

Provider Payments after Modernized Trails Release 5

The purpose of this document is to explain what is changing with Release 5, the factors that might cause a provider payment issues, and the steps to resolve them.

What is changing with Release 5?

Resource-related functions around resource, providers and incidents will transition from legacy to modernized Trails with Release 5 of Modernized Trails.

These Resource functions include:

- adding and updating providers and provider information
- adding, editing, assigning and transferring services categories/types
- adding and managing contracts and rates
- adding and managing service approvals
- adding and managing incidents

[Link to view complete list of Resource Functions changing in Legacy vs. Modernized Trails](#)

When are these changes happening?

The changes with Release 5 are taking place over the weekend of December 7-8, 2019 starting at 6:00 am on Saturday morning. The changes will be completed sometime between the Saturday evening December 7 and Sunday December 8. Both legacy and modernized Trails will be down during this time.

What is the impact to Payroll Processing?

Payroll will continue to be processed from legacy Trails. Trails will continue to interface with the Colorado Financial Management System (CFMS) to support payroll processing and the payment of providers.

Although fiscal functionality is NOT changing with Release 5, the provider/resource area that feeds into the fiscal areas of Trails is being modernized.

What can users do to minimize risk?

It is important that all accounting/business office staff be aware of the Resource changes coming with Modernized Trails - especially those related to contracts and provider data entry.

Minimize the impact from user error by ensuring staff follow training materials for managing services, contracts and rates in Trails. Go to [Colorado CWTS Website - Trails Resource](#) page, and view job aids listed under "Resource".

- [Manage Provider Services](#)
- [Manage Contracts \(CORE\)](#)
- [Manage Rates](#)

What can you do to prepare for the change?

Use your existing fiscal reports in legacy Trails to compare payroll results before and after Release 5 changes are implemented over the December 7-8 weekend.

Be proactive by following these steps:

1. Between December 1-6, print/download all Trails fiscal reports used in processing & verifying the accuracy of payments from Trails to CFMS to EBT Edge. For example, trial payroll.
2. On/after December 8, you can re-print and download the same fiscal reports from legacy Trails.
3. Compare the reports from before and after to validate that the report data is the same.
4. It is also recommended to review the fiscal reports in CFMS to make sure data was processed accurately.

When do the various Payrolls run in December 2019?

- Foster Care/Subadop (FCSA), Child Welfare Services ("Case Services"), Burial payroll will run on **12/10/2019**
- Main Core Services and Augmenting payroll runs on **12/20/19**
- Core Weekly and Alternate-week payroll runs on **12/6/2019, 12/13/2019, 12/20/19, 12/27/19**

What can users do to troubleshoot provider payroll issues?

Anytime a provider and/or client is changed or is "touched", it could potentially impact the payment process. Follow your usual troubleshooting steps to resolve any issues that you see in the trial payroll cycle.

Below are some of those troubleshooting steps:

1. Review Trails security profiles. New and separate security profiles were created for Modernized Trails. [Link to Trails Mod Security Profiles](#)
2. In legacy Trails - if a provider payment is not showing up in the payroll window: go to the client(s) and refresh the payments ("Refresh Fiscal"). Also check that the payment is Approved.
3. In legacy Trails - verify that the services are approved under the client service details record.
4. Check the dates of services.

What should you do if a provider did not receive payment?

If a non-reimbursable happens during a payroll cycle after Release 5, you should research that non-reimbursable as you normally would.

If that non-reimbursable is due to a change in client rate that never processed at the time of the change, the finance/fiscal worker will need to complete a State Administrative Adjustment (SAA) to ensure reimbursement.

[Click here for State Administrative Adjustment \(SAA\) Guide](#)

Any SAA that is submitted 2 months after the current month ("current+2 months") will not be approved.

If a payment is not remitted in the expected timeframe, escalate the issue immediately.

- Reach out to your superuser.

[Click here to view the County Superuser List](#)

You can also find a link to the County Superuser list on the CWTS website:

<https://coloradocwts.com/trails-resource>

- Have the County Superuser or Director inform the Command Center.