

Provider Payments Training Documents

How to Get Paid

- 1) [Set up Direct Deposit](#)
- 2) [Register for the Provider Portal](#)
- 3) [Claim an Invoice](#)

Set up Direct Deposit

DCYF highly recommends setting up Direct Deposit to streamline payments. With Direct Deposit you do not have to wait for paper checks to be sent through the mail.

Forms are available at <https://ofm.wa.gov/it-systems/accounting-systems/statewide-vendorpayee-services> under the *DCYF and SSPS Provider Registration Forms* heading when you scroll down on the page. You may choose to download and manually complete, sign, and submit PDF forms OR use the DocuSign option to fill out the forms online and sign electronically from the OFM site. PDF forms that can be printed, signed and submitted are also available on the SSPS Direct Deposit site ([Direct Deposit | Washington State Department of Children, Youth, and Families](#)) under the *Registration and Change Forms* header. You cannot use DocuSign to electronically submit using forms accessed on the SSPS Direct Deposit site.

To use DocuSign, you must first validate your email address with an access code. Please follow the instructions in the following link if you would like to set up DocuSign:

[SubmitVendorFormsWithDocuSign.docx \(live.com\)](#)

To sign up for Direct Deposit, you must complete two forms:

- 1) Complete the Direct Deposit Authorization Form online with DocuSign or print and complete manually.**

Link to form: [DocuSign](#) or PDF [Provider Direct Deposit Authorization Form \(wa.gov\)](#)

- If you complete the PDF manually, you must print and sign the form and submit to DCYF. To submit you may:
 - Scan the signed form to PDF and email to ProviderFileUnit@dshs.wa.gov.
 - Mail a printed and signed copy to DCYF, PO Box 45812, Olympia, WA 98504.

- 2) Complete the DCYF Provider Registration Form online with DocuSign or print and complete manually.**

Link to form: [DocuSign](#) or PDF [Provider Registration Form \(wa.gov\)](#)

- In Part B section 3 of the form, foster parents should check the box for **Individual**.
- If you complete the PDF manually, you must print and sign the form and submit to OFM. To submit you may:
 - Scan the signed form to PDF and email to ProviderFileUnit@dshs.wa.gov.
 - Mail a printed and signed copy to DCYF, PO Box 45812, Olympia, WA 98504.



Provider Payments Training Documents

Note that it takes about 4-6 weeks to process forms and get Direct Deposit setup. It is likely that you will receive at least one paper check between when you submit the forms and when the deposit is set up. You may call (360-664-6161) or email (DSHS_SSPSMail@dshs.wa.gov) SSPS Customer Service to check the status of your Direct Deposit. With Direct Deposit you will still receive by mail social service notice letters notifying you of an entered or closed payment with your provider number and paper remittance advices that notify of the reason for a payment.

Register for SSPS Provider Portal

Sign up for the Social Services Payment System (SSPS) Provider Portal to simplify the payment process. In the portal you can:

- Review the invoice information you have provided and make changes
- Easily update an address, phone number, or email address
- Contact SSPS with questions
- View real-time invoicing and see all remittances, invoices and tax documents in one place

More information about the Provider Portal at <https://www.dcyf.wa.gov/services/ssps>

You must have a Secure Access Washington (SAW) account to register for the SSPS Provider Portal.

Link to instructions: [SSPS PortalSAW Access Guide](#)

To register for a SAW Account:

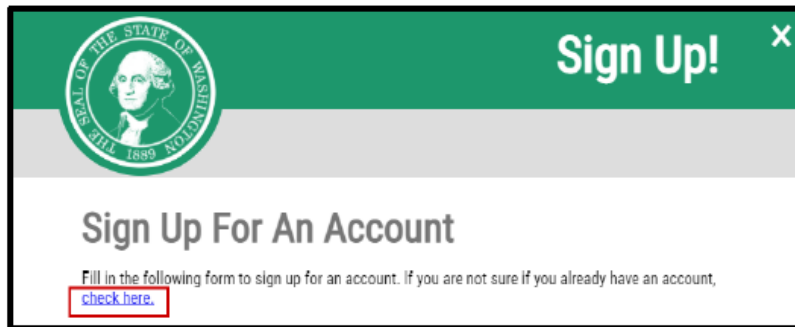
- 1) Go to <https://secureaccess.wa.gov>
- 2) Click SIGN UP on the login page:



- 3) Check to make sure you do not already have an account by clicking the “check here” link on the Sign Up page and following the directions. If an account already exists associated with your email, the system will help you recover your username and password.



Provider Payments Training Documents

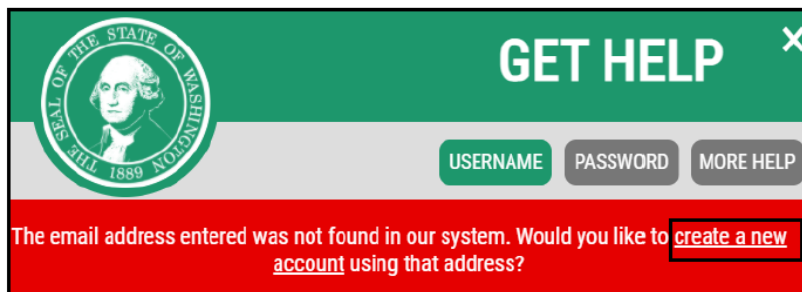


Sign Up! ✕

Sign Up For An Account

Fill in the following form to sign up for an account. If you are not sure if you already have an account, [check here.](#)

- 4) If no account exists, click the “create a new account” link.



GET HELP ✕

USERNAME PASSWORD MORE HELP

The email address entered was not found in our system. Would you like to [create a new account](#) using that address?

- 5) Enter you information as prompted on the Sign Up for Account screen.
- First Name
 - Last Name
 - Primary Email
 - You may also choose to enter an additional email address and / or mobile phone number to receive security codes and reduce the change of losing access to your account. This is optional.
- 6) Create a Username and Password, check the reCAPTCHA checkbox then click the “Create my account” button.



Provider Payments Training Documents

Username and Password

Username

Password

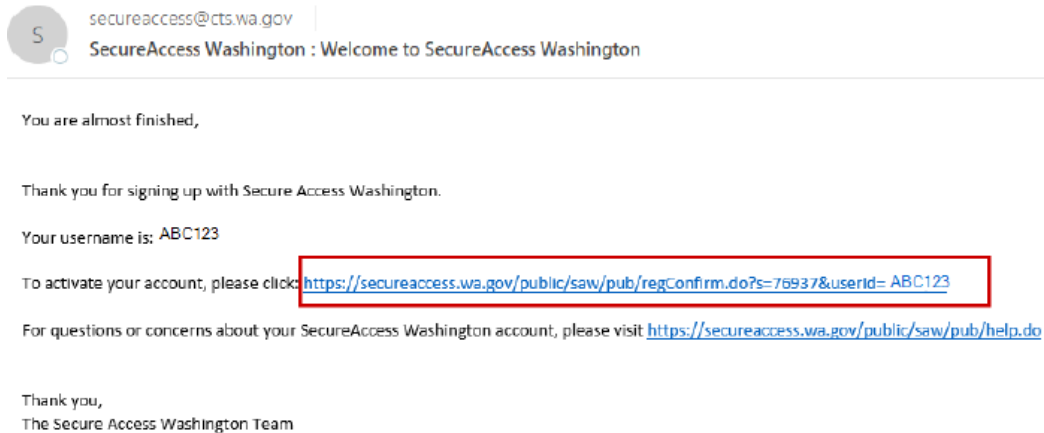
Confirm Password

 I'm not a robot 

[Privacy Policy](#)

[Create my account](#)

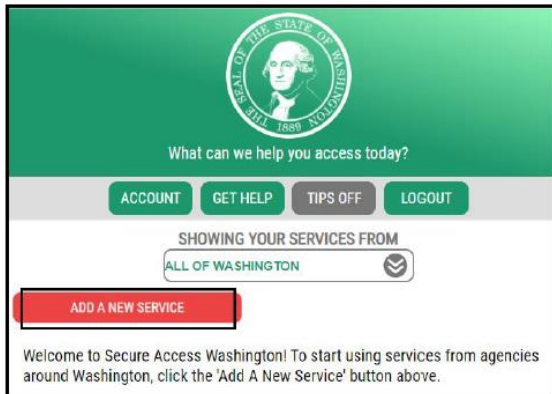
- 7) Activate your account by clicking on the link sent via email from secureaccess@cts.wa.gov to the email address you have registered.



- 8) Login to your account on the SAW Login page: <https://secureaccess.wa.gov>
- 9) Click the “Add a New Service” button.



Provider Payments Training Documents



10) Select “I have been given a code by an agency”.



11) Enter the agency code **2795** in the box displayed and click “Submit”.

12) Enter your SSPS provider number in the box. This is not the same as your FamLink provider number listed on your placement letter. If you do not know your provider number, you can email DSHS_SSPSMail@dshs.wa.gov or call SSPS Customer Service at 360-664-6161 to get it.

13) Enter your First and Last name and a security token and click submit.

- a. Email DSHS_SSPSMail@dshs.wa.gov or call SSPS Customer Service at 360-664-6161 to request your security token.



Provider Payments Training Documents

*First Name
User's First Name

*Last Name
User's Last Name

*Security Token
Enter the security token you received in the mail.

SUBMIT

- 14) A Registration Complete box will show up. Click OK.
 - a. If your registration says pending or anything other than complete, email DSHS_SSPSMail@dshs.wa.gov and provide your SSPS Provider Number and the issue will be corrected.
- 15) The service page will now show SSPS Provider Portal provided by Department of Social and Health Services. Click on the "Access Now" button next to the service.
- 16) Select a multi-factor authentication option, phone or email. You will receive a security code sent to whichever you select.
- 17) Enter your security code in the MFA box and hit "Submit"
- 18) Click "Continue" to connect to the portal.

NOW ACCESSING

 Washington State
Department of Social
& Health Services
Transforming lives

You are now accessing Famlink provided by Department of Social and Health Services. If you require assistance, the Famlink help desk can be reached at dcyf.servicedesk@dcyf.wa.gov or (360)725-4357.

CANCEL CONTINUE

To access the portal in the future, login to your SAW account from the login page (<https://secureaccess.wa.gov>) and select "Access Now" next to the service which will now be listed - SSPS Provider Portal provided by Department of Social and Health Services.

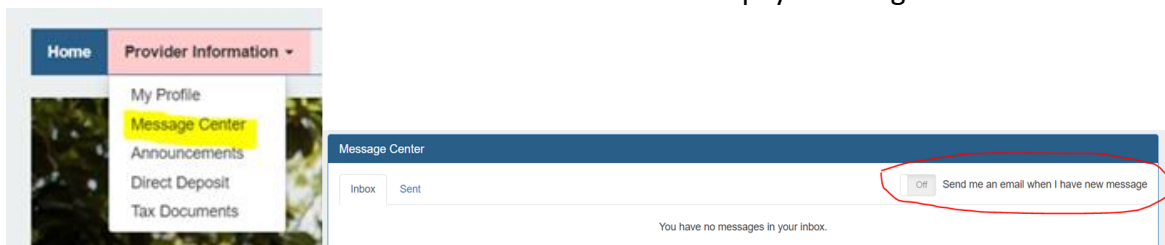
Opt in to Email Notifications from the Portal

Once you are registered for the SSPS Provider Portal, you may opt to receive email notification when an invoice is available in the portal for review. To opt in, while in the Portal select Message Center from the dropdown menu under Provider Information on the top left of the home screen. Then toggle the button ON in the top right of the Message Center where it says "send



Provider Payments Training Documents

me an email when I have a new message”. When this is ON you will receive email notification when a new invoice is available in the Portal and when a payment is generated.



Claim an Invoice

Invoices can be verified using Invoice Express telephone entry. You can also verify invoices using the Provider Portal, which DCYF recommends. Do not verify invoices using both Invoice Express and the Portal as this will cause payment issues and delays.

Follow the directions below to claim an invoice online in the SSPS Provider Portal.

1. From the **Claims** link on the menu bar, click on the **Invoices** link in the dropdown list.
2. Click on the invoice number of the invoice you would like to view/claim.
3. Click on any page number whose Status is Unclaimed (preferably the lowest unclaimed page number.)
4. You will be able to tab through each field in which data entry is allowed.
5. You may use the SAVE function to save an incomplete page or for later review and submission.
 - a. When you click the SAVE button, there is no validation for correct or complete data.
 - b. You may save a page as many times as needed.
 - c. No saved data will be processed for payment; you must return to the page and click SUBMIT in order to be paid for that page.
6. When you have completed all the required fields on the page and checked your entries, click SUBMIT.
 - a. When submitting an invoice in SSPS Provider Portal, the only field you should modify is the Total Authorized field. Do not make changes to other fields.
7. You will see a message telling you the page has been submitted.
8. Once a page has been submitted for claiming, you cannot change it. If you discover that you have entered something incorrectly, you must contact your client’s caseworker to submit a payment adjustment.
9. Click on NEXT PAGE to continue claiming or click on Return to Invoice Pages list.



Provider Payments Training Documents

Please see the [SSPS Provider Portal Invoice Information](#) document or the [How To Use This Site](#) document for more details about the Portal functionality.

Follow the directions below for verifying invoices using Invoice Express. When you see numbers in parentheses after the step, example ⁽¹⁾, refer to that number in the visual below the numbered steps.

Link to Invoice Express Call-In Script: [Welcome-Invoice-Express.pdf \(wa.gov\)](#)

- 1) Call 1-888-461-8855 and follow voice prompts.
- 2) Press 1 to complete an invoice.
 - a. You can also press 2 to check on the status of a payment.
- 3) Enter the type of invoice which is listed in the upper left corner of your invoice⁽¹⁾.
 - a. Press 1 for Regular.
 - b. Press 2 for Supplemental.
- 4) Press 1 to confirm the invoice type you have selected is correct.
 - a. If you have selected the incorrect invoice type, press 2 to go back to the invoice type selection.
- 5) Enter the first three numbers of your invoice number which is listed in the first gray shaded box of your invoice⁽²⁾.
- 6) Enter the last six numbers of your invoice number. These are the six numbers that follow the first three numbers of the invoice number, a letter, and a dash⁽²⁾.
- 7) Enter your Payee Number listed in the box next to your invoice number⁽³⁾.
- 8) Wait for a verbal confirmation that your invoice has finished processing.
- 9) Enter the page number you want to complete, followed by the pound (#) sign. The page number is listed at the top left of the invoice, in between the invoice number and the Payee Number. Line items from each page number must be submitted separately.
- 10) Enter each of the line items from the current page of your invoice:
 - a. Each line has a reference number in a gray box⁽⁴⁾ that shows the amount you will receive for your service and how many units in hours, days or both, that you are authorized to receive payment.
 - b. Enter the number of hours, days or both that you are authorized to receive payment for as listed following the reference number and press pound (#).
 - i. The system will state the number of units you have entered and ask you to confirm it is correct. If it is correct, press one. If the number is not correct, press 2 and you can reenter the number.
- 11) For monthly service, the system will ask if you provided any of the services listed. Press 1 if you have or press 2 if you have not.



Provider Payments Training Documents

- a. If you provided all of the days authorized, Press 1. Press 2 if you did not provide all of the days authorized.
 - i. If you press 2, enter the number of days you provided service then press pound (#).
- 12) After all lines have been entered, you may choose to review your invoice by pressing 1 and the system will read back your entries. Press 2 if you do not want to hear the entries.
 - a. After the entries are reviewed, or if you press 2, the system will ask you to confirm that your entries are correct.
- 13) To confirm that your entries are correct, press 1.
 - a. If you do not believe entries are correct, press 2 and the system will allow you to change entries.
- 14) Press star (*) to submit the current page of your invoice.
- 15) Wait for the verbal confirmation from the system "You have successfully submitted your invoice."
- 16) To complete another page of the invoice, Press 1.
 - a. Press 2 to complete a different invoice or to end the submission process.
- 17) Complete steps 10-16 again until each additional invoice page has been submitted.



Provider Payments Training Documents

Use your invoice to report services by telephone

2 You will be asked to use the numbers on your telephone to enter the first 3 digits and then the 6 digits after the letter and dash of your Invoice Number.

1 Your first question to answer when calling Invoice Express is whether your invoice is Regular or Supplemental. The answer to that question is found here.

3 To make sure no other person can get to your invoice by telephone, you will be asked to enter the payee number shown in this gray shaded box.

4 Invoice Express will read the last 4 digits of your reference number, so that you will know which line you are on.

5 The lines will be read to you starting with 0001, until you have entered the number of units you have served or a 0 on all service lines.

6 Invoice Express will read to you the type of service unit. In the case of months (MON), you will be able to report either a full month or a partial month by reporting the number of days served (DA).

7 When you are asked to enter the units, use the numbers on your telephone number pad.

INVOICE SUPPLEMENTAL

INVOICE NUMBER: **9055-00410** PAGE: 001 OF 001 PAYEE NUMBER: **999999** PROVIDER NUMBER: 999999 FOR MONTH ENDING: 05-31-99

INSTRUCTIONS TO VENDOR:

1. Fill in all blank pink boxes on all lines with services.
2. Do not send notes or attachments. Any notes or attachments will be returned to you and payment will be delayed.
3. Sign the invoice and keep the blue copy for your records.

PAYEE: Rardin, Franida
401 W Mullan St
Spokane, WA 99223

PROVIDER: Rardin, Franida
401 W Mullan St
Spokane, WA 99223

1.	SERVICE RECIPIENT	SERVICE PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNITS	SCHOOL IN-CARE
	CHARLES, CHAZ	05/01/99	\$889.92	6.18	HR	144	
	SERVICE NAME	TO	REFERENCE				
	FS RESPITE CARE-HOURLY	05/31/99	001-01-0001				
	CASE NUMBER	AUTHORIZATION	WORKER ID	REPORTING UNIT	SERVICE UNIT		
	4110432432	3555461-01	20MC70	851	07305		
2.	SERVICE RECIPIENT	SERVICE PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNITS	SCHOOL IN-CARE
	CHARLES, CHAZ	05/01/99	\$10.23	0.31	MI	33	
	SERVICE NAME	TO	REFERENCE				
	DDD FS TRANSP - MILES	05/31/99	001-02-0002				
	PAYEE NUMBER	AUTHORIZATION	WORKER ID	REPORTING UNIT	SERVICE UNIT		

* These are the bolded boxes on your invoice.

