Up to 3 Info on Billing and Payment system Process

Related DEC Recommended Practices:

- **Family-centered practices**: Practices that treat families with dignity and respect; are individualized, flexible, and responsive to each family’s unique circumstances; provide family members complete and unbiased information to make informed decisions; and involve family members in acting on choices to strengthen child, parent, and family functioning.
  - **F1.** Practitioners build trusting and respectful partnerships with the family through interactions that are sensitive and responsive to cultural, linguistic, and socio-economic diversity.
  - **F2.** Practitioners provide the family with up-to-date, comprehensive and unbiased information in a way that the family can understand and use to make informed choices and decisions.
  - **F3.** Practitioners are responsive to the family’s concerns, priorities, and changing life circumstances.
  - **F9.** Practitioners help families know and understand their rights.

Review IDEA Procedural Safeguards and no-cost protections

**Training:**
Start by watching the training from MDSC: [https://vimeo.com/436862725/30d7484898](https://vimeo.com/436862725/30d7484898). The video is the BTOTS BUGGS meeting showing providers how the Billing and Payment website looks to families and step by step registration process.

Family Billing and Payment system video [https://vimeo.com/465105766](https://vimeo.com/465105766). This shows specifically what the system looks like for families.

Read these documents:

- Billing and Payment system Provider Overview
- Billing and payment system Family help document
- Family fee Instructions fillable
- Family No-cost Protections

**Up to 3 Procedure:**

SC will send the following to families when eligible for initial IFSP and prior to annual IFSP.

- **Family Billing and Payment System letter including No Cost Protections Page**
- **Family fee instructions printout from BTOTS or fillable**

These forms contain information about the process, the link to BNP system, child ID, and Family fee pin.
If families withdraw from service at any point, service coordinators will clarify if it is related to a fee—specifically the fee system. The Fee form process had previously been based on relationship and trust between family and SC. Note if the online system is mentioned. Inform Up to 3 Program director.

Description: BWEIP Family fee process is completed electronically on the Utah ID website. This is to allow financial information to be collected without EI staff gathering it. Families will be able to pay online or pay by check.

Families register by:

- Going to bnp.health.utah.gov
- Parent or Guardian will register/enroll their child in the Billing and Payment System. They’ll be prompted to enter the Child ID and Family Fee Pin.
  - The local EI program can find the child ID and Family fee Pin in the BTOTS system.
  - The service coordinator will email this information to the family or give them a paper copy printed from the Child’s BTOTS file.
  - The parent will be prompted to Create a Billing and Payment system account if they do not have one already.
- Connecting their account with the child receiving services using the following information gathered from the Service Coordinator.
  - Child ID: __________
  - Family Fee Pin: ______________
- Once the Child ID and Family Fee Pin is entered in BTOTS, the family will click “Lookup”. A popup will appear so the parent can verify the child information.
- The parent will enter the child demographic information, the billing method preference, the financial information, and click “complete registration” when finished. They can upload documents for Medicaid, chip, WIC or opt out of disclosing financial information. If they opt out of disclosing financial information, the full $200 fee will be assessed every month.
- From this point forward, the parent/guardian will be on the dashboard they will see each time they sign on to the Billing and Payment system.

From the dashboard, the billing tab is where parents can view the amount due, due date, billing history, and make payments. The Family Fee tab can be edited if needed. The account tab may be edited as well.

If more than one child per family is receiving services, parents contact the BWEI Billing Office at (385) 262-5909 to add other children to their account.

- Parents return to their account annually to update financial information.

Process: All families will need to go online and set up their account.
At Initial and Annual IFSP meetings, service coordinators will remind families to update their UtahID accounts and financial info and give them the CHILD ID and FAMILY FEE PIN form.

Up to 3 staff will remind parents if they do not complete the registration and fee information online, they will be charged the $200 fee for services received each month.

Families no longer complete a paper fee form. But BWEI recommends using the Spanish paper form for those who need it in Spanish since the Billing and Payment System is only English.

Up to 3 staff can assist them in completing their registration at the UtahID account, if needed.

The family Fee is paid to BWEI and then comes to Up to 3 and supplants BWEI contracted amount with Up to 3
Points to be familiar with:

Family needs their BTOTS Child ID and their Family Fee Pin.

The Rights for Family fee Process is shown as they register. They need to acknowledge they know what their rights are. They will be informed about being charged for a no-show and a cancellation after 9 am. It lets them know if they don’t register on this system or fail to provide financial information, they will be charged the $200 fee.

Family fee is based on income and family size.

Families will need to complete an online billing dispute if there’s a bill discrepancy or questions about payment amount and dates, months services were received, description of change in financial circumstances. Families are still billed if a no-show or cancellation happens after 9 am. So, the family will need to dispute this charge and provide the extenuating circumstances if they disagree.

IF families opt out of providing financial information, they will need to register on the BNP system, sign in and mark OPT OUT. They will then be billed the $200/month fee for a month with a billable service. This system is not a fee for service, but a flat monthly rate.

Families are not required to provide documentation of eligibility for Medicaid/chip, etc. A family who is usually eligible for Medicaid will receive a bill for the months they don’t qualify for Medicaid, CHIP, PCN, EHS, or FEP/TANF

BTOTS will no longer require a fee be entered to complete the IFSP. BTOTS will be linked to the BNP system so billable visits happening will be billed.

If a waiver of their fee is requested, it will be completed by BWEI billing office but approved by Up to 3 program director. If they have more than one child in the program, they would need to contact Billing office to have the fee for the second child waived. If they previously registered but need to add another child to their account, they will need to contact Billing office.

If families are without regular internet access, we should help them go online and complete the finance part. They may choose to have their bill mailed to them and they pay through the mail. But they do need to register online. They can access the site through their smart phones.

It is currently not a site using Spanish, but hopefully BWEI/MEDSC will work on it. In the meantime, our Spanish Families will be given the Spanish fee form and No cost Protection rights. They should complete the Spanish Fee form and then the service coordinator will send it in to BWEI Billing office

All questions should go to Alex at BWEI billing office: 385-262-5909. Mon-Thu 7:30-4:30.

Questions:

Families of children with Medicaid do not need to sign in each month. Families only need to sign in to pay their fee. They can mail in a check or choose to sign in and pay via credit card.

IF Families have up to 90 days after an IFSP to update their finance information, will they be charged the $200 fee for services received following IFSP? As of 10/5/20 families are starting to get $200 bills for August services.
Does the system give families their no-cost protection rights and require them to indicate they understand them? Yes.

Does the family with extenuating circumstances related to family fee that are not captured by gross/adjusted income and family size need to complete the process and then submit a dispute? Who at BWEI approves or disapproves extenuating circumstances and/or the request to adjust or waive a fee? These types of requests will be handled the same way that they are currently handled. If Alex receives a request to waive or adjust a fee for a family, she will reach out to the provider to request approval. They can either submit a dispute or they can call the billing office and Alex will reach out to the provider for approval.

Does BWEI still plan to send unpaid fees to collections? BWEI does not plan to send this to collections.

Is there a BTOTS report to know if a family has or hasn’t completed registration? BTOTS has a reported called “Families with no Family Fee Determination” that Up to 3 will run monthly to follow up with families who may need help completing the registration and family fee.

Two other reports are available about family fee: BTOTS Family Fee Enrolled report shows families enrolled with a non-zero fee for that month or who have a zero monthly family fee and are not public insurance-eligible that month.

- Family fee – Children with Billable Visits report shows families with fees who received a visit during that month.
- Family Fee Exit report shows children who have non-0 fee who exited early intervention that month

How will the parent or program be notified that the parent needs to update financial information regarding Medicaid? When not eligible for Medicaid, they child will show up on the BTOTS report listing families who have not completed the family fee determinations.

How is the best way to help a family who may need help registering? Providers can join the family via zoom when the family is registering. They can also help over the phone, but it’s difficult since providers cannot pull up a practice site to see what its asking parents.

You can watch the video of Parent BNP (https://vimeo.com/465105766 to see what parents see as you walk them through it

It works with android, IOS, anything with modern web browser.

Does the system still use the sliding fee scale and ask family size? Yes. This is built into the system.

Will billable services be ended for multiple months of not paying family fee? Yes, the same process will be used for this as previously implemented.

BWEI Finance office will back bill for months a Family fee was missed or family was on Medicaid. If the child is Medicaid eligible, BTOTS Medicaid billable report will pull them up and Miriam will bill for them.

Will a paper fee be used? BWEI recommends still having family who need forms in Spanish continue to use paper fee form.