
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.

The screenshot shows the FACES.NET interface. On the left, the 'Organizer' pane has 'My Assignments' selected. In the center, the 'Workload List' grid shows a table of cases. The row for ID 192567 is highlighted. At the bottom, the 'Show' button is highlighted. Three callout boxes with arrows point to these elements: '1: Click My Assignments.' points to the 'My Assignments' link; '2: Highlight Case.' points to the highlighted row in the table; '3: Click Show.' points to the 'Show' button.

ID	Restricted	Type	Responsib	Referral T	Name	Client	Date Assig	Open Date	Resp. Time
192574		Case	Family		JACKSON42	SHANTE JAC	01/10/2006	01/09/2006	
192573		Case	Family		JACKSON29	SHANTE JAC	01/10/2006	01/09/2006	
192572		Case	Family		JACKSON41	SHANTE JAC	01/10/2006	01/09/2006	
192571		Case	Family		JACKSON28	SHANTE JAC	01/10/2006	01/09/2006	
192570		Case	Family		JACKSON40	SHANTE JAC	01/10/2006	01/06/2006	
192569		Case	Family		JACKSON03	SHANTE JAC	01/10/2006	01/06/2006	
192568		Case	Family		JACKSON49	SHANTE JAC	01/10/2006	01/06/2006	
192567		Case	Family		JACKSON39	SHANTE JAC	01/10/2006	01/06/2006	
192564		Case	Family		JACKSON38	SHANTE JAC	01/10/2006	01/06/2006	
192563		Case	Family		JACKSON27	SHANTE JAC	01/10/2006	01/06/2006	
192562		Case	Family		JACKSON48	SHANTE JAC	01/10/2006	01/06/2006	

Figure 1

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

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

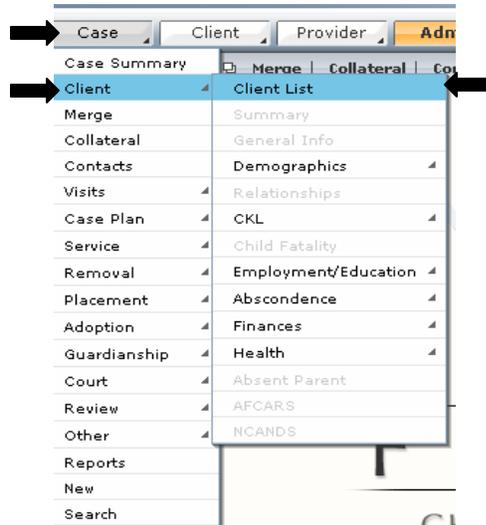


Figure 2

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

Step 7: Click **Show**.

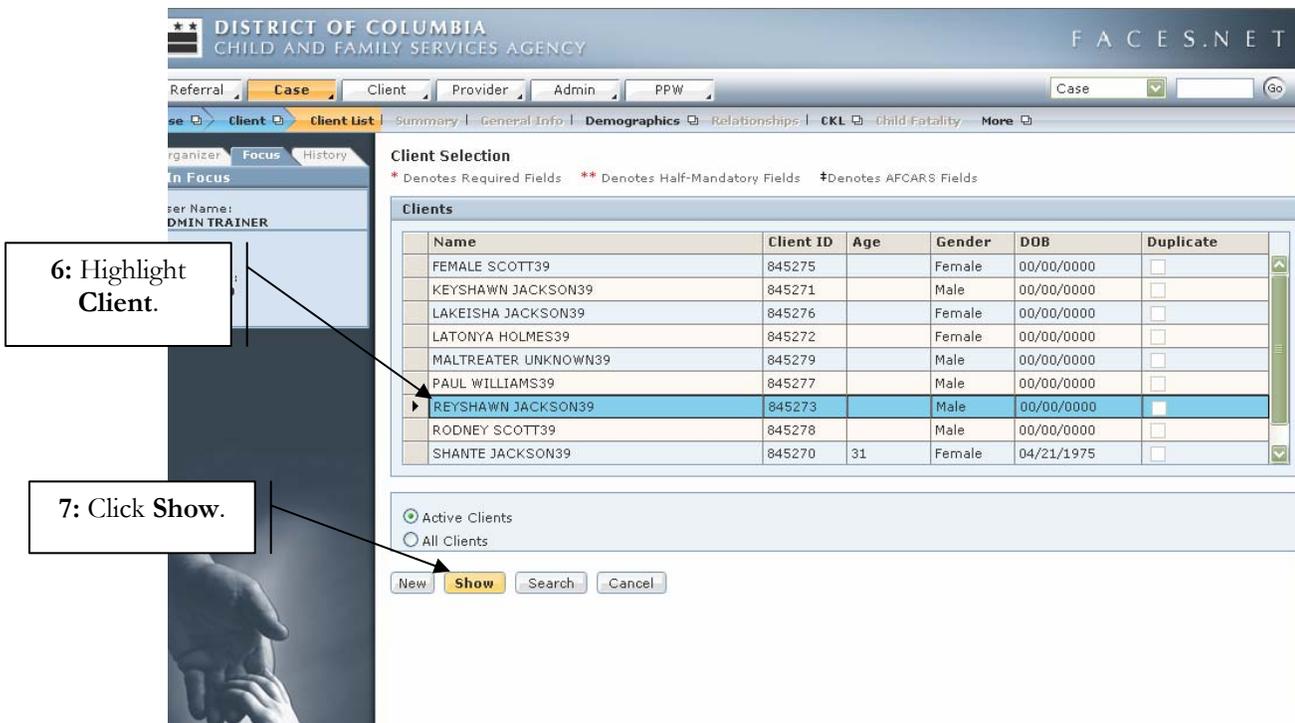


Figure 3

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

Step 9: Click on Find Payment.

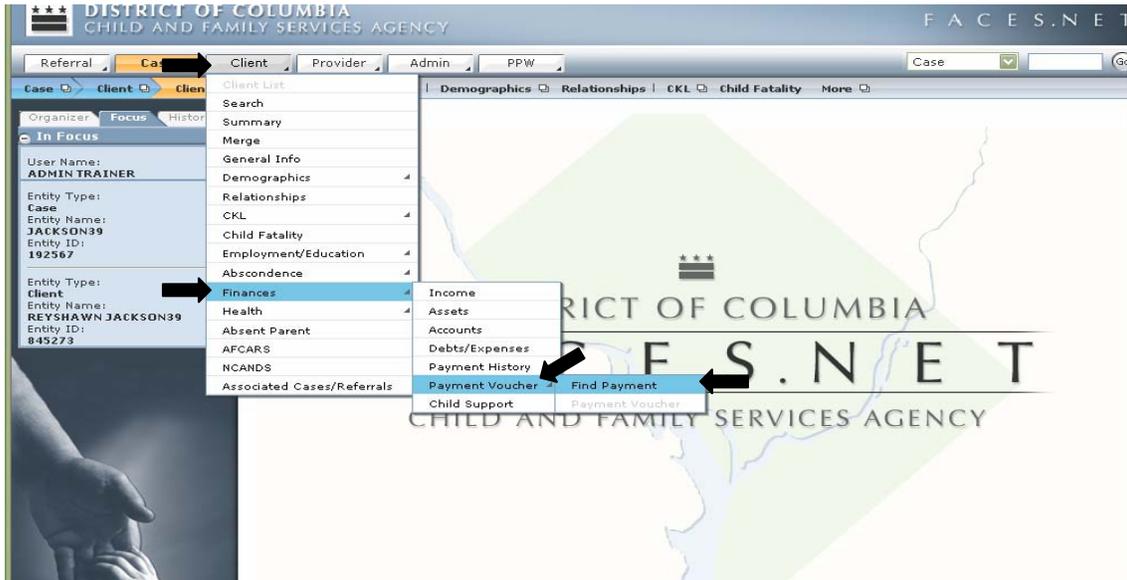


Figure 4

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

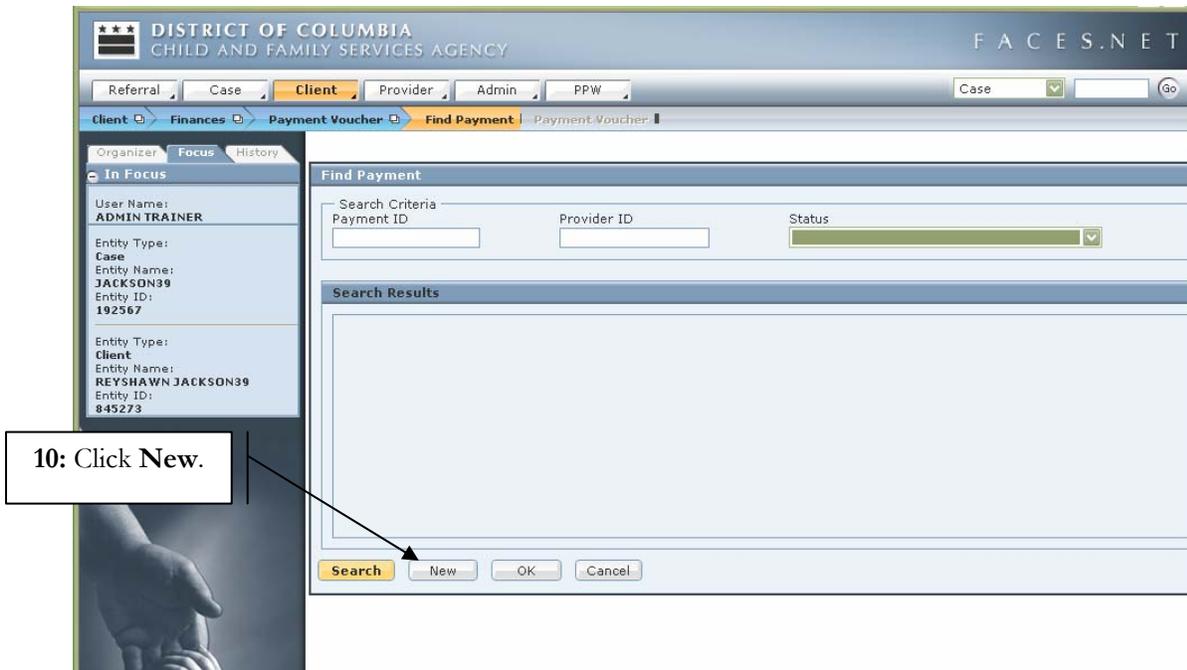


Figure 5

Step 11: Click on Payment Voucher



Figure 6

11: Click **Payment Voucher**.

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.

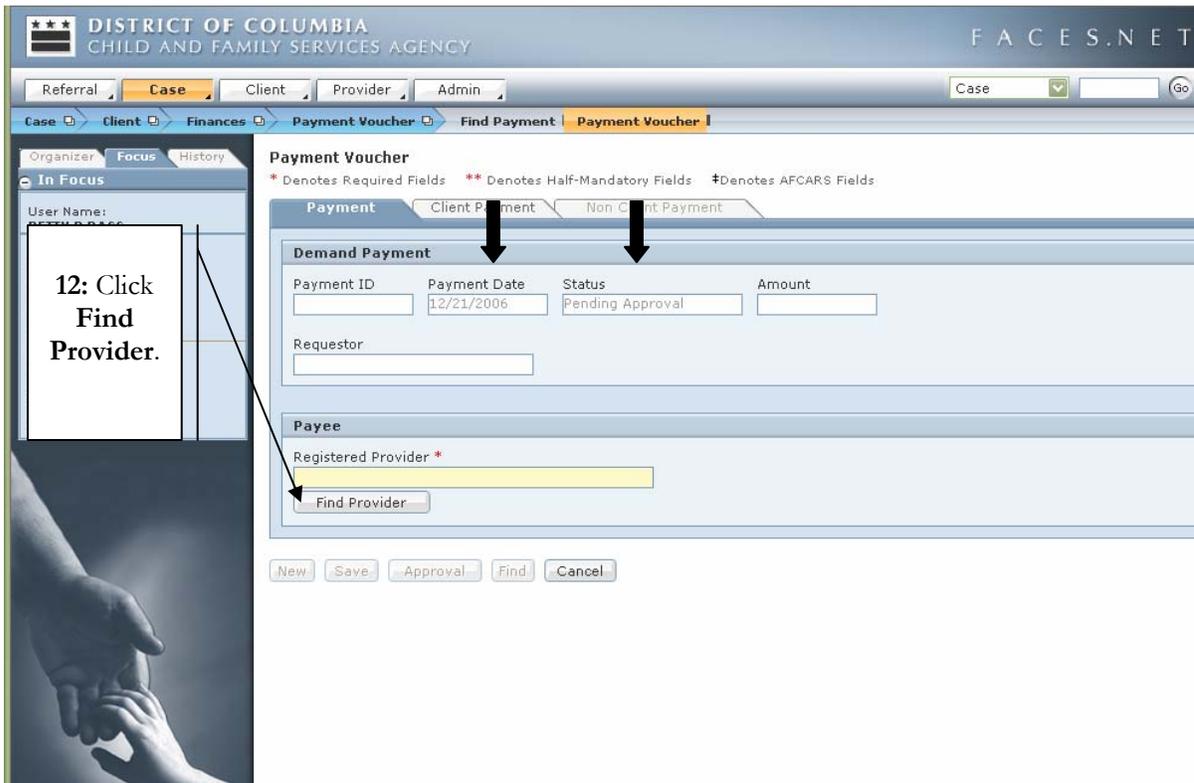


Figure 7

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

Step 14: Click Search.

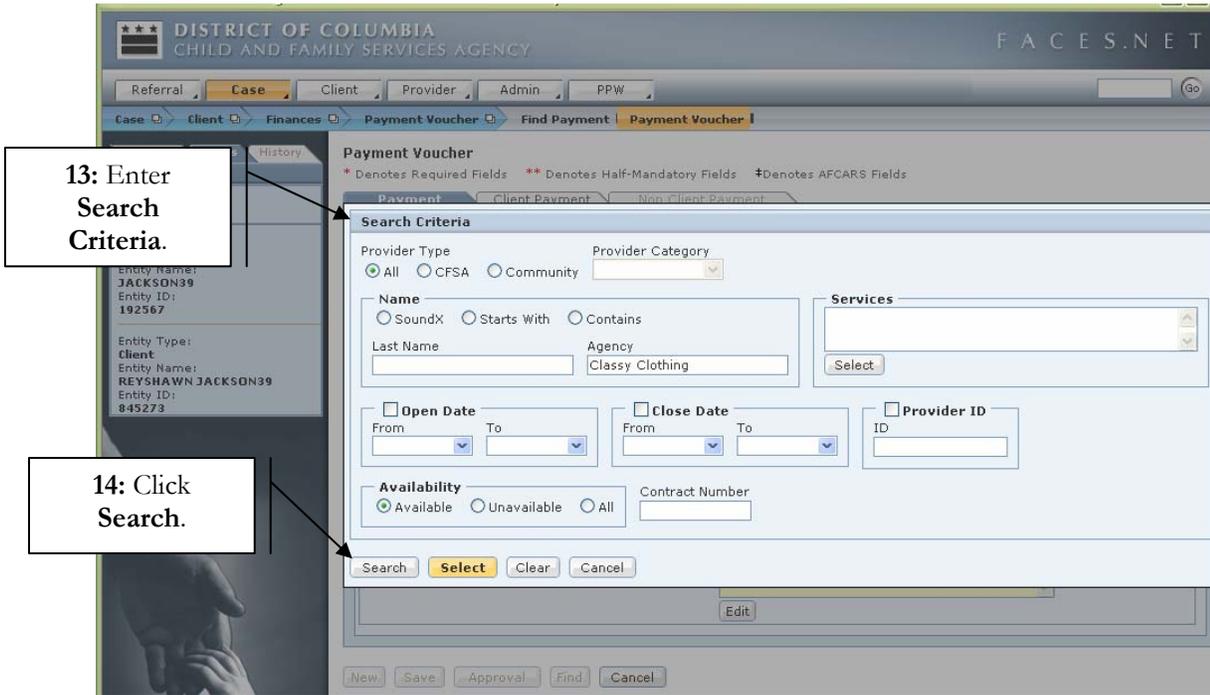


Figure 8

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

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

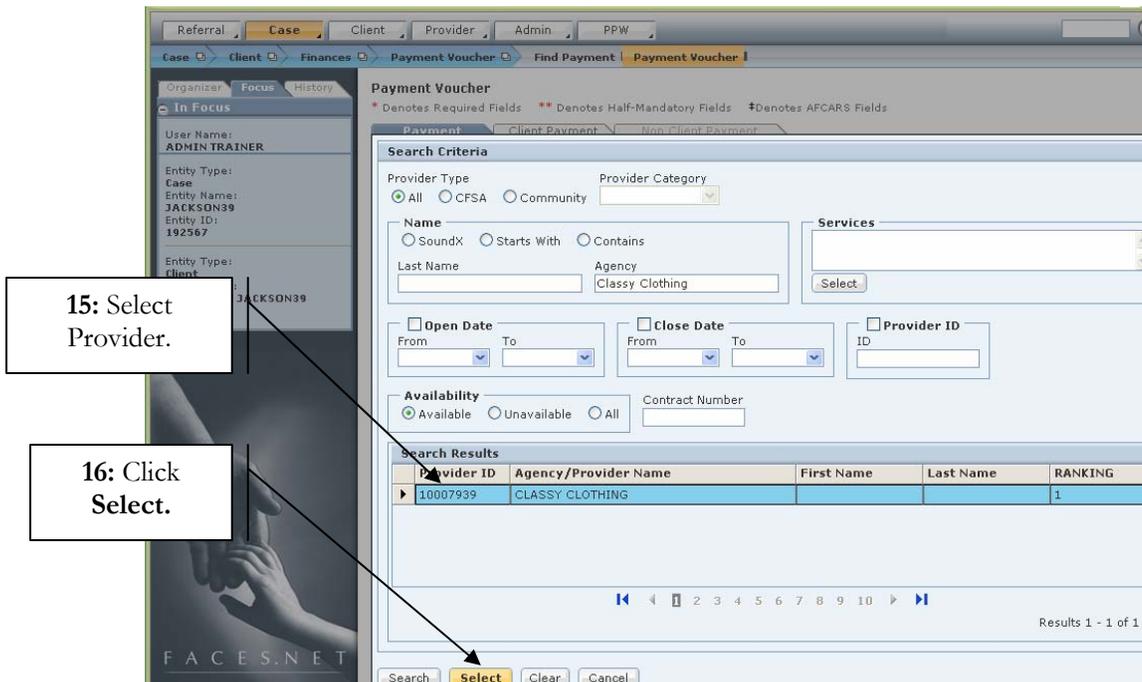


Figure 9

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

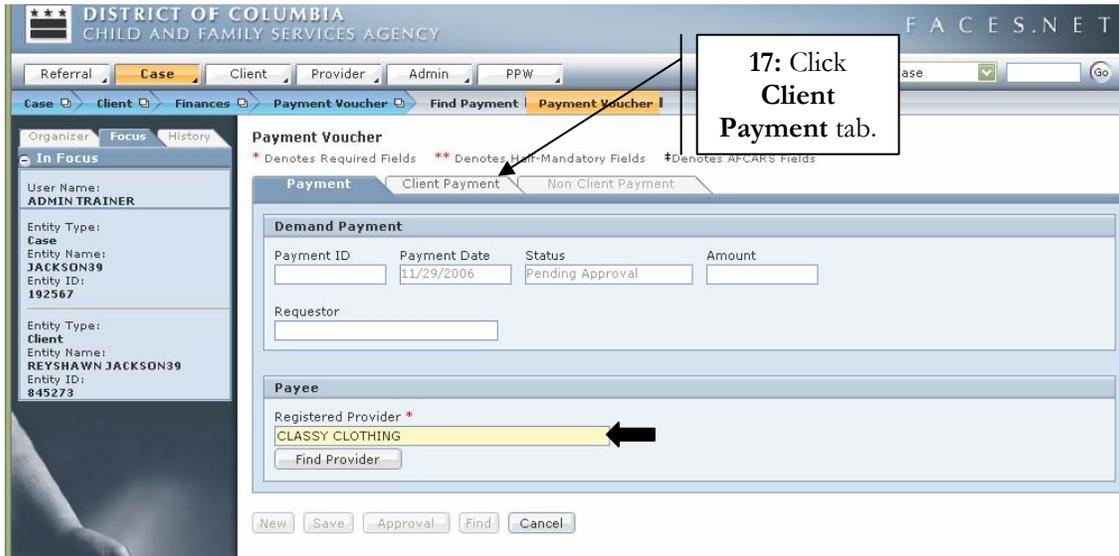


Figure 10

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.

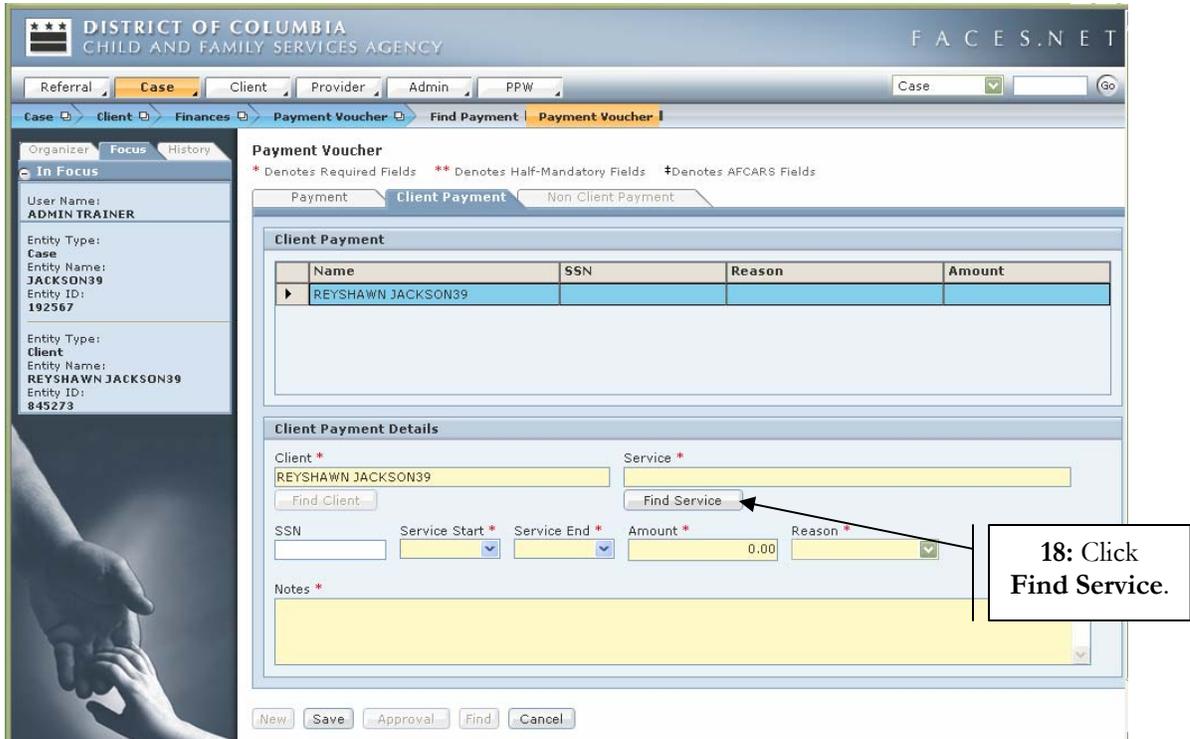


Figure 11

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

Step 20: Click **OK**.

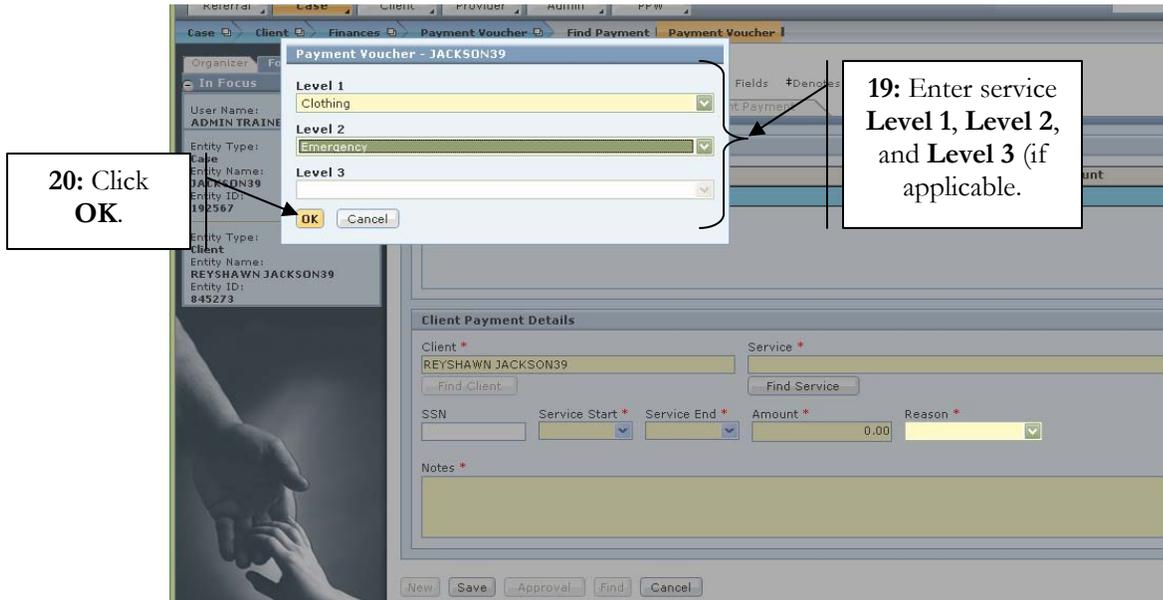


Figure 12

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**.

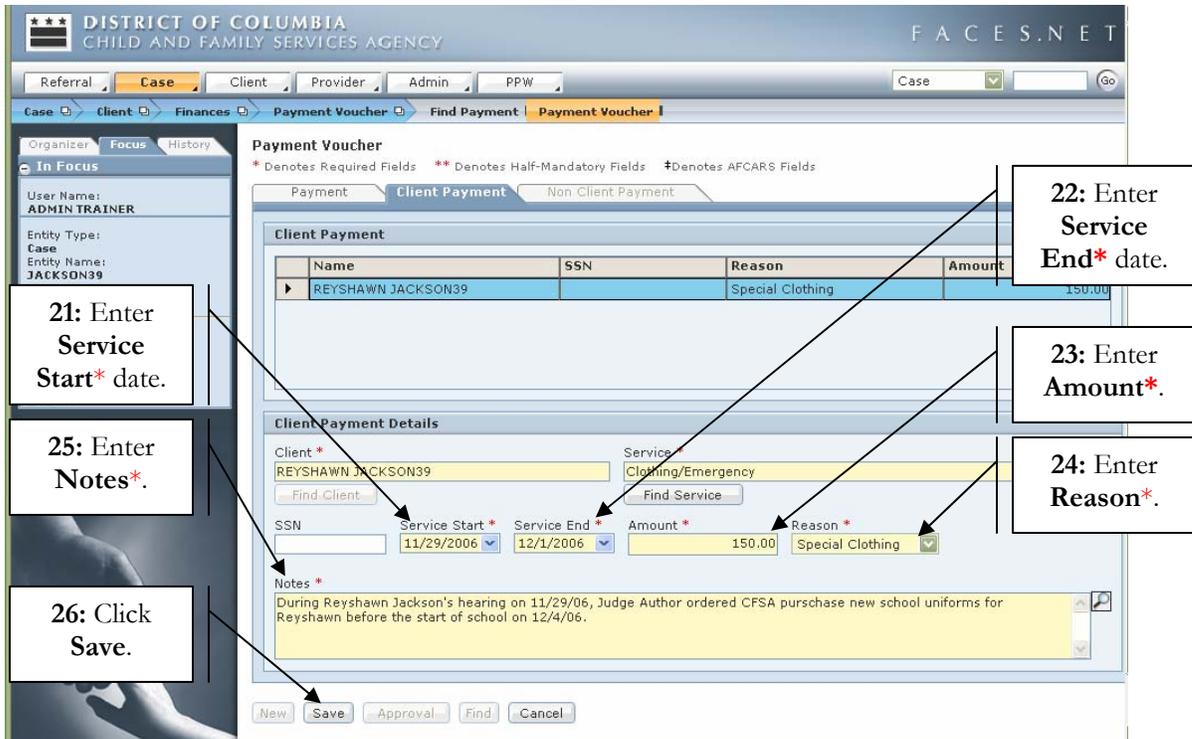


Figure 13

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

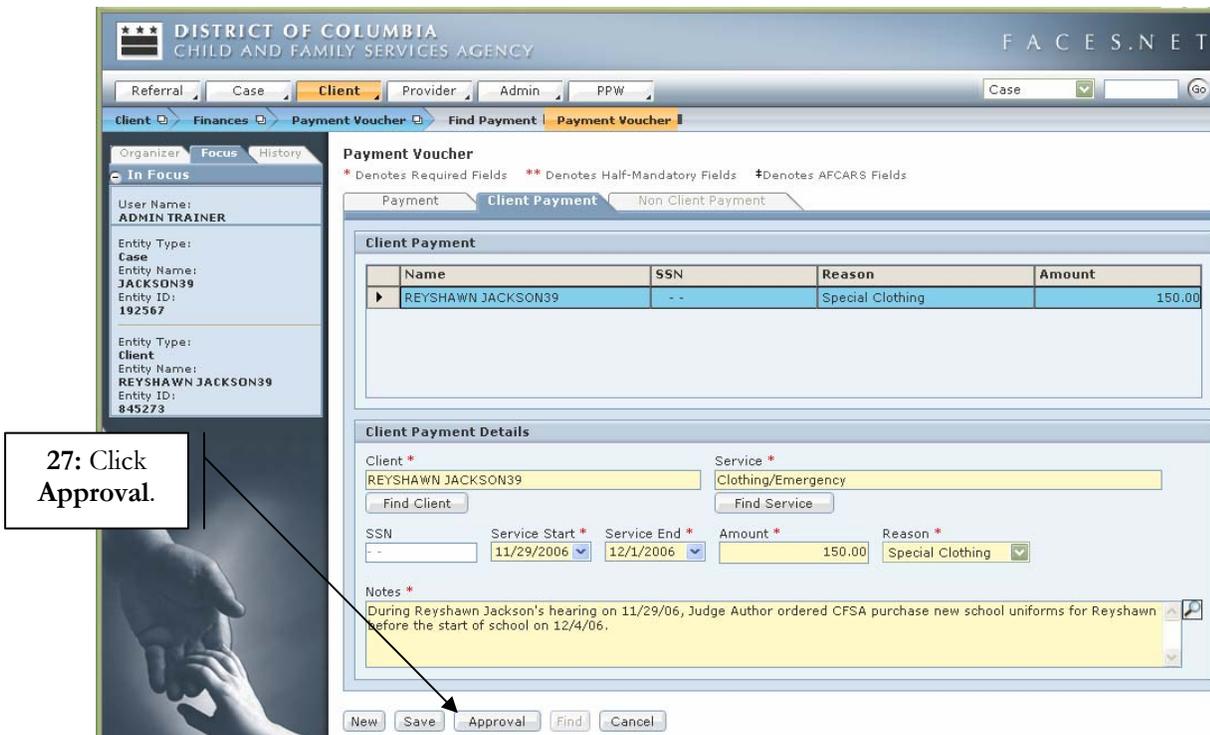


Figure 14

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**.

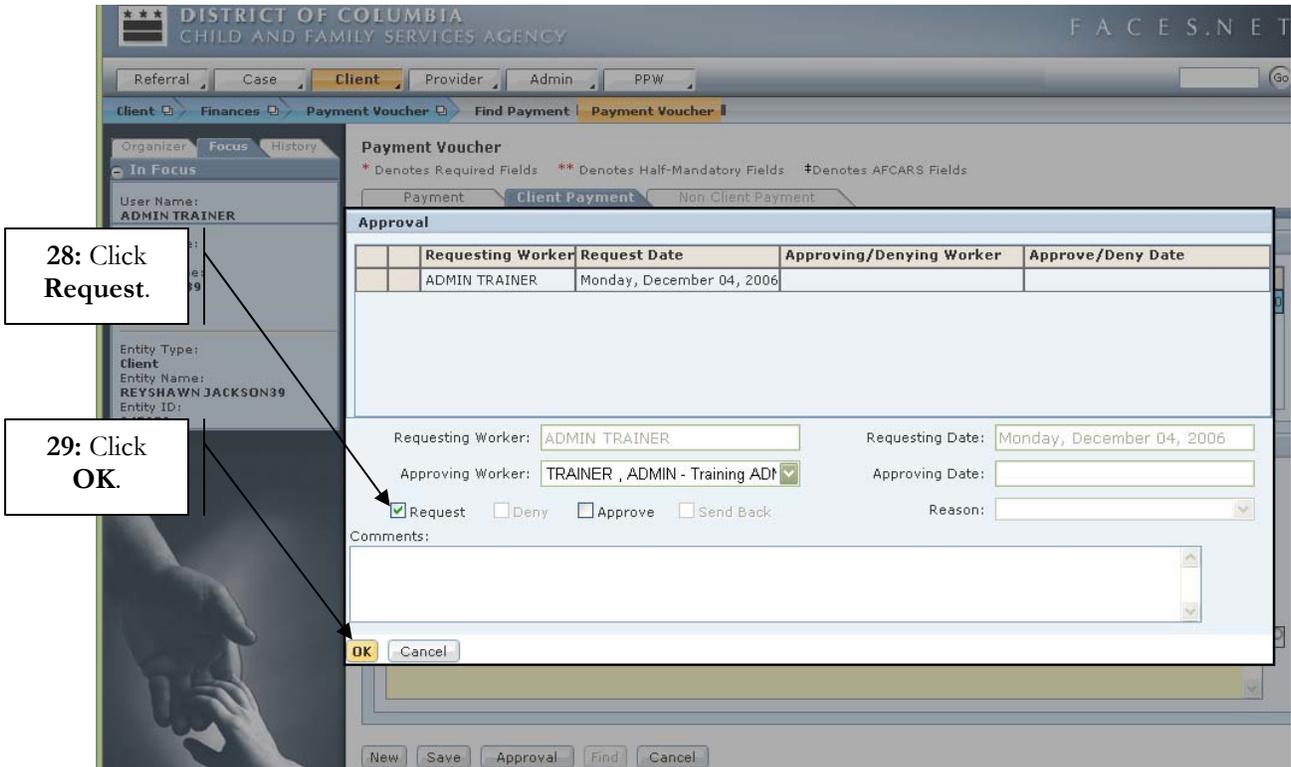


Figure 15

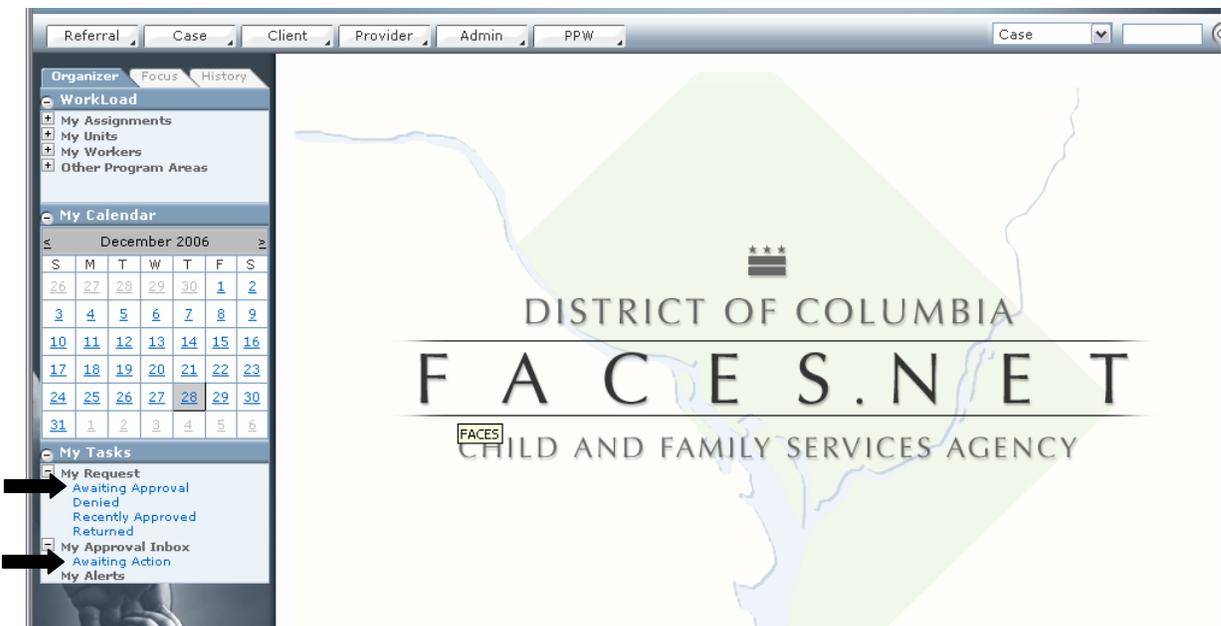


Figure 16

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.

The screenshot displays the FACES.NET interface for a 'Payment Voucher' under 'Client Payment'. The left sidebar shows the user 'ADMIN TRAINER' and details for the client 'REYSHAWN JACKSON39'. The main form area shows a table with one entry: REYSHAWN JACKSON39, SSN --, Reason Special Clothing, Amount 150.00. Below the table is the 'Client Payment Details' section with fields for Client, Service, SSN, Service Start, Service End, Amount, and Reason. A 'Notes' section contains text about a hearing and school uniforms. At the bottom, there are buttons for 'New', 'Save', 'Approval', 'Find', and 'Cancel'. A callout box with a red pushpin icon points to the 'Approval' button with the text '1: Click Approval.'

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**.

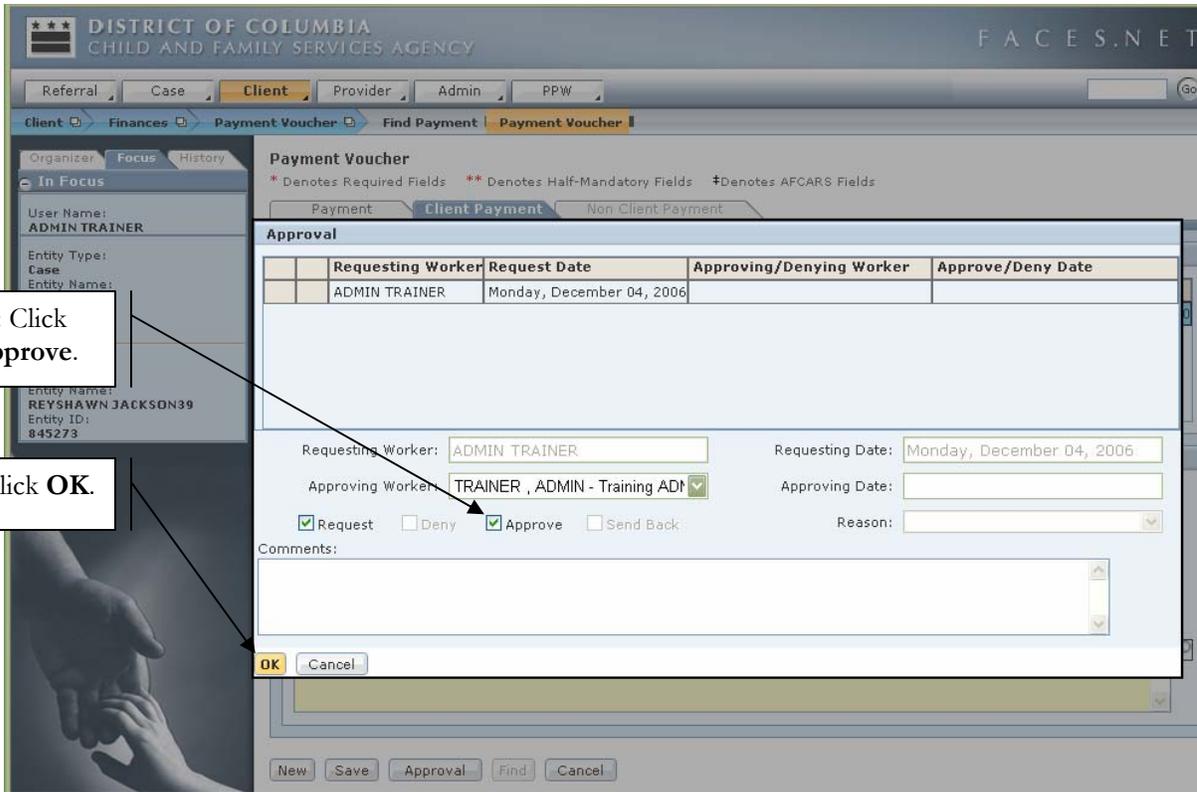


Figure 18



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.