Sioux Empire Network of Care Training Manual

ServicePoint

SECTION 5

FundManager

Icon Overview

Icon Overview refers to specific icons that are throughout SENC System.

	SerivcePoint Icon	SENC Partner Agency
	Lock Icon	Agency Shared Information
	UnLock Icon	Globally Shared Information
	Edit Icon	Update / Change Current Information
	Delete Icon	Remove enteries made in error- ONLY
	View Detail Icon	View Attachements
	Select Icon	Add Selected Information
	Remove Icon	Removed Selected Information
	Notes Icon	Add Note
	Date Selection, Reverse, Current Date Stamp Icon	Enter, clear a date or current date stamp {Date format: mm/dd/yyyy}
	Bed Icon	Shelter Bed Check In

Data Measurement Tool
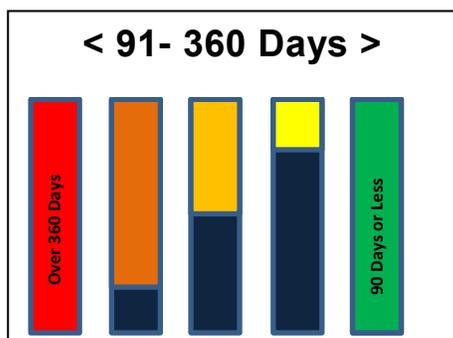
Fund Administrator Functions

A **Fund Administrator** manages a fund. They have the ability to enable/disable the fund, modify the fund settings, edit the **Fund Amount**, manage **Providers with Access** to the fund, and allocate specific amounts to **Providers with Access**. A **Fund Administrator** can also perform all functions of a **Review Agent**. Users are designated as a **Fund Administrator** on the **Fund Profile**; users with the role of System Administrator II have **Fund Administrator** access to all funds.

Basic Vs. Advanced Funds

At this time, funds are created as one of two types, **Basic** or **Advanced**. This designation is set by the **Fund Type** field on the **Fund Profile** at the time of fund creation. **Funding Source** picklist items that existed before *ServicePoint* 5.8.0 are converted into **Basic Funds** upon upgrade to *ServicePoint* 5.8.0. **Basic Funds** can be turned into **Advanced Funds**; however, **Advanced Funds** cannot be reverted back to **Basic Funds**.

Basic Funds can be used in all modules currently containing funding sources as of 5.7.x; however, they do not support complex settings. **Advanced Funds** can accommodate complex settings such as provider allocations, requiring approval, client distribution as vouchers, being included in check requests, etc. At this time, **Advanced Funds** can only be used in the *ClientPoint* and *CallPoint* modules. A chart demonstrating the **Basic** vs. **Advanced** functionality is below. (See Table 1)

Table 1

Function	Basic Fund	Advanced Fund
Use throughout ServicePoint	Yes	No, *ClientPoint* ONLY
Limiting fund for use by specified Providers	Yes	Yes
Limiting fund to specified Service Codes	Yes	Yes
Tracking the Balance of Fund with a starting Fund Amount	No	Yes
Allocating amounts to Providers	No	Yes
Requiring Approval	No	Yes
Check Request Generation	No	Yes
Bill Credit Authorization and Reconciliation	No	Yes
Voucher Generation and Reconciliation	No	Yes
Limiting fund to specified Vendors	No	Yes

Funds and Funding Cycles

Each fund created within *FundManager* has one or more funding cycles. **Fund Profiles** contain the settings that determine how fund requests from that fund behave. **Funding Cycles** are entities of the fund and contain the **Start and End Dates**, **Fund Amount** to be used during the cycle, and providers that have access to the funding cycle. As funds are used within services, the **Fund Profile** settings are checked by *FundManager* to determine what steps a fund request must go through before it is considered **Completed**.

Creating Vendors

1. Navigate to the **FundManager Dashboard**. Click **Vendor Admin (1)**. The **Vendor Search** screen will display.
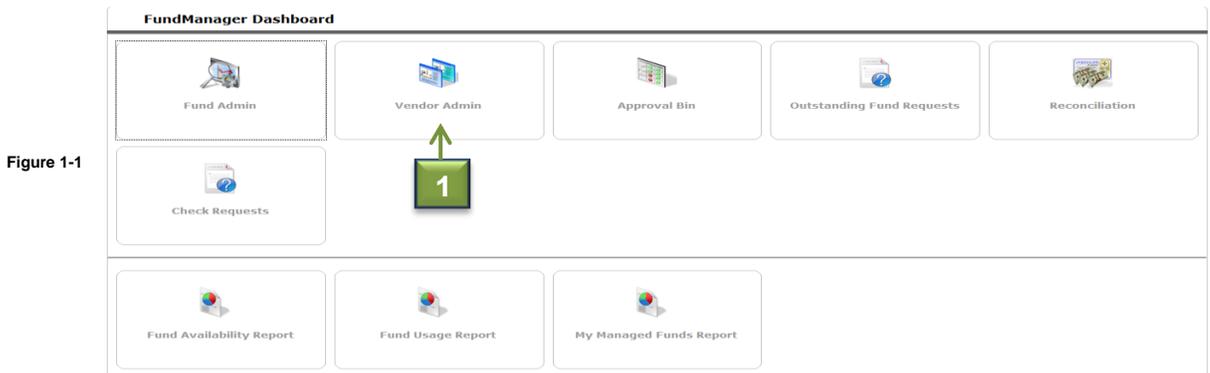
Figure 1-1

2. Click **Search** to review existing vendors to ensure the vendor to be created does not already exist (2); click **Show Advanced Options** for more search parameters, including location fields. **Vendor Search Results** will populate.
   - *If the Vendor <u>does not</u> populate on the list. Follow step 4.*

3. Click the **Edit** icon ✎ next to the **Vendor** you want to select or click the hyperlinked **Vendor** name
4. Click **Add New Vendor** to open the Vendor Profile window (3).
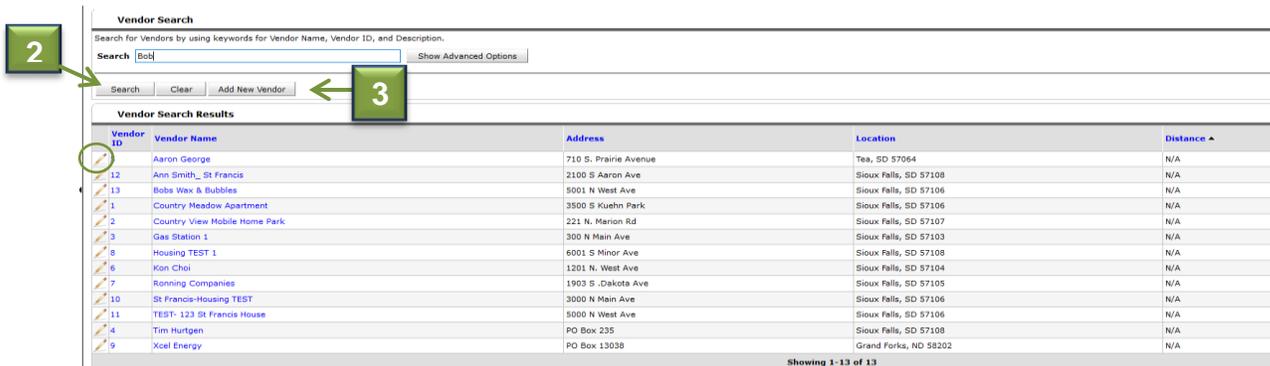
Figure 1-2

5. Enter **Vendor Name**, Tax ID Number *(if applicable),* and description *(if applicable).* Click **Save & Continue**. The screen will expand, and the **Vendor Profile** will be created.
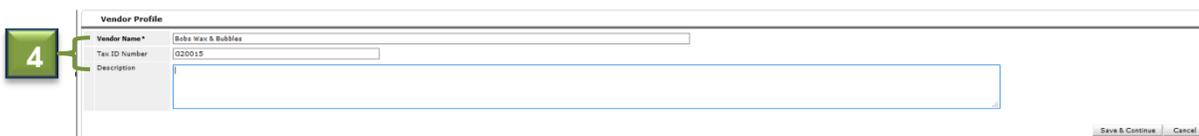
Figure 1-3

6. Enter Vendors address- Click **Add Address** (5). **Add New Vendor Address** box will appear. Complete information (6). Click **Save & Exit**.
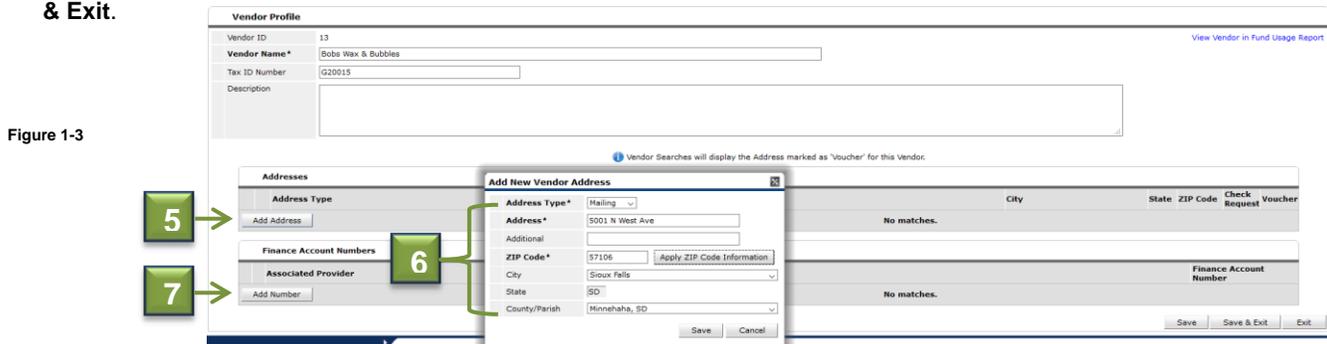
Figure 1-3

2. Enter Finance Account Numbers- Click **Add Number** (7). This is optional and base on your agencies process. Click **Save & Exit.**

<u>Creating Funds</u>

For a user to have the ability to create funds, settings must be enabled by a System Administrator for the user's provider and then on the user profile. Once the appropriate settings are enabled, the user can proceed with the following. The ability to create funds is independent of whether or not that a user has been set as a **Fund Administrator**.

1. Navigate to the **FundManager Dashboard**. Click **Fund Admin** (1). The **Fund Search** screen will display
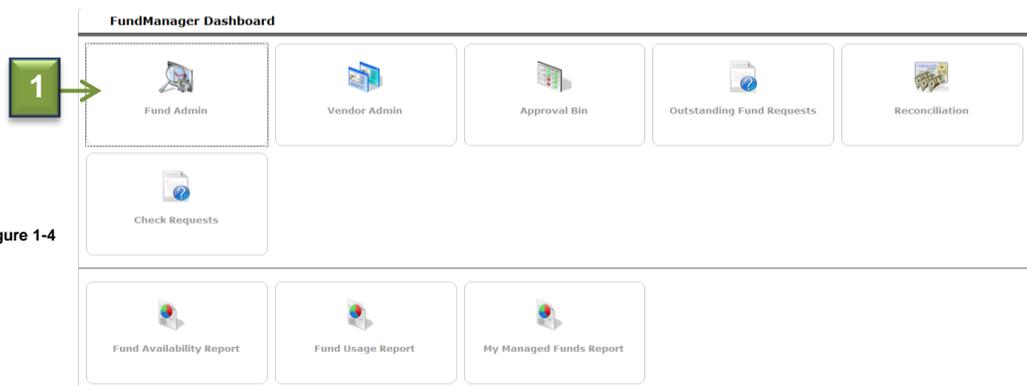
Figure 1-4

2. Click **Search** to review existing funds to ensure the fund to be created does not already exist (2); click **Show Advanced Options** for more search parameters, including location fields. **Vendor Search Results** will populate.
   - ▪ *If the Vendor <u>does not</u> populate on the list. Follow step 5.*

3. Click the **Edit** icon ✎ next to the **Vendor** you want to select or click the hyperlinked **Vendor** name
4. Click **Add New Vendor** to open the Vendor Profile window (3).
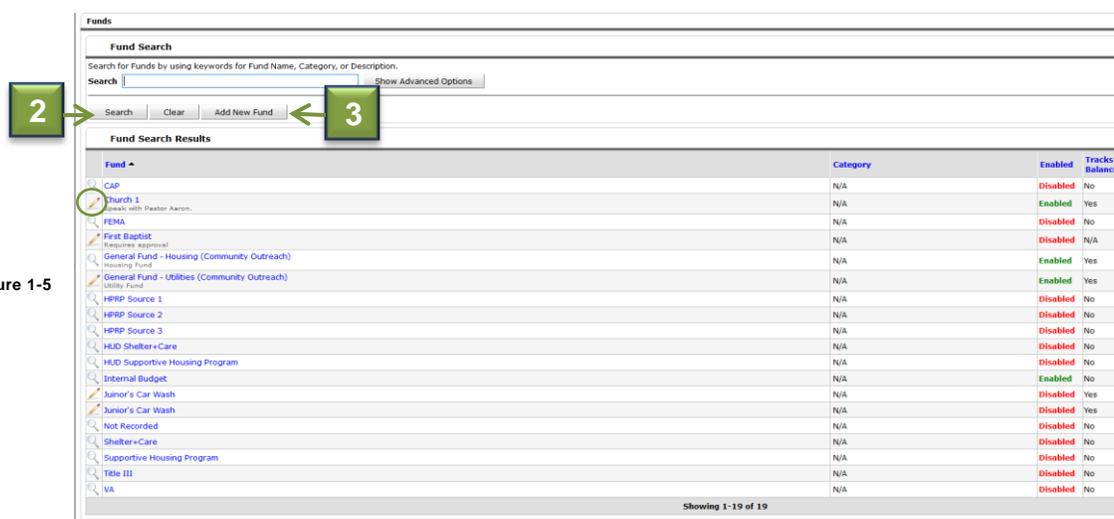
Figure 1-5

2. Click **Add New Fund** (4). The **Fund Profile** screen will display

Figure 1-6

3. Enter data into the **Fund Profile** and **Initial Funding Cycle** sections. To create funds with advanced settings, select **Advanced** as the **Fund Type** (5) and **Save & Continue**. An alert will display. Click **Yes** to confirm (6). The screen will expand and a **Funding Cycles** tab will display.

Note: *The **Fund Type** field can be switch from **Basic** to **Advanced** but cannot be switched from **Advanced** to **Basic**. See the* Basic vs. Advanced Funds *section for more information on each **Fund Type**. Fields on the **Fund Profile** and **Funding Cycles** tab will be enabled or disabled based on the initial **Fund Type** selection.*

4. Modify the data in the additional fields and tables (7), as necessary. (See Table 2)
5. Select Track Balance – **Yes**. Enter Initial Funding Cycle Info – ALWAYS select **Open to Providers with Access**. Start date will default to current date. (8)
6. Click **Save & Continue.** The **Fund Profile** will display.

Figure 1-7
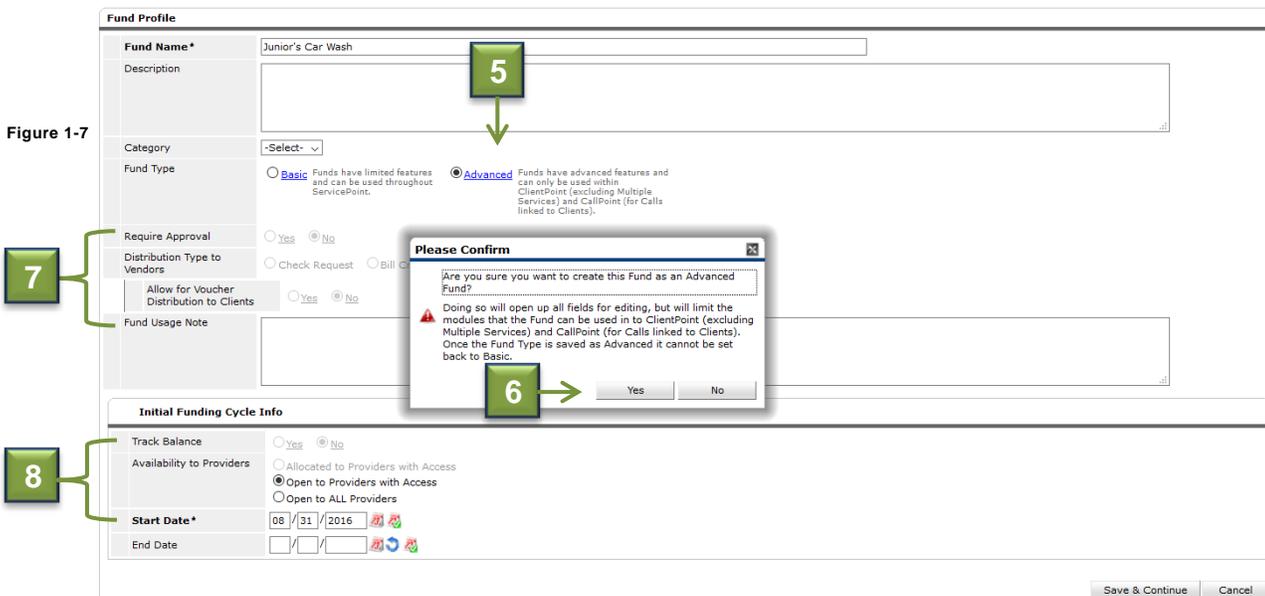
Table 2

Fund Type	See Basic vs. Advanced Funds section
Required Approval	This field determines whether or not fund requests for this fund go through an approval process. If **Yes**, fund requests must be approved by a **Review Agent** in the **FundManager Approval Bin** once a user has submitted the request. If **No**, fund requests do not go through the **Approval Bin** after submission. This setting is only available with **Advanced Funds**.
Distribution Type to Vendors	**Check Request** allows fund requests to be grouped into check requests after approval or reconciliation. **Bill Credit Authorization** allows fund requests to be reconciled after approval or submission. This setting should be used when a vendor has allocated a specific amount of money to be used by an agency, but the vendor retains the actual money. The agency "authorizes" the vendor to apply the money to specified client accounts with the vendor. Fund requests from a fund marked as **Not Applicable** do not go through the check request generation or bill credit authorization process. This setting is only available with **Advanced Funds**.
Allow for Vouchers Distribution to Clients	This field determines whether or not the fund may be used for services to be distributed as vouchers to clients; setting this field to **Yes** does not require that the fund be distributed as vouchers but only provides users with the option to do so. This setting is only available if **Distribution Type to Vendors** is set to **Check Request**.
Fund Usage Note	Text entered in the **Fund Usage Note** is displayed when a fund is selected for use within a service and when entering an amount to be used from the fund. It should be used as a communication tool to end users; a possible use of the **Fund Usage Note** would be to include notes on fund restrictions that cannot be controlled by other fund settings, such as a maximum amount to be used per fund request.

7. Enter the **Fund Administrators** and **Review Agents** for this fund. (9) (See Page 3 on job roles) Select **Compatible Vendors** and **Compatible Service Codes** for this fund. (10) *We encourage you not to use **ALL** as a selection*
8. Select Fund Setting Enforcement- Click **Do Not Allow**. (11) *We encourage you to **avoid using 'Allow with Override'***

Figure 1-8
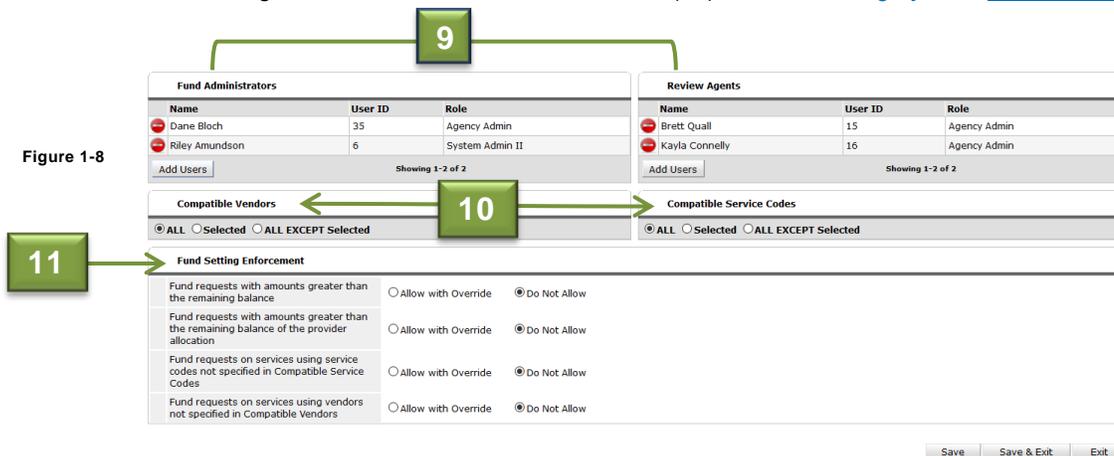
NOTE: *Click SAVE. On the same screen – scroll back to the top.*

9. Click tab - **Funding Cycles.**

Figure 1-9

10. Enter the following information (12) - *if applicable*:
   - Fund Level Alert – this will provide an alert when the fund reaches the specified dollar amount.
   - Start Date – This will be the start date of the funding cycle. **(required)**
   - End Date – This will be the end date of the funding cycle, *if applicable.*
     - End Date Alert- When fund cycle end date is near, *if applicable.*
   - Submission Date- This is the last date any requests can be made out of the fund, *if applicable*.
   - Voucher Generation Deadline – This is the last date any vouchers can be generated out of this fund, *if applicable*

11. Click **Add Funding Cycle** to create ongoing funding cycles for each month*, if applicable.*

12. Click the **Providers with Access** tab. The **Providers with Access to Funding Cycle** table will display.

Figure 1-10

13. Click **Manage Providers**. Search for the agency you want to have access to this fund. Select **agency.** Click **Exit.**

Figure 1-11

14. Click **ENABLE** fund to begin using this fund. (13) If changes need to be made to this fund – you must **DISABLE** it prior to making changes. An alert will appear – click **YES** to Enable or NO to leave Disabled. (14) Click **Save & Exit.**
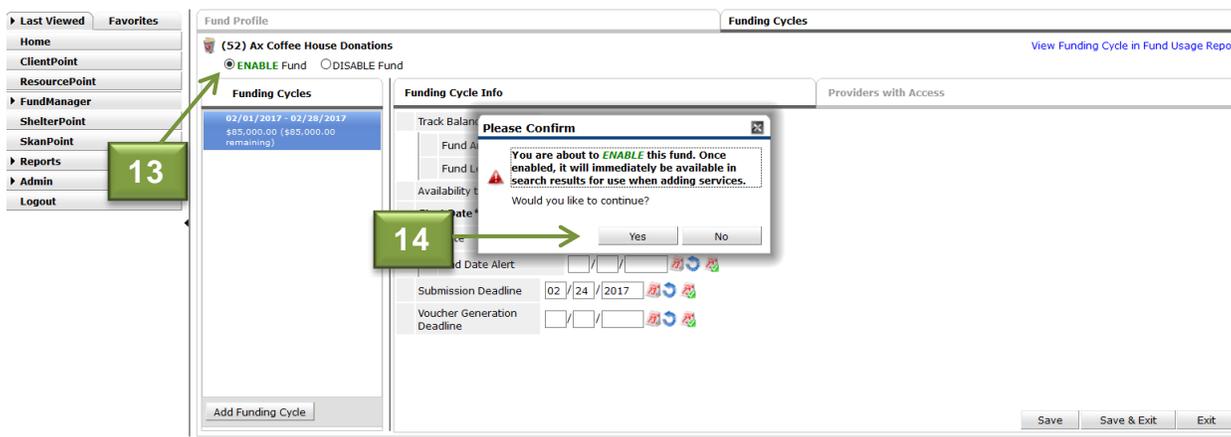
Figure 1-12

Voucher Transaction Process

1. Add a **Service** that is connected to the fund you would like to use. Use the dropdown arrow to open the FundManager window. *(e.g. This fund allows vouchers to be wrote from it)*

- Vouchers Allowed – select Yes
- Vouchers Not Allowed – select No

2. Select the **Vendor** you would like to voucher to be written to. (1) Click **Search.** A search screen will appear that lists all the vendors in the system to choose. Add **Code for Accounting Department**, *if applicable.*
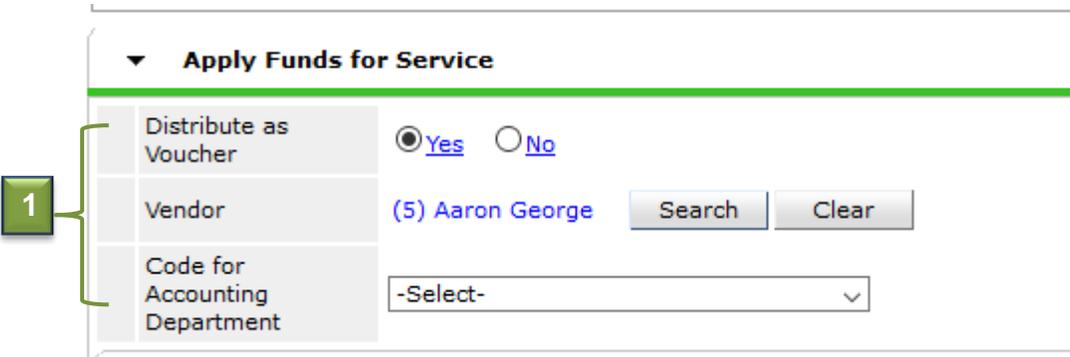
Figure 1-13

4. Add a **Funding Source**. Add **Client Co- Pay**, *if applicable.* (2) Add **Other Contributing Sources**, if applicable. (2) Click **Add Funding Source**. (3) Scroll down - Click **Save** to submit the voucher request.

- Client Co-pay means the client can provide that dollar amount towards their service (2)
- Add Other Contributing Sources – any source outside of the fund you pulling from (e.g. friends, family, churches etc.) (2)
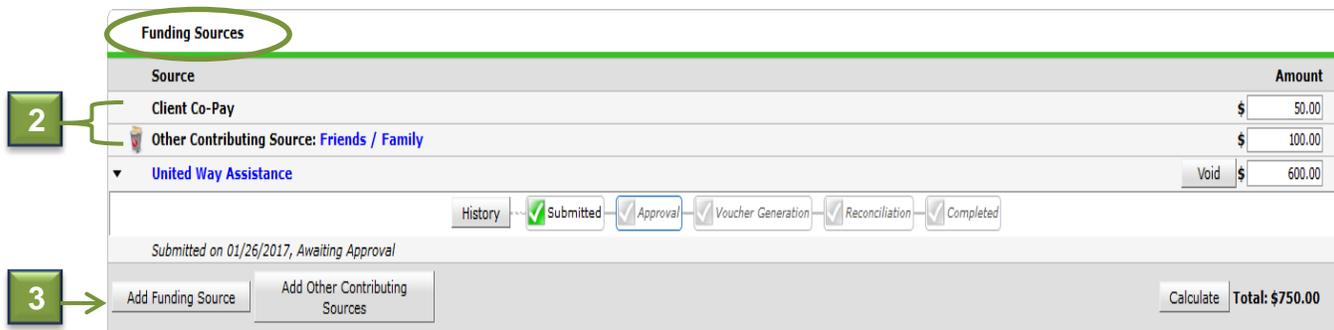
Figure 1-14

5. Click **Approval Bin**. *(e.g. This fund requires approval).* Click the **magnified glass.** Click **Approved, Not Approved, Deny.** *(e.g. This request will be approved).* Once you have selected **approve.** (4) Scroll down – Click **View Item in Service Transactions**. (5)

Figure 1-15

Figure 1-16

Figure 1-17

6. On the Service Transaction Screen. Locate service transaction you are currently working on. Click **Edit** on the Service.

7. In Funding Sources. Locate Voucher ID - Click **Generate.** Include **Voucher Memo**, if applicable. Click **Generate (again).**

8. Click **Print Voucher.** A new window will appear. Open file attachment to view voucher.

Figure 1-18

8. Select the ***fund and /or vendor*** to search. Click **Verify Amount**. Only use **Adjust Amount** if changes need to be made to the previously requested dollar amount. Click Yes to verify this voucher amount. *Your voucher transaction is complete.*

Check Transaction Process

1. Add a **Service** that is connected to the fund you would like to use. Use the dropdown arrow to open the FundManager window. *(e.g. This fund does not allows vouchers to be wrote from it)*

- Vouchers Allowed – select Yes
- Vouchers Not Allowed – select No

2. Enter **Vendor's Client Account Number,** *if applicable*. Select the **Vendor** you would like to check to be written to. (6) Update the name on the bill, if applicable. Click **Search.** (See Figure 1-19) A search screen will appear that lists all the vendors in the system to choose. Add **Code for Accounting Department**, *if applicable.*

Figure 1-19

4. Add a **Funding Source**. Add **Client Co- Pay***, if applicable*. (7) Add **Other Contributing Sources**, if applicable. (7) Click **Add Funding Source**. (8) Scroll down - Click **Save** to submit the check request.

- Client Co-pay means the client can provide that dollar amount towards their service (7)
- Add Other Contributing Sources – any source outside of the fund you pulling from (e.g. friends, family, churches etc.) (7)

Figure 1-20

Go to Navigation Toolbar > FundManager > Check Requests

5. Check the box next to the check request you submitted. Click Generate Check Requests. A popl will appear. Click Generate Check Requests (again).

6. Click the **Magnified Glass.** Click **Export Check Request**. A pop up will appear. Click **Export Check Request**. Open file attachment. You will now see an excel file and pdf. We recommend using the excel file attachment for record keeping purposes. *Your check request transaction is complete.*

FundManager Reporting

To view submitted, awaiting submission, and complete check requests use the Fund Usage Reporting tool (located on the navigation toolbar) **See screenshot below**

In the Fund Usage Report select the following:
- a. Fund and/ or Vendor
- b. Fund Request Status **– select from one of the choices.**
- c. Report Results Columns
  - i. Creating User
  - ii. Service
  - iii. Client ID
  - iv. Client Name
  - v. Amount
  - vi. Fund
  - vii. Vendor
  - viii. Status (optional)
2. Click **Download**

Note: *The report will be generated and available for you to open in a excel spreadsheet.*
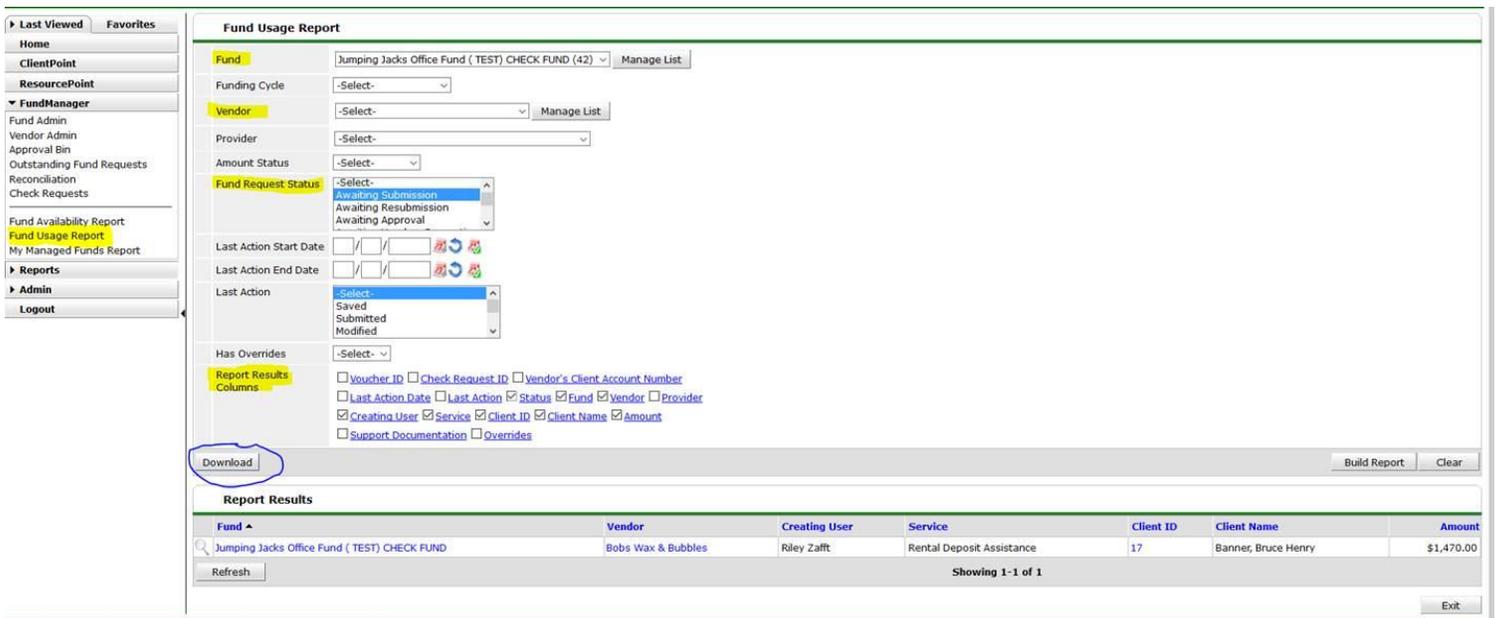
Figure 1-21

Example:

A	B	C	D	E	F	G	H
Fund	Vendor	Creating User	Service	Client ID	Client Name	Amount	
Jumping Jacks Office Fund (TEST) CHECK FUND	Bobs Wax & Bubbles	Riley Zafft	Rental Deposit Assistance	17	Banner, Bruce Henry	$1,470.00	

Figure 1-22