




## MEMORANDUM

TO: Room, Board, and Watchful Oversight (RBWO) Providers  
FROM: Renita Jeffries, Senior Director of Fiscal Services   
DATE: April 1, 2020  
RE: RBWO Outstanding Payments and Standard Operating Procedures (SOP)

Our Regional Accounting offices have recently been inundated with outstanding payment inquiries and requests. When the proper practice and procedures are not followed researching these inquiries become exceedingly time consuming for our regional accounting staff and add processing time to the payment process.

Therefore, please review the SOP document in detail, and adhere specifically to the section below regarding all outstanding payments which include RBWO per diem, clothing etc.:

- A. *If payment for a specific child has not been received in 30 days after the billing month the provider contacts the case manager of the county that has custody of the child.*
- B. *If payment for a specific child has not been received in 45 days after the billing month the provider contacts the case manager's supervisor, field program specialist (FPS) or county director of the county that has custody of the child.*
- C. *If payment for a specific child has not been received in 60 days after the billing month the provider contacts region director and district director who is over the county that has custody of the child.*

If after following the above-mentioned process and the RBWO provider has not received payment; the RBWO provider **must** fill out the attached RBWO Outstanding Payment Report and submit it as directed on the spreadsheet to Cathy Phillips ([Cathy.Phillips@dhs.ga.gov](mailto:Cathy.Phillips@dhs.ga.gov)) and Karen Hardy ([Karen.Hardy@dhs.ga.gov](mailto:Karen.Hardy@dhs.ga.gov)). Please do not submit clothing and other items separately. All outstanding payment should go on this spreadsheet. Going forward no other spreadsheet will be accepted regarding outstanding payments.

Thank you in advance for adhering to this process as it will aide us in improving our payment processing times. Should you have any questions please send them to [rbwofiscal.services@dhs.ga.gov](mailto:rbwofiscal.services@dhs.ga.gov) . We are experiencing a high volume of questions currently. Therefore, please allow a 48 hour/2 business day turn around time to respond to your questions.

Thank you for your diligence and patience during this time.

CC:

Cliff O'Connor CFO

Dave Teubl, Senior Director of Accounting

Shaun Johnson, OPM Director