



## MEMORANDUM

TO: Room, Board and Watchful Oversight (RBWO) Providers  
FROM: Karen Hardy, METRO/RBWO Unit Manager  
Cathy Phillips, RBWO Manager  
DATE: June 2, 2023  
RE: Outstanding Payments and Outstanding Payment Reports

As we approach the end of the fiscal year 2023, we want to ensure that all outstanding payments related to the current fiscal year are processed in the current fiscal year.

Therefore, here are some reminders regarding current fiscal year outstanding payments and submitting the outstanding payment reports:

- Do not include outstanding payments on New Admit Forms or Pre-Bills. Do not send the Outstanding payment report with your pre-bill, these must be submitted on the attached form and emailed to Cathy Phillips and Karen Hardy only at: [Cathy.Phillips@dhs.ga.gov](mailto:Cathy.Phillips@dhs.ga.gov) and [Karen.Hardy@dhs.ga.gov](mailto:Karen.Hardy@dhs.ga.gov).
- Please submit all current fiscal year outstanding payments that have not been paid from 7/1/22 – 4/30/23 service month by Friday, 6/9/23.
- Outstanding payment reports are to be submitted monthly no later than the 20<sup>th</sup>. If this is done, if you are still working with the payment center on an issue, it is evidence that you have been trying to get an invoice/pre-bill paid.
- Providers should use the latest Outstanding Payment Report form attached.
- If you are submitting a WAIVER amount which was short paid; attach a copy of the new waiver to the email when sending your outstanding payment report.
- If you are submitting a SIBLING INCENTIVE which was short paid; on the outstanding payment report in the comment section provide the names of all the children that were together which corresponds to the incentive payment.
- If you are submitting RESPITE, attach a copy of the county's approval email/memo/letter to the email when sending your outstanding payment report. The correspondence must contain the following:
  - The name of the home/agency where the child was placed
  - The name of the child and their PID#

- The date the child went to the placement
- The date the child left the placement
- If you have not been paid for any other miscellaneous items such as clothing, medical, car seats, day care, please ensure to attach copies of the receipts to the email when sending the outstanding payment report.
- If you are submitting a request for reimbursement for a bed hold, you must attach a copy of the email documentation from the county where the bed hold was approved to the email when sending the outstanding payment report.

Should you have any questions, please send them to [Cathy.Phillips@dhs.ga.gov](mailto:Cathy.Phillips@dhs.ga.gov) or [Karen.Hardy@dhs.ga.gov](mailto:Karen.Hardy@dhs.ga.gov). Please allow us a 48 hours/2 business days turnaround time to respond to your questions.

Thank you.





