

## Instructions for Invoicing Socially Necessary Services

The Bureau for Children and Families will start using a new payment process for Socially Necessary Services on July 1, 2004. **After this date, service providers will be required to have prior approval or a registration process in order to be paid for providing Socially Necessary Services.** A web site has been developed which will provide additional information about this initiative. The address of the web site is <http://www.wvdhhr.org/bcf/aso/>. The address of the web site for the Payment Matrix, which includes service codes, types, and a unit rate, is <http://www.wvdhhr.org/bcf/aso/matrix.asp>.

A standard invoice has been developed and is available on the web site. Each individual field on the invoice is a required field that must be completed accurately before a payment is approved. Incorrect invoices will be returned to providers for resolution.

**Provider Name and FACTS Provider Number:** Must match the Name and Number on the Referral for Socially Necessary Services

**Contact Name & Number:** Self-explanatory

**Authorization Number:** This is the authorization number that the ASO assigns to the provider thus approving services. Do not provide services without this authorization number.

**FACTS Control Number:** This number is provided on the Referral for Socially Necessary Services.

**Month of Service:** The month that the services were provided.

**FACTS Client ID, Case Number/Referral ID, FACTS Client Name:** Information provided on the Referral for Socially Necessary Services.

**Service Code/Type, Number of Units Billed, Unit Rate & Total:** Please refer to the following web site: <http://www.wvdhhr.org/bcf/aso/matrix.asp>.

Providers are required to submit monthly invoices. All invoices for Socially Necessary Services must be submitted to the following address for processing:

Bureau for Children & Families  
Division of Payments and Vendor Maintenance  
350 Capitol Street, Room 730  
Charleston, WV 25301-3711

Monthly reports must be submitted to the caseworker. We hold the right to withhold payments if monthly reports are not submitted timely to the appropriate local office.

Should you have any questions, please visit the ASO support forum online at <http://www.wvdhhr.org/bcf/aso/>. Answers to questions submitted via the web site will be posted periodically.