



**STATE OF GEORGIA**  
**Division of Family and Children Services**

**Nathan Deal**  
Governor

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Director

**SUBJECT: DFCS RBWO Provider Payment Process Standard Operating Procedures (SOP)**

**SOP Number 16-04 (B)**

**Purpose**

This Standard Operating Procedures (SOP) is a DFCS specific process for Fiscal Services, Field Operations, and State Office. This process is essential for ensuring RBWO providers receive timely payments for their services.

Background: DFCS determines that the child needs to be in foster care, and if there are no appropriate relative or DFCS family foster care homes available that can care for the needs of the child, they will reach out to the CPA Foster Care Providers or CCI Providers for placement.

**Applicability**

All relevant DFCS Fiscal Services, Field Operations, and State Office staff, along with RBWO providers. This process is applicable to both contracted and non-contracted RBWO providers

**DFCS Waiver Procedure and Placement Process Flow – Non-Contracted**

- A. The PRO Unit reviews and approves request from Non-Contracted Providers. They will provide a Non-Contracted RBWO waiver to the Child's Legal County of Custody. The county will need to provide a copy of the waiver to the appropriate Fiscal/RBWO Payment Center.
- B. Since these providers do not have a contract, they will need to submit a W-9 before the contract can be entered in SHINES.
- C. The DFCS Fiscal Payment center receives the Waiver from the Fiscal/RBWO payment center; they enter the appropriate contract data into SHINES.

- D. DFCS Case Managers, with concurrence from their County Leadership, will requests a Non-Contracted RBWO Program Designation waiver from the Placement Resource Operations Unit (PRO) using the following process:
- a. DFCS Case Manager will go online to [www.gascore.com](http://www.gascore.com) and click on the **DFCS PRO Team Link**. Follow the instructions for application information and criteria for approval. For inquiries regarding a status update of a pending request, contact [proteam@dhs.ga.gov](mailto:proteam@dhs.ga.gov)
  - b. A decision on the application is provided to the DFCS Case Manager within five (5) business days unless the application involves a pending adoption. The DFCS Case Manager uploads a copy of the waiver in SHINES, provides a copy to the appropriate CPA Foster Home Provider or CCI Provider, and provides a copy to their Fiscal/RBWO payment center.
  - c. In the case of an emergency (child is in need of placement within 24 hours from the day of the request), waivers are processed in writing on the same business day or within one (1) business day. When necessary, verbal approval can be obtained from the PRO Director and/or designee.
- E. As children / youth are placed with a Non-Contracted RBWO Provider, the DFCS case manager is responsible for entering the placement information into the SHINES system as soon as possible but within 72 hours.

#### **Provider Process Flow – Non-Contracted**

- A. Each provider is assigned a Fiscal/RBWO payment center that will handle payments for them. This will be assigned the first month children are admitted.
- B. Also if the provider wants payments made by direct deposit instead of check this will need to be set up at this time (form can be obtained from Fiscal/RBWO payment center staff). All providers are encouraged to use direct deposit for safe arrival of funds.
- C. Since the provider is Non-Contracted, the provider will have to complete and sign a Family Foster Care Invoice (obtain from caseworker) and then forwarded it to child's DFCS county of custody for approval. **A copy of the E-verify Form is attached each month, along with the approved waiver for the unapproved placement.** Once the DFCS Case Manager approves the invoice for processing, the case manager mails the invoice to the appropriate Fiscal/RBWO payment center. The following items are included with the invoice:
  - a. Original receipts for clothing, car seats, medical bills not paid by Medicaid or other state reimbursable items. . If expenditures are to be paid with county money (allowances, haircuts, birthday, Christmas), those receipts

along with a separate Family Foster Care Invoice (obtained from the case manager) need to be submitted to the local DFCS office for processing.

- b. E-Verify form from provider
- c. Copy of the current waiver

#### **DFCS Payment Process Flow – Non-Contracted**

- A. When the Fiscal/RBWO payment center receives the invoice from the case manager, they review the invoices against the SHINES data for program eligibility changes (IVE, IVB, TANF), the waivers expiring, the custody has not been completed, the per diem rates are wrong/different, or the Payment of Care and the Placement are not approved. They review any receipts attached to ensure expenditures are within state policy and that the expenditures have not exceeded policy limits.
  - a. If all of the information is correct, the RBWO/Fiscal Payment Center will process the invoice within 5 (five) business days of receipt.
  - b. If there are discrepancies between the provider's invoice and the SHINES data, the RBWO/Fiscal Payment center will reach out to the Case Manager for assistance. Until the discrepancies are resolved, the invoices will not be able to be processed for payment.
  - c. If there are issues with the receipts that have been submitted, the RBWO/Fiscal Payment center will have to reach out to the provider or to the Case Manager for assistance. Until the issues have been resolved, the invoices will not be able to be processed for payment.
- B. Once the payment is processed, if the Providers are on direct deposit, it will be 3 (three) business days from that date when funds are deposited in their bank account. The provider will receive an email the day before the funds are in their account or they can use the new SMI web portal to look up their detailed payment remittance. If the Providers are not on direct deposit, their checks are written every Friday and mailed.
- C. If payment for a specific child has not been received in 45 days after the billing month the provider contacts the county director of the county that has custody of the child.
- D. 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.