



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