



Thank You and Welcome!

The sub-contractor agreement with AMIKids is now finalized. We are happy to have you as a Direct Service Provider (DSP) to serve youth and families involved with Virginia Department of Juvenile Justice (VDJJ) through the Regional Service Coordination (RSC) Initiative. We have put together a list of reminders and next steps to make this an effective partnership.

Immediate Next Steps

You may have already completed some of these prior to contracting, but if not please ensure the following have been completed:

We will need a list of your internal agency contacts, including name, title, email, and phone for employees handling duties regarding: invoicing, contracts, referrals and director(s)/CEO. These staff will also be added to our Provider List Serve to receive email communication updates. Best way to do this is to submit using this link:

<https://forms.office.com/r/CCJsYt81qb>

You should have already completed a provider workbook to indicate which contracted services are available in each locality. We will be using this update our provider directory and will need you to verify each service and locality is correct on the workbook and the online directory here: www.amikidsvirginia.org. It is important we keep this up to date.

We need copies of all clinical staff licensures & certifications including CSAC, CSOTP, LPC, LCSW, PhD, etc. to remain current and in our files.

If you are licensed by DSS or DBHDS, please send copies of those specific licenses.

Please ensure VDJJ Confidentiality Statement is signed by all staff and kept in their personnel file (we do not need copies of all these, but they will be asked for during routine QA Reviews).

One of our team members will contact you to schedule an onsite (or virtual) orientation meeting to guide you through the Regional Service Coordination Model and AMIKids processes. It is important to note that it is still your agency's responsibility to market and inform CSU's of services your agency offers to receive referrals.

Referrals and Authorizations for Services

All referrals are requested by the Court Service Unit (CSU) or Central Admission and Placement (CAP) Unit and then processed centrally by an AMIKids team member that is assigned to that region. Once referrals are reviewed, processed and approved, your agency referral contact will receive an encrypted email from AMIKids, authorizing services. The authorization email will include two attachments: an encrypted referral packet (which includes client information, probation information, court information, and treatment information) and a two page authorization form (which identifies specific service(s) approved, # of units, length of authorization, and specific requests). All

attachments will need to be downloaded before forwarding internally due to encryption limits. Please be sure to keep track of the units and authorization dates as any services provided outside of these will not be reimbursed.

Monthly Invoicing & Billing Process

Attached you will find a copy of the Service Continuum Billing Process as defined by DJJ. You will be receiving or have recently received a Billing Invoice Template form which is set up to match your contract. In that email you will be provided with a link to watch a short video on how to navigate the workbook and report correctly as well as there is an instruction tab in the workbook.

Here are some reminders for invoicing:

- By the 5th of every month (dates vary some when the 5th falls on a holiday or weekend), billing invoices, monthly summaries, copies of evaluations/assessments, and the authorization status reports are due to AMIkids for the services that were provided in the prior month. All documentation should be emailed to VirginiaServices@amikids.org.
- The direct service provider is responsible for sending the Probation Officer a copy of the monthly summary reports, copies of assessments/evaluations ensuring that these documents are aligned with approved authorizations.
- For any youth terminated for completion or non-completion of services, unable to begin services, or pending start of service, those youth should be documented on the billing invoice or authorization status report.
- We will send you an e-mail letting you know that your documentation has been received and we will coordinate with you if we find any errors or discrepancies.
- We submit a bundled electronic invoice for monthly services to each Court Service Unit (CSU) per the billing schedule calendar issued by DJJ. The CSU then has five business days to review and send back a receiving report outlining any discrepancies they find as well as the amount they agree to pay.
- We will notify you if there are any discrepancies or disputes along with the explanation. Those discrepancies will be removed from the current invoice and if resolved, can be resubmitted with the next billing cycle.
- DJJ has 30 calendar days to pay AMIkids from the date the invoice was received at CSU. Once we receive the funds we have seven days to pay the provider; therefore, typical turnaround time for payment is 45 days after provider submits invoices.

In order to ensure secure and prompt payment, we prefer to pay our providers via ACH. Before your first payment we will need the following documents to setup your direct deposit payment arrangement: completed ACH Form, W-9 Form, and a voided check (will also accept a recent bank statement or a currently dated bank letter). Any of these documents that are older than six months at the time of first payment may be kicked back from our accounting department and new documentation may be requested for compliance purposes. These forms should be scanned and e-mailed to VirginiaServices@amikids.org.

Youth Documentation

Individual Youth Monthly Summaries, documenting youth progress, goals, and dates of service, are due on the 5th of the month on the provided standardized report, or one that includes the same required criteria. CSU's will use these reports to validate invoices, so please be sure dates of service are listed and match the invoice. All goals should also note the YASI risk factors addressed. Send them encrypted to AMIkids via e-mail at VirginiaServices@amikids.org as well as to the referring Probation Officer and/or Court Service Unit for each youth served.

If service extensions are needed, please notify the PO a minimum of two weeks before the authorization ends so that they can process the extension request. You will receive a new authorization form for services once approved. If authorization lapses, provider will not be reimbursed after the authorized service days or authorized units are exhausted (whichever comes first).

Discharge reports are due within 14 days of discharge to the Regional Services Manager and referring PO. This can be documented on the bottom of the Youth Monthly Summary or a separate agency form that includes the same required criteria (at minimum).

AMIkids Website

There are several resources and updates posted on our website: www.amikidsvirginia.org. You will find most of them under the Documents tab, and then Documents for Subcontracted Providers. There you can find information such as service descriptions, the Virginia Regional Service Coordination Map, news updates, copies of trainings and PowerPoints, and most up to date documents. The AMIkids Provider Directory will have your agency listed along with the service information you provided on your workbook. Please review your agency information for accuracy and let us know of any changes or adjustments that are needed. As your program grows and changes, please notify AMIkids of all changes.

Contracts

Contract documents should remain current throughout the length of the contract. Please send updated agency licenses, staff license, and Certificates of Insurance to Virginiaseservices@amikids.org, as they are renewed and updated. If there are service rate changes made to your contract; those rates will take effect date of contract and will supersede the authorization form.

AMIkids Virginia Team

If you need to reach us here are our team contacts:

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| Korah Skuce, Regional Director | KSkuce@amikids.org | 910-987-7816 |
| Jaclyn Scott, Program Director | JScott@amikids.org | 804-510-8101 |
| Ernest Madison, Eastern Regional Services Manager | Emadison@amikids.org | 757-620-4175 |
| Betty Dixon, Western Regional Services Manager | Bdixon@amikids.org | 804-627-2086 |
| Kristi Raymond, Southern Regional Services Manager | KRaymond@amikids.org | 540-718-7460 |
| Allicia Gnolfo, Data Entry Specialist | AGnolfo@amikids.org | 910-442-0000 |
| Christie Runski, Billing & Business Manager | CRunski@amikids.org | 910-386-3227 |
| Michael Williams, Contracts & Compliance Manager | Amoss@amikids.org | 757-719-8870 |
| General email for Contracts, Billing and Monthly Reports | virginiaseservices@amikids.org | |

Best Regards,

Autumn Moss

AMIkids Virginia



VIRGINIA DEPARTMENT OF JUVENILE JUSTICE

Regional Service Coordination (RSC) Billing Process

Revised 12/18/2018

1. **Direct Service Providers (DSP) prepare and submit monthly invoices and monthly progress reports to their Regional Service Coordinator (RSC) by the 5th calendar day of the month following the month of service delivery** (On the first business day following the 5th if the 5th day of the month falls on a weekend or holiday).
2. **Regional Service Coordinator (RSC) receives and reviews all Direct Service Provider (DSP) monthly invoices** for accuracy and consistency with terms pre-authorized at time of referral (e.g. service type, service start and end dates, service dosage).
3. **Regional Service Coordinator (RSC) prepares bundled electronic invoice for monthly services for each court service unit or CAP** inclusive of all Direct Service Providers (DSPs). The invoice shall include itemized individualized service charges per DSP inclusive of each youth served, with service type, service start date; specific dates services were received, and costs per service. RSC logs the amount billed and date sent on the Google Drive Shared Tracker.
4. **Regional Service Coordinator (RSC) submits bundled invoice via email to CSU or CAP Fiscal Contact and Back-Up Fiscal Contacts with copies to the DJJ Community Programs Funding Specialist by the 10th business day of the month following delivery of services** or as pre-determined and published on an approved annual fiscal calendar. (Refer to CSU Fiscal Contact List, to include backup contacts for coverage during leave)
5. **Community Programs Funding Specialist places CSU or CAP invoices in folders located on the Tools Drive (S) in Community Programs Funding folder as a secondary means of retrieval.**
6. **CSU or CAP approval steps:**
 - a) CSU or CAP **receives**, date stamps (30-day prompt pay clock begins from the date of e-mail **receipt at Central Office and CSU**) and initials the RSC Invoice (Summary/Service Invoice).
 - b) CSU or CAP **circulates** bundled monthly invoice **for review and verification** (verification should include that youth is enrolled in and receiving services, invoice is accurate, monthly progress notes and progress reports have been received, and when applicable, written evaluations have been received).
 - c) CSU or CAP **completes one receiving report** for the bundled invoice, noting any invoice discrepancies and subtracting the amounts of any invoices in question from the total amount approved to pay.
 - d) CSU or CAP **returns approved / verified invoice and signed receiving report to the RSC and the DJJ Community Programs Funding Specialist via email within 5 business days** (or as pre-determined and published on an approved annual fiscal calendar), noting any discrepancies and including any documentation related to the discrepancies. RSC logs the amount approved, and discrepancies and date received in the Google Drive Shared Tracker.
7. **DJJ Community Funding Specialist verifies resolution of discrepancies with RSC, reviews invoices and receiving reports for accuracy and submits to AP for processing, no later than the pre-determined date on the fiscal calendar.** DJJ Community Funding Specialist also extracts and enters information from invoice used for tracking and data analysis. **DJJ Community Programs Funding Specialist logs the amounts approved for payment in the Google Drive Shared tracker.**
8. **DJJ Accounts Payable Unit receives verified CSU and CAP invoices and receiving reports from the DJJ Community Funding Specialist and the DJJ Accounts Payable Unit keys payment to RSC with a payment date of 30 calendar days after receipt of accurate invoices at the CSU or CAP.** Final approved invoices will be submitted to Accounts Payable at least eight business days prior to the payment due date to allow sufficient time for review, entry and the accounting data system cycle (according to the calendar). **DJJ Accounts Payable will send each RSC a list of pending payment amounts and dates per CSU, approximately three (3) days before payments are received.**
9. **RSC pays the DSP within 7 days of receipt of payment from DJJ (usually around 6 weeks from the date a correct invoice is received at the CSU).**
10. **RSC researches reports of remaining discrepancies, requests corrected invoices from DSPs (as applicable), and may resubmit corrected invoices to the CSU or CAP for verification.** Corrected charges can be included in the next month's bill or included in a special **monthly invoice addendum submitted and verified by the 20th calendar day each month.** **CSU or CAP receives any monthly interim invoice addendum, follows receiving, and verification process in step 5.**

SEE ATTACHED SAMPLE PROCESS DIAGRAM.



VIRGINIA DEPARTMENT OF JUVENILE JUSTICE

Service Continuum Billing Process *Example* Diagram

SERVICES PROVIDED BY DIRECT SERVICE
PROVIDERS February 1 – 28



DSP MONTHLY INVOICES AND PROGRESS REPORTS TO RSC
by 5th calendar day of the month
March 5



RSC MONTHLY INVOICES AND PROGRESS REPORTS TO CSUs, CAP and CO
by 10th business day each month according to the pre-approved published calendar of due dates
(Begins 30 day prompt pay clock)
March 12



CSU or CAP VERIFIES SERVICES AND SUBMITS VERIFIED INVOICE AND RECEIVING REPORT TO RSC
within 5 business days according to the pre-approved published calendar of due dates
March 19



The RSC has 5 business days to research any reported discrepancies and submits final CSU/CAP approved invoice packets to the CO Funding Specialist at least 2 business days prior to due date to AP.

March 26



THE CO FUNDING SPECIALIST VERIFIES WITH RSC THE RESOLUTION OF DISCREPANCIES, REVIEWS AND TRACKS INVOICES AND SUBMITS TO ACCOUNTS PAYABLE FOR PAYMENT
at least 8 business days prior to payment due date to RSC to allow sufficient time for processing

March 30



DJJ ACCOUNT PAYABLE KEYS INVOICES IN CARDINAL AND SETS FOR PAYMENTS TO RSCs
Invoices are submitted to DJJ AP according to the pre-approved published calendar of due dates which is usually the last business day each month, but is always at least 8 business days prior to payment due date to RSC. AP sets payments for 30 days following receipt of corrected invoices to CSU/CAP.

Key By Date: April 9 | Payment Set For: April 12



RSCs RECEIVE PAYMENTS FROM DJJ AND PAY DSPs WITHIN 7
days Payment from DJJ to RSC: April 12
RSC Payment to DSP: On or Before April 19