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MARYLOU SUDDERS
Secretary

LINDA S. SPEARS
Commissioner

MEMORANDUM

To: Providers of Contracted Placement Services

From: David O'Callaghan, Chief Financial Officer

CC: Linda S. Spears, Commissioner
Katherine Canada, Assistant Commissioner for Network Services
Susan Tucke, Director of Foster Care

Date: April 2, 2020

RE: Fiscal Relief to Providers of Contracted 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 contracted placement services for DCF children.

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.

Suspension of the Pre-Populated Invoice Process

Starting with services provided during March 2020, for providers of contracted placement services, DCF is also suspending the pre-populated invoice reconciliation and submission process through the remainder of the fiscal year. 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.

In an effort to expedite payment to providers, starting with services provided in March 2020, DCF will process monthly payment based on the original value of pre-populated invoice as automatically calculated by the FamilyNet system. Expedited payments for placement will be made to providers as soon as possible after the close of the month. Providers will not be required to adjust or return pre-populated invoices to receive their initial payment; these payments will be issued automatically. Providers will be expected to reconcile these pre-populated invoices through adjustments prior to the close of FY20. Guidance on this year-end reconciliation process will be forthcoming. Any missing referrals and/or referral adjustments (increases) should follow the normal procedure of connecting with the Area Office Lead Agency personnel.

Acceptance of Electronic Payment Vouchers

For providers of contracted placement services 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 Network Specialist or your 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 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.