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**PPL 16-001**

TO: All Local Governmental Agency (LGA) Coordinators for the Targeted Case Management (TCM) Program

SUBJECT: **TCM Invoice Paid Status in the TCM System**

The purpose of this Policy and Procedure Letter (PPL) is to provide an overview of the TCM invoice process and specific instructions for changing the TCM invoice status from “Approved” to “Paid” in the TCM System.

### **TCM Invoice Process**

LGAs submit invoices to the Department of Health Care Services (DHCS) to claim federal financial participation (FFP) reimbursement. The DHCS’ TCM Program staff process the LGA submitted invoices, update the TCM System to mark the “Approved” invoices, and forward them to the DHCS’ Accounting Office for FFP reimbursement. DHCS’ Accounting Office will then direct the State Controller’s Office to issue payment and add the claim schedule to the TCM System. The claim schedule identifies the payments as TCM, the dates of service for the invoices reimbursed, and the payment amount.

### **Importance of “Paid” Invoice Status**

After the TCM reimbursement payment is received by the LGA, the TCM invoice is considered “Paid.” The LGA Coordinator must then ensure that the receipt of payment is entered into the TCM System and the status of the invoice is updated from “Approved” to “Paid.” This updating process is relied on to ensure that payment has been received for the appropriate corresponding invoice.

Additionally, DHCS issues monthly activity reports to LGAs depicting the invoice status. It is DHCS’ expectation that LGAs review their activity reports to confirm invoice payments were received. This procedure acts as a safeguard for DHCS and LGAs to ensure that all invoices have been processed and paid.

Further, DHCS requests FFP from the Centers for Medicare and Medicaid Services (CMS) on a quarterly basis. To properly budget the FFP needed for the TCM program, TCM staff account for paid and outstanding invoice amounts. This function cannot be completed properly without the LGAs updating their TCM invoice status appropriately.

### **Instructions to Change Invoice Status from “Approved” to “Paid”**

Follow the steps outlined below to enter the receipt of payment into the TCM System for the invoice(s):

1. Login to the TCM System ([https://tcm.dhcs.ca.gov/tcm/Pages/index\\_login.jsp](https://tcm.dhcs.ca.gov/tcm/Pages/index_login.jsp)).  
On the left hand side of the TCM System home page:
  - a. Click on “Invoice” folder
  - b. Click on “Search” to search for the invoice to apply the payment
2. Perform one of the following options under “Invoice Search”, either:
  - a. Enter the invoice number indicated on the check or warrant received
    - i. Enter the payment date, which is the date on the check received, in the “Paid Date” field
    - ii. Click on “Paid” button at the bottom of the page
  - b. Enter Fiscal Year and then click on “Submit” button under “Invoice Search”
    - i. A list of invoices will appear for that fiscal year
    - ii. Select the invoice indicated on the check or warrant received
    - iii. Enter the payment date in the “Paid Date” field
    - iv. Click on “Paid” button at the bottom of the page
3. Once the payment is entered into the TCM System, the status of the invoice will change from “Approved” to “Paid.”
4. Complete this process for each received payment.

If you have any questions regarding this PPL, e-mail the TCM Program at [dhcs-tcm@dhcs.ca.gov](mailto:dhcs-tcm@dhcs.ca.gov).

**ORIGINAL SIGNED BY STACY FOX**

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