

13. Finance and Billing Procedures

Our Community Our Kids (OCOK) will comply with the utilization and compensation section of the Family Services Provider Service Agreement and Addendums. Questions that arise should be sent to the OCOK Finance Department at finance@oc-ok.org or call 817.502.1323.

Purchased Family Services Categories and Service Codes

- Drug Testing
 - 79A - Drug Testing - Urine Analysis
 - 79B - Drug Testing - Oral Fluids
 - 79C - Drug Testing - Hair Testing
 - 79D - Drug Testing - Confirm All Tests
- Substance Abuse – Assessment, Counseling, Therapy
 - 83F - Sub Abuse - Assessment
 - 83G - Sub Abuse - Individual Counseling/Therapy
 - 83H - Sub Abuse - Group Counseling/Therapy
 - 83K - Sub Abuse - Diagnostic Consult
- Non-Substance Abuse – Assessment, Counseling, Therapy
 - 86C - Counseling/Therapy - Individual
 - 86E - Counseling/Therapy - Group
 - 86F - Counseling/Therapy - Family
 - 86U - Psycho-Social Assessment
 - 88K - Home-Based Therapy
- Parenting
 - 87C - Parent/Caretaker Training
- Psychological/Psychiatric – Evaluation and Assessment
 - 86A - Psychological/Development Evaluation/Test
 - 86B - Psychiatric Evaluation
- Permanency Planning Meetings
 - 81M - Family Group Conference (FGC)
 - 81N - Circles of Support (COS)
 - 81P - Permanency Conference (PC)
 - 81Q - Transition Plan Meeting (TPM)
- Camping
 - 80T - Therapeutic Camping
 - 81G - Youth Camping
 - 90P - Specialized Camping Exp
- Concrete Services
 - 82C - Concrete Services
- Translator Services
 - 98L - Translator Services

- Court Related Services
 - 86H - Court Related Services
- Supervised Visitation
 - 92L - Supervised Visitation

Initial Payment for Purchased Family Services

OCOK will issue payment for family services performed for referred region 3b families on and after March 1, 2020, which comply with all billing requirements.

Payment Terms

- Network Providers will be paid for each month's services by no later than the 25th day of the next month. For example, Network Providers would be paid for their September services by no later than October 25th. However, we will make every effort to pay Network Providers earlier than the 25th whenever possible.
- Network Providers will receive one payment each month for all services provided.
- Payment will be issued for pre-authorized services only.
- Providers are required to bill Medicaid (traditional or managed care) for Medicaid eligible services for Medicaid eligible clients.
- If referred clients are covered by private insurance, Providers are required to make every effort to bill the private insurance plan for services performed.
- All Network Providers will be paid electronically by direct deposit. Your bank account will show that the deposit is from ACH Child and Family Services or All Church Operating. A Direct Deposit Authorization Form and a Form W-9 will be sent to all Network Providers to complete and return once the Network Provider application and contract process has been completed.

Family Services Provider Payments

Our Community Our Kids (OCOK) will pay the Network Providers (Provider) for pre-authorized purchased family services. The fees for these services are included in the Family Services Provider Services Agreement in the Fee Schedule Addendum.

Providers will be required to send an invoice and any required documentation to the OCOK Finance Staff for Family Services. The invoice and document packet for non-Medicaid eligible services must be received by OCOK within 30 days from the date of service. For Medicaid eligible services, the invoice and document packet must be received by OCOK within 30 days from receiving the Medicaid denial letter.

Invoice and document packets are required to include:

- Invoice for services performed
- Copy of the OCOK approved service authorization
- For Medicaid eligible services, a Medicaid denial letter

- For group counseling, group training classes and permanency planning meetings, a sign in log

The invoicing requirements for drug testing and concrete services are stated in the Family Services Provider Service Agreement for those subcontractors.

The invoice and document packet can be sent to the OCOK Finance staff by any of the following:

1. Encrypted Email;
2. Uploaded to their file on the box.com website;
3. Faxed to the attention of OCOK Finance; and
4. Regular mail to the OCOK administration office

Once received, the OCOK Finance staff will review the document packet to ensure all documents have been received and have been properly completed. Upon verification, the OCOK Finance staff will enter the services in the myEvolv system, which will cause an invoice for the Provider to be created in myEvolv. The invoice will be paid in the next monthly payment and will be included in the Provider's monthly payment report.

Payment Reports for Providers

Upon sending the monthly payment to the Network Providers, the OCOK Finance Staff will create a payment report for each Provider showing the details of the Provider's direct deposit payment. The payment report shows the Provider agency name, client's names, client's myEvolv ID numbers, number of units, dates of care and the services that were provided.

OCOK has created a file on the website, box.com, for each active Provider that is receiving payments. The payment report for each Provider is uploaded to their file on the website, box.com, within 2 business days of paying the Network Providers. Once uploaded, each Provider will be able to login to their file on box.com and download the payment report.

In order to setup a Provider's file on box.com, the Director of Finance or Accounting Manager has the ability to create the file when the Provider's first payment has been created by the myEvolv system. When the first payment is made, the Director of Finance or Accounting Manager will contact the person that the Provider has designated as their point of contact for their OCOK contract and request the name and contact information for a billing/payment contact person. Once received, the staff will be given access to their organization's file on box.com with viewer/uploader status. The staff will be able to download and upload documents when needed. At any time, a Provider can contact the Director of Finance or Accounting Manager to change the staff that have access to their file on box.com. For any questions about accessing or downloading information from box.com, please contact finance@oc-ok.org.

Payment Dispute Resolution Process

The Network Provider will reconcile the payment from OCOK to the Provider's records. If any discrepancies are noted, the Network Provider will initiate the following dispute resolution process within 30 days of receiving payment.

- The parties will confer, in person or by telephone/email, to resolve disputes over payment for services through the following process. In order to initiate this process, either party must provide the other party with written notice of its dispute about a service and/or payment issue. The provider can request a Provider Payment Discrepancy Report form in order to submit payment discrepancies to the OCOK Finance Staff. The discrepancy report can be submitted by encrypted email, fax, regular mail and can also be uploaded to their file on box.com. Please contact the OCOK Finance department with any questions at finance@oc-ok.org.
- Staff Conferencing. Within ten (10) days of receipt of a written notice initiating the dispute resolution process, OCOK and Network Provider, through representatives of their services and financial staff, will confer and attempt to reconcile any disputed payments for which OCOK – based upon a good faith review of any documents submitted by the Network Provider and OCOK's own documentation or records – does not believe it is responsible for paying. The parties shall complete the staff conferencing process described in this section within thirty (30) days of the receipt of the written notice initiating the dispute resolution process. If the dispute is not resolved within this time period, the process will continue to CFO Conferencing.
- CFO Conferencing. For services still in dispute following the staff conferencing reconciliation process, OCOK's Chief Financial Officer and the Network Provider's Chief Financial Officer, or their designees, shall confer to resolve, settle, or compromise the dispute. The parties shall complete the CFO Conferencing process described in this section within thirty (30) days of the completion of the Staff Conferencing process described above.
- Payment after Resolving Disputes. If OCOK after conferring as provided herein with the Network Provider about the disputed payment concludes it is responsible for paying for a service or some part of it, OCOK shall make its payment to the Network Provider in the next monthly payment following the month in which OCOK concluded it was liable for payment.
- In the event the Network Provider owes OCOK for any services provided herein or pursuant to any other agreement between the parties, and such balance has been due for in excess of sixty (60) days from invoicing by OCOK to Network Provider, OCOK may deduct the balance amount due to OCOK from any amount owed to the Provider pursuant to the Provider Services Agreement.

- Compliance with Master Contract. OCOK shall take all action reasonable and necessary to comply with the requirements of the Master Contract and ensure payment for the Services thereunder.

Return of Funds

In the event that the Network Provider or its independent auditor discovers that an overpayment has been made by OCOK, the Network Provider shall repay said overpayment immediately to OCOK without prior notification or request from OCOK. In the event that OCOK first discovers an overpayment has been made to the Network Provider, OCOK shall notify the Network Provider by letter of such a finding and request repayment forthwith. OCOK may unilaterally deduct overpayments made to Network Provider from monies owed to Network Provider.

Invoice/Billing Monitoring

The OCOK Quality Improvement and Contracts Department will monitor the Family Services Network Providers to ensure that the Provider's records and documentation justify and support the invoices that have been submitted to OCOK for payment.