

SSPS PROVIDER PORTAL INVOICE INFORMATION

- You can view/print/download a PDF version of your invoices for the current month and the previous twelve (12) months.
- You can view all invoice pages for the current month and the previous twelve (12) months.
- You can claim unclaimed invoice pages for the current month and the previous six (6) months.

You can find all invoice related information by clicking on the **Claims** link on the menu bar and selecting **Invoices** from the dropdown list.

SSPS ONLINE INVOICE CLAIMING INSTRUCTIONS

You can still claim your invoices using either of the old processes: mailing in your completed invoice or calling in to Invoice Express (1-888-461-8855). Please refer to the instructions sent with your paper invoice.

To claim your invoice online, please follow these instructions.

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.
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.

NOTE:

SSPS Data Entry staff will also be using the Portal to enter data for invoices that have been sent in by mail. They will be using the same Save and Submit functionality. If you log in and view your invoice claim pages while they are being entered, you may see some Source or Status types that reflect what the Data Entry staff are doing. Don't be alarmed and remember, as always: **Never submit your invoice claim by more than one method.** If you have mailed in your invoice, please allow the process to proceed without interference.

School Holiday Units – Family, Friends, and Neighbors providers only

This box is only for hourly child care for a school age child when you have provided care during school holidays. The box will be grayed out if the service is not eligible for School Holiday Units. Enter the number of hours of care you provided during school holidays. You will not be paid for more hours than allowable for the month. If care was only provided during school holidays, claim your hours under regular units first. Claim any remaining hours under school holidays.

MONTH	MAXIMUM UNITS	MONTH	MAXIMUM UNITS
January	70	July	115
February	35	August	115
March	70	September	35
April	70	October	35
May	35	November	35
June	115	December	70

Partial Days – Licensed Family Home Providers Only

Enter the amount of days you provided services in a morning session and afternoon session, and you are not entitled to payment at the full-day rate. You will not be paid more partial day units than allowable for the month.

Client Co-Payments

A Co-Payment is the amount of money you are expected to collect from the client for the service you are providing (such as licensed childcare). It is always pre-claimed as one (1) unit. You cannot choose not to claim this invoice line and you cannot change the rate.

SSPS will deduct the amount shown on the Co-Payment line from the total amount you claim for the service and DCYF will only pay the difference.

Web-Based Invoice Edits/Errors

The first row of each invoice line displays the amounts authorized.

The web page will enforce these rules:

- You may not change a rate to an amount higher than authorized
- You may not change a unit type except MON may be changed to DA (when you did not provide a full month of service)
- You may not enter more units than are authorized
- You may only enter units in whole numbers (no decimals or fractions)
- All required fields must be completed before you can submit the page for claim

Rejected Invoice Pages

An invoice page that is in Rejected status will not pay. **The best way to avoid Rejected invoices is not to submit a claim for the same page using more than one claiming method.**

You may see a status of Rejected on the Invoice Pages List page. An invoice page may be rejected for two basic reasons:

- The same page was submitted two (or more) different ways and then processed on the same date (e.g. via Invoice Express and via the web)
 - For invoices for a month of service prior to the current month, the invoice will reject if claims are submitted on the same day
 - For invoices for the current month of service, the invoice will reject if more than one claim is submitted any time between the invoice date and the last day of the month (when the claims are processed). It doesn't have to be on the same date to reject.
- There are errors on a page that was completed and mailed in. This is a list of the main errors that will cause a mailed in page to be rejected. (There may be others):
 - You have entered a rate that is higher than the rate authorized
 - You have changed a unit type (other than MON to DA)
 - You have entered more units than are authorized
 - You have entered a non-whole number of units (decimals or fractions)
 - You have left a required box blank
 - You have not signed the invoice page

If an invoice page rejects because it was submitted online and in some other way, the Invoice Pages List page will show the page as Claimed until after processing. The claims process will change the status to Rejected. **If you see an invoice page in Rejected status, you may reclaim it online at any time.**

Invoice Submission Cut-off Times

SSPS processes invoice submissions every night. In order for an invoice page to be processed in the nightly batch, it must be submitted by 4:30PM. If you are submitting multiple pages online around the cutoff time, you may find that some pages will be processed that night and others will not be processed until the following night. As soon as a page is submitted (whether it is before or after the cutoff time,) the Invoice Page List page will show that the page has been Claimed. However, you will not see a Process Date until the morning after that page has processed.

SSPS Payment Cycle

Claiming your invoices online has no impact on the SSPS payment processing. The monthly payment cycle works like this:

- Around the 20th of each month, the regular invoices for that current month are created and mailed to providers.
- On the second day after the invoices are created, they are available to view/claim in the Provider Portal.

- Beginning on the first business day of the month after the invoices are created, SSPS begins making payments to providers (via Direct Deposit or mailed checks.)
- No payments are made from a regular invoice (even for prior months) until the first business day of the following month.
- Around the 7th of the following month, the supplemental invoices for the month just past are created.
- On the second day after the invoices are created, they are available to view/claim in the Provider Portal.
- Payments for services claimed on the supplemental invoice are processed on the first business day following the date the claim is submitted.

If you have questions about any of these processes, please call SSPS Customer Service at 360-664-6161 or use our Contact Us page on the Provider Portal.