

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

NOVEMBER 13, 2012

M E M O R A N D U M

What's Inside:Statewide On-line
Invoicing

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: STATEWIDE ON-LINE INVOICING

DISCUSSION:

Memo [CD12-91](#), dated September 18, 2012 introduced the On-line Invoicing pilot with Great Circle, Cornerstones of Care, Mark Bradford & Associates and Dietchman, Leavell and Associates, LLC. We have now successfully completed two months of electronic invoices and payroll cycles for these agencies.

Effective November 19, 2012, On-line Invoicing will be offered statewide to all contracted Children's Treatment Services (CTS) and Residential Care (RT) providers. Letters will be sent to all current CTS and RT vendors providing a unique PIN number and instructions on how to register for On-Line Invoicing if they choose. Letters will be mailed every week to any new providers or re-mailed to any provider who has not registered within the last 90 days.

CTS and RT providers are not **required** to use the On-line Invoicing process at this time. Providers will have the ability to enroll as an On-line Invoicing provider anytime using the PIN number provided in the letter. Providers not registered for On-Line Invoicing will continue to use the current paper invoice process.

On-line Invoicing will allow CTS and RT providers to access a web based program to submit electronic invoices to the Children's Division (CD). Children's Division staff will continue the authorization of services process used today. Once an authorization is submitted by CD staff, providers will receive the Authorization Letter electronically notifying them that an authorization for services has been completed. Invoices will continue to be generated on the 18th and the last day of the month. On-Line Invoicing providers will receive their invoices electronically. Providers will then complete the on-line invoice and submit it to CD electronically for remittance. Providers will upload supporting documentation to the electronic invoice. This supporting documentation will be available for CD staff to view and/or print via a link on the Invoice screen. Once submitted, these invoices will appear on the Approval Work List pending Level 1 approval. If the invoice requires Level 2 approval, CD staff will no longer need to send

paper supporting documentation to the Central Office Payment Unit as it will already be attached electronically to the invoice.

This process will eliminate the need for CD to complete the initial invoice entry process for any provider registered for On-Line Invoicing. An [On-line Invoicing PowerPoint](#) explaining the On-Line Invoicing process as it relates to CD staff is available on the FACES Information page.

Any questions from providers regarding On-Line Invoicing registration or system problems need to be directed to a new FACES Help Desk extension exclusive to On-Line Invoicing. The number is 1-800-392-8725, option #5.

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children’s Division staff. 2. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT Cindy Gibson 573-526-5218 cynthia.l.gibson@dss.mo.gov	PROGRAM MANAGER Leanne Leason 573-526-0700 leanne.d.leason@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
N/A	
FORMS AND INSTRUCTIONS	
N/A	
REFERENCE DOCUMENTS AND RESOURCES	
N/A	
RELATED STATUTE	
N/A	
ADMINISTRATIVE RULE	
N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS	
N/A	
CHILD AND FAMILY SERVICES REVIEW (CFSR)	
N/A	
PROTECTIVE FACTORS N/A Parental Resilience Social Connections Knowledge of Parenting and Child Development Concrete Support in Times of Need Social and Emotional Competence of Children	

FACES REQUIREMENTS

[Online Invoicing for CTS and RT Providers PowerPoint](#)