

Direct Payment Verification Guidance and Reminders (Issued February 2014)

NOTE: A purchase order to the vendor is always the preferred method and should be used whenever possible. Direct payments to the consumer should be limited as much as possible and limited to few circumstances. If the direct payment is for an ongoing service for more than 3 months, the provider should be set up as a vendor and a Purchase Order should be issued for services.

A completed and signed copy of both sides of ERL must be linked to ALL DP requests. The ERL is the authorization for services being reimbursed, and the dates and receipts must match the ERL.

Appropriate Receipt includes the following elements:

- The Company name and address
- A listing of the service(s) or item(s) purchased
- The cost of the service(s) or item(s)
- The date of purchase
- The receipt showing payment for the amount of reimbursement being requested by either check number, credit card, cash etc.

If the receipt includes additional goods/services not authorized, circle the items applicable to the DP and cross off any additional items not to be paid on the DP. Do not highlight the document before scanning, as this makes the scanned document very difficult to read. Please be sure the receipt is legible when attaching to file and linking to DP.

Alternate Receipt for DVR Services Form should only be used in extraordinary circumstances and must be signed by the WDA Director or Supervisor. Assurance in another format that the good or service was received is still required.

Documents not considered an appropriate receipt and will not be accepted for verification include the following, but not limited to:

- Duplicate check copy from checkbook or a copy of cancelled check.
- Charge slip that only provides an amount paid, but does not list details of goods/services purchased
- Shopping bag/cart printout
- Receipt that shows an amount due.

Advances

- Paid receipts must equal the amount of the Advance payment. If not, a check or money order payable to DVR for the difference must be received from the consumer. Cash should never be accepted. If consumer owes a very small amount, please consult with CCP to see if amount can be waived (for example if less than \$3). Money owed by consumer will not be carried forward to be offset on a future DP.

- Goods/services being verified should be listed in the authorization, and the payment dates should fall within the authorization dates.

Mileage

- ERL must be completed per form instructions.
- Must include dates and actual daily mileage.
- Must include travel cities to/from, purpose of travel and business name.
- Should be accurately calculated using current rate.
- Must include signatures of both consumer and counselor.
- Receipts are not required.
- Purchase of gas or gas cards is not allowed.

Attendant/Child Care/Tutoring

- Log of days, hours, rates and provider signature/date should be completed per instructions.
- Must include signature with dates of consumer and counselor on ERL.
- Actual payment service dates should fall within the authorization service dates. Enter the actual payment service dates on the Payment / Verification Info tab with the first service date as the start date and the last service date as the end date.
- For an ongoing service more than 3 months, a PO should be issued to the provider for services being reimbursed.

Meals

- Include receipts for all meals claimed.
- Must include reason for travel and cities to/from.
- Must not exceed current limits for breakfast, lunch and dinner.

Bus Pass/Tickets

- Receipt is needed for reimbursement DP or for verification of an advance DP.
- If receipt is not available or does not include all the elements of a receipt, a copy of the expired bus pass can be used for verification.
- The authorization service dates should be the period covered by the bus pass.
- The actual payment service dates should be the date the bus pass is purchased. The purchased pass should cover the usage period authorized. If the pass is purchased after the authorization end date, an authorization update to adjust the period the pass covers should be completed.
- ERL should list the dates the bus pass/ticket is used, including where and the purpose.

Subscription Services (internet, cell phone, etc.)

- Verification should include paid billing statement with zero balance shown for prior service periods. If balance forward is not zero, then proof of payment is needed to show amount to be reimbursed along with a copy of the billing statement.
- The actual payment service dates should be the time period covered by the service (mo/day – mo/day), not the date of payment.

Training Grant

- When submitting TG for payment, the **completed** TG form and current class schedule with number of credits must be linked to DP. CCP will compare credits listed on TG form to the schedule.
- If the payment amount is different than the amount shown on the TG form, an explanation in the space for comments section on the form must be entered.
- The actual payment service dates on the verification tab can be entered at the time of payment since this information is readily available from the course schedule, but is not required until verification is entered.
- Prior semester grades, if applicable, must be attached to IRIS but does not need to be linked to the TG direct payment for the subsequent semester.
- A new TG form must be completed with the FAO if the student's schedule has a lesser amount of credits for the spring semester than anticipated in the fall, or if changes occurred for the fall semester after the payment was issued.
- Verification of the TG payment is based on supporting documentation of account activity statement attached to case and linked to DP. The supporting documentation should be for the semester directly related to the DP, not a prior period.
- The account statement or receipt must include the following elements: Consumers full name (or IRIS case number), school name and semester time period. If any of these elements are missing, the consumer and counselor must note on the documentation the missing pieces of information and sign before attaching to the case and linking to the DP.
- The account activity statement must demonstrate payment for at least the training grant amount or show a zero account balance. Ideally the statement should show the detail activity for the current semester. A page showing a zero amount due with no indication of the time period cannot be accepted.
- The actual payment service dates should be the timeframe of the semester.

Non-FAO Training Grants

- Documentation of the training amount and dates should be linked to the DP.
- Documentation must provide dollar for dollar verification of all funds.
- A checklist for Non-FAO training grants can be found at:
http://dwd.wisconsin.gov/dvr/trg_grant/non_fao_checklist.pdf

Miscellaneous Reminders

- For reimbursement of direct payments, actual payment service start and end dates may differ from the authorized dates, but must fall within the same period. Multiple actual payment service dates should be entered if applicable.
- Use the Unverified Direct Payments and Training Grants report located on the dashboard to monitor unverified payments.
- If after multiple attempts to collect payment verification from the consumer fails, follow the unable to verify review process and collection process should be completed per the Fiscal Practices Manual.