

Illinois Department of Human Services

Hardship and Emergency Payments Process

The Department of Human Services has a process for expediting payments to vendor and clients. **This process will not supercede any existing expedited payment process that is currently in place with the Department of Human Services and the IOC or for providers whose payment process is governed by the IDPA Medicaid payment process.** In order to address this problem in a systematic manner the Department has established the following guidelines for expediting payments to vendors and clients.

Types of Expedited Payments

Emergency – One Time Expedited Payment (to release funds from the IOC)

1. Under extraordinary circumstances, vendors/clients who currently provide goods or services to DHS may request reimbursement for expenses directly paid by the vendor/client.
2. Vouchers that have been delivered to and are awaiting release of payments by the IOC may have the voucher release expedited in situations in which the vendor/client is experiencing a severe financial hardship.
3. Requests for the One Time expedite may only be requested once per quarter.
4. The emergency expedited payment will be made only to a vendor/client who is experiencing severe financial hardship and who meet the following requirements:
 - a. are regular DHS Vendor/clients who have previously provided goods or services to DHS or who is requesting reimbursement for expenses paid directly by the Vendor/client;
 - b. are current on all service reporting required by the Department
 - c. have experienced a circumstance under which the withholding or delay of the payment would impose severe and irreparable harm to DHS clients or to a DHS facility, school or office.
 - d. provide a reason for the request to the Department which specifies the circumstances that have given rise to the request for an expedited payment. The reason will contain the following provisions:
 - i. the type of services provided, the location that the services were performed (DHS facility, vendor locations, client home ect.) specific reason(s) for expedited payment(s) including any supportive documentation to substantiate the emergency nature of the request and risk of irreparable harm to the clients or the vendor;
5. Determination of the number and dollar amount to be released shall be based on criteria established by the Illinois Office of the Comptroller.

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Recurring Expedited Program (Maximum 6 months) - Multiple Occurrences

1. Multiple occurrences expedited payments are an acceleration of the regular payment schedule. They may be issued only under extraordinary circumstances to qualified vendors who meets the following requirements:
 - a. are established vendors with the Department of Human Services;
 - b. are current on all service reporting and billings required by the Department;
 - c. are not delinquent on any audit reports due the Department;

- d. are not on payment suspension at either DHS or at the IOC;
- e. have experienced a hardship which is defined as a circumstance under which withholding of the expedited payment would impose severe and irreparable harm to the vendor, the clients served or to a DHS facility, school or office.
- f. serve a significant number of clients under one or more of the State of Illinois medical or social services programs. Significant in this instance means:
 - i. 80 percent or more of their clients must be eligible State of Illinois clients; and/or
 - ii. 80% of the agency's revenue is from State of Illinois;
 - iii. for government-owned facilities, this subsection may be waived if the cash flow criteria under subsection (1)(e) are met;
 - iv. for providers who have filed for Chapter 11 bankruptcy, subsection (1) (f) may be waived if the cash flow criteria under subsection (1) (e) are met.
- b. Reimbursement will be based upon the amount of claims determined payable and be made for a period specified by the Department.

Approval Process

1. In order to obtain expedited payments, vendors/clients must Complete the expedite request form (telefax requests are acceptable). All requests must be signed by the agency director/client and the President of the Board of Directors (Not-for Profit organizations only).
2. Required supportive documentation which must be less than 6 months old may include: current financial statements (Balance Sheet and a Profit & Loss Statement); letter(s) from a financial institution indicating that the vendor cannot obtain any additional debt or evidence that the vendor has recently been denied additional credit, recent bankruptcy documentation.
3. All expedite requests and the required financial information must be sent to the Office of Fiscal Services, Bureau of Expenditure Accounting at 217-524-8859. An e-mail notification will be issued to the vendor during each step of the process.
4. Fiscal services will make sure that all required signatures and financial information is included with the expedite request. If an expedite request is incomplete Fiscal services will contact the Vendor to request the additional information that is missing before sending it to the Program Office. Any request not returned to Fiscal services after 60 days will be closed and the Vendor will be removed from the program
5. As long as the Vendors request for expedite is received in Fiscal services prior to their old expedite expiration date they will remain on the expedite program during the approval process.
6. Once the Program Office has all of the required signatures the request will be sent back to Fiscal services for preparation to be presented to the Executive Leadership Team (ELT) at their next meeting.
7. Once approved at the ELT meeting Multiple Occurrence expedite requests have the expedite code entered into their Vendor file by Fiscal services. The expedite log is then updated with the approval dates and the expedite end date is calculated. An e-mail is then sent to the Vendor advising them that they have been approved and telling them the date that the expedite will expire.
8. Once approved at the ELT meeting One Time expedite requests are placed in a file to be requested after all of the Non-Medicaid vouchers have been requested.

Payment process

1. Once a week all new DHS processed Medicaid vouchers that have the expedite code are sent to the IOC in a file to be paid.
2. Any vouchers (Medicaid or non-Medicaid) processed by the Department of Healthcare and Family Services (HFS) must be included with the One Time vouchers and processed under the weekly dollar limits for the Non-Medicaid and One Time requests.
3. All new Non-Medicaid vouchers are processed into a file ranked according to their age and need for payment and sent to the Governor's Office of Budget and Management (GOMB) who then forwards them to the IOC.
4. Once approved at the ELT meeting One Time expedite requests are placed in a file to be requested after all of the Non-Medicaid vouchers have been requested. We can only request vouchers that are over 60 days old at the IOC. These vouchers are processed into a file ranked according to their age and need for payment and sent to the Governor's Office of Budget and Management (GOMB) who then forwards them to the IOC.

An e-mail notification will be issued to the vendor during each step of the process.

Please direct questions and inquiries to the Office of Fiscal Services at (217) 557-5702.

The [Request for Expedited Payments \(pdf\)](#) forms should be submitted to the Office of Fiscal Services at fax number (217) 524-8859.