

From: [DCS Director](#)
To: [DCS Director](#)
Subject: DCS Invoicing Process
Date: Tuesday, July 30, 2019 3:25:47 PM
Attachments: [Provider Desk Guide for Attaching Case Documentation 7-19-19.pdf](#)
[FCM Desk Guide for Locating Provider Documentation in KidTraks 7-23-19.pdf](#)
[InvDoc More Info 2019-07-29.pdf](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
Importance: High

Good Afternoon!

During a recent Indiana State Board of Accounts audit of DCS, we learned the extent of missing or conflicting documentation on provider invoices. This is unacceptable. We gathered input from a variety of areas, including providers, DCS staff and the Auditor of State's office to identify a standard naming convention and location in KidTraks. These changes will allow clear expectations for everyone involved, make sure there is consistent access to all necessary areas of DCS and especially ensure accurate and appropriate use of financial resources. **Beginning with 9/1/2019 dates of service, DCS will deny payment if documentation is not in the standard location described in the attached. If documentation conflicts with the invoice, DCS will continue to deny payment as we do today.**

Additional information is attached, as well as two desk guides, one for providers and one for DCS Family Case Managers. Please take a few minutes to review the attachments and ensure you are prepared for the changes ahead. Providers should begin uploading documentations to KidTraks Case Information Page now per the desk guide to ease the transition. If you have further questions or require technical assistance, please do one of the following:

- Contact your DCS Regional Service Coordinator
 - Regions 1, 2, 3, 4: Dion Smith dion.smith@dcs.in.gov or 219-730-9971
 - Regions 5, 6, 8, 11: Iwona Morretino Iwona.morretino@dcs.in.gov or 317-232-0471
 - Regions 7, 12, 15: Austin Hollabaugh Austin.hollabaugh@dcs.in.gov or 317-234-8978
 - Regions 9, 10: Carolee Couch carolee.couch@dcs.in.gov or 317-495-5354
 - Regions 13, 14, 18: Jason Nelson Jason.nelson@dcs.in.gov or 812-704-7899
 - Regions 16, 17: Gwenivere Girtten Gwenivere.girtten@dcs.in.gov or 812-746-9186;
- Email ChildWelfarePlan@dcs.in.gov ;
- Contact a DCS Provider Relations Advocate

- Northern regions: Krystal.Pollard@dcs.in.gov
- Central regions: Hannah.Robinson@dcs.in.gov
- Southern regions: Whitney.Vowels@dcs.in.gov ; or
- Contact the DCS Payment Research Unit at 877-340-0309 or email DCSPaymentResearch@dcs.in.gov.

Respectfully,

Terry J. Stigdon, MSN, RN

Director

Indiana Department of Child Services

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Indiana children will live in safe, healthy and supportive families and communities.

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