Updated 8/29/22

SSPS

HOW TO USE THIS SITE

Welcome to the SSPS Provider Portal. We have made a few minor changes so please allow this fact sheet to help you navigate.

Your name, provider number, and the Log Off link can be found at the right end of the menu bar on every page. If you are using a public computer (like at the library) you must close the web browser to fully log off.

The bottom of the main page has links to a few other places that you might find useful. Clicking them will open a new tab in your browser.

You will see five tabs or links with drop-down sub-headings near the top of the page under the SSPS logo. This is the menu bar. Hover your mouse pointer over the heading to see the sub-headings.

- **HOME**
- **PROVIDER INFORMATION**
  - **My Profile**
  - **Message Center**
  - **Announcements**
  - **Direct Deposit**
  - **Tax Documents**
- **AUTHORIZATIONS**
  - **Authorization List**
  - **Social Service Notices**
- **CLAIMS**
  - **Invoices**
  - **Payments**
- **CONTACT US**

HOME

This is where you will land every time you come to this site. Check out the various links taking you to other sites or documents you might find useful.

Take a look at the News column. This is where we will keep you updated on new or upcoming features, as well as other notifications.

Go Paperless – click on this button to learn what you can do to **Go Green**!

Go Green

Most of this page should be self-explanatory but here are a few things to help you out.

- All paper documents that you normally receive in the mail are now available on this website. You can download them to your computer or print them out as needed.
- You can choose to stop receiving any or all of the documents in the mail by clicking the Go Paperless button for each item. Go Paperless means we won't mail you those documents.
- If you select Go Paperless for Invoices and/or RAs, you will not receive any Announcements that would be mailed with those items. (They will be available on your Announcements page.)
- You can begin receiving paper again at any time by clicking the "Mail my…" button

PROVIDER INFORMATION

Profile

Your profile page shows the current information SSPS has in your provider file. It's a good idea to check this page occasionally to make sure we have your contact information up to date. If you notice any errors on this page please click on the Contact Us link in the Menu Bar and let us know.

Message Center

The Provider Portal Message Center is something like your email box.

- Every time we post something new to one of your pages or update your Profile page, we will put a message in your Inbox.
- In the upper right corner of the Inbox you will see an option to receive an email message when something new is posted to your Inbox. You must have an email address in your SSPS Provider File for this to work.

- Opening the message and clicking on the link will take you directly to the object of the message.
- You can, and should, delete messages from your Inbox once they've been read.
- The Sent box will display a list of all the messages you have sent using the Contact Us page. Clicking on the date or subject link will open the message and display the content of the message you sent.
- You can delete messages from your Sent box when you no longer need them.

Announcements

From time to time SSPS may send you an announcement or notification along with your invoice or remittance advice.

- On this page, you will see a list of these announcements.
- Clicking on the title or date will open a PDF version of the announcement, which you can print and/or download to your computer.

Direct Deposit

This page provides information about Direct Deposit, includes links to the required enrollment forms, and allows you to upload completed documents directly to SSPS.

Tax Documents

Your tax documents and SEIU925 notices (if applicable) are available to view or reprint. You will still receive your documents in the mail every year but if you ever need a reprint, you can do-it-yourself rather than having to call us!

AUTHORIZATIONS

Authorization List

This page displays a list of all of your authorizations for the current service month and the previous twelve service months. This list can be sorted on any column by clicking on the column heading and can be downloaded to your computer. The downloaded list will be converted to a spreadsheet format.

- Status Closed: This authorization service line has been closed by the worker and no payments will be made on that line for services beyond the end date shown. Services for the same client may be open on a different authorization or service line.
- Status Open: This authorization service line has not been closed. The worker may extend the existing service beyond the end date shown, however, there is no

guarantee that you will be authorized to provide services beyond the end date, even if the service line is still open.

Social Service Notices

A Social Service Notice is the letter you receive from DCYF telling you that you have been authorized to provide a specific service for a specific client and what you will be paid for providing that service. We send you one notice for each authorization every time a change is made to that authorization.

- On this page, you will see a list with three columns:
  - Process Date – the date of the Social Service Notice
  - Authorization Number
  - Primary Recipient – the person for whom the service is provided
- The list can be sorted on any of the three columns.
- Clicking on the Process Date will open a PDF version of the Social Service Notice, which you can print and/or download to your computer.
- Social Service Notices will be available for one year from the process date.

CLAIMS

Invoices

This page will display a list of all your invoices for the current month and the previous twelve service months. For more information on the invoice process, please see the Invoice Information document linked on your Home page.

- Invoice month
  There may be one or two invoices each month, a regular and/or a supplemental
- Invoice Number
  Clicking on the Invoice Number will take you to a list of the physical pages (corresponding to the paper copy you receive in the mail) for that invoice.
  - Pages: clicking on the link for the page number will take you to that page
  - Status (of each page): Unclaimed, Claimed, Saved, or Rejected
  - Claim Submitted: date and time the invoice claim was made
  - Source: once the page is claimed, this tells you what method was used to make the claim for that page – Portal, Invoice Express, Paper, or Auto (for Early Achiever payments)
  - Process Date: this is not the real-time date that you submit the page for claim, but the date that the claim is processed.

- Total Paid
  This will be the amount paid on the invoice, to date. Since each page may be claimed independently, this amount will be cumulative and updated as each page is claimed and paid.
- Printable Invoice
  Clicking on View PDF will open a PDF version of the Invoice that will look just like the one you receive in the mail. Just like the RA, you can save this to your computer or print it out. If you wanted to print this Invoice, fill it out, and mail it in for claiming, it would be acceptable.

Payments

- Payment History
  When you click on the Payments link you will see a list of all payments made to you by SSPS within the past year. You may use the Search function to find payments made in any previous time period back to January 2008. Columns can be sorted by Pay Date or Warrant/EFT#.

- Payment Details
  Clicking on any Pay Date in the Payment History list will take you to a details page for that payment.

- Remittance Advice (RA)
  You can view the Remittance Advice for any payment (made after 3/31/2013) by clicking on the View PDF link on the Payment History page. The RA will open in a PDF format and can be downloaded to or printed from your computer.

CONTACT US

From this page you will be able to send us a message with information or questions about anything related to your SSPS payments.

- You can use the prepopulated email address or change it to suit your needs. We will use this email address to respond to you.
- Please use the drop-down list to select a topic. This will help direct your question to someone who can help you.
- Explain your issue as clearly as possible and provide any useful information that would help us help you.