



Administration for Children's Services

SPECIAL PAYMENT PROCESSING TEMPLATE (SPPT) REFERENCE GUIDE

Version 1.0, Phase 1

Administration for Children's Services, City of New York

Prepared by Management Information Systems

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1 Overview

1.1 Introduction

The Administration for Children’s Services (ACS) *Special Payment Processing Template (SPPT) Reference Guide*, effective October 1, 2014, provides a set of instructions on how to access the SPPT, an electronic billing application for the direct submission of special payment invoices to the ACS Division of Financial Services. This guide is applicable to Foster Care Provider Agency and Division of Financial Services staff.

1.2 The Special Payment Processing Template (SPPT)

The Administration for Children’s Services (ACS) has developed the SPPT for the direct submission of special payment invoices. The new electronic billing application allows ACS to process payments through the New York State Benefits Issuance and Control System (BICS), using Welfare Management System (WMS) service codes for invoice submission.

The new application will expedite invoice processing, and identify any disallowances; if the disallowance is due to missing information, the invoice can be corrected and re-submitted expeditiously. This paperless, web-based system includes Client Identification Number (CIN) and Case Number validation capability, which will help to eliminate delays in payment processing due to missing or incorrect information.

1.3 General Information

SPPT supports:

- Work-item (WI) Creation
- WI Assignment & Overriding
- WI Escalation
- WI Transfer
- Saving updated records in a WI
- WI Status Change
- Close WI

1.3 Acronyms and Definitions

Acronyms	Definitions
BICS	Benefits Issuance and Control System
CIN	Client Identification Number
FC	Foster Care –Agencies/Providers

PF	Primary Flow
POS	Purchase of Services
SP	Special Payment Unit
SPPT	Special Payment Processing Template
SSO	System Support Office
WI	Work-item
WIN	Work-item Number
WMS	Welfare Management System

2 Special Payment System Participants

2.1 Users

- Foster Care Agencies/Providers
- Special Payment Unit – Supervisors/Workers
- System Support Office (SSO) – Supervisors/Workers

2.2 User Roles

2.2.1 Worker

Workers can open a Work Item (WI), process the WI, escalate it to the Supervisor, and transfer the WI.

2.2.2 Supervisor

Supervisors can perform all the actions that are performed by workers. In addition, supervisors can assign/re-assign a WI to a worker, return a WI to a worker and close a WI.

The Special Payment System supervisor has the administrator role as well.

2.2.3 Administrator

Administrators can add new users to the Special Payment System, delete users, reset passwords for any user account, and change user details.

There are three types of administrators:

1. **Special Payment Supervisor/Administrator** – Can add users for the ACS Special Payment Unit and reset passwords.
2. **System Support Office (SSO) Supervisor/Administrator** – Can add/delete users for SSO and reset passwords.
3. **Foster Care Agency/Provider Administrator** – Can add users/administrators, delete users, reset passwords, and modify user details for his/her Foster Care agency/provider. The user details the Foster Care Agency/Provider Administrator can modify are:
 - First Name
 - Last Name
 - Email
 - Phone
 - Status

2.2.4 Role Definition for Using the SPPT

Acronym	Full Name	Role	Responsibility
FC	Foster Care – Agencies/Providers	Prepare and submit expense items that fall into Special Payment categories by entering the line items into the application.	<ul style="list-style-type: none"> ▪ Accurately enters expense items and associated CINs ▪ Accurately enters claimed line item cost and aggregate cost ▪ Submits claim within designated time frame
SP	ACS Special Payment Unit	Receive, review and authorize payment of work items submitted by provider agencies.	<ul style="list-style-type: none"> ▪ Receives and assigns invoices ▪ Reviews each work item and either approves or disapproves them ▪ Sends approved work items to the System Support Office (SSO) for processing.
SSO	ACS System Support Office	Enter Purchase of Service (POS) lines into the Welfare Management System (WMS).	<ul style="list-style-type: none"> ▪ Receives the approved work items ▪ Writes the POS line, then: ▪ Notifies the Special Payment Unit that the lines have been written

3 Access the SPPT

3.1 Foster Care Agency/Provider Users

1. Enter **https://acs.ra.nyc.gov** in the browser's address bar.

The **ACS Remote Access** sign-in screen displays:



2. Sign into **ACS Business Partners** using your Contract Agency Remote Access (CARA) account (user email address and password) issued by your internal CARA Security Officer.
3. Click **Provider Agencies Applications** on the following screen.

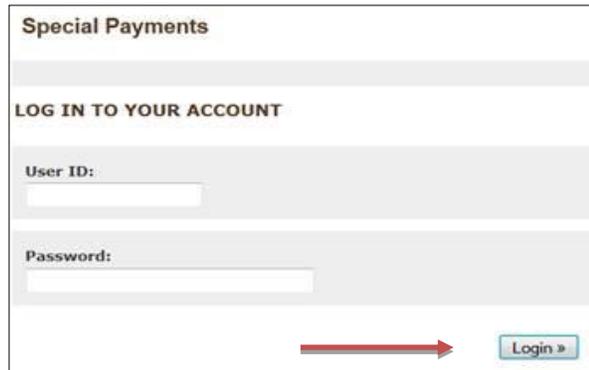


4. Scroll down to the **Special Payment Processing Template (SPPT)** icon and click the icon.



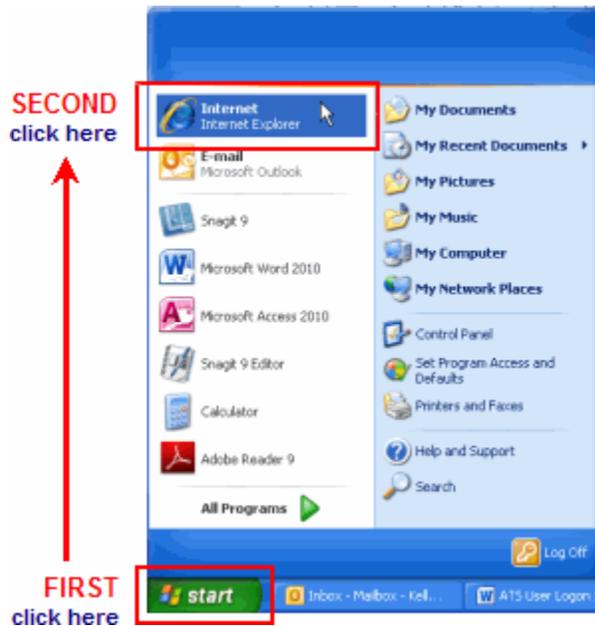
The **Special Payment** log-in screen displays.

5. Enter your **User ID** and **Password** issued by your Administrator; then click the **Login** button to access SPPT.



3.2 ACS Special Payment Unit and SSO Users

1. Click the **Start** icon on your desktop.
The Start menu appears.
2. Click the **Internet Explorer** icon.

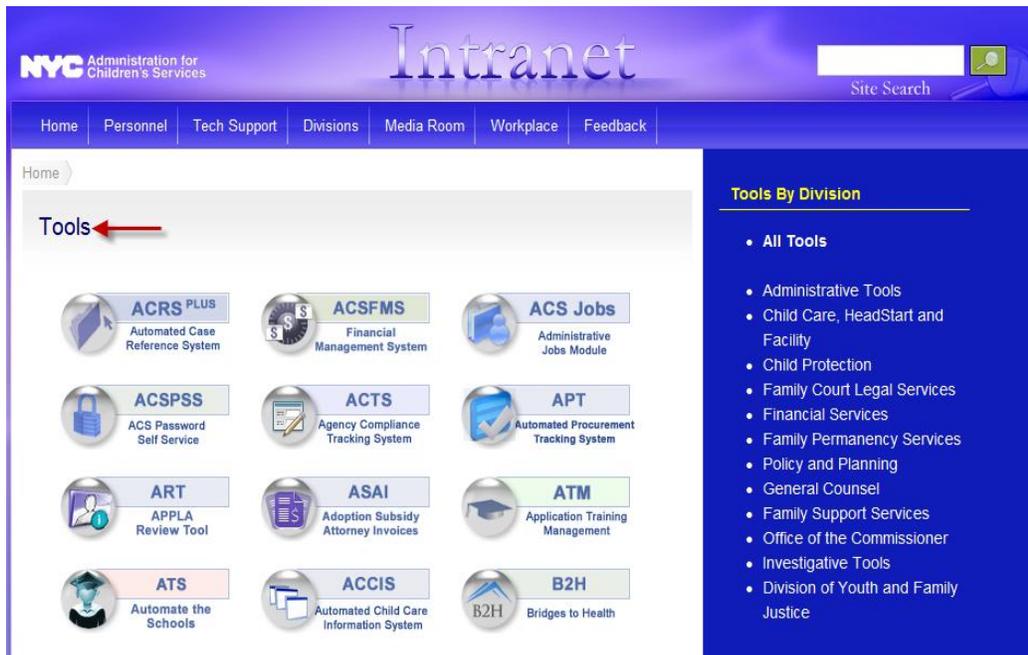


The ACS Intranet home page displays.

3. Click the **Tools** icon on the ACS Intranet home page, shown below, to display a set of ACS applications (indicated by icons).



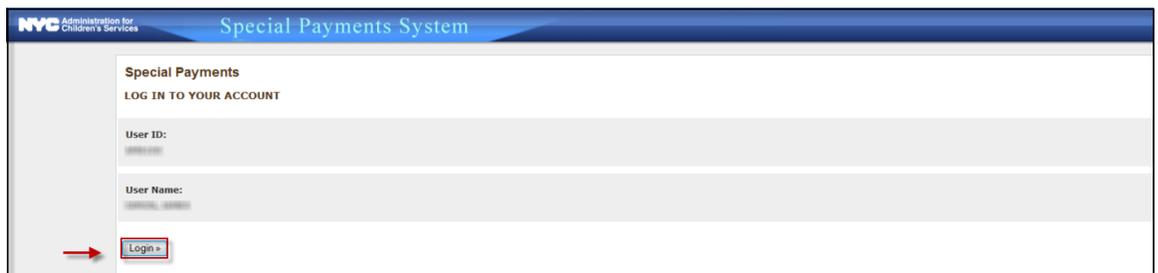
The **Tools** page displays.



4. Click the **Special Payment Processing Template (SPPT)** icon on the **Tools** page.



The **Special Payment** log-in screen displays.



5. Click the **Logon** button to access the Special Payment Processing Template.

4 Foster Care Agency/Provider Users

The Foster Care agency/provider user can enter a claim for reimbursement by the Special Payment Unit. When the user saves and then submits the claim, the system assigns the claim a WI number, which is routed to the Special Payment Unit's Supervisor WI Queue.

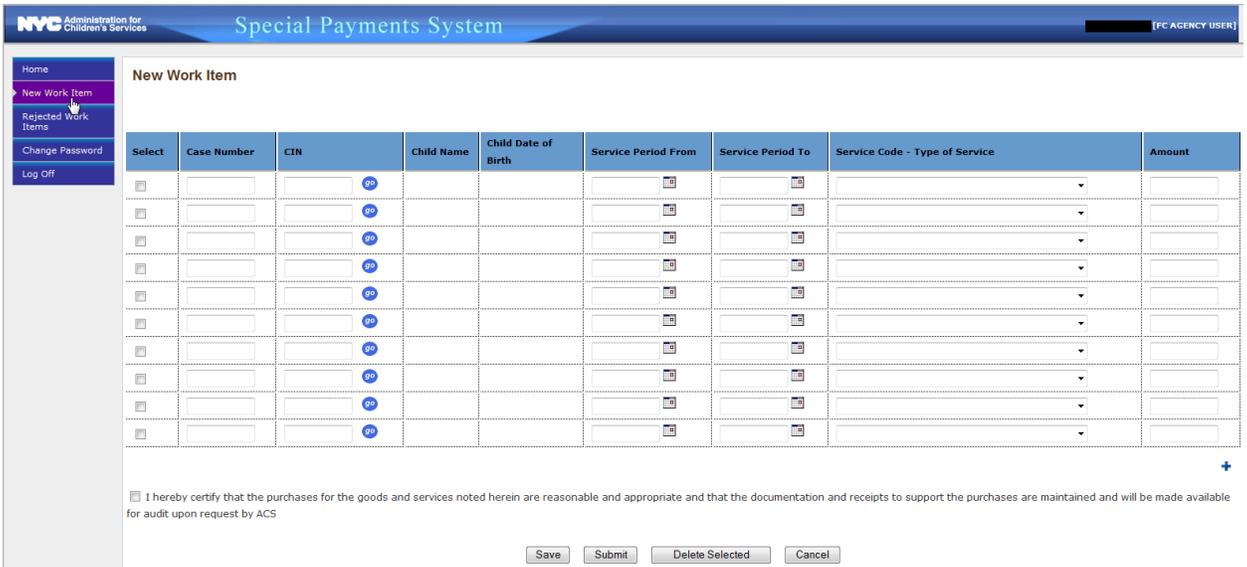
4.1 Foster Care Agency/Provider User Tasks

4.1.1 Create New Work Item(s)

1. Click the **New Work Item** button on the Home Page.



The Work Item screen displays.



2. Enter Case Number and CIN.

The screenshot shows the 'New Work Item' form in the Special Payments System. The header includes the NYC Administration for Children's Services logo and the title 'Special Payments System'. A user ID '[FC AGENCY USER]' is visible in the top right. On the left, a navigation menu contains links for Home, New Work Item, Rejected Work Items, Change Password, and Log Off. The main form area has a table with the following columns: Select, Case Number, CIN, Child Name, Child Date of Birth, Service Period From, Service Period To, Service Code - Type of Service, and Amount. The first row of the table has red arrows pointing to the Case Number and CIN fields, which contain redacted information. Below the table is a certification checkbox and a '+' icon. At the bottom, there are buttons for Save, Submit, Delete Selected, and Cancel.

3. Click the **Go** button.

This screenshot is identical to the previous one, but with a red box highlighting the 'Go' button (a small blue circle with 'GO' text) located in the CIN column of the first row of the table. The rest of the form, including the certification checkbox and buttons at the bottom, remains the same.

The following screen displays:

Note that the **Child Name** field and **Child Date of Birth** field display values. Confirm that the **Child Name** field value is correct.

4. Enter values for the following fields:

- Service Period From*
- Service Period To*
- Service Code – Type of Service
- Amount

*Notes:

- For a Service Purchased Once: The **Service Period From** and **Service Period To** fields for a one-time purchase should have the same date for both fields. For

example, if a one-time purchase of a book was made on July 7, 2014 the **Service Period From** field would be entered as 07/07/2014 and the **Service Field To** field would also be entered as 07/07/2014.

- For a Service Purchased Over a Period of Time: The **Service Period From** and **Service Period To** fields for services purchased over a period of time should indicate a date range. For example, if Driver Education lessons were purchased for the dates ranging from July 7, 2014 through July 11, 2014 the **Service Period To** field would be entered as 07/07/2014 and the **Service Period From** field would be entered as 07/11/2014.
5. Check the “I hereby certify...” box and then click the **Submit** button when you are ready to submit the work items to ACS. (Refer to [New Work Items Options](#) for information on screen buttons.)

Note: You cannot make changes to submitted work items.

Select	Case Number	CIN	Child Name	Child Date of Birth	Service Period From	Service Period To	Service Code - Type of Service	Amount
<input type="checkbox"/>	[REDACTED]	[REDACTED]	MARIANNE BISHOP	02/25/1995	06/05/2014	06/05/2014	School Expenses - Activity Fees	250
<input type="checkbox"/>	[REDACTED]	[REDACTED]	MRS. THOMAS	05/10/1995	06/05/2014	06/05/2014	School Expenses - Books	300
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								

I hereby certify that the purchases for the goods and services noted herein are reasonable and appropriate and that the documentation and receipts to support the purchases are maintained and will be made available for audit upon request by ACS

Save Submit Delete Selected Cancel

The Home Page displays with a note indicating that the work items have been successfully submitted.

Work Item Submitted successfully

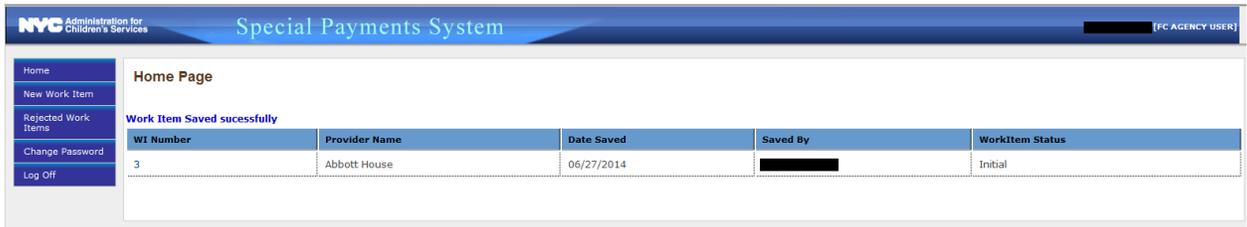
WI Number	Provider Name	Date Saved	Saved By	WorkItem Status

4.1.2 New Work Item Options

Save

The **Save** button on the New Work Item screen enables a user to save his/her entries.

- The Home Page screen displays when the **Save** button is clicked.



Return to the New Work Item Screen

Click the number in the WI Number column in the top left corner of the Home Page screen.



After the WI number is clicked a new screen displays, which allows the user to access saved WI entries, enter new WI entries, delete saved WI entries or modify WI entries that saved before the WI entries are submitted.

Submit

The **Submit** button enables the user to submit the WI entry or entries.

Note: Once submitted, the user cannot make changes.

Note: A rejected WI can be resubmitted as a new work item once the reason for rejection is corrected.

Delete Selected

The user can delete a WI by selecting the checkbox for the row that the WI is in and then clicking the **Delete Selected** button, as shown in the following screen.

New Work Item

Select	Case Number	CIN	Child Name	Child Date of Birth	Service Period From	Service Period To	Service Code - Type of Service	Amount
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	09/14/1994	06/01/2014	06/06/2014	School Expenses - Activity Fees	1500
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								

I hereby certify that the purchases for the goods and services noted herein are reasonable and appropriate and that the documentation and receipts to support the purchases are maintained and will be made available for audit upon request by ACS

Buttons: Save, Submit, **Delete Selected**, Cancel

Cancel

The **Cancel** button enables users to cancel entry of a new WI.

- After clicking the **Cancel** button the Home Page displays.

4.2 Rejected Work Items

The **Rejected Work Items** tab enables Foster Care agency/provider users to view the WIs rejected by the Special Payment Unit.

4.2.1 View Rejected Work Items

1. Click the **Rejected Work Items** tab.

Home Page

WI Number	Provider Name	Date Saved	Saved By	WorkItem Status

The Rejected Work Items screen displays. Shown are WIs submitted by the Foster Care agency/provider user.

Rejected Work Items

Submitted Date From: [] Submitted Date To: []

Search Rejected Work Items

WI Number	Date Submitted	Case Number	CIN	Child Name	Child Date of Birth	Service Period	Service Code - Type of Service	Amount	Date Rejected	Reason For Rejection
1	06/25/2014	[Redacted]	[Redacted]	[Redacted]	01/11/2009	06/02/2014 - 06/24/2014	66 - School Expenses - Tutoring	6000	06/25/2014	Exceeds allowable amount

4.2.2 Search for Rejected Work Items

1. Fill in the date fields and then click the Search Rejected Work Items.

WI Number	Date Submitted	Case Number	CIN	Child Name	Child Date of Birth	Service Period	Service Code - Type of Service	Amount	Date Rejected	Reason For Rejection
1	06/25/2014	[redacted]	[redacted]	[redacted]	01/11/2009	06/02/2014 - 06/24/2014	66 - School Expenses - Tutoring	6000	06/25/2014	Exceeds allowable amount

4.3 Change Password

The **Change Password** tab enables Foster Care agency/provider users to change their account password.

Note: Passwords must be changed every 90 days.

The new password must comply with the password policy and meet the following requirements:

- Must Contain at least one upper case or lower case character
- Must Contain at least one Numerals (0 through 9) or Non-alphabetic characters (such as !, \$, #, %)
- The minimum password length must be 8 characters.

The following steps show how to change an account password.

1. Click the Change Password tab on the menu
2. Enter your current password
3. Enter your new password
4. Enter your new password again to confirm password
5. Click the **Reset Password** button.

Change Password

Your new password must comply with the password policy.
The password must meet the below mentioned complexity requirements:

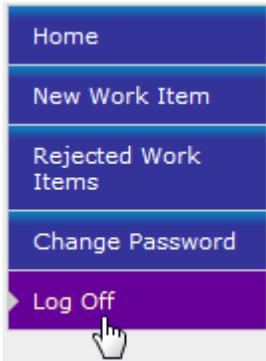
- 1) Must Contain at least one upper case or lower case character
- 2) Must Contain at least one Numerals (0 through 9) or Non-alphabetic characters (such as !, \$, #, %)
- 3) The minimum password length must be 8 characters.

Current Password : [redacted]
New Password : [redacted]
Confirm Password : [redacted]

Reset Password

4.4 Log Off

Click the Log Off tab to end the session and exit the system



5 Special Payment Unit Users

The WI entered and submitted by the Foster Care agency/provider user is routed to the Special Payment Unit Supervisor's WI Queue. When the Special Payment Unit Supervisor accesses the system, he/she will be given a choice to view the Special Payment Unit Worker's WI Queue or the Special Payment Unit Supervisor's WI Queue.

5.1 Special Payment Unit User Tasks

5.1.1 Select a Work Item Queue (Supervisor Task Only)

Select any of the following three queues by clicking the **Select Work Item Queue** drop-down menu and then selecting one of the following options:

- **ALL** – Supervisor can view WIs from both Supervisor Work Item queue and Worker Work Item queue.
- **Supervisor Queue** – Supervisor can only view, open or assign/reassign the WIs in the Supervisor queue
- **Worker Queue** – Supervisor can only view, open or assign/reassign the WIs from the Worker queue

5.1.2 Assign/Re-Assign a WI (Supervisor Task Only)

1. Select the check box for the user to be assigned a WI
2. Click the **Select to Assign/Re-Assign** drop down menu
3. Choose the user to be assigned to the WI
4. Click the **Assign** button.

Note: The WI can be reassigned to the user by repeating this process.

5.1.3 Close a WI (Supervisor Task Only)

Click the check box of the WI row for the WI you want closed and then click the **Close** button. The WI is removed from the system.

5.1.4 Open a WI

Click the WI number that you want to open.

5.1.5 Accept or Reject a Payment

Select an option for **Payment Review**. The options are:

- Accepted
- Rejected

If you select Rejected, you must select a choice from the **Reason for Rejection** drop-down menu. The reason for rejection choices you can select are:

- Crosses fiscal years
- Exceeds allowable amount
- Absent from care
- Over allocation
- Day care with in NYC
- Common language
- Incorrect CIN
- Case Closed in WMS
- Case Not Reauthorized

5.1.6 Transfer a WI to System Support Office (SSO)

Click the **Transfer to SSO** button to transfer a WI to the System Support Office's Supervisor WI queue.

5.1.7 Escalate an Open WI to Supervisor

Click the **Escalate to Supervisor** button to escalate an open WI from the Worker WI queue to the Special Payment Unit's Supervisor WI queue.

5.1.8 Return an Escalated WI to the Worker (Supervisor Only)

Click the **Return to Worker** button to return an escalated WI to the Worker who escalated it to the Supervisor queue.

5.1.9 Save

Click the **Save** button to save any changes made to the records in the WI.

5.1.10 Cancel

Click the **Cancel** button to cancel any changes made to the WI.

6 System Support Office (SSO) Users

When the System Support Office (SSO) Supervisor accesses the system, he/she will be given a choice to view the SSO Worker's Queue or the SSO Supervisor's WI Queue.

- The SSO Supervisor either assigns the WI to a Worker or opens a WI and reviews the data in the WI him/herself.
- The WI will display records having an “Accepted” status under the “Payment Review” column from the Special Payment Unit Supervisor/Worker Interface.

6.1 User Tasks

6.1.1 Select a Work Item Queue (Supervisor Task Only)

Select any of the following three queues by clicking the **Select Work Item Queue** drop-down menu and then selecting one of the following options:

- **ALL** – Supervisor can view WIs from both Supervisor Work Item queue and Worker Work Item queue
- **Supervisor Queue** – Supervisor can only view, open or assign/reassign the WIs in the Supervisor queue
- **Worker Queue** – Supervisor can only view, open or assign/reassign the WIs from the Worker queue

6.1.2 Assign/Re-Assign WI (Supervisor Task Only)

1. Select the check box for the user to be assigned a WI
2. Click the **Select to Assign/Re-Assign** drop down menu
3. Choose the user to be assigned to the WI
4. Click the **Assign** button.

Note: The WI can be reassigned to the user by repeating this process.

6.1.3 Return WI to Special Payment Unit Worker

Click the **Transfer to SP** button.

6.1.4 Open a WI

Click the WI number that you want to open.

6.1.5 Reject a WI

At the **POS Line Written** dropdown menu select “No”.

The various Reject Reasons the user could select from the dropdown are the following:

- Incorrect CIN
- Case Closed in WMS
- Case Not Reauthorized

Note: If there is no **Reason for Rejection** given when the POS Line Written status is “No”, the user cannot save changes to that record.

6.1.6 Transfer a WI to the Special Payment Unit

Click the **Transfer to SP** button to transfer a WI to the Special Payment unit.

6.1.7 Escalate an Open WI to the Supervisor

Click the **Escalate to Supervisor** button to escalate an open WI from the Worker WI queue to the SSO Supervisor WI queue.

6.1.8 Return an Escalated WI to the Worker (Supervisor Only)

Click the **Return to Worker** button to return an escalated WI to the Worker who escalated it to the Supervisor queue.

6.1.9 Save

Click the **Save** button to save any changes made to the records in the WI.

6.1.10 Cancel

Click the **Cancel** button to cancel any changes made to the WI.