

Provider Payments FAQ

UPDATED 3/29/2024

Caregiver Supports Project Website: <https://www.dcyf.wa.gov/services/foster-parenting/caregiver-supports-project>

Q: When did all caregivers start receiving payments directly from DCYF?

A: Most caregivers have always received reimbursement directly from DCYF, with the exception of homes with Child Placing Agencies (CPAs) who received their DCYF reimbursements through their CPA. This changed in January 2024 when DCYF started sending invoices to all caregivers, including caregivers with CPAs. The first reimbursement all caregivers received directly from DCYF was in February 2024, for services provided in January 2024. In January 2024, all caregivers including CPA caregivers received the monthly invoice from DCYF and were required to verify their invoice in order to receive foster care reimbursement for services provided for the month. Reimbursements for January services were at the new Caregiver Support rates, see table on the [project website](#).

Q: What is an invoice?

A: DCYF will mail caregivers an invoice each month that lists the services a caregiver provided for a child or youth placed in their homes. This includes nights in placement and respite. Mileage will still be submitted separately. This invoice can also be viewed in the Social Services Payment System (SSPS) Provider Portal for all caregivers that have set up a Secure Access Washington (SAW) account and have registered for the SSPS Provider Portal. This [document](#) includes instructions for setting up a SAW account and registering for the Portal as well as setting up direct deposit and claiming an invoice over the phone using Invoice Express. You can also find directions for setting up direct deposit on the [project website](#) under the Payments section in the [Setting Up Direct Deposit](#) presentation. That section also includes directions for registering for the Provider Portal in the [Signing up for SAW and the Provider Portal](#) presentation.

Q: How are rates broken down on an invoice?

A: Chart 1 below shows the rates for Basic Foster Care (level 1) as well as level rates for levels 2-7. The level rates for levels 2-7 in Chart 1 represent the full amount of reimbursement for a given Caregiver Support Level, which is inclusive of the Basic Foster Care Rate. Table 1 below Chart 1 explains how rates are broken down on the invoice. On an invoice, caregivers will see the Basic Foster Care rate as a separate line item than the Caregiver Support Level reimbursement. If a child or youth has support needs consistent with Level 1, the Caregiver Support Level will be level 1 and the caregiver will receive only the Basic Foster Care rate and will not receive a separate Caregiver Support Level reimbursement.

Examples

- 8 year old child has Level 1 support needs. Caregiver invoice shows Basic Foster Care reimbursement of \$846. There is no Caregiver Support Level reimbursement.



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- 5 year old child has Level 5 support needs. Caregiver invoice shows Basic Foster Care reimbursement of \$722 and a Caregiver Support Level reimbursement of \$1,370. The total reimbursement for the caregiver is \$2,092.

Note that Caregiver Support Level 2 is for youth aged 12 and older with low support needs so there are no rates listed for ages 11 and under. Fully licensed caregiver homes with a youth aged 12 or older will receive reimbursement for a Caregiver Support Level of at least a 2. It will be higher if the youth has additional support needs. There is a Basic Foster Care rate listed in Chart 1 for youth aged 12 and older, this is only for Initial License homes. Initial License homes are only eligible for Basic Foster Care reimbursement and are not eligible for Caregiver Support Level reimbursements, level 2-7. Once a home is fully licensed, it is eligible for Caregiver Support Level reimbursements.

Chart 1

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5	LEVEL 6	LEVEL 7
New Support Levels	Basic Maintenance Foster Care	Support Needs: Adolescent Low Needs	Support Needs: Chronic Physical Health	Support Needs: Developmental Disability	Support Needs: Developmental Disability & Chronic Physical Health	Support Needs: Moderate Mental Health	Support Needs: Complex Mental Health
Rates for Caregiver Support Levels Based on Age – Levels 2-7 rates include Basic							
Age: 0-5	\$722	N/A	\$1,407	\$1,749.50	\$2,092	\$2,434.50	\$2,777
Age: 6-11	\$846	N/A	\$1,531	\$1,873.50	\$2,216	\$2,558.50	\$2,901
Age: 12+	\$860	\$1,202.50	\$1,545	\$1,887.50	\$2,230	\$2,572.50	\$2,915

Table 1

The above rate will be broken down into 2 payment lines (below) on the Foster Parents Invoice that will total the above rate		
1st payment line on the invoice is based the child age	<i>Will be open when placement occurs</i>	
Basic Foster Care	Child is 0-5 years old	\$722.00
	Child is 6-11 years old	\$846.00
	Child is 12- plus years old	\$860.00
2nd payment line on the foster parent invoice is based on the level determination	<i>Will be open when the Level is determined in Famlink</i>	
Caregiver Resource Level	Caregiver Level 1	N/A
	Caregiver Level 2	\$342.50
	Caregiver Level 3	\$685.00
	Caregiver Level 4	\$1,027.50
	Caregiver Level 5	\$1,370.00
	Caregiver Level 6	\$1,712.50
	Caregiver Level 7	\$2,055.00

Q: What placement types are eligible for Caregiver Support Level reimbursements (levels 2-7)?

A: Fully licensed caregivers, including Extended Foster Care (EFC) caregivers, have always been eligible for Basic Foster Care and level reimbursements. This continues in 2024 with implementation of the Caregiver Supports Project, fully licensed caregivers including EFC caregivers are eligible for Basic Foster Care and Caregiver Support Level (level 2-7) reimbursements. Caregivers with an Initial License are only eligible for Basic Foster Care reimbursements and not Caregiver Support Level (level 2-7)

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reimbursements. Other placement types that are not licensed are not eligible for reimbursements. These placements will still have a Caregiver Support Level determination completed because both licensed and unlicensed homes are eligible for Placement Supports through the Caregiver Support Model. See table 2 below.

Table 2

PLACEMENT TYPE	Level 2-7 Paid to Foster Parent	Placement Resource Specialists (PRS) complete Caregiver Support Level Determination for all of these placement types but reimbursements are not generated for all placement types. The level is determined for placement types that do not receive foster care reimbursements because Fiscal must know what caregiver support level to pay contracted providers via the CPA Contract and the Caregiver Supports Contract.
Basic Foster Care 0-5	YES	
Basic Foster Care 6-11	YES	
Basic Foster Care 12+	YES	
Basic Foster Care Minor with Child	YES	
EFC Basic Foster Care	YES	
EFC Basic Foster Care with Youths Child	YES	
Initial Child Specific Basic 0-5	NO	
Initial Child Specific Basic 6-11	NO	
Initial Child Specific Basic 12+	NO	
Initial Child Specific Minor with Child	NO	
EFC Initial Child Specific Basic	NO	
EFC Initial Child Specific Minors / Child	NO	
Relative Placement – Tracking Only	NO	
Suitable Person Placement – Tracking Only	NO	

Q: What does an invoice look like?

A: Below is an example of an invoice. It shows different payments as separate line items. Note that the Basic Foster Care reimbursement (Foster Care) is a separate line item from the Caregiver Support Level reimbursement (Foster Care Level). If the Caregiver Support Level is level 1, there will be a Basic Foster Care reimbursement but no additional Caregiver Support Level reimbursement. Any other types of



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reimbursement like respite would also be separate line items. This invoice example includes an additional Special Supervision reimbursement on the separate line.

INVOICE REGULAR CALL 1-888-461-8855 OR MAIL INVOICE USING YOUR OWN STAMP

INVOICE NUMBER: 18869 PAGE: 001 OF 001 PAYEE NUMBER: [REDACTED] FOR MONTH ENDING: [REDACTED]

TO SIGN UP FOR DEPENDABLE DIRECT DEPOSIT, SEE INSTRUCTIONS. FOR PAYMENT ISSUES, INCLUDING TIMELINESS, SEE INSTRUCTIONS. SOCIAL SERVICE PAYMENT SYSTEM (SSPS)

PAYEE: [REDACTED] PROVIDER: [REDACTED]

1	SERVICE RECIPIENT	SERVICES PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT
	[REDACTED]	01/01/24 TO 01/31/24	\$846.00	846.00	MON	1
	Foster Care		REFERENCE: 001-01-0001			
	CASE NUMBER: 00 AUTHORIZATION: [REDACTED] WORKER I.D.: 1 90XX90		REPORTING UNIT: 767 SERVICE CODE: 03650			
2	SERVICE RECIPIENT	SERVICES PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT
	[REDACTED]	01/01/24 TO 01/31/24	\$1,370.00	1370.00	MON	1
	Foster Care Level		REFERENCE: 001-02-0002			
	CASE NUMBER: [REDACTED] AUTHORIZATION: [REDACTED] WORKER I.D.: 1 90XX90		REPORTING UNIT: 767 SERVICE CODE: 03625			
3	SERVICE RECIPIENT	SERVICES PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT
	[REDACTED]	01/01/24 TO 01/31/24	\$784.22	784.22	MON	1
	Special Supervision		REFERENCE: 001-03-0003			
	CASE NUMBER: [REDACTED] AUTHORIZATION: 0992728-01 WORKER I.D.: 1 90XX90		REPORTING UNIT: 767 SERVICE CODE: 03640			
4	SERVICE RECIPIENT	SERVICES PERIOD	AMOUNT AUTHORIZED	AUTHORIZED RATE	SERVICE UNIT	TOTAL UNIT

Q: If I do not claim and submit my monthly invoice will I be paid?

A: No, you must claim your monthly invoice in order to receive payment for services.

Q: If I already receive Adoption Support reimbursements or other payments from DCYF such as travel and mileage by direct deposit, do I need to sign up for direct deposit again to get foster care reimbursements?

A: No, you do not need to set up direct deposit again with DCYF to receive foster care reimbursements via direct deposit. If you already have direct deposit set up for any payments from DCYF, you will receive your Basic Foster Care and Caregiver Support Level reimbursements via direct deposit. Note that if you would like to use direct deposit, it must be set up with DCYF, some homes may have direct deposit set up with their CPA instead. Starting in January 2024, all caregivers will need to verify invoices in order to receive foster care reimbursements. DCYF recommends registering for the SSPS Provider Portal to make this easier and more timely. When you claim your invoices and you already have direct deposit with DCYF set up, reimbursements will be made via direct deposit for all eligible children and youth placed in your home.

This [document](#) includes instructions for setting up a SAW account and registering for the Portal as well as setting up direct deposit with DCYF. You can also find directions for setting up direct deposit on the



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[project website](#) under the Payments section in the [Setting Up Direct Deposit](#) presentation. That section also includes directions for registering for the Provider Portal in the [Signing up for SAW and the Provider Portal](#) presentation.

Q: If I set up direct deposit, will that switch my Adoption Support or other DCYF payments to direct deposit?

A: Yes. If you set up direct deposit with DCYF, all payments from DCYF will be made via direct deposit.

Q: When should I claim my invoice?

A: Caregivers can view and claim invoices as soon as they are posted in the SSPS Provider Portal or after an invoice is received in the mail if you are not registered for the Portal. **However, DCYF highly recommends waiting until the last day of the month to claim invoices.** This way, if there is a placement move, the invoice is accurate. When validating services in an invoice, caregivers are claiming service provided for the whole month so if the child changes placement before the end of the month, invoices already submitted will be inaccurate and result in overpayment which DCYF will need to fix. For example, caregivers receive an invoice for the full month of October around the 20th of October. When the caregiver claims the invoice, they are claiming services provided for the full month of October, October 1st-31st. If the child changes placement on October 25th and the invoice has previously been claimed for the full month and submitted, it will result in overpayment for the 31 days instead of the correct amount of time, the 1st through the 24th. DCYF will need to correct any overpayments.

Q: What if I forget to claim my invoice until the following month?

A: You will receive reimbursements about 3-5 days after an invoice is claimed and submitted if you have direct deposit. It will take longer if you are receiving a check in the mail. Reimbursements start generating on the first of the following month after services were provided (reimbursements for October services generate November 1st). If you have direct deposit and submit your invoice by the end of the month of service, you should see payment in your account within the first five days of the following month (submit invoice October 31st and receive payment by November 5th). If you do not submit October payments until mid-November, you will receive October payment about 3-5 days after invoices are submitted in November.

You have a year from the service month to claim an invoice. If it is longer than 12 months after the service month, the invoice will not be valid and you will have to contact your fiduciary.

Q: How do I claim an invoice in order to get reimbursed?

A: Starting January 2024, all licensed caregivers will receive an invoice from DCYF. These will come through the mail or be available through the SSPS Provider Portal for those that are registered. Those registered for the Portal will also receive a mailed invoice. Caregivers will verify the service units in the invoice through the Provider Portal, or by using the telephone Invoice Express system, or by filling out



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the paper invoice received through the mail and mailing it back to SSPS. The number for Invoice Express is listed on the top of the paper invoice received through the mail. Do not use multiple methods of claiming an invoice or it will cause the system to not make a payment. Caregivers are highly encouraged to claim and submit invoices at the end of the month to ensure accuracy of hours reported. When caregivers receive an invoice, they need to review the service period on the invoice to make sure the dates match when a child or youth enters or leaves a home. **Pay close attention to the end date, when a youth leaves your home.** The department only reimburses through the last night a child or youth rests their head in the home, DCYF does not reimburse the date the youth leaves the home.

- If the Service Period dates are listed correctly on the invoice, leave the Unit Type as MON for month (even if the child or youth is not in your home the full month) and enter Units Authorized as "1" and Submit. Never modify the Rate or Total Authorized amount fields.

Invoice Number	Page #	For Month Ending
311R [REDACTED]	1	11/30/2023

Reference	Service Recipient	Case #	Auth # / Line	Service Name	Service Code	Service Period	Rate	Unit Type	Units Authorized	Total Authorized
001-01-0001	[REDACTED]	[REDACTED]	[REDACTED]	Foster Care	03650	11/01/23 - 11/30/23	846.00	MON	1	\$846.00
							846.00	MON	<input type="text" value="1"/>	846.00

- If a child or youth is in your home less than the full month, as long as the Service Period reflects the correct dates (for example, 11/05/23 - 11/30/23 or 11/01/23-11/24/23) that the child or youth was in your home, the Unit Type should remain as MON (month) and you can enter Units Authorized as "1" and Submit. The system will prorate the payment automatically.
- If the Service Period dates are *incorrect*, for example it shows a whole month of service or the dates listed do not reflect the number of nights the child or youth was in your home, you will need to amend the invoice. Change the Unit Type dropdown to DAY and then enter the number of days the child or youth was in your home in the Units Authorized field and click Submit. **Remember:** do not include in your count the date that the child or youth left your home as DCYF does not reimburse for this.

Q: If I claim my invoice through the Provider Portal, do I need to take any action with the paper invoice copy I also receive through the mail?

A: No. If you are registered for the Provider Portal you will be able to claim and submit invoices through the Portal, but you will also receive a mailed copy of the invoice. If you claim and submit an invoice through the Provider Portal, you do not need to do anything with the mailed copy. If you choose to claim an invoice via phone using the Invoice Express system or by filling out the paper invoice and mailing it back to SSPS, do not also claim and submit through the Provider Portal. Claiming and submitting an invoice through multiple methods will result in duplication and processing errors. The number for Invoice Express is listed on the top of the paper invoice received through the mail.



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This [document](#) includes instructions for setting up a SAW account and registering for the Portal as well as claiming an invoice over the phone using Invoice Express. You can also find directions for registering for the Provider Portal in the [Signing up for SAW and the Provider Portal](#) presentation which is available on the [project website](#) under the Payment section.

Q: What if a child does not stay in my home for the entire service period (one month)?

A: When you receive your invoice, make sure that the Service Period dates listed are correct. If they are correct, even if it is not the full month of service, you can leave the Unit Type as MON (month) and then enter "1" into Units Authorized and Submit. The system will automatically prorate the reimbursement. Do NOT modify the Rate or Total Authorized fields. If the Service Period dates listed do NOT reflect the correct amount of days a child or youth was in your home during the month, you will need to amend the invoice. Keep in mind that the department only reimburses through the last night a child or youth rests their head in the home, DCYF does not reimburse the date the youth leaves the home. If you need to amend the invoice, change the Unit Type dropdown to DAY and enter the number of nights the child or youth was in your home in the Units Authorized field. In the example below, a child was in the home starting 11/01/23 and left the home 11/24/23. You will not be able nor do you need to update the Service Period dates, just change the Unit Type to DAY and enter the correct Units Authorized. Once again, do not modify the Rate or Total Authorized fields.

Invoice Number	Page #	For Month Ending
311R-██████	1	11/30/2023

Reference	Service Recipient	Case #	Auth # / Line	Service Name	Service Code	Service Period	Rate	Unit Type	Units Authorized	Total Authorized
001-01-0001	██████	██████	██████	Foster Care	03650	11/01/23 - 11/30/23	846.00	MON	1	\$846.00
							846.00	Day	23	846.00

Q: What happens if there is an error on my invoice?

A: As noted in the question [above](#) (When should I claim my invoice?), DCYF strongly suggests that caregivers wait to claim invoices until the end of the month so invoices are accurate. This way, if a child or youth leaves a home on the 25th of the month, and the caregiver waits until the last day of the month to claim the invoice, they will be able to make the appropriate updates to the invoice. Otherwise, if the invoice is claimed on the 20th, it will show reimbursement for the entire month instead of only until the 25th and if the caregiver claims that invoice for the whole month they will need to repay DCYF for the overpayments for the additional dates where the child or youth was not in their home.

- If a Caregiver Support Level reimbursement (invoice Service Name = Foster Care Level) does not show up on an invoice or is incorrect, for example a level 3 rate is shown when caregiver is



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expecting a level 4 rate, please reach out to your Placement Resource Specialist (PRS) who is listed on your Caregiver Support Level Determination Letter.

- **Remember:** Basic Foster Care is a separate line item (invoice Service Name = Foster Care) than the Caregiver Support Level reimbursement (invoice Service Name = Foster Care Level) so the Basic Foster Care reimbursement and the Caregiver Support Level reimbursement together are the total Caregiver Support rate received by a caregiver. See question [above](#) (How are rates broken down on an invoice?) for more information.
- If the service type, listed on invoice as Service Name, is wrong, for example it is showing Tiered Placement instead of Foster Care or Foster Care Level, claim zero service units because this is the wrong type of reimbursement. If you claim payments when the Service Name is incorrect, you will need to pay back DCYF for the incorrect reimbursement. If the service type is wrong, also reach out to your Social Worker or Fiduciary so it can be corrected.

Q: How does DCYF prorate Service Period reimbursements?

A: Proration is calculated by dividing the monthly rate by 30.42, which is the average number of days in a month, to get a daily rate and multiplying that by the number of days a child or youth was in the home. For example, if a child or youth was in the home 11/05/23 - 11/30/23 they were in the home 24 days (DCYF does not reimburse for the day the child or youth leaves the home). If the monthly rate is \$846, the prorated amount would be calculated as follows:

$$\$846 \text{ monthly rate} / 30.42 = 27.81$$

$$\$27.81 \times 24 \text{ days} = \$667.44 \text{ (Total Authorized)}$$

Never adjust the Rate or Total Authorized amount on the invoice, the system does this automatically.

Q: Are there any issues with DCYF employees that are also foster parents being reimbursed for foster care by DCYF?

A: No, all caregivers including DCYF employees will be reimbursed for foster care services directly by DCYF. Wage payments from your state agency employer, including DCYF, and foster care reimbursements are paid separately. The foster care reimbursement will come from SSPS and should not be taxable.

Q: How long do I have to enter the security token from SSPS that is used to register for the Provider Portal?

A: The security token provided by SSPS is valid for 90 days before the caregiver needs to contact SSPS for a new one.

This [document](#) includes instructions for setting up a SAW account and registering for the Portal. You can also find directions for registering for the Provider Portal in the [Signing up for SAW and the Provider Portal](#) presentation which is available on the [project website](#) under the Payment section.

Q: Will I lose access to the SSPS Provider Portal if I do not use it for a period of time?



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A: No, users will not lose access to the portal due to non-use. If you change provider numbers, you will need to re-register for the portal using the new SSPS provider number. You do not have to create a new SAW account.

Q: Will foster care reimbursements remain tax-free?

A: Yes, foster care reimbursement will remain non-taxable. Respite payments are taxable.

Q: Will mileage be paid via direct deposit?

A: If you have direct deposit set up with DCYF, yes, mileage will also be paid via direct deposit. You must set up direct deposit to receive any payments this way. Prior to 2024, CPA homes would receive mileage reimbursement through their CPA. All homes, including CPA homes, will receive mileage reimbursement directly from DCYF starting in 2024.

This [document](#) includes instructions for setting up direct deposit with DCYF. You can also find directions for setting up direct deposit on the [project website](#) under the Payments section in the [Setting Up Direct Deposit](#) presentation.

Q: Will my direct deposit information ever be deactivated?

A: Yes, per Office of Financial Management (OFM) policy, any SSPS Provider File that has a direct deposit account that has not been used for 3 months will be deactivated. If DCYF has not made payments via direct deposit in the last 3 months, you will need to contact SSPS to reactivate your SSPS Provider File. You do NOT need to sign up for direct deposit again. You can email DSHS_SSPSMail@dshs.wa.gov or call SSPS Customer Service at 360-664-6161. The timeline for deactivation of an SSPS Provider File cannot be changed by DCYF as it is an OFM rule.

Q: I am a licensed foster caregiver with a CPA. In 2023, I received a deposit once a month to my account from my CPA. Do I need set up direct deposit with DCYF and claim an invoice monthly?

A: Yes, you will need to claim invoices each month. If you would like to receive reimbursement via direct deposit, yes, you will need to set up direct deposit with DCYF. Otherwise, reimbursement will come through the mail as a paper check. SSPS will mail invoices to all caregivers each month. Direct deposit and registration for the SSPS Provider Portal are optional but highly recommended because it streamlines payments. You can find directions for setting up direct deposit on the [project website](#) under the Payments section in the [Setting Up Direct Deposit](#) presentation. That section also includes directions for registering for the Provider Portal in the [Signing up for SAW and the Provider Portal](#) presentation. This [document](#) also includes instructions for setting up a SAW account and registering for the Portal, setting up direct deposit with DCYF, and claiming an invoice over the phone using Invoice Express if you do not wish to use the Portal. If you do not register for the Provider Portal, you also have the option to fill out the paper invoice received in the mail and mail it back to SSPS.

If you do not sign up for direct deposit, you will receive a mailed check after you have claimed your invoices. If you are registered for the Provider Portal, invoices will be available for review and to claim in



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the Portal within 48 business hours of the last DCYF billing cycle versus 3-5 business days from the last DCYF billing cycle when received via mail. If you are signed up for the Portal, you will still receive a mailed invoice but you will have access to the invoice faster in the Portal. DCYF strongly recommends waiting until the end of the month to claim an invoice, please see question [above](#) (When should I claim my invoice?). If you are not registered for the Portal, you will need to claim invoices using the Invoice Express telephone system or by filling out the paper invoice received through the mail and mailing it back to SSPS. Please see the [SSPS Calendar](#) for dates when invoices generate.

There are Zoom calls set up each month through March 2024 to help caregivers. If you are experiencing any issues with reimbursement or claiming invoices, signing up for Direct Deposit, or registering or using the Provider Portal you can join a call to get assistance from DCYF staff. The schedule for Zoom calls in on the Caregiver Supports Project [website](#) under the Payments section.

Q: Is "Provider Portal" our SAW account?

A: Secure Access Washington or SAW is a state application that allows users to login to the SSPS Provider Portal as well as other state services. Once you have a SAW account and have registered for the Provider Portal you will access the Provider Portal by logging in to SAW and selecting that service: SSPS Provider Portal by Department of Social and Health Services.

You can find directions for registering for the Provider Portal in the [Signing up for SAW and the Provider Portal](#) presentation. This [document](#) also includes instructions for setting up a SAW account and registering for the Portal.

Q: Do I need to claim respite payments on the invoice?

A: Yes, if a caregiver provides respite, those days will be included on the monthly invoice and need to be reviewed and claimed. The difference is that respite payments are fee-for-service so they are reportable to the IRS and these payments are taxed. DCYF will look into options for streamlining respite payments and provide more information when a solution is identified.

Q: I submit mileage logs by handing them to the social worker. Does that change?

A: No, mileage logs will still be submitted to the Social Worker who will sign and submit to generate payment.

Q: Will the invoice come in the mail or is everyone online now?

A: All caregivers will receive a monthly invoice in the mail. If you are registered for the SSPS Provider Portal you can also access invoice information through the Portal.

You can find directions for registering for the Provider Portal in the [Signing up for SAW and the Provider Portal](#) presentation. This [document](#) also includes instructions for setting up a SAW account and registering for the Portal.



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Q: I am licensed through a CPA but regularly do respite for non-CPA kids. Is SSPS in my SAW account the payment system that I already use for the non-CPA respite kids?

A: Yes.

Q: Will BRS stipends be part of the CPA 7 level rate assessment? Or separate?

A: BRS is separate from the Caregiver Supports Model and payments are not impacted.

Q: If a family does not currently have a placement, should they sign up for direct deposit now?

A: You may sign up for direct deposit even if you do not currently have a placement. Note that SSPS Provider Files will need to be reactivated if no direct deposit payment is made in a 3-month period. Please see question [above](#) (Will my direct deposit information ever be deactivated?).

Q: Will Extended Foster Care (EFC) invoices come through the same way as foster care invoices?

A: Yes. EFC services also show up on the invoices that come through the mail and are also available in the SSPS Provider Portal for those that are registered.

Q: If a child or youth is placed after SSPS payment deadline for the month, will there be a second invoice? Or do caregivers need to add to the already sent invoice?

A: Yes. A second, supplemental invoice for services that are provided after the SSPS deadline will be mailed and will be available online in the Portal.

Q: What is my SSPS Provider Portal “security token”?

A: When registering for the Portal, at step 13 of the Provider Portal Registration directions (see [training document](#)) the system will ask users to enter a security token. You can request your security token by emailing DSHS_SSPSMail@dshs.wa.gov or calling SSPS Customer Service at 360-664- 6161. The security token provided by SSPS is valid for 90 days before the caregiver needs to contact SSPS for a new one.

Q: Do spouses / partners who are part of your licensed homes need to make their own accounts?

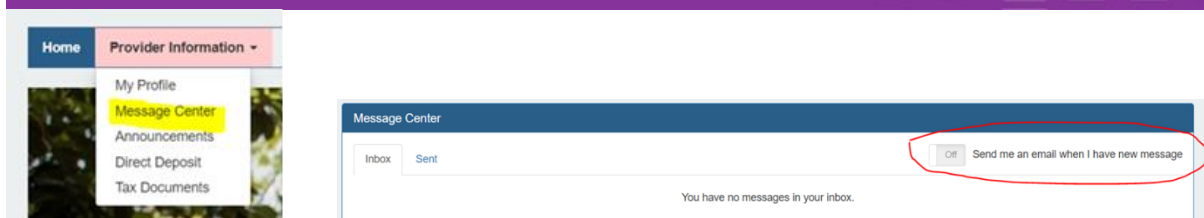
A: No, all of the licensed caregivers will be on the account and separate registration is not required. Note that check or payment will come with just one name on it.

Q: Do caregivers receive an email to let them know an invoice is available in the Provider Portal each month and needs to be claimed?

A: Providers need to opt in to receive email notifications. While in the Portal, Select Message Center from the dropdown menu on the left of the home screen under Provider Information. In the Message Center, click the toggle on the top right next to “Send me an email when I have a new message” to turn on notifications. Once this is on, you will receive emails when an invoice is available in the Portal and when a payment is generated.



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Q: Can a SSPS account become inactive due to non-use?

A: No.

Q: Does the 2024 change to pay all caregivers directly impact the Responsible Living Skills Program (RLSP)?

A: RLSP is a separate contract and payments for RLSP will continue to be made the same way they are today, there will not be changes due to the Caregiver Supports Project.

Q: Who should I contact if my payment is late or there is another payment issue?

A: Reach out to your DCYF fiduciary.

Q: I already have a SAW account, how do I access the Provider Portal?

A: When you login to SAW, there is a button for Add a Service. Please follow the directions for adding the Provider Portal - follow from Slide 11 in [Signing up for SAW and the Provider Portal](#) presentation available under the Payment section of the [project website](#). Or follow from Step 8 in the *Register for SSPS Provider Portal* section of the Provider Payments Training document: [ProviderPaymentsTraining.pdf \(wa.gov\)](#).

Q: Do I need to link my Statewide Vendor (SWV) Number to my SAW account?

A: No, you do not need to link the Statewide Vendor number to your SAW account. When you sign up for direct deposit, there is a spot on the form to enter your SWV number but you do NOT need to enter anything in that field. The SWV is assigned behind the scenes. If you receive a notification of a new SWV number and you've already submitted direct deposit forms, you do not have to resubmit with that number entered, it will already be linked automatically.

Q: When will I know that my direct deposit is set up?

A: You will not receive notification when direct deposit is set up. You can expect 4-6 weeks from submission of the form until the setup is complete. This means you will likely receive one paper check in the mail between the time that you submit the form until direct deposit setup is complete. This is due to invoice deadlines for SSPS (<https://www.dcyf.wa.gov/services/ssps/calendar>). You can also email DSHS_SSPSMail@dshs.wa.gov or call SSPS Customer Service at 360-664-6161 to request an update on the status of your setup.



Provider Payments FAQ

Q: Will the SSPS Provider Profile page update to display that direct deposit is set up?

A: When direct deposit is established, the SSPS Provider Profile page will populate like this:

Direct Deposit	Yes
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