

Rio Grande/Mineral County
Department of Social Services

Policy

Policy Title Manual Claims	Reference Vol. III 3.914
Policy No. CCCAP-4 -Revised	Effective Date September 2021
	County Director Approval

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 ATS device prevented the client from signing in/out to document care.

Policy

Manual claims are allowable for the following reasons: agency error causing underpayment such as, but not limited to, functional issues with a system (either CHATS, EPIC or ATS) or incorrect authorization. Manual claims will not be accepted for the following issues: failure to sign in/out, client not confirming days and times in the ATS, or failure to correct sign in/out within the nine (9) day grace period.

Procedure

Error with the ATS should be reported immediately by the Provider to the childcare worker in order to enter notes into CHATS system in case of a question for payment should arise. A good practice would be for providers to print and review all ATS reports weekly to ensure they are receiving the correct payments. Payment summaries, which are mailed out weekly, are also for this purpose. If a payment error occurs due to an agency error, the provider should submit a manual claim along with the entire month of sign in/out sheets.

Provider should know that all Manual Claims are “Pending” status until the submission of these items can be reviewed along with the payroll summary for the period in question.

Providers shall submit the completed Manual Claim Form within 60 days of the month care. Manual claims submitted with errors will be returned to the provider with notification of the errors to expedite the return of the corrected manual claim. All manual claims are subject to


review and possible denial. The Child Care Worker must obtain written approval for the manual claim submitted from the Social Services Manager prior to entry into CHATS.

The Child Care Worker will utilize the note/case comment template 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:



Chair, Rio Grande County Board of Commissioners



Date