

SSPS INVOICE INSTRUCTIONS

DEPENDABLE PAYMENT BY DIRECT DEPOSIT

For a Direct Deposit application, visit our website at <https://www.dshs.wa.gov/sesa/social-service-payment-system/direct-deposit> or call 360-664-6161 for forms and more information.

YOU HAVE THREE OPTIONS FOR CLAIMING YOUR INVOICE (CHOOSE ONLY ONE):

OPTION 1: USE THE SSPS PROVIDER PORTAL (Recommended)

If you have not registered for the SSPS Provider Portal email SSPS Customer Service at DSHS_SSPSMAIL@DSHS.WA.GOV to request access.

Once you have registered, you can follow instructions on the SSPS Provider Portal to claim your invoice online.

OPTION 2: PHONE IN YOUR INVOICE USING INVOICE EXPRESS

1. Fill out the invoice and keep it for your records.
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 your entry is correct.
4. You will be asked to press the star (*) key on your phone when finished. You will then hear a confirmation message. You will not receive a confirmation number.
5. **IMPORTANT:** Do not hang up until you hear the message that your invoice was successfully submitted.

NOTE:

- Fractions and decimals cannot be processed. If you worked partial units, round up.
- 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.

OPTION 3: MAIL IN YOUR INVOICE (Make a copy for your records before mailing)

Fill in 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. You will not be paid for more hours than allowable for the month

BOLDED BOXES

- **Service unit:** Each (EA), Hour (HR), Day (DA), Visit (VS) are preprinted and cannot be changed.
- **If the Service Unit is MONTH (MON)** and you are claiming less than the FULL SERVICE PERIOD, enter DA (for Days) 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, delaying 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 through June 20 is 11 days, not 10. Do not enter more units than shown.

SIGNATURE BOXES - A SIGNATURE IS ALWAYS REQUIRED WHEN MAILING YOUR INVOICE

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 preprinted 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.

For more information on SSPS, visit our web site at: <https://www.dshs.wa.gov/sesa/enterprise-technology/social-service-payment-system>

Also visit Access Washington at <http://access.wa.gov> for more information on government services in Washington State.