

Rio Grande/Mineral County
Department of Social Services

Policy

Policy Title Manual Claims	Reference Vol. III 3.911 (m) & 3.913 (y)
Policy No. CCCAP-4 -Revised	Effective Date February 1 st 2014
	County Director Approval <i>Adopted by BOCC 2-5-14 - Regular Commission</i>

Definitions

Manual Claims are manual payments to providers for services provided that were not included in the automatic weekly payrolls. I.e. a malfunction with the CHATS system, EPPIC system, or POS device prevented the client from swiping to document care.

Policy

Allowable manual claims are for the following reasons: agency error causing underpayment such as but not limited to functional issues with a system (either CHATS or EPIC) or incorrect authorization. Manual claims will not be accepted for the following issues: lost or damaged cards due to client error, inaccurate swiping, failure to correct swipes within the 9 day grace period.

Procedure

Lost or damaged CCCAP cards should be reported immediately to the Child Care Worker in order to obtain new cards. The missed swipes should then be created using the 'previous check-in & out' functions on the POS device.

Providers should print and review all POS reports weekly to ensure they are receiving the correct payments. Payment summaries which are sent out weekly are also for this purpose. If a payment error occurs due to an agency error the provider should submit a manual claim.

Providers shall submit the completed Child Care Claim Form for payment of the manual claim within 60 days of the month care was provided and no sooner than the 16th of the following month. Providers shall also submit the sign in/out sheet for each child associated with the manual claim. Manual claims submitted with errors will be returned to the provider for correction. All manual claims are subject to review and possible denial. The Child Care Worker must obtain written approval from the Social Services Manager on the manual claim prior to entry into CHATS.

The Child Care Worker shall enter the correct and approved manual claim as a sub-payment adjustment into CHATS within 15 calendar days of receipt. In the event the claim has been returned to the provider for correction, the date of receipt will be the date the corrected claim was returned to the department. The Child Care Worker will utilize the note/case comment template (attached) and record the note under adjustment notes, case notes, provider notes, and authorization notes for approved manual claims. The note should only be entered under provider and case notes for denied manual claims.

Signed by:

Karl L. Shrive

Chair, Rio Grande County Board of Commissioners

2-5-2014

Date