

**STATE OF WEST VIRGINIA**

**DEPARTMENT OF HEALTH AND HUMAN RESOURCES**

**Bureau for Children and Families**

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**Division of Children and Adult Services**

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**M E M O R A N D U M**

**DATE:** December 6, 2011

**TO:** Commissioner, Deputy Commissioners, Office Directors, Regional Directors, Community Services Managers, Program Managers, Regional Program Managers, Child Welfare Consultants, Social Services Coordinators, Adoption Supervisors, Homefinding Supervisors, Adoption Workers, Homefinding workers, CPS Supervisors, CPS Social Workers, individuals who use or initiate ASO Services and ASO Providers.

**FROM:** Jane McCallister, Director, Children and Adult Services

**SUBJECT: ASO Services**

This memo is to notify you that ASO services can no longer be rolled back prior to the date it is end dated in FACTS or the date that you notify APS HealthCare or the desire to roll back the service. The provider must be notified immediately that the service is no longer needed.

In the past we have allowed services to be rolled back to an indefinite period of time, this practice has caused problems with the payment process.  Providers have reported that they have provided the services and had a valid authorization to provide the service then the service has been rolled back.  They are only able to bill for services that are authorized and not closed so the rollbacks create a situation where they cannot bill for services provided and initially authorized.

It has been requested that FACTS make a change to only allow the current date forward to be put in the system but until this change can be made staff should only end date the service the date they go into the FACTS system to make the change.  As always workers should be communicating with the providers and providers should know when a service is to end.

If you have any questions, please contact your Child Welfare Consultants in your region.