

IDHS CCAP Provider Payment Update 03.20.2020

Payments scheduled to approve by DHS tonight, 3/20/20, include MOST payments entered on 3/18/20. DHS plans to continue approving payments at least throughout the next few days. DHS always notes MOST regarding approval of payments because some payments require manual processing that can cause a slight delay in the approval process for some payments.

800-804-3833 provides providers with the entry date of their payments the working day after the entry. Providers can hear the approval of their payments on this line the day following the approval. Issue date information also can be heard on 800-804-3833, but the issue information doesn't come over until two working days after the payment was issued by The Office of the Comptroller.

**Payments are generally issued by The Office of the Comptroller 1-3 working days after the payments are approved by DHS. Payments are issued at night. Paper checks go in the mail the next working day. Direct Deposit and Debit Card payments are in accounts two working days after being issued. Debit card payments can reach the accounts at any point on the second working day – early in the morning until later in the day. Weekends and holidays are not working days.

Providers can call the payment update line of: (217) 524-9041, for processing updates.

Providers should follow the Comptroller web site to see when their payments become issued in the Comptroller System.

Provider paid via Direct Deposit, can view specific details of their payments in The Office of the Comptroller Enhanced Remittance Section.

To sign up for the enhanced screens, providers go to:

- www.illinoiscomptroller.gov

-On the home page, go to the VENDORS tab

-Click on Vendor Payments

-Go to The Enhanced Vendor Remittance Area

-Click the blue box: "Register"

-Complete the registration page

-Within 24 hours, an e-mail should be sent with instructions on creating a password to view the detail of the payments.

*- When password has been created, Provider goes back into: www.illinoiscomptroller.gov

*-Click on Vendors

*-Go to: Enhanced Vendor Remittance."

*-Enter User ID

*-Enter Password

*-Click: Login

*-Next page click: Payments

- *- Next page click: Find Warrants - In this area providers can adjust the fiscal year, and/or the beginning and ending date of their search. However, if they don't make any adjustments, the search will show them the last 30 days of payments.
- *-Next page will show the most recent issued payments at the top of the page. Click on one of the Warrant/EFT#'s
- *-Next page will give a lot of detail on the payment, including the Payment Voucher Description (all the specific case information of the payment)

For providers paid via the Debit Card, or Paper Check, providers can view issued payments without the detail information. The information will include the issue date, amount and paid date. Providers click on each payment to see the payment is from Human Services. This page is also available to providers paid through Direct Deposit that don't need the detail of their payments. To view the issued payment information providers go to:

-www.illinoiscomptroller.gov

-On the home page, go to the **VENDORS Tab**:

***Click on Vendor Payments**

*In the Vendor Payments Box:

* Enter provider VENDOR TIN (SS# or FEIN)

*Next enter the VENDOR NAME (name as listed with The Office of the Comptroller. Businesses need to use the legal name as Comptroller has them listed)

*Select the security image noted

*Click: Submit

***The most recent issued payments will be shown at the top of the next page, along with approximately nineteen other recent payments.**

Debit Card

Providers getting paid through the debit card that have card issues, seeking detailed information on their payments, or wanting debit card monthly statements, should call the card company at: 866-338-2944. For callers to speak with a customer service representative at the card company, providers do not enter their card number when the message asks for it. When instructed, they should press the # sign. Then when instructed, press option 4 for lost, stolen, or damaged card. After entering the social security number and zip code, a representative should come on the line.