

Identifying Invalid Payments



Knowledge Base Article

Identifying Invalid Payments

Table of Contents

Important Payment Process Information	3
Viewing Payments Marked for Review Using Payment Search	4
Identifying Invalid Payments Process.....	9
Review Valid Payments Screen.....	9
Review Invalid Payments Screen.....	10
Review Invalid Total Screen.....	12
Viewing Payments Marked for Review Using Payment Requests Search	13
View Payments Marked for Review Using Payment Request Roster	15
Report Column Names and Descriptions.....	17

Identifying Invalid Payments

After the Ohio SACWIS data has been used to create payment requests, the information on **Placements, Service Authorizations, Leaves, and Add-On Costs** can change.

To address these changes, the system's invalid payment process **automatically reviews** all payment requests and sorts them into two categories – valid and invalid.

Valid payments are those where source data exists to support the payment request.

Invalid payments are those where source data does **NOT** exist to support the payment request.

Source data is defined as the data used to create the payment, such as from the placement setting, service authorization, or leave information.

Important Payment Process Information

Users will have the opportunity to “fix” any invalid payments by updating the source data in Ohio SACWIS. However, if the source data is not updated properly and in a timely manner, any invalid payments remaining in the system will be marked as invalid.

Each month, Ohio SACWIS automatically searches for payments that were marked for review two (2) months prior. **Example:** Payments marked for review during October 2011 will be reviewed at the end of December.

If the payments marked for review no longer have source data to support them, the system will mark them as invalid.

If a payment is determined to be invalid, any reimbursement previously issued for that payment request will be reversed.

You can identify (or view) payments that have been marked for review from each of these screens and all are discussed in detail below:

- Payment Search
- Payment Request Search
- Payment Request Roster

The payments marked for review will have a **green R** indicator () in their row.

The payments designated as invalid will have a **yellow I** indicator () in their row.

Identifying Invalid Payments

Viewing Payments Marked for Review Using Payment Search

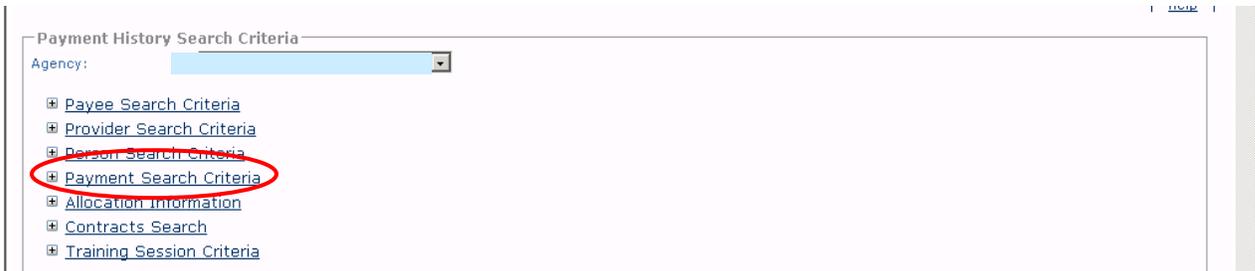
To view payments marked for review from Payment Search:

1. On the Ohio SACWIS **Home** page, click the **Financial** tab.
2. Click the **Payment** tab.
3. Click the **Payment Search** link in the **Navigation** menu.



The **Payment History Search Criteria** screen appears.

4. Click the **Payment Search Criteria** link to expand the screen.



The **Payment Search Criteria** fields appear to filter the information.

Identifying Invalid Payments

5. Enter search criteria into the fields (shown below), as needed.
6. In the **Invalid Indicator** field, choose sort criteria from the drop-down list. To see all payments that are:
 - Marked for Review (**R**), choose **Review Only**.
 - Invalid (**I**), choose **Invalid Only**.
 - Invalid and marked for review, choose **Include Both**.
 - Valid, choose **Exclude Invalid**.

Notes:

- In the **Invalid Indicator** field, if no drop-down list selection is made, the indicators will still appear if they apply to the row(s) with your search criteria.
- The **Invalid Indicator** field is helpful to use if you are searching for all payments that have been marked for review.

7. Click the **Search Payment History** button.

Payment History Search Criteria

Agency:

Payee Search Criteria
 Provider Search Criteria
 Person Search Criteria
 Payment Search Criteria

Service Category:

Service Type:

Service Description:

Case ID:

Claim Begin Date:

Disburse From Date:

Disburse Name:

Payment action code:

Service Auth #:

Service Authorization Type:

Invalid Indicator:
Review Only
Invalid Only
Include Both
Exclude Invalid

Claim End Date:

Disburse To Date:

Disbursement Status:

Allocation Information
 Contracts Search
 Training Session Criteria

Display Records Per Page

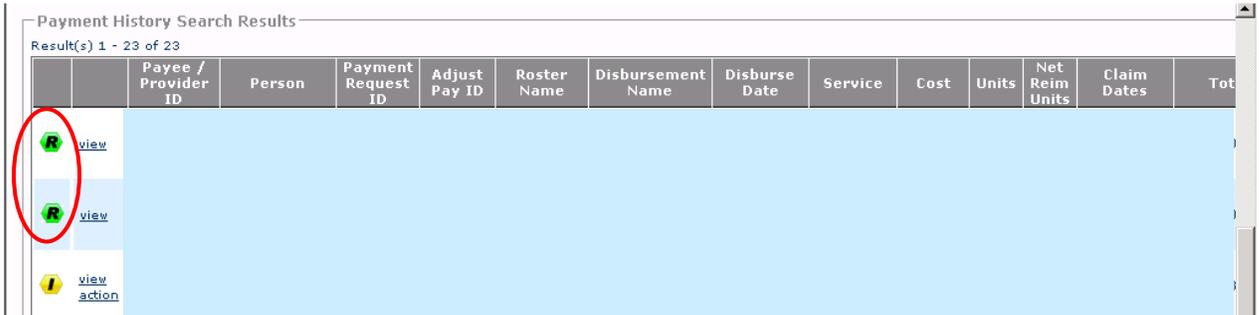
Sort Results By: Order: Then Sort By: Order:

The filtered search results appear in the **Payment History Search Results** section at the bottom of the screen.

Identifying Invalid Payments

Important Information on Payments Marked for Review

A green R (**R**) displays on the left next to any payment that Ohio SACWIS has marked for review.

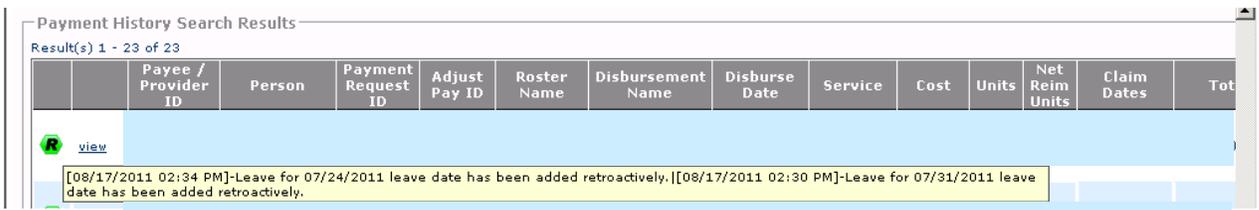


Payment History Search Results
Result(s) 1 - 23 of 23

	Payee / Provider ID	Person	Payment Request ID	Adjust Pay ID	Roster Name	Disbursement Name	Disburse Date	Service	Cost	Units	Net Reim Units	Claim Dates	Tot
R	view												
R	view												
I	view action												

As shown below, if you **hover your cursor** over the **R**, a beige box appears showing the change in source data that occurred and caused the payment to be marked for review.

The date in brackets represents the date the change was made to the source data. If more than one item appears in the box, the entries are listed from the most recent date a change was made to the source data.

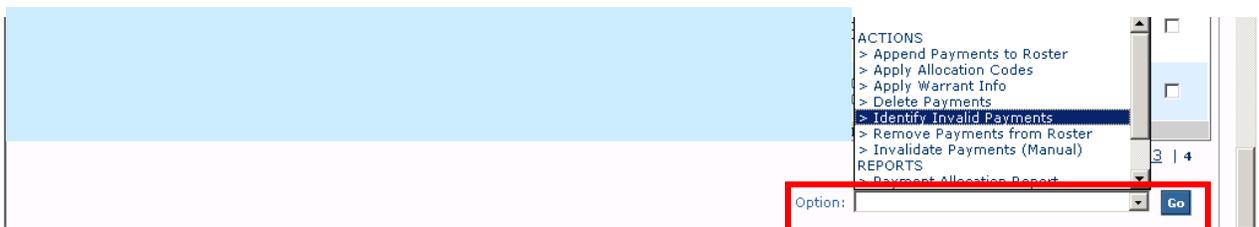


Payment History Search Results
Result(s) 1 - 23 of 23

	Payee / Provider ID	Person	Payment Request ID	Adjust Pay ID	Roster Name	Disbursement Name	Disburse Date	Service	Cost	Units	Net Reim Units	Claim Dates	Tot
R	view												

[08/17/2011 02:34 PM]-Leave for 07/24/2011 leave date has been added retroactively.[08/17/2011 02:30 PM]-Leave for 07/31/2011 leave date has been added retroactively.

- At the bottom of the **Payment History Search Results** screen, select **Identify Invalid Payments** from the **Option** field drop-down list.
- Click the **Go** button.



The **Review Valid Payments** screen appears. Based on the filter criteria, the validity of payments can be determined through the **Identifying Invalid Payments Process** discussed below.

Identifying Invalid Payments

Defining “Valid” and “Invalid” Payments

Source data is defined as the data used to create payments, such as information from placement setting, service authorization, or leave.

Payments will be found to be valid if the source data supports the existing payment to the same provider, for the same child, for the same total number of units paid, and for the same total paid amount.

Payments found to remain valid will be reviewed for Reimbursability changes. Any reimbursement adjustments that are needed will be made in the next State payment to the County agency.

Examples of a payment being marked as VALID

Valid Example 1: The existing payment was for 10 units at \$50 per unit (\$25 maintenance and \$25 admin). The service authorization now indicates that the 10 units should be paid at \$50 per unit (but for \$40 maintenance and \$10 admin). The payment will remain valid, but the reimbursement will be adjusted to reflect the new cost breakdowns in the next State payment.

Valid Example 2: The original payment is for 30 paid placement days. The placement setting now reflects that the child was on leave for 5 of those days and all 5 leave days should be paid leave days. The payment will remain valid and the system will review and adjust the reimbursements appropriately for the 5 leave days in the next State payment.

Examples of a payment being marked as INVALID

Invalid Example 1: The existing payment reflects 30 days paid at \$50 per day. The service authorization was changed so that the per diem cost for 20 days is \$50 per day, and \$40 per day for the remaining 10 days. This payment will be marked as invalid and the reimbursement will be reversed in the next State payment. You will need to create and distribute a new payment request to reflect the appropriate per diem cost. Any reimbursement will be calculated for the newly disbursed payment request and added to the next State payment.

Invalid Example 2: The existing payment is for 30 placement days, but the placement setting end date changed and reflects that the child was only in placement for 20 of the 30 days. This payment will be marked as invalid and the reimbursement will be reversed in the next State payment. You will need to create and distribute a new payment request to accurately reflect the cost for 20 units (days). Any reimbursement will be calculated for the newly disbursed payment request and added to the next State payment.

Identifying Invalid Payments

Question: Why are some “Marked for Review” payments already valid?

Answer: If your **Payment History Search Criteria** screen filter criteria included choosing **Review Only** from the **Invalid Indicator** field drop-down list, you may see valid payment entries that appear on the **Review Valid Payments** screen, along with their corresponding total number in the **Valid Payments** (blue arrow) shown below.

In Ohio SACWIS, some payments that are marked for review are already valid due to changes made in the source data. Once you complete the steps in this **Identify Invalid Payments Process** section, the system will automatically remove the “Marked for Review” status of these payments.

Identifying Invalid Payments

Identifying Invalid Payments Process

The **Identifying Invalid Payments Process** is divided into three steps as shown below:

- Valid Payments
- Invalid Payments
- Review Total

The step that you are on is highlighted in a blue arrow above the filtered results (shown in gold below).

Review Valid Payments Screen

After filtering on **Identify Invalid Payments** in the **Options** field (discussed above), the **Review Valid Payments** screen appears first. Of the payments marked for review, this screen identifies all the payments in the grid that are valid.

Payee	Person	Payment Request ID	Adjust Pay ID	Disbursement Name/Date	Service	Cost	Units	Net Reim Units	Claim Dates	Total	Roster Name	Roster Created By	Roster Approved By/Date
-------	--------	--------------------	---------------	------------------------	---------	------	-------	----------------	-------------	-------	-------------	-------------------	-------------------------

1. Click the **Next Step** button at the bottom of the screen.

Request ID	Pay ID	Name/Date	Units	Dates	Name	By	By/Date
------------	--------	-----------	-------	-------	------	----	---------

Results Page: 1

Previous Step **Next Step** Cancel

The **Invalid Payments** search results appear and the blue arrow moves to the second step of the **Review Invalid Payments** (shown in gold).

Identifying Invalid Payments

Review Invalid Payments Screen

2. View the reason why the payment is invalid at the bottom of each row.

The screenshot shows the 'Review Invalid Payments' interface. At the top, there are three summary boxes: 'Valid Payments: 10', 'Invalid Payments: 2' (highlighted with an orange box), and 'Review Total: 12'. Below this, there are filters for 'Resolve All Payment Request Actions' and 'Sort By: Claim Begin Date - Descending'. The main area displays a table with columns: Action, Payee, Person, Payment Request ID, Adjust Pay ID, Disbursement Name/Date, Service, Cost, Units, Net Reim Units, Claim Dates, Total, Roster Name, Roster Created By, and Ros Appr By/. The first row is highlighted in light blue. The 'Action' column for this row has a dropdown menu with 'Invalidate' selected. A red box highlights the 'Invalid Reason' text at the bottom of the row: 'Invalid Reason: No Service Authorization/Case Service information found for [redacted] 5/1/11 12:00 AM - 5/3 12:00 AM.'

3. For each invalid payment, select the action to be taken from the in the **Action** field drop-down list. (To change multiple records at once, see the next step.)

This screenshot shows the same table as the previous one, but the 'Action' dropdown menu is open. The options visible are 'Invalidate', 'Keep Review', and 'Delete'. The 'Invalidate' option is highlighted in blue. The rest of the table and interface elements are the same as in the previous screenshot.

The **Action** drop-down list choices are:

Keep Review – Select this action if you want to review a payment’s source data and make any necessary changes so the payment will not be marked as invalid by the SACWIS system when the invalid payment process is run again for that payment.

Invalidate – Select this action if you want to mark a payment as invalid to adjust any reimbursements previously received for that payment.

Delete – If the payment request has not been disbursed, the system will give you the option to delete it.

Once marked as invalid that payment status will remain. You must create and disburse a replacement payment request to record the actual payment amount made to the provider. The system will allow a payment request to be created via the payment request process (or the manual payment process) for the same time period after the original payment request is confirmed to be invalid. An invalid payment is not required to be adjusted, but only valid payments that have not been marked for review will be considered for reimbursement.

Identifying Invalid Payments

- To change all of the **Actions** at once, select a filter criteria from the **Resolve All Payment Request Actions** field.

Note:

- The **Action** status can be changed “globally” or “individually.”
 - After the **Action** status for all of the records has changed, you can still modify the status for individual records by selecting different criteria in the **Actions** column drop-down list for each row.
- If needed, select criteria from the **Sort By** field drop down list to sort the information in the chart.
 - When complete, click the **Next Step** button at the bottom of the screen.

Review Invalid Payments

Resolve All Payment Request Actions:

Sort By: Claim Begin Date - Descending

Result(s) 1 to 2 of 2

Action	Payer	Person	Request ID	Pay ID	Disbursement Name/Date	Service	Cost	Units	Net Reim Units	Claim Dates	Total	Roster Name	Roster Created By	Roster Approved By
Invalidate														
Invalidate														

Previous Step **Next Step** Cancel

The **Invalid Payment Action Confirmation** screen appears.

The **Review Total** search results (shown below) display both **Valid** and **Invalid** payments in the grid. This is similar to a confirmation screen that shows the **Actions** which were entered.

Identifying Invalid Payments

Review Invalid Total Screen

Valid Payments: 10 ✓ Invalid Payments: 2 ✓ Review Total: 12

Invalid Payment Action Confirmation

Sort By: Claim Begin Date - Descending

Result(s) 1 to 12 of 12

Action	Payee	Person	Payment Request ID	Adjust Pay ID	Disbursement Name/Date	Service	Cost	Units	Net Reim Units	Claim Dates	Total	Roster Name	Roster Created By	Roster Approved By/Date
Valid														

7. Scroll to the bottom of the screen and click the one of the following buttons:

- **Previous Step** button – Returns you to the previous step.
- **Save** button – Saves your changes. When a message appears, click the **OK** button.
- **Cancel** button – Cancels your changes.
- **Export to Excel** – Exports your filtered results to an Excel spreadsheet.

Note: If you are generating multiple payment requests, exporting information to the Excel spreadsheet report can be helpful as the spreadsheet can serve as a “to do” list.

If you click the **Save** button, the following message appears:

8. Click the **OK** button.

Important: This warning message reminds you that marking payments as **Invalid** results in the reimbursement (associated with those payment requests) being reversed in the next State payment. To have the correct reimbursement calculated and added to the next State payment, you must create and disburse a new payment request.

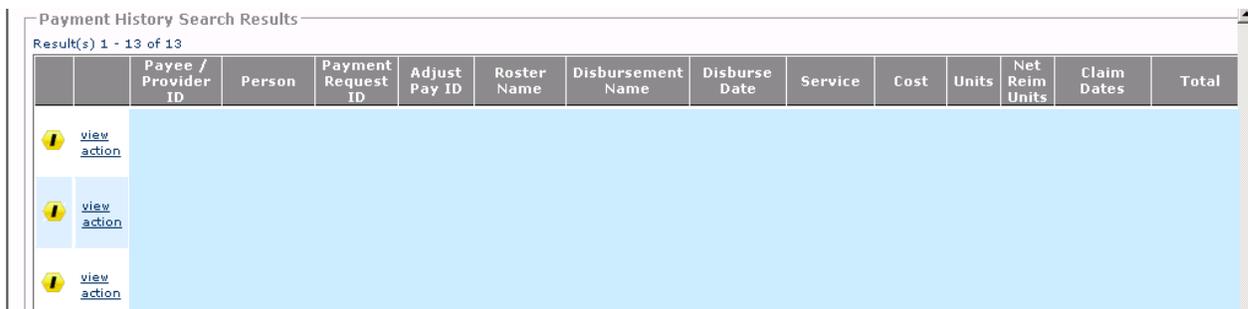
Microsoft Internet Explorer

Any payments which have been identified as Invalid. Any associated reimbursements will be reversed. Any payments which have been determined to be valid will be updated. Do you want to continue?

OK Cancel

Identifying Invalid Payments

You are returned to the **Payment History Search Results** screen. As shown below, a yellow I () appears in the left column on the chart if the payment is invalid.



Payment History Search Results
Result(s) 1 - 13 of 13

	Payee / Provider ID	Person	Payment Request ID	Adjust Pay ID	Roster Name	Disbursement Name	Disburse Date	Service	Cost	Units	Net Reim Units	Claim Dates	Total
 view action													
 view action													
 view action													

Viewing Payments Marked for Review Using Payment Requests Search

To view payments marked for review from Payment Requests Search:

1. On the Ohio SACWIS **Home** page, click the **Financial** tab.
2. Click the **Payment** tab.
3. Click the **Payment Requests Search** link in the **Navigation** menu.



The **Payment History Search Criteria** screen appears.

Identifying Invalid Payments

4. Enter filter criteria into the fields, as needed.
5. Click the **Search** button.

The screenshot shows the 'Payment Requests Search Criteria' form. The 'Invalid Indicator' dropdown menu is open, showing options: Review Only, Invalid Only, Include Both, and Exclude Invalid. The 'Search' button is circled in red.

The filtered data appears in the **Payment Requests Search Results** section.

6. In the Option field at the bottom of the screen, select **Identify Invalid Payments** from the drop-down list.
7. Click the **Go** button.

The screenshot shows the 'ACTIONS' menu with the following options: Append to Roster, Create Roster, Delete Payments, Assign Payments, and Identify Invalid Payments. The 'Identify Invalid Payments' option is selected in the drop-down list. The 'Go' button is highlighted in red.

8. Follow the steps in the **Identifying Invalid Payments Process** section in this Knowledge Base Article.

Identifying Invalid Payments

View Payments Marked for Review Using Payment Request Roster

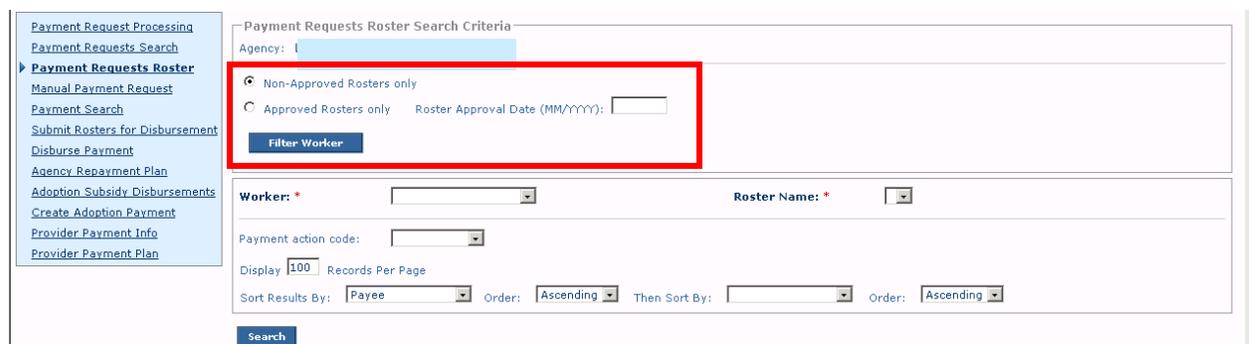
To view payments marked for review from the Payment Request Roster:

1. On the Ohio SACWIS **Home** page, click the **Financial** tab.
2. Click the **Payment** tab.
3. Click the **Payment Requests Roster** link in the **Navigation** menu.



The **Payment Requests Roster Search Criteria** screen appears.

4. Choose the **Non-Approved Roster only** or **Approved Roster only** radio button.
5. If you choose the **Approved Roster only** radio button, you must enter a date in the **Roster Approval Date** field.
6. Click the **Filter Worker** button.



Data may auto-populate in the fields.

Identifying Invalid Payments

7. In the **Worker** field, select the appropriate worker from the drop-down list.
8. In the **Roster Name** field, select the appropriate roster.
9. Click the **Search** button.

Payment Requests Roster Search Criteria

Agency: []

Non-Approved Rosters only
 Approved Rosters only Roster Approval Date (MM/YYYY): []

Filter Worker

Worker: * [Not Known, Isaac] **Roster Name: *** [ApplyFinalPayment/GeneratedAction]

Payment action code: []

Display [100] Records Per Page

Sort Results By: [Payee] Order: [Ascending] Then Sort By: [] Order: [Ascending]

Search

The results appear in the **Payment Requests Roster Search Results** at the bottom of the screen.

10. In the **Options** field at the bottom of the screen, choose **Identify Invalid Payments**.
11. Click the **Go** button.

Payment Requests Roster Search Results

Result(s) 1 - 3 of 3

ABCDEFGHIJKLMNOPQRSTUVWXYZ

	Payee	Person	Service / Auth #	Cost	Units Bal/ Pay	Pay Begin / End	Total	Aprv	Remove	Delete
view									<input type="checkbox"/>	<input type="checkbox"/>
view									<input type="checkbox"/>	<input type="checkbox"/>
view									<input type="checkbox"/>	<input type="checkbox"/>

Roster Total: \$479.18
Approved Total: \$0.00
Recoupment Total: \$0.00

Reimbursement Report

Option: [] **Go**

- > Apply Allocation Codes
- > Apply Invoice Numbers
- > Add Payment Request
- > Delete Payments
- > Append Payments to Roster
- > Remove Payments from Roster
- > Remove Roster
- > **Identify Invalid Payments**
- REPORTS

12. Follow the steps in the **Identifying Invalid Payments Process** section in this Knowledge Base Article.

Identifying Invalid Payments

Report Column Names and Descriptions

Invalid Payment Export Report

Report Column Name	Description
Action	Action that was requested for the payment request, such as Delete, Invalidate, or Review
Invalid Reason	Reason the payment was invalid
Payee	Payee name for the payment request
Provider ID	Provider ID that the payment request was generated for
Person Last Name	Last name of the person on the payment request
Person First Name	First name of the person on the payment request
Person ID	Person ID on the payment request
Payment Request ID	System generated ID when the payment request is created
Adjust Pay ID	Shows the original payment ID and only on payments that are reversals or replacements or on an original payment that has been adjusted.
Disbursement Name	Disbursement name for payment roster that the payment request is on
Disbursement Date	Disbursement date for payment roster that the payment request is on
Service	Type of service
Cost	Total per diem rate for payment request
Units	Shows the number of units paid. Since there are different types of service, there are different types of units. For example, placement units are measured in days.

Identifying Invalid Payments

Report Column Name	Description
Net Reimbursed Units	Shows the number of reimbursable units for the payment request. This calculation is only available following an overnight batch process after the payment is disbursed.
Claim Begin Date	Date claim began
Claim End Date	Date claim ended
Total	Total payment amount
Roster Name	Name of the roster
Roster Created By	Name of person who created roster
Roster Approved By	Name of person who approved roster
Roster Approved Date	Date roster was approved