Demand Payment

Creation Date: November 27, 2006

Creating a New Demand Payment

Demand payments are payments for services resulting from emergency requests, such as court orders. These requests require the agency to make payments outside the time line of a normal check run and should be done only in atypical situations.

Pointers to Remember:

1. Service **Start Date** and **End Date** reflect the timeframe in which the service has occurred or will occur.
2. If the demand payment is court ordered, the notes section should reflect the information contained in a court order. The notes section should also reflect the dates of service.
3. Demand payment requires a two-tier approval. Once the social worker has requested a demand payment, the worker's supervisor and the Accounting Administrator must approve it.

Steps include:

Step 1: Place a case in focus by clicking on **My Assignments** from the left window pane in FACES.NET. Highlight the case, and then click on **Show**.

Step 2: Highlight the identified case from the Workload list grid.

Step 3: Click on the **Show** button to place the case in focus.

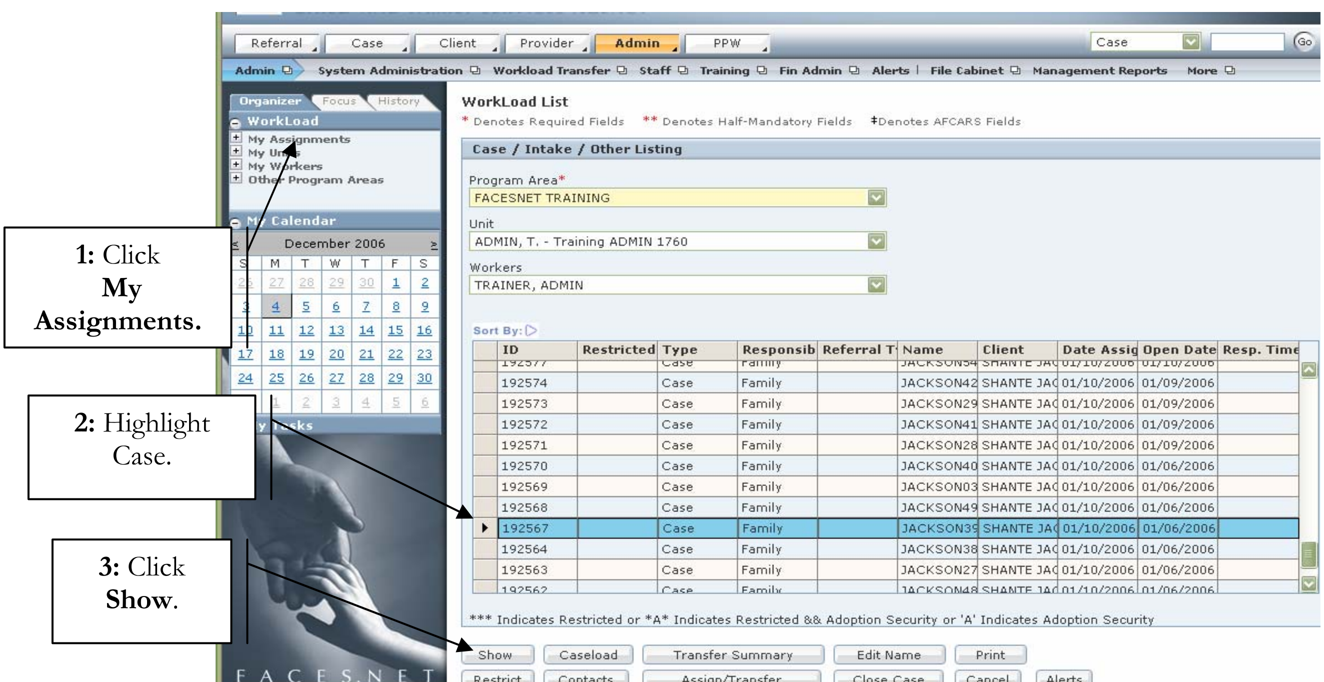

Figure 1

Step 4: Hold mouse over **Case**, and **Client**.

Step 5: Click on **Client List**.

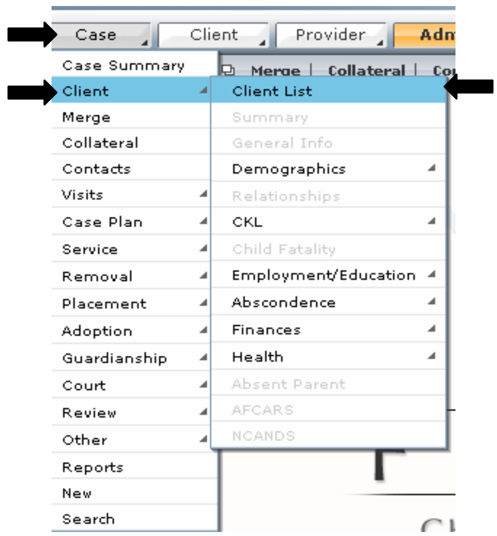

Figure 2

Step 6: Highlight client from **Client Selection** list.

Step 7: Click **Show**.

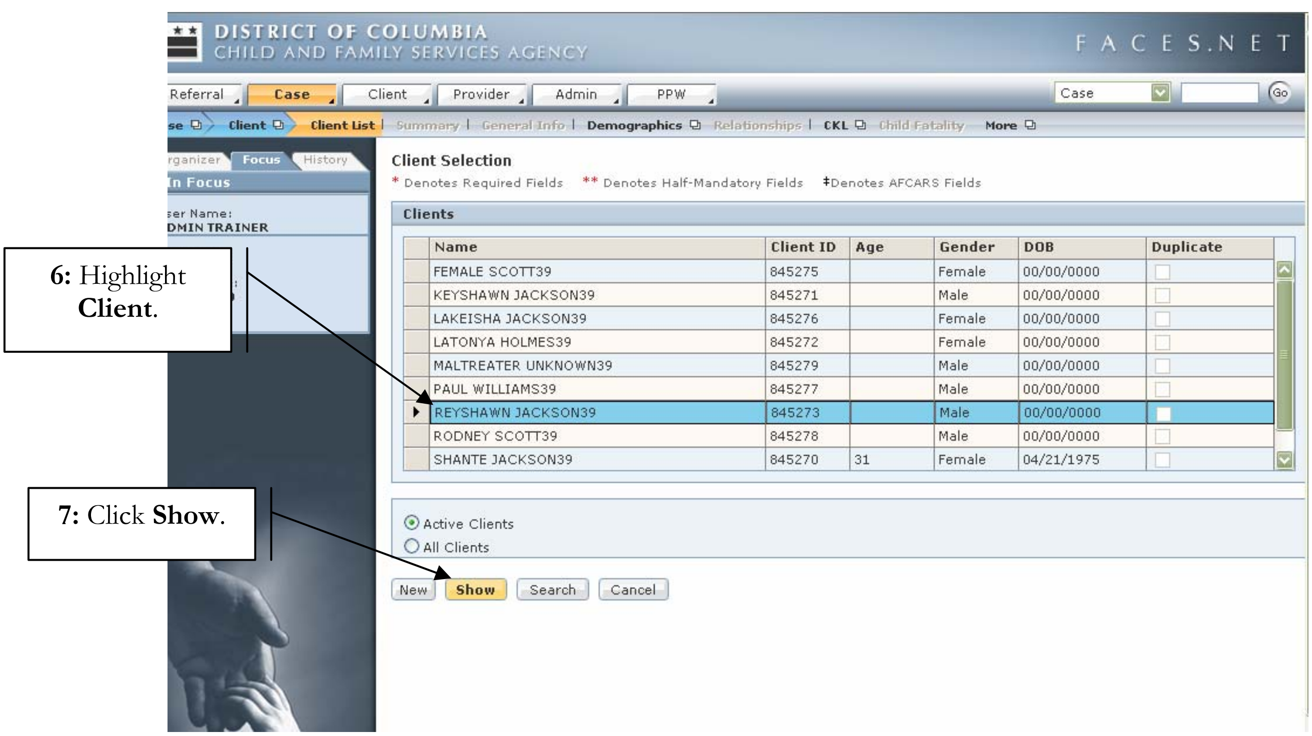

Figure 3

Step 8: Hold mouse over **Client**, **Finances**, and then **Payment Voucher**.

Step 9: Click on **Find Payment**.

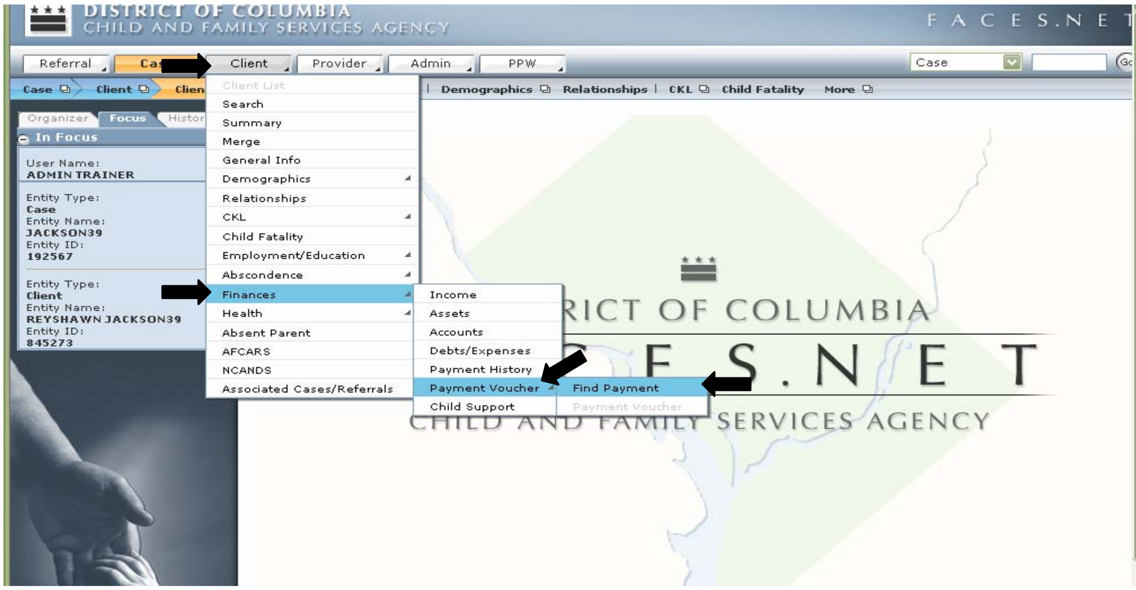

Figure 4

Step 10: Click on **New** to begin a new Demand Payment.

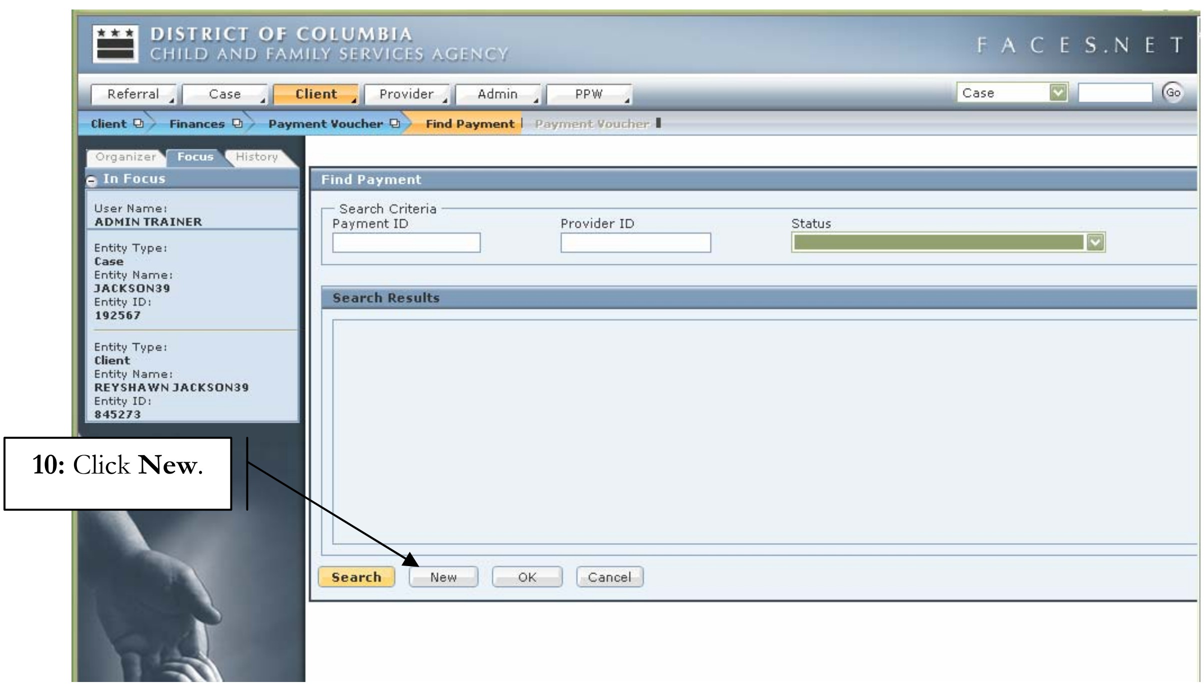

Figure 5

Step 11: Click on **Payment Voucher**

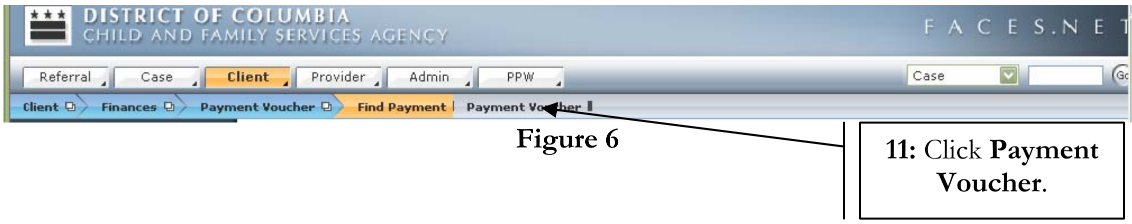

Figure 6

Step 12: Click on **Find Provider** to locate a registered provider (contracted services).

Notes:

- The **Payment Date** field will automatically populate with the current date.
- The **Status** field will automatically populate as Pending Approval until the Demand Payment is requested for approval and a determination is granted (i.e. approved, denied, paid etc).
- For this example, the judge has ordered special clothing for Reyshawn Jackson.
- The worker will request Payment Voucher to be paid to Classy Clothing.

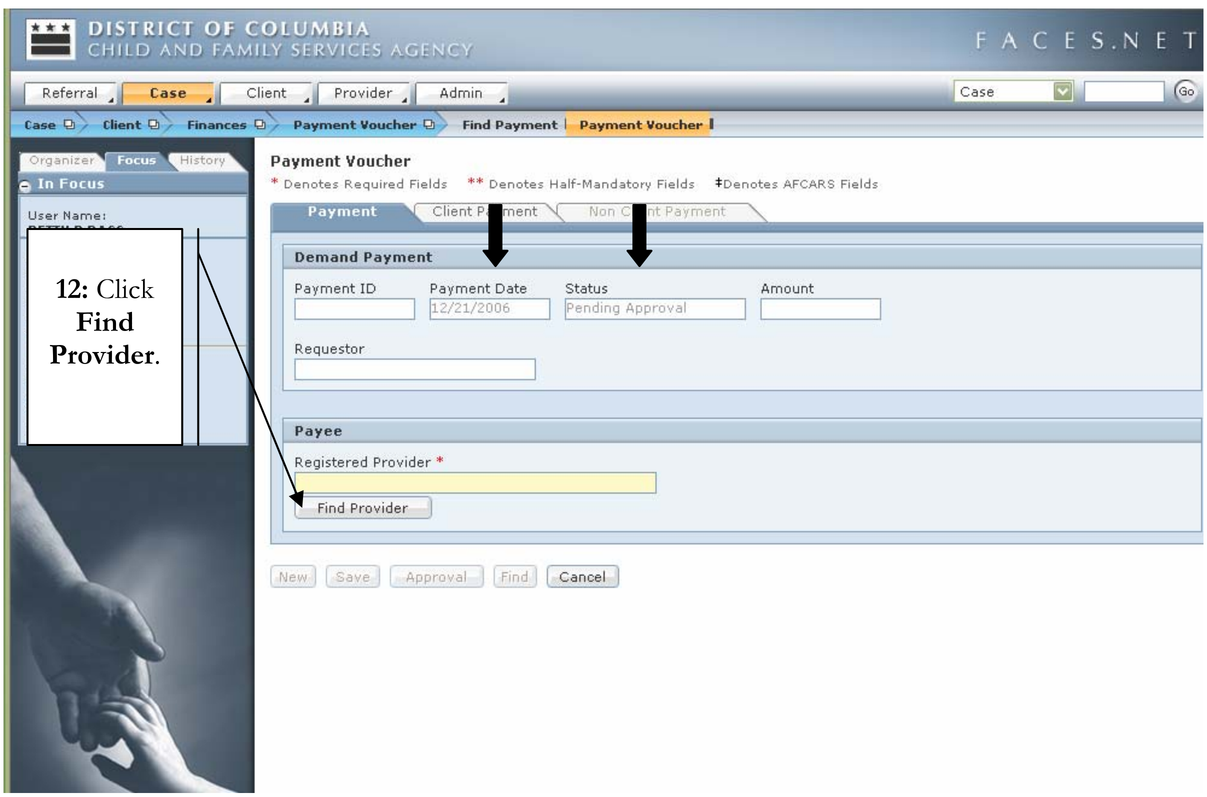

Figure 7

Step 13: Enter the provider **Search Criteria**.

Step 14: Click **Search.**

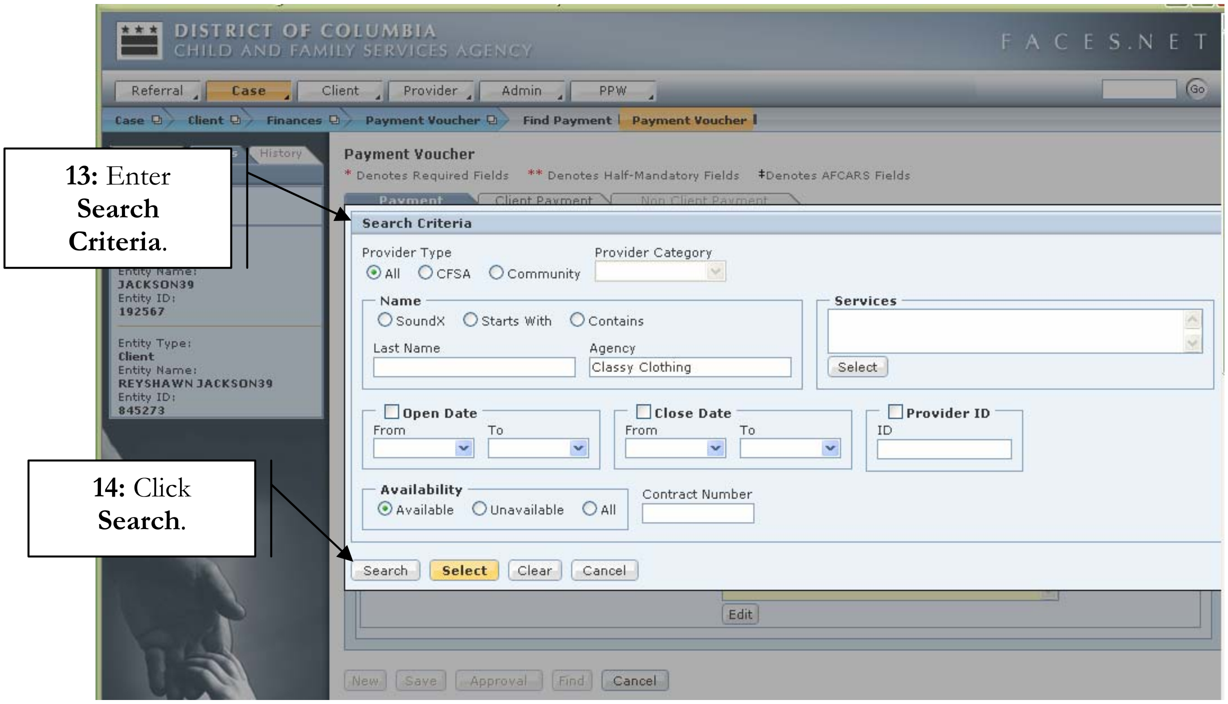

Figure 8

Step 15: Select the provider from the **Search Results** list.

Step 16: Click **Select** to have provider information populate to the **Registered Provider*** field.

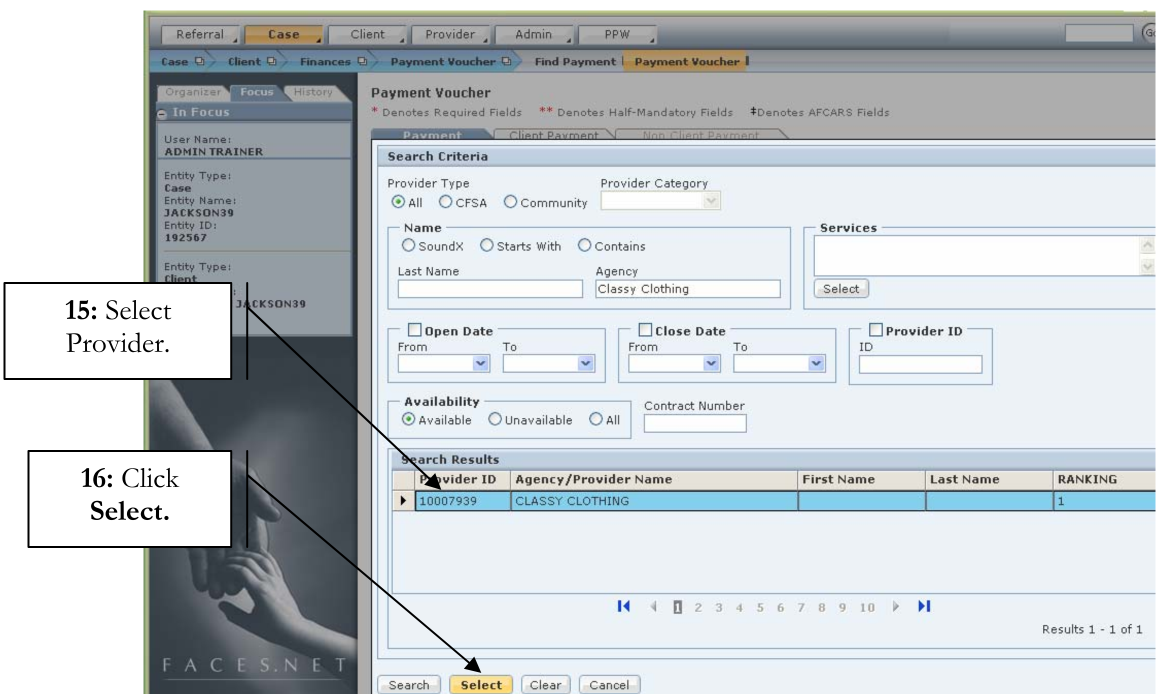

Figure 9

Step 17: Click on the **Client Payment** tab.

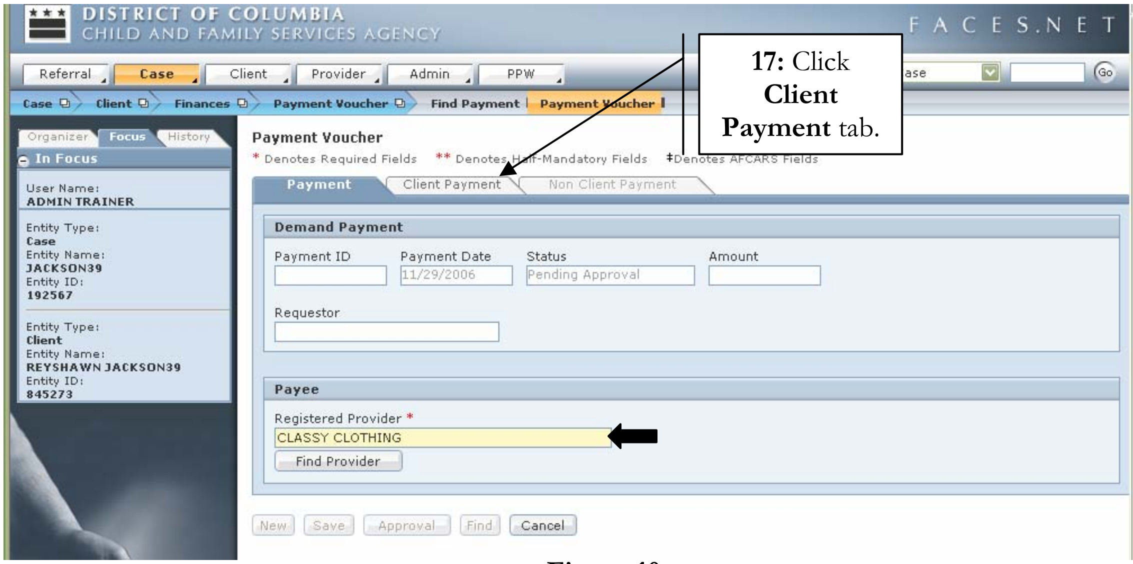

Figure 10

Step 18: Click on the **Find Service** button to enter information in the **Service*** field. This will open the service structure window to indicate what service the client will receive.

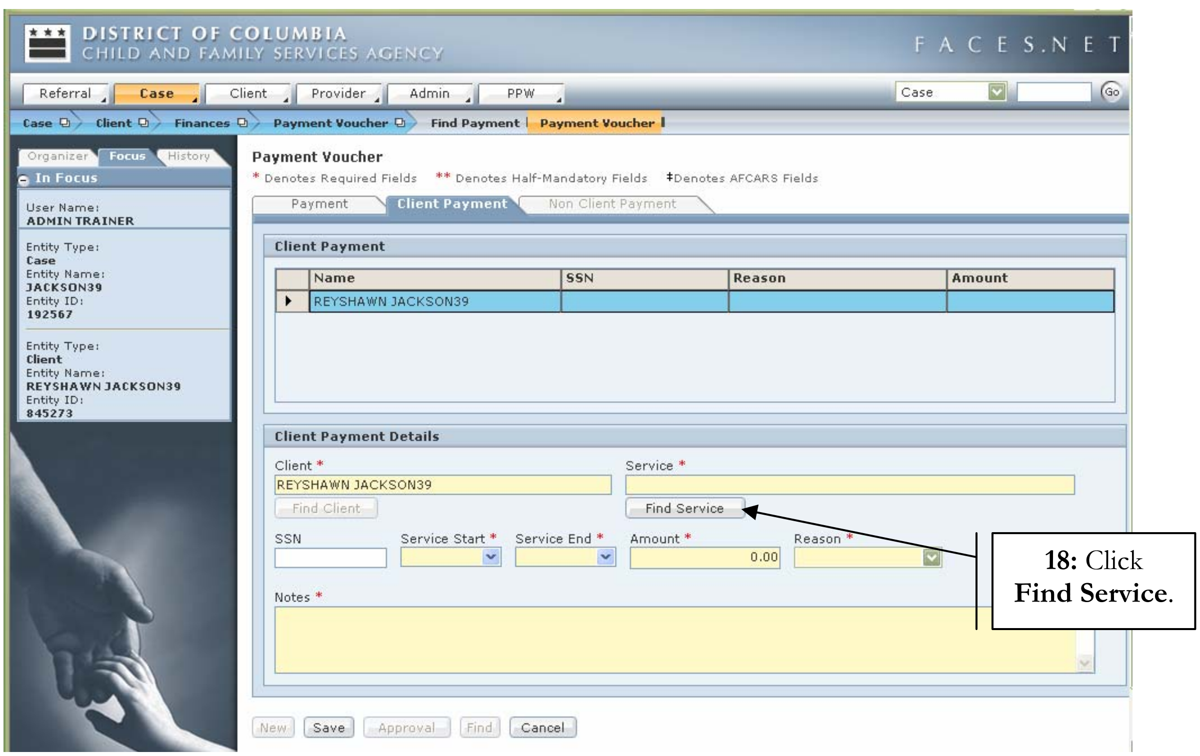

Figure 11

Step 19: Enter service **Level 1, Level 2** and **Level 3** (if applicable) from the pick lists.

Step 20: Click **OK**.

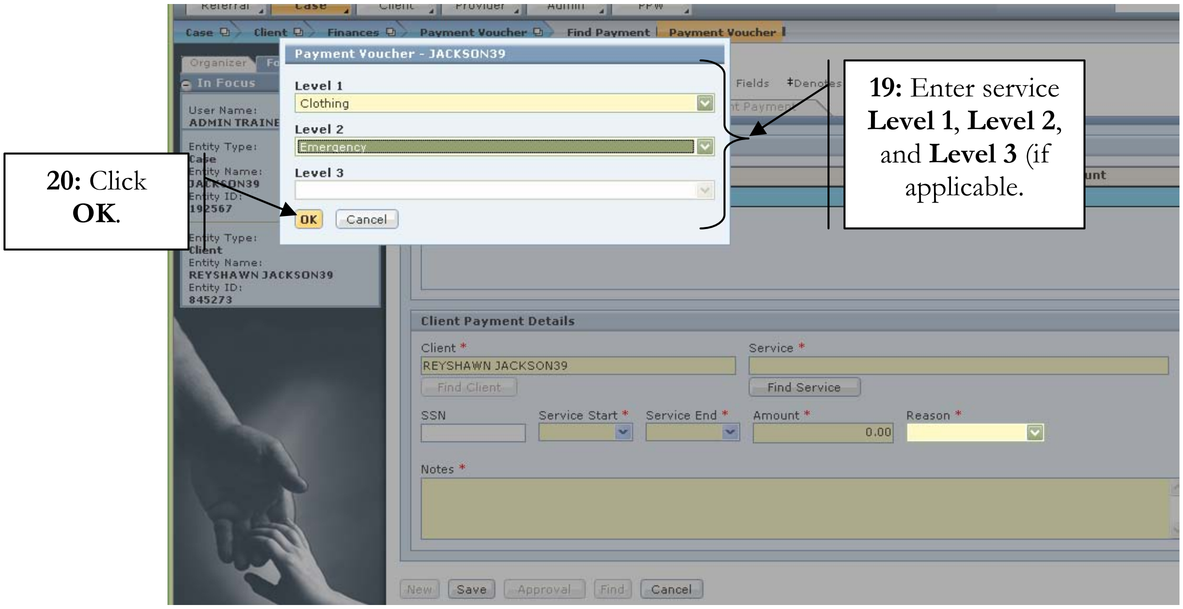

Figure 12

Step 21: Enter the start date of the service request in the **Service Date*** field.

Step 22: Enter the end date of the service request in the **Service End*** field.

Step 23: Enter the dollar amount of the voucher request in the **Amount*** field.

Step 24: Enter the reason for the payment voucher request in the **Reason*** field.

Step 25: Enter narrative in the **Notes*** section. Keep in mind that vouchers can be denied; therefore, supply adequate reasoning as to why one is needed.

Step 26: Click **Save**.

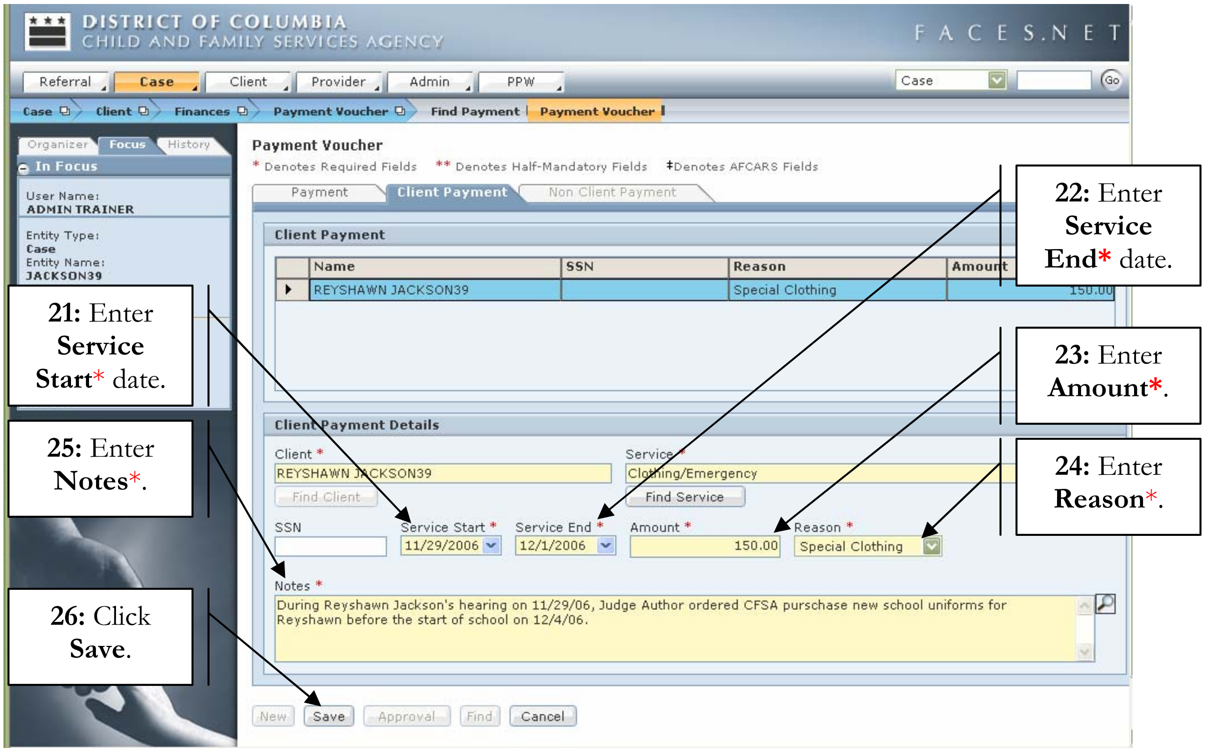

Figure 13

Step 27: Click **Approval** to request approval from supervisor.

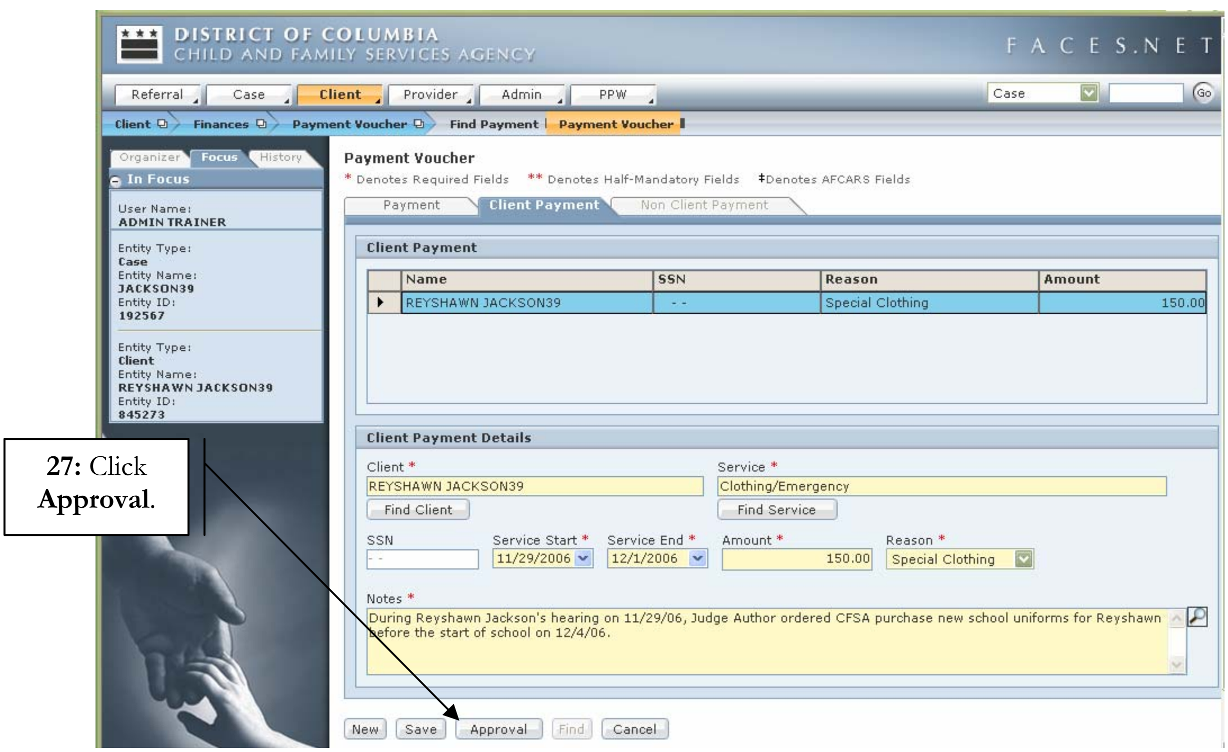

Figure 14

Step 28: Click the **Request** check box.

Step 29: Click **OK.** This action sends an automatic request to the supervisor's **Awaiting Action** screen and automatically shows the request in the worker's **Awaiting Approval** screen. Both the **Awaiting Action** and **Awaiting Approval** are located on the left navigation window under **My Tasks**.

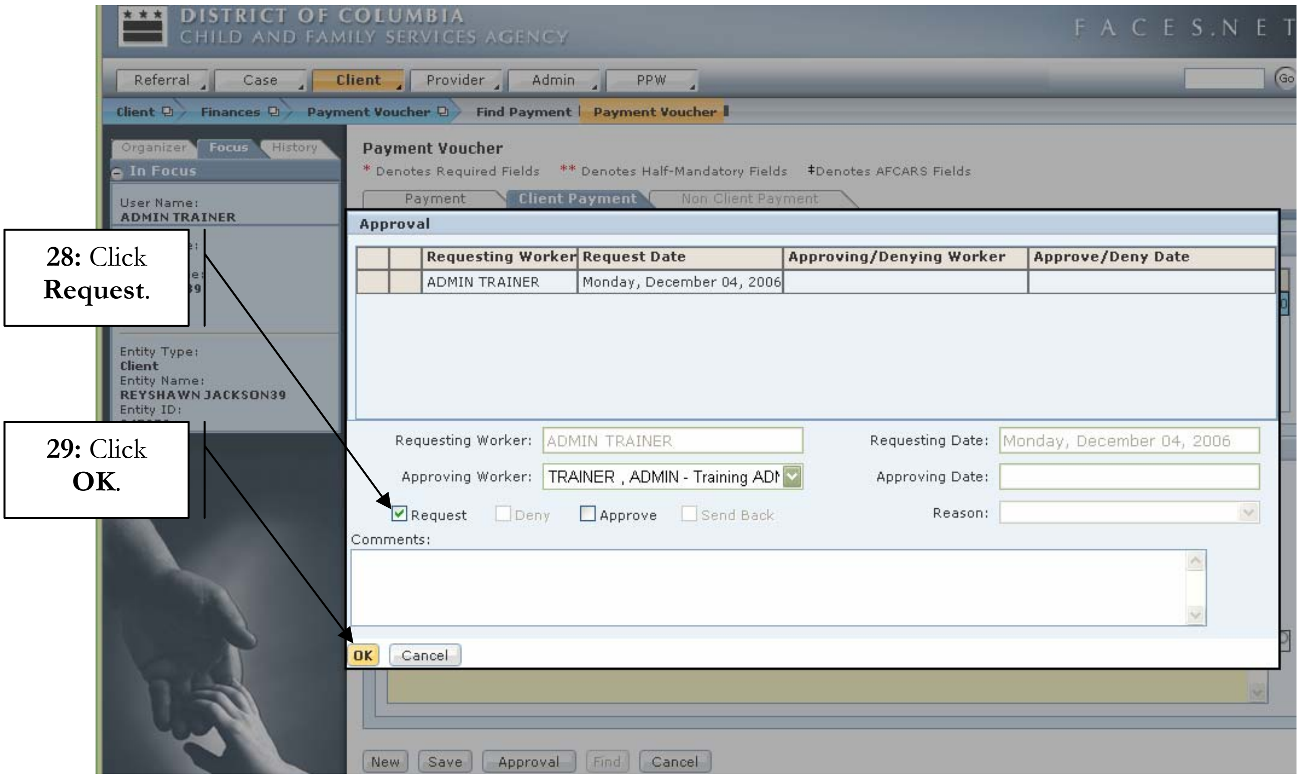

Figure 15

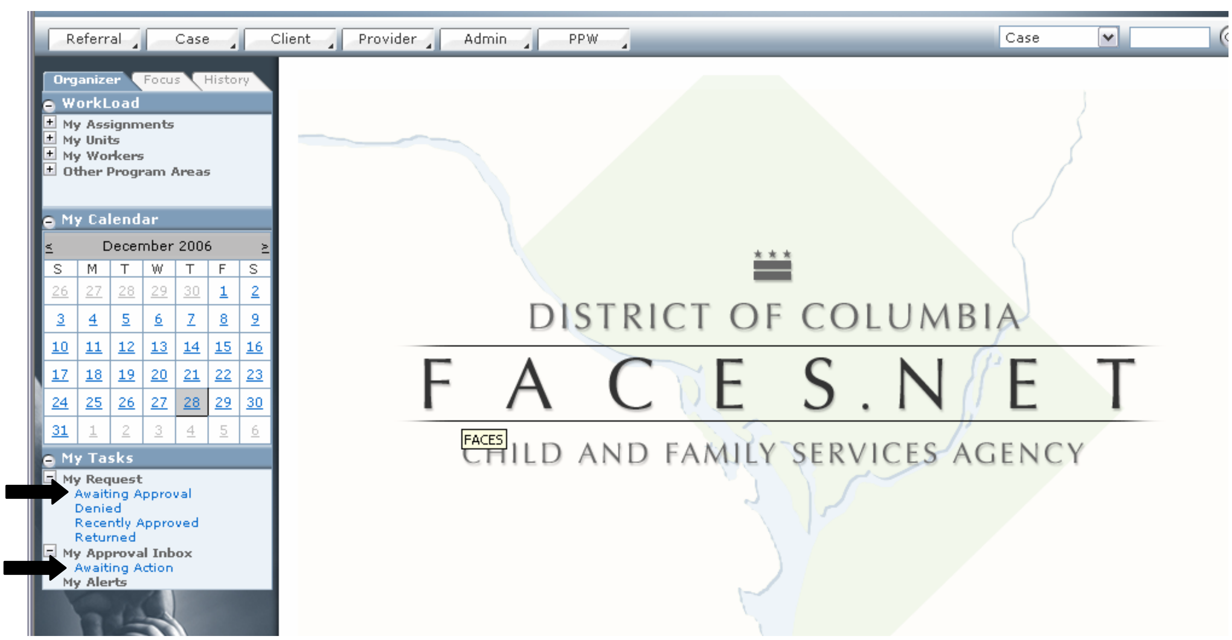

Figure 16

Approving a Request

Approving an item is performed through the **Approval** button located at the bottom of the FACES.NET screen.

Note:

- Only workers with supervisory security can approve requests in the system.
- Supervisors will access the payment voucher request through the **My Approval Inbox**, and then **Awaiting Action**.

Step 1: Click on the **Approval** button at the bottom of the FACES.NET screen.

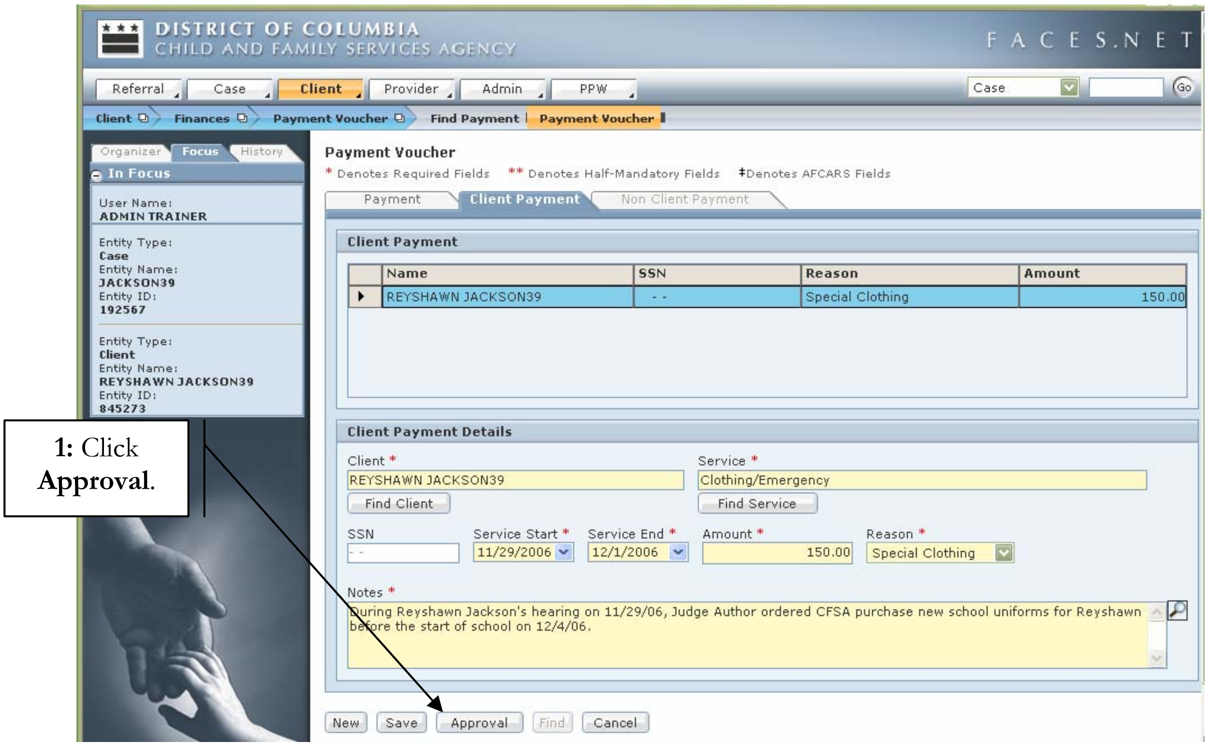

Figure 17

Step 2: Click the **Approve** check box.

Step 3: Click **OK.** This action sends an automatic approval notification to the worker's **Recently Approved** screen, which is located on the left navigation window under **My Tasks.**

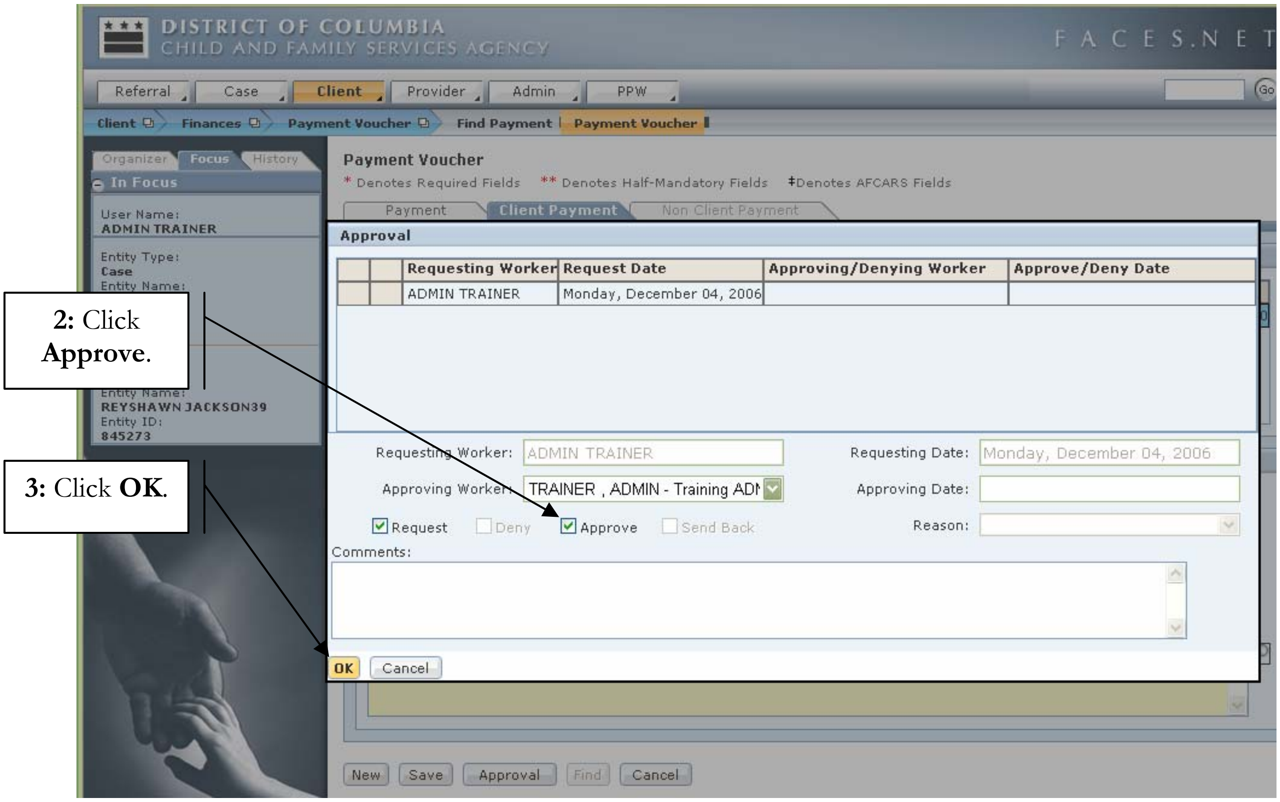

Figure 18

Notes:

- Click on **New** to receive a new line to enter a new payment voucher for the same client or other clients that are participating members in the case.
- Demand payment requires a two-tier approval. Once the social worker has requested a demand payment, the worker's supervisor and the Accounting Administrator must approve it.