

BCFR PROVIDER REQUIREMENTS FOR PAYMENT

4/22/24

Listed below are the Boone County Family Resources requirements for payment.

- All authorized services are specified within a client's individual plan and part of an authorized case budget to implement the plan. Services that have not been performed shall not be billed.
- Contracted providers must use the SETWorks software program in order to view authorized individuals and units to provide before providing the service
- Contact, via phone or secure email, the individual's Coordinator for any questions or concerns before providing services.
- The electronic billing and all required progress notes, attached to the billing calendar in the SETWorks software program, shall be submitted in its entirety by 5:00pm on the 5th of the month to be processed for payment the same month. If this is not met, payment will be processed the following month. If the 5th lands on the weekend or holiday in which our office is closed, we will honor payment for submissions received by 5:00pm the following business day.
- You can only bill once for each month/service. If you are missing an individual or an increase is in process, DO NOT submit billing. Contact the individual's Coordinator, wait until the change is made, then submit all at once in order to prevent delay in payment. Please check your authorization at or before the beginning of the authorization period. All services must be billed through the SETWorks software program. You have the ability to submit billing within 90 days following due date to be honored for payment.
- Payments are mailed on the 20th of each month. If the 20th lands on a weekend or holiday in which our office is closed, payment will be mailed out the business day before.
- You can view authorizations in future months, but remember the authorized individuals and units are never guaranteed. Services can be cancelled prior to the start of the month.
- For providers that log units by calendar day: You have hard limits for the life of the authorization and soft limits for the month. If authorization is for 16 units and 20 units are used, there is not a need to contact the Coordinator to adjust units; you can borrow from another month. However, if you are towards the end of the period of the authorization and do not have enough units, you need to contact the Coordinator to adjust the authorization before you can submit billing.
- For providers who bill per session, semester or similar: You may bill on any date on the calendar for the month in which the service starts. Pay careful attention to the calculated billed amount in the usage information, as you may need to bill a "1" in some cases or a dollar amount in other cases. If you have any questions please contact us.

CONTACT INFO:

- Melia Boettcher x 305, serviceprocurement@bcfr.org - For billing and payment questions
- Tara Hammers x 343, lhammers@bcfr.org - For resetting SETWorks logins, assistance with provider contract paperwork, contact and address changes
- Joan Chenault x 304, jchenault@bcfr.org - For requesting modifications or additions to your contracted services or rates
- Matt Hoff x 324, mhoff@bcfr.org - For concerns about the authorization of services or if you would like to share program information with support coordinators