

## SSPS INVOICE INSTRUCTIONS

### DEPENDABLE PAYMENT BY DIRECT DEPOSIT

To eliminate mail problems, use DIRECT DEPOSIT. For an application, write to: SSPS Direct Deposit Desk, PO Box 45346, Olympia WA 98504-5346 or go to our website at: [www.dshs.wa.gov/ssps](http://www.dshs.wa.gov/ssps) for forms and more information.

### YOU HAVE TWO OPTIONS FOR CLAIMING YOUR INVOICE:

#### 1) PHONE IN YOUR INVOICE USING INVOICE EXPRESS (Recommended):

1. Fill out the invoice and sign it.
2. Call Invoice Express toll free at 1-888-461-8855.
3. Listen carefully. Each time you make an entry, you will hear it repeated and be asked if the number is correct.
4. Stay on the telephone after finishing all items. You may review or directly submit for payment.
5. You will be asked to press the star (\*) key on your phone when finished. You will then hear a confirmation message.
6. **IMPORTANT:** Do not hang up until you hear the message that your invoice was successfully submitted.
7. Keep the invoice for your records.

#### NOTE:

- Use a touch-tone telephone.
- Enter zero only when you **DO NOT** want to claim.
- **Do NOT** mail your invoice to SSPS after calling Invoice Express.
- If you phone in an invoice that was already processed, you will hear a message that processing has already occurred.

OR

#### 2) MAIL IN YOUR INVOICE – Send your invoice by mail with your own postage (Make a copy for your records before mailing.).

Fill out the invoice as follows:

#### **WHITE BOXES**

**Authorized Rate:** **DO NOT FILL IN THIS BOX UNLESS YOU ARE CLAIMING A RATE LOWER THAN IS PRINTED.**  
**School Holiday Care:** This box is only for hourly child care for a school age child when you have provided care during school holidays. Enter the number of hours of care you provided during school holidays.

#### **BOLDED BOXES**

**Service unit:** Each (EA), Hour (HR), Day (DA), Visit (VS) and Mile (MI) are preprinted and cannot be changed. If the Service Unit is MONTH (MON) and you provided service for the full SERVICE PERIOD enter MON in the bolded Service Unit box. If you are claiming less than the full SERVICE PERIOD, enter DA for the Day in the service unit box. NOTE: If you enter DA in the Service Unit Box and then claim more days than are in the service period, the invoice will reject, preventing payment until correction is made.

**Total Units:** Enter the number of units provided. If service was not provided, enter 0. For a daily service, count every day including the begin day and the end day. For example: June 10<sup>th</sup> through June 20<sup>th</sup> is 11 days, not 10.

#### **SIGNATURE BOXES**

**Payee: A SIGNATURE IS ALWAYS REQUIRED.**

#### **CAUTION:**

- **Do NOT** leave a bolded box blank or the invoice will be mailed back to you, delaying payment.
- **Do NOT** send notes or attach anything to the invoice. **Do NOT** include time/attendance sheets or any other documents.
- **Do NOT** cross out pre-typed information.
- **Do NOT** write in changes other than those specifically allowed for above.
- **WRITE WHOLE NUMBERS ONLY.** Fractions and decimals cannot be processed. If you worked partial units, round up.
- **PUT POSTAGE ON THE ENVELOPE BEFORE MAILING.**

#### **SEIU 775 MEMBERS: IP Vacation Invoice Service Line:**

Vacation hours not claimed on this invoice will appear on next months' invoice, plus any new vacation hours earned. Enter "0" on the vacation service line **if you DO NOT WANT to claim vacation pay for this pay period** and would like your vacation to accumulate. **If you WANT to claim vacation pay for this pay period, enter the number of hours** in the total units box. Vacation time can be taken at any time during the month with consent of the client, and with case manager notification. **DO NOT LEAVE THE VACATION SERVICE LINE BLANK, THIS WILL DELAY YOUR PAYMENT.**

#### **Why isn't my payment faster?**

According to the state constitution, the state cannot pay for a service until the service period is complete. Payment is considered timely if made within 30 days of the receipt of a properly completed invoice plus mail time, according to RCW 39.76.011. SSPS makes it a top priority to pay faster than required, and to pay as fast as technically and legally possible. The social services worker must authorize services within established deadlines for the system to generate an invoice.

For more information on SSPS, visit our web site at: [www.dshs.wa.gov/ssps](http://www.dshs.wa.gov/ssps). Also visit Access Washington at <http://access.wa.gov> for more information on government services in Washington State.