



MEMORANDUM

TO: Room, Board, and Watchful Oversight (RBWO) Providers
FROM: Renita Jeffries, Senior Director of Accounting & Delivered Services
DATE: January 21, 2022
RE: Outstanding Payments SOP and Payment Reports

Here are some reminders regarding outstanding payments standard operating procedures (SOP) and submitting the outstanding payment reports:

- If all the information from the pre-bill is correct, the Payment Centers will process the invoice within 5 (five) business days of receipt.
- If payment for a specific child **has not been received in 30 days after the billing month** the provider must contact the DFCS Case Manager via email. If they do not receive a response within 24-48 hours, they should escalate the request to the case managers Supervisor or Field Program Specialist (FPS).
- If payment for a specific child **has not been received in 45 days after the billing month** the provider must contact the County Director via email of the child's legal county.
- If payment for a specific child **has not been received in 60 days after the billing month** the provider must contact Regional Director and District Director via email who is over the child's legal county.
- **Do not include outstanding payments on New Admit Forms or Pre-bills. All RBWO outstanding payments must be submitted on the attached form and emailed to Cathy Phillips and Karen Hardy only at cathy.phillips@dhs.ga.gov and karen.hardy@dhs.ga.gov . Please **do not** send them to your payment centers.**
- Outstanding payment reports should be submitted **monthly**.

- Providers should use the latest Outstanding Payment Report form attached to this memorandum
- If you are submitting a WAIVER amount which was short paid; on the outstanding payment report scan and email a copy of the waiver along with the 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 for RESPITE, please scan and email the county's approval email/memo/letter. This correspondence must contain the following:
 - the name of the home/agency where the child was placed.
 - the name of the child and PID#.
 - the date the child went to the placement.
 - and 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 scan and email a copy of the receipts with the outstanding payment report.
- If you are submitting a request for reimbursement for a bed hold, you must scan and email the documentation from the county where the bed hold was approved.

Should you have any questions please send them to rbwofiscal.services@dhs.ga.gov. Please allow 2 business day(s) turnaround time to respond to your email.

Thank you.

CC:

Clifford O'Connor, DFCS CFO