PassportONE

FAMILY SERVICE TORONTO

DSFG Meeting

Sept 27, 2019

Overview

- PassportONE Implementation Overview
- Passport Agency Migrations Overview
- PassportONE Stats
- TPA Claim Submission Process
- TPA Audit Process
- Accrual Based Accounting
- TPA Portal Payment Notification and Reporting Features
- Provincial Feedback on Portal and Next Steps

PassportONE Implementation

Why PassportONE?

- Supports MCCSS Modernisation initiatives (**Modernization**: Projects that promote innovation and collaboration within the developmental services sector and build linkages with other sectors in order to make services and supports more person-centred and responsive to the needs of individuals and families.)
- Centralised processing increases efficiencies
- Consistency in application of Passport guidelines

Who is PassportONE?

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- Family Service Toronto(FST) is one of the 11 Passport Agencies –Toronto region
- FST became the consolidated back-office payment processing entity for the province wide Passport program starting in 2018 through an EOI process– now called PassportONE
- Team consists of Client Payments Manager, Report and Data Manager, PassportONE Trainer, Claims Team, Data Management team, Helpdesk and Process Fusion Technical Team.
- FST will administer all financial transactions worth $0.5 billion plus for about 60,000+ clients centrally going forward!!

Roles of PassportONE and Passport Agency

<table>
<tr><th>PassportONE</th><th>Passport Agency</th></tr>
<tr><td>Administer all financial transactions for invoicing and payments for the Passport program</td><td rowspan="2">As the primary point of contact for all Passport clients, their families and service providers, functions include:
• Map Passport applications and support clients waiting for funding
• Issue new approvals on direction from MCSS
• Support clients to develop plans and budgets to use Passport funds
• Manage requests for guideline exceptions
• Follow up with clients, families, and/or service providers during level three invoice review</td></tr>
<tr><td>Operationalize the review of admissible and inadmissible expenditures and implement e-filing and electronic signature for Passport clients</td></tr>
<tr><td>Lead the provincial dispute resolution process related to invoice processing</td><td>Participate in provincial dispute resolution process related to invoice processing</td></tr>
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Core Objectives – *Invoice Processing*

- Provide payment with 48hrs of submission - *Goal*
  - Based on accuracy of information and turnaround time from clarification
- Reducing the workload for PAs with the Risk Based Review
  - Automatic approval with accurate information provided
- Creating a standardized process

Passport Agency Migration

PA Migration Chart

Priority	Go-Live Date	Name of Organization
1	07-May-18	**Family Service Toronto**
2	14-Aug18	**Contact Hamilton**
3	17-Sept-18	**Lutheran Community Care Centre**
4	15-Oct-18	**HANDS, The Family Help Network**
5	05-Nov-18	**York Support Services Network**
6	26-Nov-18	**Extend-A-Family (Kingston)**
7	10-Dec-18	**Tri-County Community Support Services**
8	28-Jan-18	**March of Dimes Canada**
9	18-Feb-19	**Catulpa Community Support Services**
10	04-Mar-19	**Community Services Coordination Network**
11	01-April-19	**Central West Specialized Developmental Services**

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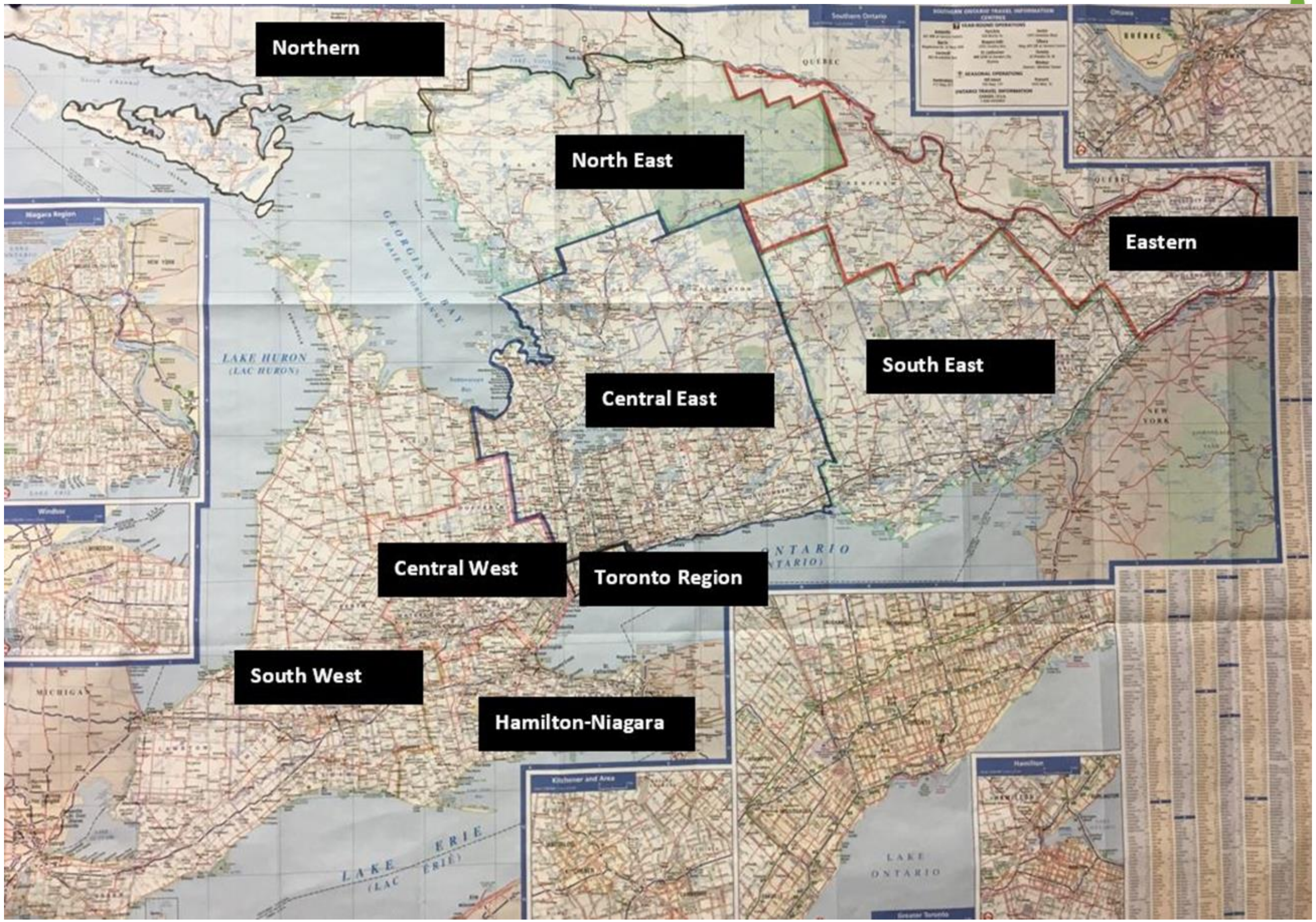

Client Onboarding Process

- Standardized forms were developed for all Passport clients effective 2018
- Signed consents and service agreements are also required prior to PassportONE’s ability to process claims
- Forms are processed at Passport Agency level for PassportONE

Submission Methods

- **Client and/or their Family Members**
  - Electronic submission
    - Invoices submitted by fax, email or online are routed automatically to the PassportONE work queue
  - Manual submission
    - Invoices submitted by mail or in person are scanned to the invoice work queue
  - Online Submission
    - Invoice submissions will be passed from each system to PassportONE

Submission Types

- **Direct Funding**
  - Barcoded invoices
- **My Direct Plan (MDP) Electronic Submissions**
- **Transfer Payment Agencies (TPA)**

TPA Stats

Any Ideas?

- How many TPAs supported provincially?
- How many clients supported by TPAs provincially
- How many submissions?
- How much money paid out to TPAs monthly?

PassportONE Stats

Item	Total
Registered Clients (Across all 11 Passport Agencies)	40,781
Average Daily TPA Submissions	307
Number of Client Supported by TPAs	11,180
Number of TPAs Using the Portal	260
Number of TPA Users Trained	1034
Number of TPA Submissions (April to present)	46920
Amount Paid to TPAs Monthly	$7.4M (avg)

TPA Claim Submission Process

TPAs Submitting Claims on Behalf Of Recipients

- Passport Agency must receive all completed forms from TPAs before information will be accessible in portal
- Once information is processed by Passport Agency, details appear under the TPA client list n the portal

Notification of Transfer Payment Agency (2)

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Ontario Passport Program

Notification of Transfer Payment Agency Form

- [ ] Initial
- [ ] Update

Client Information:

Name:	
Client code:	

Transfer payment agency information:

Agency name:	

Details of annual Passport funding amount to be reimbursed to the TPA:

Start date:	
Annual funding amount approved for reimbursement:	
Administrative charge (up to 10%):	
Description of services and supports to be provided:	

Passport program contact information:

Primary contact:	
Phone number:	
Email address:	

Ontario Passport Program

Person Managing Funds authorization:

By signing this form, I provide consent to the Passport program to reimburse the Passport funding amount to the agency listed above, in exchange for supports and services within the Passport program guidelines. I understand that I may choose to amend the amount of funding or the agency, at any time. Further, I agree to notify the Passport agency within 30 days if the services and supports provided by the agency are no longer being used.

First and last name of Person Managing Funds (please print)

Person Managing Funds Signature Date

Transfer Payment Agency authorization:

Name:	
Role / Title:	
Phone number:	
Address:	
Email:	

The transfer payment agency details on this form are true and accurate. I have read and understood the TPA Memorandum of Understanding between the above named agency and Family Service Toronto, the PassportONE service to whom all invoices will be submitted.

Transfer Payment Agency representative signature Date

TO BE COMPLETED TO END THE AGREEMENT ABOVE:

Dissolution of Agreement with Transfer Payment Agency

By signing below, I confirm that the agreement with the above-named Transfer Payment Agency is hereby terminated as of: ______________________ and provide my consent for the Passport Agency to inform the Transfer Payment Agency that the agreement has been terminated.

Person Managing Funds Signature Date

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Notification of Transfer Payment Agency (1)

- The Notification of Transfer Payment Agency Form needs to be used when the Person Managing the Funding decides that all, or a portion of the Passport funds, will be managed by an approved Transfer Payment Agency.
- This form will be ongoing and will not be required to be submitted each year. Updates to the amount or changes can be made anytime throughout the year.
- This form needs to be signed by the Person Managing the Funding and a representative from the Transfer Payment Agency.
- The Transfer Payment Agency will submit invoices directly to PassportONE and be reimbursed.

TPA Audit Process

TPA Claim Audit Process

- 10% of submissions by TPAs are randomly selected for audit
- The TPA portal will advise which claims are being held for review
- TPA is to submit invoices associated with claim to Passport Agency who then submits to PassportONE for review and to process claim
- Receipts for Support Worker Hours (internal to TPA), Day Program and Admin Fees not required
- Some PAs have suggested that TPAs include receipts for all submissions to decrease delays with claims selected for audits

TPA RBR Requirements

- Actual expenses are to be submitted and not an estimate of 1/12 or 1/4
- No receipts are required to be attached at initial submission
  - But required to keep receipts for auditing
- More detailed service description required
- Invoices will be routed for manual review if
  - Administrative services claimed with no actual service provided
  - Invoice is the same amount in every submission (same as last 3)
  - The invoice is for 1/12 of client's total annual authorization
  - Invoice amount: invoice exceeds $3,000
  - Invoice amount: invoice exceeds 20% of client's total annual authorization
  - Item amount: invoice contains an items that exceeds $3,000
  - And 10% of all invoices TPA submissions
- PA staff will be involved to get the detail receipts if routed for clarifications

Accrual Based Accounting

Accrual Based Accounting

- Claims are processed based on service date
- System is designed to apply to the appropriate fiscal funding year and this allows for camps to be paid in advance to secure a spot (concert tickets/gym memberships)
- Everything can be paid for in advance except for support worker hours and mileage

TPA Portal Reporting

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Reports Available in Portal

- TPA's are able to generate reports in the TPA Portal dating back 24 months.
- These reports include:
  - Item ID
  - Client Name
  - Client Code
  - Sub-totals specific to each Service Type and total amount of the submission.
  - Status of the invoice (Pass or Fail)

Payment Notifications

EFT Notification details

- Eft notification is currently in pdf format and sent to the email provided by the Passport Agency
- TPA supplemental reports can be provided in Excel to allow finance to reconcile payments for each individual client

Provincial Feedback on Portal and Next Steps

Feedback from TPAs

TPA	**Notifications- improvements**	o TPA receives no notification if a claim is not paid as submitted > notify TPA when a claim is denied, and the reason > notify TPA when a claim is not paid in full, and provide the reason and details as to what part of the claim was not paid > notify TPA when a claim has failed validation for any reason > notify TPA a summarized outcome of each CSV file uploaded – eg: claims submitted successfully vs failed validations
TPA	**Invoices Dashboard**	o Dashboard indicates the status of the claim, but does not show the amount paid > add a column to indicate the amount paid o Dashboard does not include any dates > add date column re the date the claim was submitted o Total invoice o Total paid o If amount paid is different from amount of invoice, could this be highlighted or in a different font colour, some way to indicate the discrepancy?
TPA	**Reporting- Modification**	o Report function indicates the status of the claim, but does not show the amount paid > add a column to indicate the amount paid o Reporting function only allows TPA to go back 3 months > ability for TPA to run a report by fiscal year > have access to previous fiscal years' reporting o Report function is based on submission/processing date and not based on fiscal information – for example; running a report April1-present shows all claims submitted during this period, but these claims fall under the 2018-2019 fiscal year o Report does not include any dates re claim or payment > add date column
TPA	**Invoices**	o Invoices on the portal, show Funding Year as 'Last year (2018)' and 'Current year (2019)' > since funding is fiscal, it would be clearer if the date was shown as 2018-19 and 2019-2020 o Define what 'spent amount' includes? – if there is an amount 'in progress' is this already deducted from the full TPA amount or is it deducted once an invoice passes? o We are unable to print off the invoices generated on the TPA portal > add print function
TPA	**Claims flagged as duplicates**	o When a claim has the same Service Type, same Organization Name, and same Date, it is automatically flagged as a duplicate (even though the amount of the claim is different for each) and fails validation (no notification, see above point) • Several claims were wrongly flagged as duplicates because of these parameters – For Example: 2 Taxi receipts claimed from the same day
TPA	**Accounting**	o the portal does not have query or very limited report to look up for reconciliation o FST EFT payment remittance advice with each line for number of invoice (items for payment with pdf and excel given if we requested and still missing detail i.e. for the month of payment (see Example attached of the PDF we receive from FST) > receive payment from FST as Excel file so we can more easily reconcile > include month of payment > invoice # for each line? – invoice # on payment remittance advice does not match PassportONE TPA portal invoice # and does not match our internal CLToronto invoice # > PDF received does not include Service Type re claim, but payment is by claim line
TPA	**Adding Receipts**	When TPA submits an invoice to PP1 and it get flags for Audit. TPA are requesting a way that the TPA can go back into the TPA portal and attached the required receipts which is then feed back into E:form to complete the Level 3 audit

Questions?

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