$\$27.81 \times 24 \text{ days} = \$667.44 \text{ (Total Authorized)}$$

Never adjust the Rate or Total Authorized amount, the system does this automatically.

Q: Currently DCYF employees have to be licensed through CPAs due to payment / licensing being seen as a conflict of interest. Is this an issue?



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A: No, all caregivers including DCYF employees will be reimbursed for foster care services directly by DCYF.

Q: How long do I have to enter the security token from SSPS that is used to register for the Provider Portal?

A: The security token provided by SSPS is valid for 90 days before the provider needs to contact SSPS for a new one.

Q: Will I lose access to the SSPS Provider Portal if I do not use it for a period of time?

A: No, users will not lose access to the portal due to non-use. If you change provider numbers, you will need to re-register for the portal using the new SSPS provider number.

Q: When will foster parents know the new level of children currently placed in their homes?

A: DCYF is currently working on the transition from levels 1-4 to caregiver support levels 1-7 for children and youth in care. Caregivers will receive notification of the new level 1-7 in November or December 2023.

Q: Will foster care reimbursements remain tax-free?

A: Yes, foster care reimbursement will remain non-taxable. Respite payments are taxable.

Q: Will mileage be paid via direct deposit moving forward as well for CPA homes?

A: If you have direct deposit set up, yes, mileage will also be paid via direct deposit. You must set up direct deposit to receive any payments this way.

Q: I was previously licensed with the state and now with a CPA, is my previous info usable?

A: If a direct deposit payment was made in the last 3 months, it will still be useable. If DCYF has not made payments in the last 3 months, you will need to contact SSPS to reactivate your SSPS Provider File. You can email DSHS_SSPSMail@dshs.wa.gov or call SSPS Customer Service at 360-664-6161. The timeline for deactivation of a Provider File cannot be changed by DCYF as it is an Office of Financial Management (OFM) rule.

Q: I am a licensed foster provider with a CPA. I don't know how to make an invoice and I just get a deposit once a month to my account. So now I need to do a new direct deposit form for DCYF and create an invoice monthly through the provider portal?

A: Yes, you will need to claim invoices each month. SSPS will mail invoices to all caregivers each month. Direct Deposit and registration for the SSPS Provider Portal are optional but highly recommended because it streamlines payments. If you do not sign up for direct deposit, you will receive a mailed check after you have claimed your invoices. If you are registered for the Provider Portal, invoices will be available for review and to claim in the Portal within 48 business hours of the last DCYF billing cycle versus 3-5 business days from the last DCYF billing cycle when received via mail. If you are signed up for



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the Portal, you will still receive a mailed invoice but you will have access to the invoice faster in the Portal. If you are not registered for the Portal, you will need to claim invoices using the Invoice Express telephone system. Please see the [SSPS Calendar](#) for dates when invoices generate.

There are two Zoom calls set up per month through March 2024. If you are experiencing any issues with reimbursement or claiming invoices, signing up for Direct Deposit, or registering or using the Provider Portal you can join a call to get assistance from DCYF staff. The schedule for Zoom calls is on the Caregiver Supports Project website <https://www.dcyf.wa.gov/services/foster-parenting/caregiver-supports-project> under the Payments section.

Q: Is "Provider Portal" our SAW account?

A: Secure Access Washington or SAW is a state application that allows users to login to the SSPS Provider Portal as well as other state services. Once you have a SAW account and have registered for the Provider Portal you will access the Provider Portal by logging in to SAW and selecting that service: SSPS Provider Portal by Department of Social and Health Services.

Q: For families who do respite will the CPA submit it and then the payment just gets deposited to the family? Or do families have to tell placement desk or submit it online to get paid?

A: If a provider provides respite, those days will also invoice to the foster payment. The difference is that respite payments are fee for service so they are reportable to the IRS and these payments are taxed. DCYF will look into options for streamlining respite payments and provide more information when a solution is identified.

Q: I submit mileage logs by handing them to the social worker. Does that change?

A: No, mileage logs will still be submitted to the Social Worker who will sign and submit to generate payment.

Q: Will the invoice come in the mail or do it all online now?

A: All caregivers will receive a monthly invoice in the mail. If you are registered for the SSPS Provider Portal you can also access invoice information sooner in the Portal.

Q: I am licensed through a CPA but regularly do respite for non-CPA kids. Is this new payment system what I already use for the non-CPA respite kids (SSPS in my SAW account)?

A: Yes.

Q: Will BRS stipends be part of the CPA 7 level rate assessment? Or separate?

A: BRS is separate from the Caregiver Supports Model and payments are not impacted.

Q: If a family does not currently have placement, should they sign up for direct deposit now?



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A: You may sign up for direct deposit even if you do not currently have a placement. We recommend doing this so that you will be ready.

Q: Will extended foster care invoices come through this same way?

A: Yes. EFC invoices come through the mail and are also available in the SSPS Provider Portal for those that are registered.

Q: If someone is placed after the 20th of the month (around the regular payment deadline), will there be a second invoice online and mailed? Or do caregivers need to add to the already sent invoice?

A: Yes. A second, supplemental invoice will be mailed and will be available online.

Q: What is my SSPS Provider Portal “pin” or “code” number?

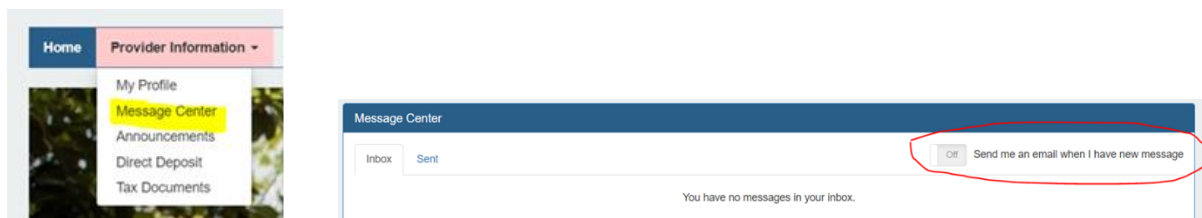
A: When registering for the Portal, at step 11 of the Provider Portal Registration directions (see [training document](#)) the system will ask users to enter a code. You can request your code by emailing DSHS_SSPSMail@dshs.wa.gov or calling SSPS Customer Service at 360-664- 6161.

Q: Do spouses / partners who are part of your licensed homes need to make their own accounts?

A: No, all of the licensed caregivers will be on the account and separate registration is not required. Note that check or payment will come with just one name on it.

Q: Do providers receive an email to let them know an invoice is available in the Provider Portal each month and needs to be claimed?

A: Providers need to opt in to receive email notifications. While in the Portal, Select Message Center from the dropdown menu on the left of the home screen under Provider Information. In the Message Center, click the toggle on the top right next to “Send me an email when I have a new message” to turn on notifications. Once this is on, you will receive emails when an invoice is available in the Portal and when a payment is generated.



Q: If I am a state employee and a licensed foster parent, will I receive separate payments for employment and foster care reimbursement?

A: Yes, payment from your state agency employer, including DCYF, and foster care reimbursement are paid separately. The foster care reimbursement will come from SSPS and should not be taxable.



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Q: Can a SSPS account become inactive due to non-use?

A: No.

Q: Does this change apply to Extended Foster Care (EFC) and Responsible Living Skills Program (RLSP)?

A: Youth in licensed payments where the caregiver receives a level 1-4 payment for the EFC youth will receive direct payment from DCYF instead of through a CPA. This does not impact EFC youth that are not in a licensed placement. RLSP is a separate contract and payments for RLSP will continue to be made the same way they are today, there will not be changes due to the Caregiver Supports Project.

Q: If payment is behind from DCYF or there is another payment issue, who does caregiver contact?

A: Reach out to your DCYF fiduciary.

Q: I already have a SAW account, how do I access the Provider Portal?

A: When you login to SAW, there is a button for Add a Service. Please follow the directions for adding the Provider Portal - follow from Slide 11 in presentation [SignUp-SAW-SSPSProviderPortal.pdf \(wa.gov\)](#) or follow from Step 8 in the *Register for SSPS Provider Portal* section of the Provider Payments Training document: [ProviderPaymentsTraining.pdf \(wa.gov\)](#).

Q: Do I need to link my Statewide Vendor (SWV) Number to link to my SAW account?

A: No, you do not need to link the Statewide Vendor number to your SAW account. When you sign up for Direct Deposit, there is a spot on the form to enter your SWV number but you do NOT to enter anything in that field. The SWV is assigned behind the scenes. If you receive a notification of a new SWV number and you've already submitted Direct Deposit forms, you do not have to resubmit with that number entered, it will already be linked automatically.

Q: When will I know that my Direct Deposit is set up?

A: You will not receive notification when Direct Deposit is set up. You can expect 4-6 weeks from submission of the form until the setup is complete. This means you will likely receive one paper check in the mail between the time that you submit the form until Direct Deposit setup is complete. This is due to invoice deadlines for SSPS (<https://www.dcyf.wa.gov/services/ssps/calendar>). You can also email DSHS_SSPSMail@dshs.wa.gov or call SSPS Customer Service at 360-664-6161 to request an update on the status of your setup.

Q: Will the SSPS Provider Profile page update to display that Direct Deposit is set up?

A: When direct deposit is established the SSPS Provider Profile page will populate like this:

Direct Deposit	Yes
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