

Overview and Feedback Request on Future Enhancements to the Payment Processing Functionality in SACWIS

Questions and Answers

August 8, 2018

This new functionality includes many enhancements to the Payment Processing functionality in SACWIS. Some key features include Automated Rostering as well as a cleaner, more simplified left hand navigation. The release of this functionality has not yet been determined, but we will notify you once it has been scheduled.

Question: As a IV-E court do we only select Own Foster and Purchase Care or would we select others

Answer: Your agency will probably use Ancillary, if you create paid services, Own Foster and Purchase Care.

Question: Currently I have to process payments month by month and it can take several days. Are you saying that when a retroactive date is entered it will process all of the months payments?

Answer: That is correct. If you use the overnight process, the system will create all payments available during the Claim Month and Retro Active Start Month you've entered.

Question: Currently we do not have to wait for overnight batch when completing payment request processing then doing the payment requests roster. Is this a new change/enhancement?

Answer: Payment Request Processing is currently an overnight batch and it will remain that way as this allows the user to create multiple payments for multiple payment types at one time. We had hoped to increase the frequency of this process, however, due to the number of payments that could be created, we did not want to slow down the system. For a more on-demand approach, you can still use the Manual Payment Requests process.

Question: Can rosters be combined?

Answer: Yes, by using the Add to Roster feature you will be able to move payments to different rosters whether they are not yet approved, approved, but not disbursed or creating a new roster.

Question: How does it sort it when you choose Service Type?

Answer: The system will create a roster per Service Type. For example, if you are processing payments for Own Home and you select Service Type as your roster grouping you'll have one roster for Family Foster Home, one for Treatment Foster Home, etc.

Question: I have never used the manual payment request tab, only payment processing and payment request search is this something I should be doing?

Answer: It is completely up to you and your agency which process you choose to use. There are different benefits to both. Payment Request Processing (which will be Create Payment Request) is great for creating multiple payments at one time. Manual Payment Requests is more beneficial when you are creating a more specific payment.

Question: How do you name a roster?

Answer: There are a couple different ways, first, the system will name them through the automated rostering process. Second, you can create a completely new roster through the Add to Roster process. Finally, you can modify the roster name through the Modify Roster process.

Question: Will there still be a reimbursement report?

Answer: Yes, we are going to review the reports and see how we can make them better, but we do not plan and removing any reports.

Question: Do we have to use the process exceptions reports and create payment requests tabs or can we skip right to manual payment requests? We are a IV-E court and only process purchased care payments in SACWIS.

Answer: You do can use whichever process works best for your agency. We do recommend using the Process Exceptions Reports functionality prior to creating payments whether it be through the overnight/bulk process or Manual Payment Requests as it will show you if there are any exceptions, however, that is completely up to you.

Question: When creating a manual payment by Service Authorization can you export the report, and save and add to a roster at the same time? Currently I export the information and save it then notify my Fiscal department and they create the roster. Asking to see if that step can be avoided and notify them once the roster has been created.

Answer: The Export button will not go away. This will generate a report to show you the payments that can be created based on the filter criteria and Service Authorizations you've selected as well as any exceptions that exist. Once you generate the report, you can Save and Add to Roster and assign the roster to your fiscal department.

Question: Do we have to allow the system to roster our payments or can we still roster the way we want?

Answer: If you are using Create Payment Requests (the bulk/overnight process), the payments will be automatically rostered by the system based on the grouping style you have selected. However, you will be able to modify that roster the following day using the Modify Roster and Add to Roster processes.

Question: Will instructions be on Knowledge base?

Answer: We are still in the design phase, and do not have a date for implementation. At that point, we will have a Knowledge Base Article available.

Question: When entering a case service, if a child has multiple purchases done on the same day, I've had to change the dates of each different purchase otherwise the system doesn't recognize them. Is that still an issue or has it been corrected?

Answer: Thank you for bringing this to our attention. We have discussed this issue with the developers and they are going to make a change to the current validation so you will be able to create multiple purchases for the same child on the same day. At least one of the following will need to be different in order to prevent duplicate payments: Provider, Person, Service. The change will go into effect with the enhancements discussed in this webinar.

Question: What if I want all my purchased payments on one roster and not split by providers? Will the system put all on one roster for me?

Answer: We apologize for the confusion, the mockup we showed did not have this as an option, however, we have added it. If you want all payments on one roster, the grouping style you would want to choose is Payment Type/Claim Month.

Question: Will you still be able to remove payments before you roster if you use the Create Payment Requests option instead of the manual request.

Answer: You won't be able to "remove" the payments. However, once the roster has been created by the system you will have the option to delete the payment or move it to a different roster.

Question: If the system is creating separate rosters depending on our grouping selection, is there a way to combine them under one disbursement?

Answer: Yes, you will be able to add multiple rosters to a disbursement by using the Create Disbursement tab within the Disburse Payments link on the left hand navigation.

Question: On approved rosters can you add additional filter criteria besides the date to search. Can we get roster name as a filter criteria?

Answer: Thank you for your feedback! We have discussed this with our developers and will add this filter criteria.

Question: So if I have a payment on a roster and want to remove it off that roster and add to a different roster can I do this?

Answer: Yes, instead of "removing" it, you will use the Add to Roster action and move it to either an already existing roster or creating a new.

Question: For AA- Since the payments are automatically processed will a roster be created automatically?

Answer: The local share for Adoption Subsidy payments will be automatically rosters.

Question: Can you remove a payment from a roster without applying that payment to another roster?

Answer: No, all payments will need to be applied to a roster. The only exception to this would be Recoupment payments

Question: I am assuming that you must create a roster before you can create a manual payment if that is the first payment for your roster?

Answer: Once you've generated the payment, if this is going to be the first payment on a roster, then you will select the option Create New from the Add to Roster screen.

Question: Sometimes we'll receive an invoice and a child does not need to be rostered or the vendor will need to resubmit another invoice separately

Answer: In this scenario, you can either delete the payment and re-create it once you've submitted the invoice or you can add it to its own roster and leave it there until you're ready to disburse the payment.

Question: Invalid payments and negative action payment requests will also need to be associated to a roster, will it automatically associate to a roster that has that provider listed? Or how will that work?

Answer: The original payment that has been invalidated will remain on the original roster. Once the new payment is created that will need to be rostered whether you are doing it through the bulk process or the manual process.

Question: I use the generate invoice section. Will this now be gone?

Answer: This report will remain in the Action dropdown.

Question: Will it be possible to reconsider assigning all payment generated via payment request to the person making the request. This is problematic for our county because currently we have several account clerks responsible for rostering the contract providers they are responsible for reviewing payments for approval.

Answer: You and/or the clerks will be able to go into those rosters and reassign them. If they have the right security.

Question: Will there still be a roster report and will you still be able to create invoices?

Answer: We are not changing any of the reports; however, if you have feedback regarding the reports, please provide that in the survey and/or email us. Thanks!