

Provider
Leadership
Meeting
9-23-2021

Operations Unit



LIFE. YOUR WAY.



Agenda

- New SSA Policy-Covid Benefits
- Reporting Employed Persons Wages to SSA
- Social Security Overpayments
- Retroactive Service Authorization Requests
- Provider Invoice Rejections
- Closing out FY21



New SSA Policy-Covid Benefits:

New SSA Policy: COVID benefits not counted for SSI eligibility

The Social Security Administration (SSA) now considers many types of pandemic-related financial assistance payments, including economic impact payments or “stimulus checks,” to be “disaster assistance.” As such, they will not be included when determining Supplemental Security Income (SSI) eligibility or monthly SSI benefit amounts, and this exclusion applies indefinitely. This means:

- SSA will no longer count most types of COVID-19 financial assistance as income and resources when determining eligibility or payment amounts.
- The 12-month limitation on the exclusion no longer applies. SSI recipients now will be able to retain their benefits, even if the money from these financial assistance programs is still in their bank accounts after 12 months.
- This change is retroactive; any benefits that were previously withheld because COVID-19 financial assistance was counted will be restored (automatically in most cases).
- Now, SSI recipients will be able to retain their benefits, even if the money from stimulus checks, unemployment benefits, emergency rental assistance, and other programs are still in their bank accounts.



New SSA Policy-Covid Benefits (cont.)

This change in policy is retroactive, meaning it applies to any payments going back to the beginning of the pandemic.

SSA is now reviewing SSI applications, redeterminations, appeals, and other records going back to the beginning of the COVID-19 pandemic in March 2020, to restore SSI payments for people whose SSI was affected by receiving any of the assistance that is now excluded.

If the person has an appointed representative or a representative payee, SSA will also send this information to the representative. If SSA needs additional information from the person before they can restore their SSI benefits, or if they need to take a new SSI application, they will mail a letter. The letter will explain that SSA needs to talk with the person at a scheduled appointment. Generally, this appointment will take place via telephone.

Letters will be mailed to the current addresses on file. If a recipient has moved, they should contact their local Social Security office to update their address.



Reporting Wages of Employed Person

SSI is a need-based program for people who are aged, blind, or disabled, the amount you can receive is based, in part, on the income available to you. Generally, the more income available to you, the less the SSI payment will be.

Providers are to report monthly wages to SSI by the 6th day of each month when person is employed

If you receive Supplemental Security Income (SSI) and you or your **deemor** (e.g. your ineligible spouse or parent(s) with whom you live) work, then either you or your representative payee must report the gross wages to Social Security. To help prevent overpayments and underpayments beneficiaries should consistently report wages anytime between the 1st and the 6th of the month.

Two ways of reporting wages

1. You can report wages by calling 1-800-772-1213 or
2. Mobile Wage Reporting App (SSI only).

Some of the prompts you may be asked when reporting wages include:

- Select the month/year for wage reporting to SSA? (Ex: August /2021)
- What form of documentation was submitted to SSA for wage reporting? (Ex: paystub, bank statement, letter)
- Is person still employed currently: Yes/No
- Name of employer?
- Has any changes occurred, If so, was SSA notified? Please provide change update: (EX: Increase/decrease - hours/pay)



Social Security Overpayments

What is an overpayment?

An overpayment is when you receive more money for a month than the amount you should have been paid. The amount of your overpayment is the difference between the amount you received and the amount due.

What can cause an overpayment?

- Your income is more than you estimated.
- Your living situation changes.
- Your marital status changes.
- You have more resources than the allowable limit.
- You are no longer disabled and continue to receive benefits.
- Benefits are incorrectly calculated because of incorrect or incomplete information, or
- **You did not report a change to SSA & (DDS) (on time or at all), as required.**



Social Security Overpayments

What can you do if you receive an overpayment notice?

If you believe you were **not** overpaid, you can request a reconsideration. To initiate the process of requesting a reconsideration, providers will need to enter a Benefits Helpdesk Ticket (BHD) in MCIS. DDS' Health Insurance Analyst (HIA) will guide the provider through process of completing the necessary forms.

Appeal Rights

If an appeal is requested within 10 days from the date you receive the notice, SSI payments will continue.

If you believe that you **may** have been overpaid, not at fault for the overpayment, and cannot afford to pay back the funds:

- Enter a BHD ticket, and request a waiver of the SSA overpayment; and
- The HIA will assist the provider in the completion of form SSA 632 (Request for Waiver of Overpayment Recovery).

If SSA **grants** you a waiver, you will not have to repay all or part of the overpayment. Generally, for SSA to grant you a waiver, you must show that:

- It was not your fault that you were overpaid; **and**
- You cannot pay back the overpayment because you need the money to meet your daily living expenses. You may be required to submit proof of income, and bills to show that all of your income is used towards meeting monthly obligations, which would create a hardship for you to repay.



Social Security Overpayments

If SSA denies the request for a waiver overpayment:

- Enter a BHD ticket, requesting a SSA reconsideration of waiver overpayment denial.
- DDS' HIA will assist the provider in requesting a reconsideration of Social Security's denial of the waiver request. If SSA denies the person's waiver request and reconsideration, it is likely that the person will have to pay back the overpayment or have a percentage of funds withheld from their monthly benefits that go towards repayment.

What happens if the persons no longer receives SSI but owes money from an overpayment?

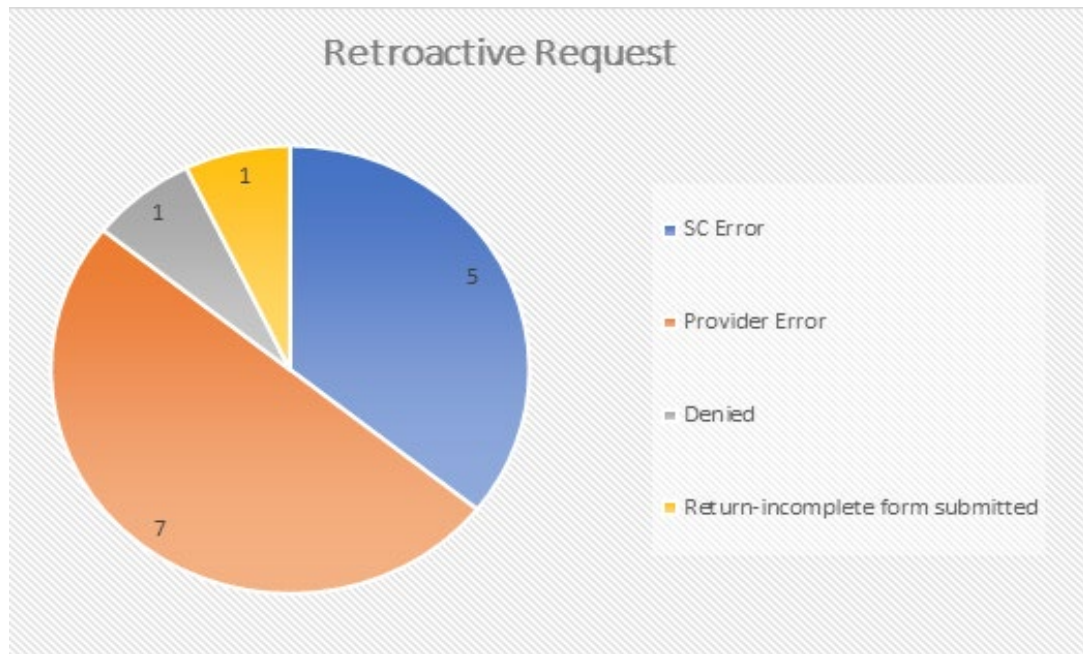
If the person no longer receive SSI, SSA may withhold the overpayment amount from a Federal Income Tax refund and/or from any future Social Security benefits you may receive.



Retroactive Request

DDS Waiver Supervisor tracks all requests for Retroactive payment for services. The Waiver Supervisor reviews all request for retroactive authorization and may elect to grant a one-time courtesy approval per year. The provider, Service Coordinator, and Quality Resource Specialist are notified of the decision to approve or deny.

During the month of August, 50% of retroactive request were due to providers not submitting documentation on time so that the Service Coordinator could request the services.



- Providing services without an authorization is done at the provider's discretion and own risk.
- The provider should immediately report in advance to the Service Coordinator, that services are at risk of being discontinued.
- Please ensure your staff is monitoring the dates of service authorizations and completing all necessary documentation timely for services or extensions.
- DDS is not liable to reimburse provider for any services rendered without the proper authorization.



Payment Rejections

DDS continues to receive far too many provider invoices that get rejected. Currently, the invoice rejection rate is at 25%. You may wonder why the drastic change from previous years? Our staff is fully trained, and our accounting department are adhering to the required 3-way-match rule. We have noticed the following continuous reasons provider invoices are rejected:

- **Duplicative invoice**

- a) Invoices are including charges that have already been billed and paid.
- b) A different invoice number is entered in the e-portal for the same invoice that has already been paid

- **E-Portal data fields do not match the provider's attached Invoices**

- a) Attached invoice not reflecting the same billing information (Service Dates, Remit to Address, Remittance Preference, PO#, Vendor Name, Amounts) as the e-portal entry
- b) Billing for different services in e-portal description than the providers attached invoice indicates
- c) Service Period not matching
- d) Total invoice amounts not matching



Payment Rejections (cont.)

- **Incorrect Purchase Order numbers on invoice**
 - Previous period PO # or Incorrect PO number reflected on provider invoice
- **Billed to incorrect PO for service**
 - PO selected in portal is not the correct one to bill for services or for the period of performance
- **Incorrect invoicing of number of hours**
 - The hourly rates and the math reflected on the invoices do not calculate correctly to match the total invoiced (Excel encouraged versus Microsoft Word [not recommended] since it does not calculate the values)
- **Billing over allowable hours**
 - Hours charged are beyond the limit of established contract/HCA
- **Billing the incorrect rates/prices**
 - Amounts charged are not the established contracted HCA rates
- **Billing Furniture without approval or receipts for proof of purchase**
 - Missing attachment with proof of purchasing to accompany invoice



Closing out Fiscal Year

The District of Columbia Government is actively engaged in our annual fiscal year close for all FY 2021 activity which covers the period of October 1, 2020, through September 30, 2021. Our financial **system shuts down on Tuesday, September 28, 2021.**

Days Remaining: 3 (excluding weekends & holidays)

It is imperative that DDS receives all outstanding invoices through August 31, 2021, and billing projections for services to be rendered in September 2021 (1st - 30th). Please review your purchase orders (PO) against your September billing projections to ensure your PO is sufficiently funded prior to year-end close. No changes can be made to purchase orders after closing.

Continuation Letters Issued

- Please expect a continuation letter from our Office of Contracting and Procurement on or before 10-1-21, if your FY22 purchase order is not received when PASS reopens

PASS Reopens On October 1, 2021

- New FY22 Purchase Orders only, and
- The submission of September invoices via E-Portal accepted 10/1/21 through 10/10/21 only.

By October 15, 2021

- Last day to submit September 1-30, 2021, invoices via the e-portal



Questions





Contact Us

Hakima.Muhammad@dc.gov (Operations Program Manager)

Antoinette.alexander1@dc.gov (Provider Relations Supervisor)

Pamela.harmon@dc.gov (Medicaid Waiver Supervisor)

Gerson.Castillo@dc.gov (Business Services Supervisor)

Anika.walker@dc.gov (Health Insurance Analyst, Benefits Helpdesk)

Michael.ofori-adu@dc.gov (Health Insurance Analyst)