

Family Driven Support Funds

Frequently Asked Questions (FAQ's)



1. How often should I submit my invoices?

- a. Invoices should be submitted as soon as possible after a single service is provided.
- b. If you use a service that is provided weekly or multiple times in one month, submit one invoice for the month, listing each individual date of service.

2. What happens if I don't submit my invoices timely?

- a. You risk possibly going over your allotted funds, resulting in the responsibility to pay for a portion or all of the service on an invoice.
- b. Per county guidelines, if invoices are received with dates of service greater than 6 months (or 180 days), it cannot be processed resulting in nonpayment by UCP.

3. If submitting for Respite Services is there anything additional, I need to submit?

- a. Yes, when submitting for respite services you need to ensure the invoice is accompanied with the Respite Provider's completed w9 Tax Form. Before submitting, also ensure UCP's Invoice for Vendor is completed in its entirety so payment for services is not delayed.

4. Where can I find more invoices to print if I want to handwrite/type my invoices?

- a. You can request a Family Support Services staff member to provide you with more copies. We are able to mail hard copies or email you a copy by emailing your request to: familysupportservices@ucpcentralpa.org
- b. You can also find them on our website www.ucpcentralpa.org
 - i. Click the Services Menu
 - ii. Click Family Support Services
 - iii. Scroll down the page to Family Driven Support Services
 - iv. Click on the Invoice for Vendors PDF

5. If my provider can send the invoices, where should they send them for payment?

- a. Providers can email them to familysupportservices@ucpcentralpa.org
- b. US Postal Mail send to: **UCP Central PA**

**Attn: Family Support Services
55 Utley Drive
Camp Hill, PA 17011**

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6. How long does it take UCP to process payment on an invoice?

- a. UCP Family Support Services begins to process payment on invoices within 48 hours after they are received. The Family Support Services staff review and verify the needed information on the invoice. The staff will reach out to the necessary parties for any missing information. Once all information is complete, the payment information is sent to the UCP fiscal department who will issue payment checks. This entire process takes approximately two to three weeks.
- b. If there is a question about where an invoice is the payment process, contact UCP Family Support Services by phone at 717-737-3477 or via email at familysupportservices@ucpcentralpa.org.

7. If I have questions about how to use my Family Driven Support Funds who should I contact?

- a. You can contact your CMU Supports Coordinator. They will be able to direct you on how the Family Driven Supports Funds is listed on the ISP or
- b. UCP Family Support Services Team
 - i. Email: familysupportservices@ucpcentralpa.org
 - ii. Phone: 717.737.3477

8. I want to use a service that is not listed in my ISP, what do I do?

- a. Contact your CMU supports coordinator to determine eligibility of the request. If approved, the supports coordinator will need to update the ISP to include the service.
***Please note, the ISP must be updated to include the requested change prior to a service occurring and before UCP will complete payment for the service. ***

9. What is a Utilization Report and why does UCP mail me one each month?

- a. Your Utilization Report serves as a guide to know how much of your Family Driven funds you have used from a month-to-month basis.
- b. The Utilization Report can assist in identifying if an invoice has not been submitted to UCP or a service has not been paid.

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Below a SAMPLE Utilization Report is pictured with explanations of what the fields mean.

Name of Client Address		UCP Central PA Family Driven Support Services Monthly Authorization/Utilization Report				
Service	Authorized	Used	Remaining	Auth Start	Auth End	
Family Driven Support Service	1750	1193.00	557.00	7/1/2021	6/30/2022	

Family Support Staff
55 Utley Drive
Camp Hill, PA 17011

Fiscal Year Begin:
This year began
7/1/2022

Fiscal Year End:
This year ends on
6/30/2023

County approved
funds for the fiscal
year.

Amount UCP has
paid from invoices
received through
the prior month.

Available funds to use.
Note: this will not be
accurate if you are not
submitting invoices for
services regularly.

The purpose of this report is to assist you to track the usage of your services and ensure accuracy of our records. If you have any questions regarding the above information, please contact UCP Central PA Family Support Services at 717-737-3477 or email familysupportservices@ucpcentralpa.org.

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10. What are some things I can spend my Family Driven Support Funds on?

Respite Care:

- In-home Respite
- Out of Home Respite
- Respite Day Camp
- Respite Overnight Camp

Family Aid/Sitter Service**Home Accessibility Adaptations****Vehicle Accessibility Adaptations****Support to participate in community
social/recreational activities.****Family Education/Training****Specialized Therapies**

- Equine/Hippo Therapy
- Physical Therapy
- Occupational Therapy
- Speech Therapy/Audiology/Hearing Aides
- Music Therapy

Homemaker Services**Dietary Supplements****Assistive/Adaptive Items**