State of Connecticut
Department of Developmental Services

Dannel P. Malloy
Governor

DDS

Jordan A. Scheff
Acting Commissioner

Operations Center
Memo 2017-08

TO: Private Providers of Residential and Day Services

FROM: Peter Mason, Operations Center Director

CC: Jordan Scheff, Acting Commissioner, Cres Secchiaroli, Finance Administrator, Regional Directors, Assistant Regional Directors, Resource Administrators, Resource Managers, Mary Fuller, CFO, Pat Dillon, Operations Manager, Jim Ritchey, Program Manager, Kathy Kiely, AFAO, Sandy McNally, AFAO, Nick Jerard, Accountant, The Alliance, ARC/CT

DATE: February 1, 2017

SUBJECT: WebResDay Revised to Allow Corrections Older Than One Year

Since the inception of utilization based payments, providers have struggled to correct attendance errors that occurred more than a year after the mistake was discovered. In the past, DDS had instructed providers to submit paper copies of the attendance errors to Central Office staff and those corrections were made through a manual payment adjustment process. This process was both tedious, time consuming and prone to errors.

Over the last two months, the Waiver Department has worked with the Operations Center and IT to update the WebResDay attendance system to allow for corrections that are more than a year old. This should simplify the correction process for providers while streamlining the billing adjustments for DDS. The updated WebResDay attendance system now includes an "Old Correction" button at the top of the page. This button is to be used only for those corrections that are one year or older. Attached are the instructions on how to make an "Old Correction".

Guidelines for correcting records:

- Providers are responsible for submitting accurate attendance. On occasion, attendance inaccuracies are made due to a staff billing mistake or clerical error. Providers are required to correct those errors as soon as they are discovered.
- In the course of a provider's review of billing invoices or a financial audit, attendance errors can be discovered. Errors that are less than a year old can be corrected in the WebResDay system using the standard correction process under the "Attendance" button. Errors that are a year old or greater must use the "Old Correction" button.
- Providers are encouraged to make all necessary corrections in a timely manner to ensure the accuracy of the waiver billing and to avoid those corrections being identified through a DSS audit subject to reimbursement.

- Providers should review their submittal and sign off procedures to ensure only those individuals with the administration's authority can approve all corrections. At this time, there is not a system set up to designate separate approvers for the different types of entries made into the system.
- Remember to always sign-off by the 10th of the month.

- Attendance errors that are **one year old** or greater:
    - Are to be corrected using the "Old Correction" button using the attached instructions
    - Can be made for any correction that is on/after 7/1/2010.
    - Are for corrections only and not for missed billing.
    - Clerical errors that identified the wrong date of service (ie. Sunday, October 18, 2015 was checked off but Monday, October 19, 2015 was left blank) can be corrected without any monetary changes to the provider's next month's payment as long as both changes are within the same month.
    - If the Total units for the month are REDUCED:
        - A reduction to the provider's next monthly payment will result
    - If the Total units for the month are INCREASED:
        - DDS will not pay for the increased units (because it is past one year)
    - Providers that have been notified or are in the process of a DSS audit cannot make any corrections for the identified time period of the audit.

- Attendance CORRECTIONS that are less than a year old: Follow the standard practice.

- Report reminder. In OLD Corrections the Correction Status Report is only for the selected Year/Month (the standard Correction Status Report goes back one year). It is recommended that Providers run these reports monthly to avoid missing input or sign-off of attendance or corrections:

Standard Attendance:

Attendance Status Report

For selected Program Type and selected Month/Year

Correction Status Report

For selected Program Type and current year

Old Corrections:

Correction Status Report

For selected Program Type and selected Month/Year