

WSC ADVISORY #2018-044
VPN ACCESS AND CSAB BILLING ACCOUNT

NO ACTION REQUIRED

EFFECTIVE DATE: DECEMBER 6, 2018

This advisory is to notify Waiver Support Coordinators of the change in VPN account process. Solo Providers and Agency Heads will be required to apply for a DMS CSAB Billing Account. This is an administrative change and will not affect the use of your VPN service in any way.

This change will provide the Solo Provider and/or Agency Head additional tools to manage their VPN account. A CSAB Billing Account will allow the administrator to view any outstanding invoices, along with receiving monthly statements that show all outstanding balances for the account. This change in account should aid in the management of your VPN service and you will not experience any interruption in service due to this process.

By creating a CSAB Billing Account with DMS for your VPN service, you are agreeing to be responsible for the payment of the account and, if any, the account of any WSC that you designate within your agency. This is NOT a request for a VPN or any type of service. APD is requiring all VPN accounts to be switched to CSAB Billing Accounts.

The application process takes less than 10 minutes to complete. You will need copy of your Medicaid Waiver Services Agreement (MWSA) and Federal Employer Identification Number (FEID). The IRS assigns this 9-digit figure to track a business's tax related activities. If you do not file taxes as a business, this will be your Social Security number. Agency Heads will complete one additional item listing all WSC accounts that should be linked to the agency's CSAB Billing Account. Once the application is approved by DMS, the billing account currently associated with your VPN service will be converted to the CSAB Billing Account by APD IT department. You will not experience any interruption in service due to this process.

Over the next 6 weeks, your Regional Office will contact you with detailed instructions and materials on how to complete this conversion. Information will include directions to apply for the CSAB Billing Account, a suggested form for listing treating providers for an agency, and more details about the nature of a CSAB Billing Account.

Failure to apply for and complete the CSAB Billing Account will result in your VPN account being suspended or disconnected.

If you have any questions or concerns, please contact Elizabeth Keating at elizabeth.keating@apdcares.org.