



*The Commonwealth of Massachusetts
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LINDA S. SPEARS
Commissioner

MEMORANDUM

To: Providers of Support and Stabilization Services and other Non-Placement Services

From: David O'Callaghan, Chief Financial Officer

CC: Linda S. Spears, Commissioner
Katherine Canada, Assistant Commissioner for Network Services

Date: April 2, 2020

RE: Fiscal Relief to Providers of Support and Stabilization and Other Non-Placement Services

The Department of Children and Families (DCF) is working closely with the Executive Office of Health and Human Services (EOHHS) to provide fiscal relief to providers in response to the current COVID-19 outbreak. This memo summarizes the steps we are taking to support providers of Support and Stabilization services and other Non-Placement services.

Provider 10% Payment Enhancements

In accordance with COVID-19 Executive Order 20 signed on March 30, 2020 and Administrative Bulletin 20-11, DCF will issue a monthly provider enhancement payment for four consecutive months starting for March. The payments will be made each month on or about the last day of the month. The payment will be a lump sum amount and will be labeled "COVID-19 Fiscal Relief" on VendorWeb/remittance advices. As noted in the EOHHS guidance, the payment represents 10% of the average monthly payment made to each provider (per program). DCF used year-to-date payments for services provided during the months of October 2019 – December 2019 to calculate the average.

Pre-Populated Invoice Process

For providers of non-placement services, the pre-populated invoice process will continue as is. Electronic/scanned copies of adjusted invoices are an acceptable method of submission. As you are aware, standard operating procedure is for DCF's FamilyNet system to generate a monthly pre-populated invoice based on approved service referrals. The pre-populated invoices are then forwarded to providers for reconciliation. Decreases are noted and sent back to DCF Central Office Accounting. Any missing referrals or necessary increases are communicated to the relevant DCF Area Office's Lead Agency. Support & Stabilization providers should contact Tara

Diorio-Thomas for any modifications/exceptions to what may be billed as a completed service. Providers of other non-placement services should contact your DCF contract manager.

Acceptance of Electronic Payment Vouchers

For providers who submit a payment voucher (PV) to receive payment, the Department will accept electronic copies of the PV and invoice. Please e-mail the invoice to your contract manager for validation. DCF Accounting will work with contract managers to ensure PVs are processed as quickly as possible.

Questions

If you have any programmatic questions, please contact your DCF contract manager. If you have any billing questions, please contact Christopher Bruno at christopher.bruno@state.ma.us or Miriam Vazquez at miriam.vazquez@state.ma.us.

On behalf of Commissioner Spears, thank you for your dedication and service to our children and families in need. We hope you and your families are safe and healthy and that these actions will ensure your operations remain fiscally sound. Please share this memo with your billing and accounting staff.