Addressing Provider Payment Issues:  
Entering and Verifying Placement Records Tips

**DFCS Case Managers**
- Ensure placements are recorded timely and are accurate
  - End date placement, as appropriate
  - Add new placement, as appropriate
  - Every child in foster care (in-DFCS Legal Status) should have an active placement
- Verify payments are made – view invoices, as deemed necessary
- Troubleshoot placement issues with DIS
  - Payment of Care (POC) is approved
  - Resource must exist, with applicable contracts
  - Resource contract must support POC type
  - Confirm whether or not waiver exist
- Unapproved placements do not generate an invoice; subsequently, providers are not paid

**DFCS Supervisors**
- Monthly Case Reviews/Staffing
  - Review key pages to assess case documentation, e.g. Case Watch, Placement Information, Contacts, Health, Education, etc.
  - Confirm an active Placement record exist
  - If child recently left DFCS custody, confirm Placement record exited for child while in DFCS custody
- View Missing Placements ad hoc report
  - DIS receives report and works with county staff to address missing placements
  - Report provides list of all children in care with no approved placement
- View Placement Log report
- Troubleshoot placement issues with DIS timely
  - Do not wait until month end to resolve placement issues

**Placement Providers**
- View Child List page in Portal
  - If child placed with provider, child should display on Child List page
  - Only children with approved placements display in the Provider Portal
  - If not displaying, contact DFCS case manager immediately and inform child not displaying
  - Escalate accordingly to supervisor within 72 hours; thereafter, escalate to county leadership
- If not resolved on county level, contact OPM
- Children physically placed with provider AND not displaying on the Child List page is a red flag indicator that provider will not be paid