

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 or by the end of the month the service is provided in.
- b. When you use a service which is provided weekly or multiple times in one month, submit one invoice for the month, listing each individual date of service.

2. What information needs to be provided on the invoice when submitting?

- a. Name of participant who received the service
- b. Name of individual/vendor who provided the service
- c. Date of the service
- d. Description of the service provided
- e. Name or Type of service provided
- f. Hourly rate

3. When does Family Driven Support Funds pay for a vendor service?

- a. Family Driven Support Funds can be utilized to pay for a vendor service after the service has occurred in accordance with the ODP guidelines.
- b. If a vendor states that payment is needed prior to the start of the service, you will need to reach out to your Support Coordinator so they can contact the vendor to explain how the process works.

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

- a. You risk the invoice not being able to be paid or exceeding the allotted funds. It is the responsibility of the individual/family to pay any amount not covered by FDSS funding.
- b. Per county guidelines, if the date of service on an invoice is greater than 6 months (or 180 days), it cannot be processed which will result in nonpayment. Those dates of service exceeding 180 days become the responsibility of the individual/family.
- c. Due to the time required for UCP to process invoices once received, it is recommended invoices be submitted within one month of when the service occurred but no later than 4 months after the service occurred.

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- 5. If submitting an invoice for Respite Services, is there anything in addition to the invoice that I need to submit or verify?**
- Yes, when submitting for respite services you need to ensure the invoice is accompanied by the Respite Provider's completed w9 Tax Form.
 - Before submitting, ensure you are using the current copy of UCP's Invoice for Vendor and the invoice is completed in its entirety so payment for services is not delayed. (PLEASE NOTE: Providers of Respite Services must be over the age of 18)
- 6. Where can I find the UCP Invoice for Vendor Service or get more if I run out?**
- A copy of the UCP Invoice for Vendor Service can be requested from a Family Support Services staff member. Email your request to: familysupportservices@ucpcentralpa.org Please include if you would like a copy emailed to you or if you would like hard copies mailed to you.
- 7. If my vendor can send the invoices, where should they send them for payment?**
- Providers/Vendors can submit invoices directly to UCP Central PA for a family participating in FDSS. The provider/vendor would submit them via email, which is recommended, or via US Postal Mail. If emailing the invoice, the provider/vendor should also cc: the family. Email them to familysupportservices@ucpcentralpa.org
US Postal Mail send to: **UCP Central PA**
Attn: Family Support Services
55 Utley Drive
Camp Hill, PA 17011
 - Providers should ensure the invoice includes:
 - Name of participant who received the service
 - Name of individual/vendor who provided the service
 - Date of the service
 - Description of the service
 - Name or Type of Service provided
 - Hourly rate
 - Once the invoice is received, a Family Support Specialist will verify with the family the services have occurred as listed on the invoice. The invoice will not be processed until confirmation is received from the family.

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

- a. UCP Family Support Services begins to process invoices within 48 hours after they are received. The Family Support Services staff review and verify the needed information on the invoice. If any information is missing or needs verified, the staff will reach out to the necessary parties. 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 four to six weeks.**
- b. If there is a question about an invoice that has been submitted for payment, contact UCP Family Support Services by phone at 717-737-3477 or via email at familysupportservices@ucpcentralpa.org.

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

- a. Your Supports Coordinator is your primary point of contact regarding the utilization of your Family Drive Support Service (FDSS) funds. They oversee how the FDSS funds are listed in the ISP and made determinations on whether a request is an allowable use of the funds.
- b. UCP Family Support Services Team can offer suggestions based on how other individuals/families have utilized their funds but does not have any authority or final approval on purchases. Approval for services must come from your Supports Coordinator.

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

- a. Contact your Supports Coordinator to determine the eligibility of the request. If approved, the Supports Coordinator will need to update the ISP to include the service, and this will be communicated to UCP Family Support Services.
***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. ***

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

- a. Your Utilization Report serves as a guide to find out how much of your FDSS has been used from month to month.
- b. The Utilization Report can assist in identifying if an invoice has not been submitted to UCP or if a service has not been paid.


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

UCP Central PA
Family Driven Support Services
Monthly Authorization/Utilization Report

Client Name _____

Client Address _____

Client Address _____



Review for accuracy. Let us know if you move.

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

County Approved Funds

Service	Authorized	Used	Remaining
Family Driven Support Service	\$2,000.00	\$2,000.00	\$0.00

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

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

Invoice Submission Terms

Invoices must be received within 2 months of the date the service was provided to ensure there is enough time to process and submit billing to the county.

Amanda Neidig
Family Support Specialist

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12. What are some services I can discuss with my supports coordinator to utilize my Family Driven Support Funds on? Your supports coordinator can help you determine if insurance denials are needed for some of the services listed below.

<p>Respite Care:</p> <ul style="list-style-type: none">• In-home Respite• Out of Home Respite• Respite Day Camp• Respite Overnight Camp <p>Family Aid/Sitter Service</p> <p>Home Accessibility Adaptations</p> <p>Vehicle Accessibility Adaptations</p> <p>Support to participate in community social/recreational activities.</p> <p>Family Education/Training</p>	<p>Specialized Therapies:</p> <ul style="list-style-type: none">• Equine/Hippo Therapy• Physical Therapy• Occupational Therapy• Speech Therapy/Audiology/Hearing Aides• Music Therapy <p>Homemaker Services</p> <p>Dietary Supplements</p> <p>Assistive/Adaptive Items</p>
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