Payment Overview

Payment Introduction

Payments are an integral part of SSIS. Payments track 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.

There are two types of Payments in SSIS: Payment Requests and Posted Payments. The most common type is Payment Request. Payment Requests record the details of services provided by a vendor, along with the financial information to make the payment and submit it to the agency accounting system. Once a 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 Confirmation process updates the Payment Request with the warrant information.

Posted Payments contain the same information as Payment Requests, but entered manually into SSIS after a warrant has been issued from the agency accounting system. To create Posted Payments, users must have the security function Create Posted Payments assigned to their Role in SSIS Administration. Posted Payments do not interface 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. Posted Payments should only be used when a Payment Request cannot be used.

Leech Lake and White Earth tribes always 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

Service Arrangements act as templates for Payments. When a Service Arrangement is selected for a Payment, all of the details fill in and only 4 additional fields are required to save the payment. If a Service Arrangement is not used, the user must manually enter all the information. The majority of Payments use Service Arrangements.

If a Payment is entered using a Service Arrangement without a Service vendor, a Service vendor must be selected on the Payment.   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 submit to the agency accounting system to issue warrants. 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. The Payment Request can be added back into the Payment Batch later when it is ready to be submitted for payment.

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

A Batch Owner is required for each Payment Batch. Only the Batch Owner can edit Payment Requests associated to that Payment Batch. If the Batch Owner is not available to make changes, someone that has Manage Payments assigned to their role in SSIS Administration can change the Batch Owner. Only the Batch Owner can submit the Payment Batch to the agency accounting system.

Payment Batch Edit Report

The Payment Batch Edit Report checks for warnings prior to submitting the Payment Batch to the agency accounting system. Warnings display on the Payment Batch Edit Report if duplicate payments exist for the same client, services and dates and if the services provided are not in-line with the client age requirements. Running the Payment Batch Edit Report verifies that the information on these payments is accurate, reduces errors 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. The approver can make changes and can approve or deny the Payment Request. The Payment Batch displays in the Approval Log once all Payment Requests included the Payment Batch are sent for approval. 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 are not part of the Payment Batch process and warrants are already issued from the agency accounting system.

Comments

A Payment can have multiple comments. Users can add a comment when needed. A comment is editable by the person who created it or a user with the Manage Payments security function assigned to their role in SSIS Admin.

The system creates comments during each part of the approval process for the Payment Request: anytime the Payment Request is sent for approval and anytime a Service Arrangement is approved or denied. When these comments are generated, the user can add text to the system-generated comment.

Interface Log

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 Batch Submission** – Sends Payment Batch and all Payment Requests in the Payment Batch to the agency accounting system.

- **Payment Batch Submission Status –** Retrieves Batch Status and any Payment Errors from the agency accounting system validation process.

- **Paid Payment Confirmation** – Retrieves Payment Confirmations from the agency accounting system. SSIS updates Payments with warrant information.

If the interfaces are not successful, messages display in the Interface Log with details why the Payment Batch submission was not successful. Cancel the Payment Batch submission and correct or remove Payment Requests with errors before resubmitting the Payment Batch to the agency accounting system.

Do not change information on the Payment Request in the agency accounting system before issuing the check. If changes are made in the agency accounting system, the confirmation file does not update the Payment Requests accurately, errors may occur and statuses cannot be changed. If a Payment issued from the agency accounting system was incorrect, the warrant should be processed and voided after the process is complete. Payment Modifications are available to correct information in SSIS after the warrant is issued.

Payment Modifications
Use Payment Modifications to modify the payment information after a Payment Request or Posted Payment is complete, and to include the correct information in claiming and state reporting. Payment Modifications adjust amounts associated to Service Arrangements, Service Arrangement Groups and COA Maximums.

Payment Modifications do not interface to the County Accounting System; they are manually entered into both SSIS and the agency accounting system.

After a payment is complete, few fields are editable and the user must have Edit Payment Reporting Fields assigned to their Role in Admin to edit these fields. However, any Payment or Posted Payment that is associated with a Healthcare, IV-E, Northstar or RCA Claim has additional fields disabled.

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

Reference: Refer to the Payment Modifications Overview handout on the SSIS Fiscal Documentation website for more details.

Best Practice: The majority of fields are editable on Posted Payments, however, it is best practice to use Payment Modifications for tracking and audit purposes rather than just changing the information on the Posted Payment in SSIS.

Users must have Create Payment Modifications assigned to their role in SSIS Admin to complete any Payment Modifications.

Payment Exclusions
Use Exclusions to exclude Payments from generating claims and proofing results. Exclusions work slightly different in the generate process, depending on the task in SSIS:

- Child Foster Care Report
  - Title IV-E and Northstar Claims may still generate if a Payment is excluded from the Child Foster Care Report
  - Review Exclusions for the Child Foster Care Report using the Payment Exclusion Search
  - Payments with Exclusions do not display proofing messages on the proofing tabs

        - A proofing checkbox for Exclusions is not available on the proofing tabs
- Healthcare Claiming
    - Claims do not generate for Payments and Time Records if they are excluded from Healthcare Claiming
    - Proofing results for excluded Payments and Time Records display in proofing if the Exclusions proofing category is selected on the Proofing tab
- RCA report
    - Claims do not generate for Payment if they are excluded from the RCA Report
    - Proofing results for excluded Payments display in proofing if the Exclusions category is selected on the proofing tab

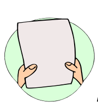
Add Exclusions to Payments from anywhere you can access the Payment. Use Exclusions to mark the Payments as claimed in another system, or other reasons that the records are not valid to claim. Users can delete an Exclusion if the payment is later determined to be eligible for claiming. Searches are available 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 Advance Filter options to search for multiple criteria and create your own customized report. Enhanced grid options also allow for customizing your report. These options are similar to ad hoc reporting and can be saved and shared with others inside and outside of your agency.

System-defined Manage Grid Settings are available from the Advanced Payment Search to customize your grid and group your search results by Account, Client, Service Arrangements, Service Vendor, Warrant GL Number or Workgroup.

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 handout on the SSIS Fiscal Documentation website for more information relating to these report options.