

## **The Senior Alliance Procedure for Purchase of Service**

This procedure outlines the process for vendors to receive service authorizations from The Senior Alliance (TSA) and to submit billing for services provided. All vendors must follow the procedure to ensure payment; services provided without proper authorization will not be paid.

If a vendor provides unauthorized service in an unusual situation, the vendor is expected to notify TSA the following business day to determine whether payment can be authorized. If TSA does not approve the additional service in writing within three business days of service provision, payment will not be authorized. **Please note that TSA cannot guarantee that unauthorized services will be approved. This is decided on a case-by-case basis. For retroactive authorization to be considered, the vendor must be able to provide evidence that the participant would have been in a life-threatening situation without the service and that it was not possible to contact TSA prior to service provision.** These situations must be addressed with TSA the next business day; payment will not be authorized at the time that bills are submitted.

This procedure is a summary of the process; vendors are expected to comply with any and all standards regardless of whether the standards are specifically discussed in this procedure.

### **Vendors utilizing the internet-based Vendor View (preferred method)**

1. TSA contacts the vendor to see if the vendor has availability to provide the service.
2. If the vendor is able to provide the service, TSA enters the service order in MICIS which generates an authorization through Vendor View.
3. The vendor logs in to Vendor View to obtain the notice. For assistance with Vendor View, please see “Vendor View for MICIS – Vendor User Guide” which is posted on TSA’s website, [www.thesenioralliance.org](http://www.thesenioralliance.org).

Services are not to be provided until the Vendor View notice is received. Services provided without appropriate authorization through Vendor View will not be paid.

4. Print the authorization and other reports for your records. Service authorizations are to be included in the participant files.
5. Archive the notice as described in “Vendor View for MICIS – Vendor User Guide” which is posted on TSA’s website, [www.thesenioralliance.org](http://www.thesenioralliance.org). This informs TSA that the notice has been received by the vendor and is confirmation that the vendor agrees to provide the service.
6. Contact the participant to confirm days and times of service. Introduce your agency and the worker(s) who will be going to the participant’s home.
7. At each visit, the worker must obtain the participant’s signature confirming that services were provided. This is required to ensure payment for services. If the participant is unable to sign, a family member, friend or other informal caregiver can sign to confirm service provision. If the participant is unable to sign and no one else is available to sign, the worker must make a note indicating that the participant is unable to sign. The signature area must contain either the signature of the participant (or a family

member, friend or other informal caregiver) or a note that the participant is unable to sign. Under no circumstances is the worker to sign the participant's name.

Forms containing participant signatures are to be kept with the participant's record. It is not necessary to submit these forms to TSA with the monthly billing; however, the forms must be made available if requested.

8. Bills are due to TSA by the 8<sup>th</sup> of the month following the month of service. For example, bills are due on May 8<sup>th</sup> for services provided in April. Bills not submitted within 60 days will not be paid. Billing forms are available on TSA's website, [www.thesenioralliance.org](http://www.thesenioralliance.org).

### **Vendors utilizing the fax-based Vendor View**

1. TSA contacts the vendor to see if the vendor has availability to staff the case.
2. If the vendor is able to staff the case, TSA faxes the Service Request to the vendor.
3. The vendor signs the Service Request and faxes it back to TSA to confirm that the vendor agrees to provide the services. Fax the notice to 734-722-2836.
4. Upon receipt of the signed Service Request, TSA enters the service order in MICIS which generates a faxed authorization through Vendor View.

Services are not to be provided until the faxed Vendor View notice is received. Services provided without appropriate authorization through Vendor View will not be paid.

5. File the service authorization and other reports in the participant's record.
6. Contact the participant to confirm days and times of service. Introduce your agency and the worker(s) who will be going to the participant's home.
7. At each visit, the worker must obtain the participant's signature confirming that services were provided. This is required to ensure payment for services. If the participant is unable to sign, a family member, friend or other informal caregiver can sign to confirm service provision. If the participant is unable to sign and no one else is available to sign, the worker must make a note indicating that the participant is unable to sign. The signature area must contain either the signature of the participant (or a family member, friend or other informal caregiver) or a note that the participant is unable to sign. Under no circumstances is the worker to sign the participant's name.

Forms containing participant signatures are to be kept with the participant's record. It is not necessary to submit these forms to TSA with the monthly billing; however, the forms must be made available if requested.

8. Bills are due to TSA by the 8<sup>th</sup> of the month following the month of service. For example, bills are due on May 8<sup>th</sup> for services provided in April. Bills not submitted within 60 days will not be paid. Billing forms are available on TSA's website, [www.thesenioralliance.org](http://www.thesenioralliance.org).

**Acknowledgement of Receipt of  
The Senior Alliance  
Procedure for Purchase of Service**

I acknowledge that I have received a copy of The Senior Alliance's Procedure for Purchase of Service. I understand that the organization I represent must follow this procedure to ensure payment for services provided. Services provided without following this procedure may not be paid.

Agency name: \_\_\_\_\_

Agency representative's printed name: \_\_\_\_\_

Agency representative's signature: \_\_\_\_\_

Date: \_\_\_\_\_