Payment Overview

Payment Introduction

There are two types of Payments: Payment Requests and Posted Payments. Payments are an integral part of SSIS. Payments are tracked for services provided and used in reporting, claiming and case management functions. Tracking Payments is also useful in managing budgets by using COA Maximums and Encumbering.

The most common type is Payment Request. Payment Requests record the details of services that have been provided by a vendor, along with the financial information for making the payment and submitting a request for payment for those services to the agency accounting system. Once the Payment Request is approved and submitted, the agency accounting system creates a warrant for the vendor, and sends a payment confirmation back to SSIS. The Payment Request is updated with the warrant information.

Posted Payments contain the same information as a Payment Request and are entered manually into SSIS after a warrant has been issued from the agency accounting system. Users must have the security function of Create Posted Payments assigned to their Role in SSIS Administration to create them. Posted Payments are not interfaced with the agency accounting system. All information, including Warrant/GL number, Warrant eff date and Warrant/GL amount are entered manually. This information is required to be in SSIS, even though it did not originate from SSIS, due to SACWIS requirements.

Leech Lake and White Earth tribes enter Posted Payments as they do not have an interface with their accounting system.

Reference: Refer to Payment Workflow for a complete diagram of the Payment life cycle.

Payments & Service Arrangements

The majority of Payment Requests are linked to Service Arrangements and used as templates, in which most of the information needed for the Payment Request defaults from the Service Arrangement. When a Payment Request is created that is not linked to a Service Arrangement, all of the details of the payment must be entered at the time the Payment Request is created.

Not all Service Arrangements are client specific or vendor specific. If a Payment is entered using a Service Arrangement, a vendor is always required. If the Service Arrangement is not client specific, but Pay Client Specific is Yes, a client is required on the payment.

Payment Batches

All Payment Requests must be included in a Payment Batch to be submitted to the agency accounting system to have a warrant issued. If a Payment Request is denied, suspended, or not approved, it must be removed from the Payment Batch prior to submission to the agency accounting system. If a Payment Request is removed and later ready to be submitted for payment, it can be added back into a batch.

Posted Payments are not part of a Payment Batch. Posted Payments are not interfaced between SSIS and the agency accounting system.

Payment Batches have batch owners. Only the batch owner can edit Payment Requests in that Payment Batch. If changes are needed, the batch owner can be changed if Manage Payments was assigned to the user's role in SSIS Administration. Only a Batch Owner can submit the Payment Batch to be processed.

Payment Batch Edit Report

The Payment Batch Edit Report is run prior to submitting the Payment Batch to the agency accounting system. The Payment Batch Edit Report should be run to ensure there are no errors or warnings that may affect the outcome of the Payment Requests. Errors and warnings associated to Payments that are checked include duplicate payments, services and client age requirements. Running the Payment Batch Edit Report verifies that the information on these payments is accurate, reduces issues that need to be resolved later and helps to ensure accurate reporting and claiming.

Payment Approval

Payment Requests require approval prior to submitting the Payment Batches to the agency accounting system. Each agency has its own approval process policy. Check with your mentor or coordinator for your agency's approval process.

Posted Payments do not require approval in SSIS since they have already been issued from the agency accounting system. You must have the Role of Create Posted Payment assigned to your Role in order to create them. Check with your mentor or coordinator if there are additional steps regarding an approval process when entering Posted Payments.

Payment Interfaces

There are three interfaces associated with Payment Requests. Each interface has messages that display if the process ran successfully or if errors occurred during the process.

- **Payment Request Settings** – sends Payment Requests in a Payment Batch
  - The payment request process has run and X batch(s) have been sent to the county accounting system

- **Payment Batch Status Settings –** Retrieve Batch Status & Payment Errors if they exist
  - The payment batch status process has run and X batch(s) have been received from the county accounting system
  - Batch xxxxxxxxx was successfully imported into the County Accounting System
  - Batch xxxxxxxxx failed to imported into the County Accounting System
  - Payment xxxxxxxxx error: REASON OF ERROR

- **Payment Confirmation Settings** – Retrieve Payment Confirmations and updates payments with warrant information
  - The payment confirmation process has run and XXX confirmation(s) have been received from the county accounting system
  - The payment confirmation process has run and XXX payment(s) have been updated in SSIS

The agency accounting system processes the batch as specified by the individual system. This process includes a validation routine, which reports the success or failure of the batch validation back to SSIS. If the transmission of the batch is successful, warrants are issued from the agency accounting system and an electronic confirmation to SSIS updates the payment status as well as the batch status. Each Payment Request is updated with Warrant/eff. date, Warrant/GL number and Warrant/GL amount.

If the interfaces are not successful, messages display in the Interface Log; they provide detail of why the Payment Batch submission was not successful. The Payment Batch submission should be cancelled and the errors corrected or the Payment Requests with errors should be removed from the Payment Batch in SSIS prior to resubmitting the Payment Batch to the agency accounting system.

Once the Payment Request has been sent to the agency accounting system, information on the Payment Request should NEVER be changed in the agency accounting system. If changes are made in the agency accounting system, the confirmation file will not update the Payment Requests accurately, errors may occur and statuses cannot be changed. If a payment is issued from the agency accounting system and the payment was incorrect, the warrant should be processed and voided after the process is complete, or a payment modification can be done to correct information after the warrant is issued.

Payment Modifications

Payment Modifications include Refunds, Recoveries, Cancellations (Refund), Cancellations (Recovery), Adjustment Reversals and Correcting Entry Adjustments.

Payment Modifications are used after a Payment Request or Posted Payment has been made to modify the payment information and to ensure the correct information is included in claiming and reporting. After a payment has been made, few fields are editable and the user must have Edit Payment Reporting Fields assigned to the Role in Admin to edit these fields. However, any Payment or Posted Payment that is associated with a Healthcare or IV-E Claim has additional fields disabled and a Payment Modification must be entered.

Payment Modifications are not interfaced to the agency accounting system; they are manually entered into SSIS and the agency accounting system.

Payment Exclusions

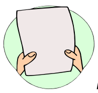
Exclusions are used to exclude Payments from being used to generate claims and proofing results for the RCA report, Title IV-E Abstract report and Healthcare Claiming. Exclusions are added to payments directly from anywhere you can access the payment. Exclusions can be used to mark the Payments as claimed in another system, or other reasons that the records are not valid to claim. They can be deleted if the payment is later determined to be eligible for claiming. Searches are available to find payments that have Exclusions.

Payment Searches & Reporting Options

There are various ways to search for and run reports for Payments.

Searches related to Payments include basic Payment Search and Advanced Payment Search. Both searches have grids that are customizable. Advanced Payment Search allows you to use the Advance Filter option to search for multiple criteria and create your own customized report. Enhanced grid options also allow for customizing your own report. These options are similar to ad hoc reporting and can be saved and shared with others inside and outside of your agency.

Several reports are available for Payments. These can be found in the Tools>General Reports menu options, or on the Task Panel under Payments>Payment Reporting.

*Reference: Refer to Payment Reporting for more information relating to these report options.*