Instructions for
Sprout Family Time Invoicing

Date Updated:

September 25, 2026

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Sprout Invoicing Overview

Working in partnership with Washington State's Department of Children, Youth and Families (DCYF), the University of Washington's Center for Social Sector Analytics and Technology (CSSAT) designed and maintains the web-based software platform Sprout. The platform supports two separate service lines for DCYF – Family Time (parent-child visitation) and Combined In Home Services. This guide covers how individual visit supervising workers (VSW) and administrators working in agencies providing <u>Family Time visit supervision</u> should use Sprout to enter billable items and invoice DCYF for payment.

The Parent-Child Visit Supervision or "Family Time" portion of the Sprout application serves three key functions.

1. It is the place of record for Family Time Visit reports entered by contracted providers and accessed by state child welfare workers, and;
2. It serves as a tool for DCYF to monitor the performance of the contractors who use the platform, and;
3. It calculates data that is entered by Family Time contractors to generate a downloadable billing file and send a monthly invoice to DCYF for time, mileage and other reimbursable expenses.

While each of these functions is important, the 1.) capture and timely sharing of information on Family Time visits should always be prioritized. The 2.) performance monitoring and 3.) invoicing capacity of Sprout have both been designed to take visit data entered in Sprout to generate reports. The formulas that generate both performance and billing data will calculate the proper measures and compensation levels for each activity using actual data.

Sprout users should always capture what happened during a visit and when and where it happened as accurately as possible. Users should not alter, adjust or manipulate any information entered into Sprout in order to impact performance or invoicing data.

An important note about this document:

This document is intended to be used as a reference for providers who contract with and invoice the Washington State Department of Children, Youth and Families for Family Time visit supervision services. Sections will be replaced or updated to reflect any changes to the Sprout platform affecting billing and invoicing. Rather than downloading this document, providers should bookmark its location in their web browser to ensure they always have access to the latest, most accurate version.

Ensuring Accurate Invoicing when Entering Reports in Sprout

Sprout's Family Time application is the official system of record for Family Time visits conducted by VSWs working for DCYF-contracted providers. VSWs use it to document narrative details for any parent-child visit they supervise, monitor, or for which they provide transport. Additionally, VSWs must also log time spent and mileage driven, and upload receipts for any reimbursable expenses for all Family Time visits they work. Sprout uses this entered time, mileage, and expense data to calculate a total monthly invoice for services rendered. Each month, providers must use Sprout to generate, review, and submit their invoice to DCYF for all Family Time services and expenses.

Billable information is captured and pulled from four areas of Sprout;

1. An attended visit report, (supervised, monitored, unsupervised, in-person, Virtual)
2. A missed visit report (no show or cancelled with less or more than 24 hours' notice),
3. An Unusual Incident Report, and
4. An Intake.

Reimbursable Items for Intakes and UIRs

The following is a list of reimbursable items from Intakes and Unusual Incident Reports (UIRs) that can be included in an invoice for a contracted Family Time provider. Billable amounts for these items are either totaled based on the information entered in Sprout, or are calculated based on other factors, such as the type of report (see section below entitled "Entered and Un-Entered Items on an Invoice" for more detailed information on items that are eligible for payment but are NOT entered in Sprout.)

Visit Type - **Billable Item**	**Intake**	**UIR**
Intake Time	**Flat Fee**	*N/A*
Report Writing Fee *Flat fee per report*	**X**	**Flat Fee**

Red "X" indicates that item will not be included in a Sprout invoice, even if an amount is entered in Sprout.

Reimbursable Items for Visit Reports

The following is a list of reimbursable items from a visit report that can be included in an invoice for a contracted Family Time provider. Billable amounts for these items are either totaled based on the information entered in fields in reports in Sprout, or are calculated based on other factors, such as the type of report (see section below entitled “Entered and Un-Entered Items on an Invoice” for more detailed information on items that are eligible for payment but are NOT entered in Sprout.)

Visit Type - Billable Item	Attended Supervised / Monitored	Attended Unsupervised Same-Day	Attended Unsupervised Overnight	Cancelled <24hr Notice	Cancelled >24hr Notice	No Show
Visit Time	Actual Time	Actual Time *Capped at 3 hrs*	X	X	X	X
Transportation Time	Actual Time	Actual Time *One Way drop-off and One Way Pick Up Only*	Actual Time *Round Trip Visit Drop-off and Round-Trip Visit Pick Up*	X	X	Actual Time
Wait Time for Parent to Start Visit *Subject to maximum amount allowed by contract*	Actual Time	Actual Time	Actual Time	X	X	Actual Time
Mileage Reimbursement	Actual Mileage	Actual Mileage	Actual Mileage	X	X	Actual Mileage
Travel Fee Reimbursement	Actual Fee	Actual Fee	Actual Fee	X	X	Actual Fee
Health Screening Call(s) *Flat Fee per call*	Flat Fee	Flat Fee	Flat Fee	Flat Fee	X	Flat Fee
Activity Fee Reimbursement *Sibling visits only. Enter total spent, Sprout caps amount to maximum allowed by contract.*	Actual Amount Paid (Capped)	Actual Amount Paid (Capped)	Actual Amount Paid (Capped)	X	X	X
Missed Visit Fee *Flat Fee only paid if miss caused by parent, child or placement*	X	X	X	Flat Fee	X	Flat Fee
Report Writing Fee *Flat fee per report*	Flat Fee	Flat Fee	Flat Fee	Flat Fee	X *Report required*	Flat Fee

Red “X” indicates that item will not be included in a Sprout invoice, even if an amount is entered in Sprout.

Report Eligibility for Billing

Four Rules for Payment Eligibility

When Sprout generates an invoice, expenses and time are included based on a specific set of criteria. There are three rules to keep in mind when preparing to submit an invoice.

1. Visit must take place within the referral authorization window, i.e. between the start and end date listed on the referral,
2. Report must be in an approved state – meaning it must be completed, submitted and approved in Sprout, (see section below entitled "*Sprout Website/Billing Database Sync*")
3. Report approval must be within the allowable time frame (see section below entitled "*On Time, "Late" and Unbillable Visit Reports*")

End of the Month Deadline for Visit Reports and UIRs

- A visit report or a UIR is ONLY included in an invoice if it is approved FOR THE FIRST TIME at some point DURING the invoice month. This means that ALL visit reports and UIRs must be approved on or before the last day of the invoice month in order to be included in the invoice. There are no exceptions to this rule.

Examples of Deadlines for Visit Report or UIR Invoice Inclusion

Visit or UIR Date	First Approved Date	Billing Month	Type	Billable?
December 30	December 31	December	On-Time	Yes
December 30	January 1	December	Late	Yes
December 30	February 1	December	NOT Included	No

End of the Month Deadline for Intakes

- An intake is ONLY included in an invoice if the Intake Completed Date is entered in Sprout DURING the month the intake was completed. Also, as with any billing entry, the Intake Completed Date must be entered in Sprout at least one day prior to clicking the submit invoice button.

Examples of Deadlines for Intake Inclusion

Intake Completed Date	Date IDC Was Entered in Sprout	Invoice Month	Date Invoice Submitted	Included in Invoice
December 1	December 1	December	January 1	Yes
December 30	December 31	December	January 1	Yes
December 31	January 1	December	January 1	No
December 31	January 1	December	January 1	No
December 31	January 1	December	January 2	Yes

On Time, "Late" and Unbillable Visit Reports

1. "On Time" Visit Reports: If the visit date and the date the visit report was approved for the first time fall in the same month, the expenses for the report are included in the invoice as an "On Time Visit Report". (See contract for report approval timeline requirements.)
2. "Late" Visit Reports: If the date the visit report was approved for the first time falls in the month following the month when the visit itself occurred, the expenses for the report are included in the invoice as a "Late Visit Report".
3. Not Billable: Visit reports and UIRs NOT approved for the first time in the month the visit occurred OR at any point during the following month will not be included in any invoice.
    - Example: If a visit occurs in December the provider must approve the visit report at least once in either December or January. If the report is approved for the first time on February 1st or later, reimbursement will not be included in any invoice.
    - Note that the visit report should still be approved, even if too late for payment, to ensure the information is available for the referring social service specialist. Visit reports are not visible to a DCYF social service specialist if they are not in an approved state in Sprout.

Sprout Website/Billing Database Sync

After a Family Time provider has downloaded and reviewed their billing file and made any needed corrections and they are ready to submit an invoice, they should make sure that all the items that are eligible for payment are included in the invoice. There is a delay between when information is entered (or altered) in Sprout and when it is included in an invoice. The following walkthrough follows an example of a single visit report from creation through final approval, showing how the Sprout Website and the Sprout Billing Database can temporarily fall out of sync — and how that affects invoicing.

Sprout Database Refresh

The Billing Database refreshes once daily, sometime between midnight and 2 am, pulling in all changes made on the Sprout Website during the prior 24 hours. Until that refresh happens, the Sprout Website and the Invoice and Billing File may show different information. This is because Invoices and the Billing File are generated from the Billing Database, not the Sprout Website.

Example of How the Sprout Database Refresh Can Impact an Invoice:

1. Monday, Dec 30 — 9:00 am

Mark (a VSW) picks up a child, drives them to the visit location where the parent is waiting, supervises the visit, and drives the child back to their placement.

2. Monday, Dec 30 — 1:00 pm

Mark completes and submits the visit report in Sprout to his supervisor. He enters 5 miles driving and 3 hours of time spent (2 hours supervising, 1 hour driving)

- Sprout Website and Billing Database do NOT match:

Sprout Website	Submitted, Unapproved — 5 miles, 3 hours
Billing Database	No report

3. Tuesday, Dec 31 — 12:00–2:00 am

Nightly database refresh — all changes from the prior 24 hours sync.

- Sprout Website and Billing Database now match:

Sprout Website	Submitted, Unapproved — 5 miles, 3 hours
Billing Database	Submitted, Unapproved — 5 miles, 3 hours

4. Tuesday, Dec 31 — 10:00 am

Supervisor reviews and approves the visit report.

- Sprout Website and Billing Database do NOT match:

Sprout Website	Submitted, Approved — 5 miles, 3 hours
Billing Database	Submitted, Unapproved — 5 miles, 3 hours

5. Wednesday, Jan 1 — 12:00–2:00 am

Nightly database refresh.

- After the refresh the Sprout Website and Billing Database will match. At this point, both the downloadable Billing File and the Invoice (if submitted Wednesday morning) would include the 5 miles and 3 hours.

Sprout Website	Submitted, Approved — 5 miles, 3 hours
Billing Database	Submitted, Approved — 5 miles, 3 hours

6. Wednesday, Jan 1 — 1:00 pm

Mark realizes he entered 5 miles but meant to enter 50 and he contacts his supervisor. The supervisor rejects the report in Sprout, sending it back to review, and notifies Mark. Mark logs in to Sprout and corrects the mileage to 50.

- Sprout Website and Billing Database do NOT match. If the December invoice is submitted now, it would only include 5 miles.

Sprout Website	Submitted, Unapproved — 50 miles, 3 hours
Billing Database	Submitted, Approved — 5 miles, 3 hours

7. Thursday, Jan 2 — 12:00–2:00 am

Nightly database refresh.

- After the refresh, the Sprout Website and Billing Database will match, both showing 50 miles and Unapproved status.
- If the December invoice is submitted now, this report is excluded — it isn't in an "approved" state in the Billing Database, so the provider is not paid the 3 hours or 50 miles.
- The report also will not appear on the January Invoice, because a visit report is always billed for the month in which it was first approved — which, in this case, was December.

Sprout Website	Submitted, Unapproved — 50 miles, 3 hours
Billing Database	Submitted, Unapproved — 50 miles, 3 hours

8. Thursday, Jan 2 — 10:00 am

Supervisor approves the visit report with the corrected 50 miles.

- Sprout Website and Billing Database do NOT match.
- If the December Invoice is submitted now, the report is still excluded — the Billing Database still shows it as unapproved. The provider is paid neither the 3 hours nor the mileage (5 or 50).
- It still won't appear on the January invoice, for the same reason as above: it was first approved in December.

Sprout Website	Submitted, Approved — 50 miles, 3 hours
Billing Database	Submitted, Unapproved — 50 miles, 3 hours

9. Friday, Jan 3 — 12:00–2:00 am

Nightly database refresh.

- After the refresh, the Sprout Website and Billing Database will match, both showing 50 miles and Approved status.
- If the December Invoice is submitted now, the report is included — it's now approved in the Billing Database. The provider is paid the 3 hours and 50 miles.

Sprout Website	Submitted, Approved — 50 miles, 3 hours
Billing Database	Submitted, Approved — 50 miles, 3 hours

Summary of Sprout Website and Billing Database Sync

- The Sprout Website can show changes (submissions, approvals, edits) up to a full day before they appear in the Billing Database.
- Invoices pull from the Billing Database, not the Sprout Website — so a report can look "done" on-screen while still being excluded from the Invoice and Billing Download File. The Sprout Website can also show higher or lower values than what is in the Invoice and Billing Download File
- A report is always included in the invoice month when it was approved for the first time. If a report is invoiced and then later rejected, or miles or time are added, and then the report is re-approved later month, none of the additional mileage or time will be included in a later invoice.
- Tip: There is an “Unapproved Reports” tab in the Billing Download file that lists all visit reports that are not currently in an approved state. This includes visit reports that were started and never submitted, submitted and never approved and approved, rejected and not yet re-approved. To avoid missing payment on a visit report that is not in an approved state when submitting an invoice, the provider should always download the Billing File in Sprout and check this tab for any outstanding visit reports that need approval before submitting an invoice.

Family Time Reimbursements in Sprout

Family Time Rate Table (July 2026)

The following table shows the billing rates as of July 1, 2026.

Type	Rate	Per
Time	$37.19	hour
Mileage	$0.76	mile
Sibling Activity Fee	Up to $7.03	child

Reimbursable Time

The following is a full list of all reimbursable ***time*** spent providing Family Time services by a contracted provider:

- Intake time
- Visit time
- Transport time
- Wait time (Time spent waiting for a parent before a visit can begin)
- Health Screening Call time (“Specified Reimbursement” field in Sprout)
- Report Writing Time for Following 3 Report Types
  - Attended Visit Report
  - Missed Visit Report
  - Unusual Incident Report

Attended and Missed Visit Reports in Sprout

The following section covers how each report in Sprout should be entered. It also describes how the amounts for items both entered and not entered in Sprout are calculated and reflected in an invoice. When a visit report is entered accurately, eligible payment amounts are automatically calculated and included in an invoice.

When to Fill Out an Attended Visit Report

- Should be filled out when at least two visiting parties listed on the referral are present – a parent and a child or in the case of a sibling visit referral, at least two siblings who have not been placed together.
- If one or more attendees are not present, but a visit still DOES occur between a parent and at least one child or between siblings not placed together, an Attended Visit Report should be used. Only the parties who were present should be listed on the report as attendees.
  - Example: Parent is to visit with two children and one child is ill and can not attend, but the other child can and does. An Attended Visit Report should be filled out but the child that was not present should not be listed as an attendee. Note that there is NO NEED to fill out a separate Missed Visit report for the parties who were not present as this would be double billing or billing twice for the same visit.

When to Fill Out a Missed Visit Report

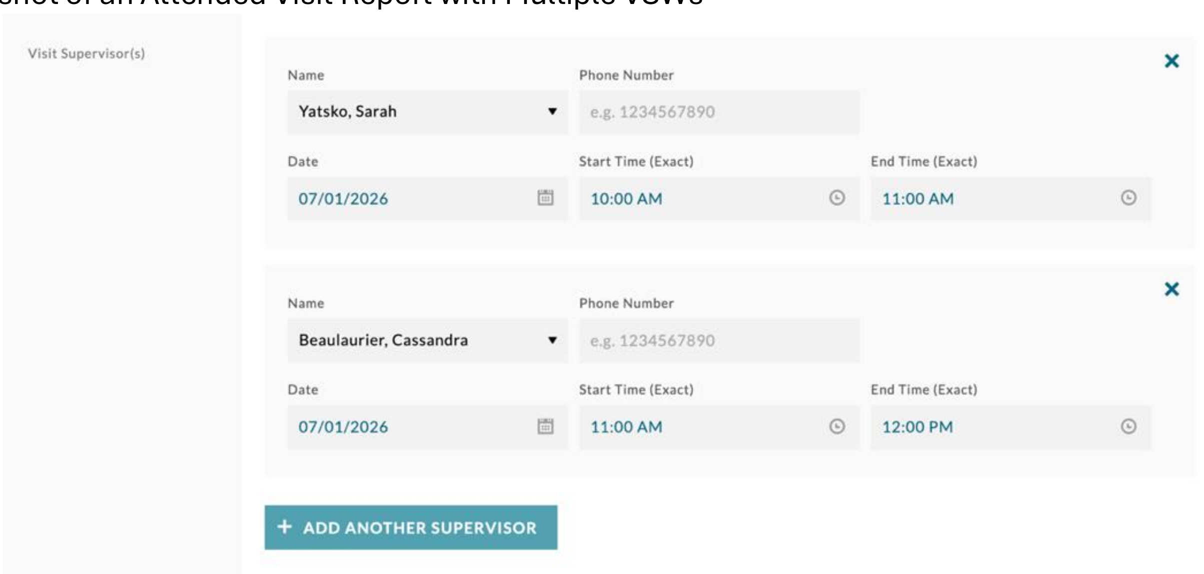
- Should be filled out when a scheduled visit <u>does not occur</u> because one or more visiting parties do not attend. (*See above if one or more attendees are not present, but a visit still can and does occur by those who are present.)*
- There are three options to select for missed visit type in Sprout:
  - "Cancelled With Less Than 24 Hours Notice" should be selected if the visit <u>does not occur</u> because one or more of the persons listed as an attendee(s) cannot attend and the VSW is made aware of this less than 24 hours prior to the visit scheduled start time.
  - "Cancelled with More Than 24 Hours Notice" should be selected if the visit <u>does not occur</u> because one or more of the persons listed as an attendee(s) cannot attend and the VSW is made aware of this more than 24 hours prior to the visit scheduled start time.
  - "No Show" should be selected if the visit <u>does not occur</u> because one or more of the persons listed as an attendee(s) does not appear and does not notify the VSW, or notifies them after they have begun driving to the visit.

    - A “No Show” should also be selected if an attendee calls to cancel the visit AFTER the VSW has begun driving to pick up the child or to the visit.
        - Example: If a VSW begins driving to a visit (either before or after picking up the child) and a parent calls to say they cannot make the visit, this should be entered in to Sprout as a No Show as transportation time and mileage have already been incurred.

Entering Multiple VSWs on a Single Visit Report

Sprout allows a Family Time provider to enter more than one VSW on an attended visit report for a parent child visit or a sibling visit. However, Sprout does not allow there to be any VSW overlapping time. In other words, Sprout allows a provider to enter two VSWs on one attended visit report but only if one supervisor relieves another during the visit. In this circumstance, the provider should enter the exact start and stop time for each VSW (taking care to leave no gap in time between them.) This will ensure that time calculated and listed on the Reimbursee Totals tab in the billing download file is accurate for each person.

Screenshot of an Attended Visit Report with Multiple VSWs



In a situation where DCYF provides written authorization that more than one VSW can be present and supervising a visit at the SAME time during the visit, two separate visit reports must be filled out. This situation also requires a second referral which needs to be approved by the Regional Lead. There should be one report per visit per referral.

Link to Sprout Training on How to Enter Multiple VSWs on a Single Visit Report

Payment for Each VSW When Multiple VSWs are Listed

As the "Paid Items That Are Entered and Not Entered In Sprout" section above outlines, there are some reimbursements for Family Time work that are NOT calculated based on what has been entered in Sprout, but by other factors such as the report type. Below is how Sprout determines the reimbursement rate for these items.

Visit Time for Unsupervised or Certain Missed Visits:

Attended Transport Only/Unsupervised – In-Person or Virtual:

If multiple VSWs are listed on an attended Transport Only/Unsupervised visit report, the visit time of UP TO 180 minutes for an in-person visit or UP TO 66 minutes for a virtual visit is paid to EACH listed VSW.

Missed Visit Report - No Show - In-Person or Virtual:

If multiple VSWs are listed on a No Show visit report for an in-person visit, the visit time of 105 minutes for in-person visit or 51 minutes for a virtual visit is split evenly between all listed VSWs.

Missed Visit Report - Cancelled Less Than 24 Hrs Notice – In-Person or Virtual:

If multiple VSWs are listed on a Cancelled Less Than 24 Hrs Notice visit report, the visit time of 120 minutes for an in-person visit or 66 minutes for virtual visit is split evenly between all listed VSWs.

Attended Visit Report:

If multiple VSWs are listed on an attended visit report (in-person or virtual), the report writing payment of 45 minutes is split *in proportion* to the amount of time that each VSW supervised the visit.

Missed Visit Report (Cancelled Less Than 24 Hours Notice or No Show Only):

If multiple VSWs are listed on a Cancelled Less Than 24 Hour Notice or a No Show visit report (in-person or virtual), the report writing payment of 29 minutes for an in-person or virtual visit is split evenly between all listed VSWs.

Entering Mileage on a Visit Report

All miles driven by a VSW to or from a Family Time visit should be entered in Sprout – except miles driven after dropping off and before picking up a child at an unsupervised same day (non-overnight) visit. Miles entered in Sprout (if eligible for reimbursement) will then be included in an invoice at the current per-mile reimbursement rate. This includes miles driven to pick up the child, take the child to the visit, bring the child back to their placement and return home or to their office. Note that there are certain restrictions and rules that apply to transportation compensation.

1. When transporting a child, each leg of travel, including full and accurate start and end addresses, transportation time and mileage, must be entered in Sprout
    a. Legs of travel are:
        i. From starting location to child's pick-up location
        ii. From first child's pick up location to second child's pick up location (Only if more than one child needs to be transported from different pick-up locations)
        iii. From child's pick up location to visit location
        iv. From visit location to child(ren)'s drop off location
        v. From child(ren)'s drop off location back to ending location
    b. Addresses for stops made during transport such as bathroom stops do not need to be entered in Sprout, but the VSW may need to add a note the "Additional Reimbursement Comments" to explain why transport time is longer than expected given the mileage
    c. Time waiting for a child at a pick-up location should be included in transportation time (it is not wait time as wait time is defined as time waiting for a parent who arrives late to a visit) Again, the VSW may want to include a note explaining the long transport time.
1. The starting and ending address must be either:
    a. The contractor's place of business (this is the address that is listed on page one of the DCYF contract); or,
    b. The VSW's residence, whichever is closest to the child pick up location; or,
    c. If the VSW is working two visits back-to-back, the starting address for the second visit can be the ending address of the first visit.
        i. In this instance, the VSW should be careful to add this leg of travel on ONLY ONE of the visit reports and NOT BOTH as that would be duplicate billing
2. The VSW should also enter mileage entered during an attended supervised or monitored visit if the parties decide to move visit locations in the course of the visit.

There are three types of transportation legs that can be entered in Sprout: This covers all miles driven for Supervised, Monitored and Unsupervised Visits:

- "To" Miles"
    - Miles driven prior to a visit with the following start and end points:
        - Starting at:
            - VSW's place of business or residence (whichever is closer) or

            - The ending address from a previous visit if immediately preceding.
        - Ending at:
            - The approved visit location.
    - Note that if more than one child is picked up by the same driver at more than one location, the miles entered from Child 1's pick up to Child 2's pick up location should also be listed as "To" miles.
- "During" Miles
    - Miles entered for transportation of the child from one visit location to another if the location of the visit changes DURING the visit.
    - During miles should never be entered in to Sprout on an unsupervised or transport only visit.
- "From" Miles"
    - Miles driven after a visit with the following start and end points:
        - Starting at:
            - The approved visit location.
        - Ending at:
            - The contractor's place of business (this is the address that is listed on page one of the DCYF contract) or the service worker's residence, whichever is the shorter distance, or,
            - A pick up location for a separate visit.
    - Note that if more than one child is dropped up by the same driver to more than one placement location, the miles entered from Child 1's drop off location to Child 2's drop off location should also be listed as "From" miles.

How to Enter Addresses

DCYF requires that exact street addresses are entered in to Sprout:

- The starting point for transporting a child to a visit: This can be:
    - The contractor's place of business (this is the address that is listed on page one of the DCYF contract) or,
    - The VSW's residence, whichever is the shorter distance, or,
    - The location of an immediately preceding separate visit.
- The child pick up location
- The visit location.

Stops and Miles Not Included on an Invoice

- Addresses that are stops en route (a bathroom stop for the child, for example) do not need to be entered in Sprout.

- During a same day unsupervised visit, miles driven (for example back home or to an office) after dropping off the child at the visit location and before picking the child back up should NOT be entered in Spout UNLESS these are miles driven for a separate referral and entered on a separate visit report.

*Entering Transportation on a SAME DAY Unsupervised/Transport Only Visit **

Leg	Type of Leg	Starting Location	Ending Location	Child in Car?	Enter Miles and Travel Time in Sprout?
Leg 1	"TO" leg	Contractor's place of business (address listed on page 1 of DCYF contract) or VSW's residence (whichever is closer)	Approved Child Pick Up Location (such as child's placement)	Enter NA for Child Name	YES, this is a paid leg of travel and should be entered
Leg 2	"TO" leg	Approved Child Pick Up Location	Visit Location	Enter Child's Name	YES, this is a paid leg of travel and should be entered
N/A	Optional Travel Time	Visit Location	Contractor's place of business or service worker's residence		NO, this is NOT a paid leg of travel and should not be entered in Sprout
N/A	Optional Travel Time	Contractor's place of business or VSW's residence	Visit Location		NO, this is NOT a paid leg of travel and should not be entered in Sprout
Leg 3	"FROM" leg	Visit Location	Approved Child Drop Off Location	Enter Child's Name	YES, this is a paid leg of travel and should be entered
Leg 4	"FROM" leg	Approved Child Drop Off Location	Contractor's place of business or VSW's residence	Enter NA for Child's Name	YES, this is a paid leg of travel and should be entered

** The above table is an example and common scenario for a same day transport only/unsupervised visit. If the driver is transporting more than one child from separate placements or pick up/drop off locations, there would need to be additional legs entered in Sprout.*

*Entering Transportation Time on an OVERNIGHT Unsupervised/Transport Only Visit **

Leg	Type of Leg	Starting Location	Ending Location	Child in Car?	Enter Miles and Travel Time in Sprout?
Leg 1 Day of Visit Start	"TO" leg	Contractor's place of business (address listed on page 1 of DCYF contract) or VSW's residence (whichever is closer)	Approved Child Pick Up Location (such as child's placement)		YES, this is a paid leg of travel and should be entered
Leg 2 Day of Visit Start	"TO" leg	Approved Child Pick Up Location	Visit Location		YES, this is a paid leg of travel and should be entered
Leg 3 Day of Visit Start	"TO" leg	Visit Location	Contractor's place of business or VSW's residence		YES, this is a paid leg of travel and should be entered
Leg 4 Day of Visit End	"FROM" leg	Contractor's place of business or VSW's residence	Visit Location		YES, this is a paid leg of travel and should be entered
Leg 5 Day of Visit End	"FROM" leg	Visit Location	Approved Child Drop Off Location		YES, this is a paid leg of travel and should be entered
Leg 6 Day of Visit End	"FROM" leg	Approved Child Drop Off Location	Contractor's place of business or VSW's residence		YES, this is a paid leg of travel and should be entered

** The above table is an example and common scenario for an overnight visit. If the driver is transporting more than one child from separate placements or pick up/drop off locations, there would need to be additional legs entered in Sprout.*

Up to 3 hours is paid for Unsupervised Visit Time for an unsupervised/transport only for SAME DAY visit – however in order to receive this payment, BOTH Visit Start and Visit End time MUST be entered in in Sprout. If no visit end time is entered, the provider will not be paid for any Unsupervised Visit Time.

Link to Training on How to Enter an Unsupervised Overnight Visit in Sprout

Entering Unusual Incident Reports (UIRs)

An Unusual Incident Report (UIR) should be filled out in Sprout in accordance with DCYF policy and as delineated in the provider's contract. In general, a UIR report and notification to DCYF is required if there are circumstances or events that concern a child's health, safety or well-being or may impact the child's well-being.

- The UIR can be used to report something
  - That occurred during a visit OR
  - That the VSW became aware of but that occurred outside of the visit.
    - For example, if the VSW conducts a health screening call with the parent the day before the visit and, while on the phone, the parent shares that they have been trying to make in person contact with the child outside of supervised visit time
- The form for a UIR in Sprout does not include any fields for time, mileage or reimbursable items. There is a flat rate report writing reimbursement paid for each UIR entered in Sprout.

Entering Intakes

A Family Time provider is compensated for a flat rate of two hours to contact all the visit parties and set up a visit schedule.

Rules for Intake Reimbursement:

1. Intake date and time are entered on the "Referral" screen in Sprout and can only be entered by someone with an Organizational Administration account.
2. Intake time should only be entered on a referral where an intake is needed. This can include a referral on a case that is new to the provider or a re-referral with changes that require the provider to set up a new visit schedule. Examples of when an intake may be needed on a re-referral include when there is a change to the child's placement, a change in visit location, frequency or duration, or additional attendees. Intake date and time should not be entered on a new referral for a case if the provider has already been working that case and no visit scheduling work is needed.
3. Payment for an Intake entered in Sprout is a flat rate regardless of the amount of time entered.
   a. Total amount of time it actually took to complete the intake should be entered in Sprout.
   b. Time is entered in decimal places for portions of an hour for intake (i.e. 0.5 for 30 minutes, 1.0 for an hour, 1.5 for 90 minutes, etc.)
4. Note these conditions for payment for Intake Time:

    a. The Intake Completed Date is entered in Sprout DURING the month the intake was completed, and;
    b. The intake Completed Date was entered in Sprout at least one day prior to clicking the submit invoice button and,
    c. The amount of time entered for the intake is greater than 0.
2. In the Totals by Reimbursee tab in the Billing Download file, Intake time is credited to the VSW who is listed on the referral in Sprout. If there is no VSW listed on the referral, Intake time will still be included on an invoice to DCYF and the time will be noted in the "Unclaimed Reimbursement" tab in the download.
3. Note that there is no payment for a "Late" intake, i.e. an intake that has an "Intake Completed Date" that is not DURING the intake month.
    a. Example: If a provider clicks submit on January 1st for their December invoice, and an intake completed date is before December 1st, it will not be included on any invoice – even it if was entered during the month December. All "Intake Completed Dates" must be entered and dated DURING the billing month.

Intake Payment Examples

Actual Date Intake Was Completed	Date Intake Hours Were Entered in Sprout	Intake Completed Date Listed in Sprout	Hours Spent Entered	Eligible
December 30	December 30	December 30	Yes	Yes
December 30	December 30	December 30	No	No
December 30	December 30	January 1	Yes	No
December 30	January 1	December 30	Yes	No

Entering Sibling Activity Fees

In Sprout, only attended visit reports on a Sibling Visit referral will include a field to enter a Sibling Activity Fee. Visit reports generated in Sprout on a parent/child referral will not include this field. Here are some things to keep in mind when entering sibling activity fees.

- For the Activity Fee on a Sibling Visit, the actual amount spent should be entered, but Sprout will calculate and include a maximum of $7.03 per child on an invoice for reimbursement.
- All children who attended the sibling visit must be listed on the report to ensure full reimbursement.
- Receipts for all expenses must be uploaded in to Sprout and must either match or be greater than totals entered in Sprout.

Number of Children Listed on Attended Sibling Visit Report	Maximum Allowed Reimbursement	Amount Entered	Amount Listed on Invoice for Reimbursement
One*	$7.03	$10.00	$7.03
Two	$14.06	$10.00	$10.00
Two	$14.06	$20.00	$14.06
Three	$21.09	$20.00	$20.00

* There should never be only one child listed on an attended sibling visit, as at least two children are needed for a visit to occur. However, if a VSW mistakenly lists only one child, then compensation for the activity fee will cap at $7.03.

Entered and Un-Entered Items on an Invoice

The chart below outlines which items are paid per invoicing rules based on what has been entered in Sprout and which are paid based on when certain conditions are met.

	Time Entered in Sprout	Amounts Entered in Sprout	Items Paid but NOT Entered in Sprout
Attended Supervised Parent Visit	Visit Time Transport Time Wait Time	Mileage Travel Fee Health Screening	Report Writing
Attended Supervised Sibling Visit	Visit Time Transport Time Wait Time	Mileage Travel Fee Health Screening Sibling Activity Fee	Report Writing
No Show Missed Visit	Visit Time Transport Time Wait Time	Mileage Travel Fee Health Screening	Missed Visit Payment Report Writing
Cancelled Less Than 24 Hours Missed Visit		Mileage Travel Fee Health Screening	Missed Visit Payment Report Writing
Cancelled More Than 24 Missed Visit			
Attended Unsupervised Same Day Visit	Up two 3 hrs Visit Time Transport Time Wait Time	Mileage Travel Fee Health Screening	Report Writing
Attended Unsupervised Overnight Visit	Transport Time Wait Time	Mileage Travel Fee Health Screening	Report Writing
Intake		Intake Time	
UIR			Report Writing

Billing Rules

Billing Terms

The Billing Download and Invoice files include the following types of billing categories. Note that a VSW should NOT enter the capped or flat rate for an item. All items entered in to Sprout should be ACTUAL time, mileage and total amount spent for a reimbursable item. Sprout will apply flat and capped rates as needed to ensure payment is correct.

- **Actual** – values entered in to Sprout and paid fully.
- **Reimbursable** – Items or amounts that are paid by the VSW and eligible for reimbursement.
- **Flat** – paid at a set amount, regardless of the amount of time entered.
- **Capped** – reimbursed **up to** a certain amount. If the reported amount is below the capped amount, the item is paid at the reported amount.

Given a billable item, the tables below show what conditions need to be met to be eligible for reimbursement and the amount and type of reimbursement for the item.

Visit Time – Attended Visit

Attendance Type	Visit Type	Reimbursable Visit Time	Reimbursement Type
In person	Supervised, Monitored	Reported minutes	Actual
Virtual	Supervised, Monitored	66 minutes	Flat
In person	Single-day Transport Only/ Unsupervised	Up to 180 minutes	Capped
Virtual	Single-day Transport Only/ Unsupervised	Up to 66 minutes	Capped
In person	Overnight Transport Only/ Unsupervised	No paid Visit Time	N/A

Visit Time – Missed Visit

Attendance Type	Type of Missed Visit	Responsible Party for Missed Visit	Reimbursable Visit Time	Reimbursement Type
In person	Cancelled (less than 24 hour)	Parent, Child, Foster Parent	120 minutes	Flat
Virtual	Cancelled (less than 24 hour)	Parent, Child, Foster Parent	66 minutes	Flat
In person	No-show	Parent, Child, Foster Parent	105 minutes	Flat
Virtual	No-show	Parent, Child, Foster Parent	51 minutes	Flat

Transport Time

Attendance Status	Responsible Party for Missed Visit	Reimbursement Type
Attended	N/A	Actual
No-show	Parent, Child, Foster Parent	Actual
No-show	Provider, Social Service Worker	No Reimbursement
Cancelled More or Less Than 24 Hours	Parent, Child, Foster Parent, Provider, Social Service Worker	No Reimbursement

Transport Miles

Attendance Status	Responsible Party for Missed Visit	Reimbursement Type	Rate per Mile
Attended	NA	Actual	$0.70
No-show	Parent, Child, Foster Parent	Actual	$0.70
No-show	Provider, Social Service Worker	No Reimbursement	$0.00
Cancelled More or Less Than 24 Hours	Parent, Child, Foster Parent, Provider, Social Service Worker	No Reimbursement	$0.00

Other Travel Fees

Attendance Status	Responsible Party for Missed Visit	Reimbursement Type
Attended	NA	Actual
No-show	Parent, Child, Foster Parent	Actual
No-show	Provider, Social Service Worker	No Reimbursement
Cancelled More or Less Than 24 Hours	Parent, Child, Foster Parent	No Reimbursement
Cancelled More or Less Than 24 Hours	Provider, Social Service Worker	No Reimbursement

Intake Time

Reimbursable Time Per Completed Intake	Reimbursement Type
147 minutes	Flat

Health Screening Call

Attendance Status	Reimbursable Screening Call Time (Per Call Entered)	Reimbursement Type
Attended	5 minutes	Flat
No-show	5 minutes	Flat
Cancelled (less than 24 hr)	5 minutes	Flat
Cancelled (more than 24 hr)	0 minutes	No payment

Sibling Activity

Report Type	Attendance Status	Reimbursement Type	Activity Fee per Child
Sibling In Person	Attended	Capped	$7.03

Report Writing Time

Report Type	Visit Type	Reimbursement Time	Reimbursement Type
Attended	In Person or Virtual	45 minutes	Flat Rate
Cancelled Less Than 24 hrs	In Person or Virtual	29 minutes	Flat Rate
Cancelled More Than 24 hrs	In Person or Virtual	0 minutes	N/A
No Show	In Person or Virtual	29 minutes	Flat Rate
UIR	N/A	32 minutes	Flat Rate

Data Entry in Sprout Visit Reports

Below is information on the items that need to be entered in Sprout for billing purposes. Also described here are how invoice totals are calculated depending on how items are entered in Sprout.

Justification Requirements (“Pink Boxes”)

DCYF requires detailed explanations when Visit and Transport Details exceed certain thresholds, do not appear accurate/allowable, or require pre-approvals. When high values are entered in the fields listed below, a pink box will appear in Sprout prompting the user to enter a description of the circumstances that warrant the long time, mileage or expense. Explanations should include sufficient detail. For example, *“Excessive traffic”* would not be enough detail. Instead the VSW should enter something like *“Heavy traffic from Fife to Tacoma led to an additional 30 minutes of drive time."* Or even, *“Ran into traffic from mile post 141 to mile post 131. Stuck in traffic for an additional 30 minutes.”*

Pink boxes will appear in Sprout . . .

- When the total visit time exceeds a certain threshold
- When the total wait time exceeds a certain threshold
- When the total transport reimbursement amount exceeds a certain threshold
- When the total miles of all transport legs exceeds a certain threshold
- When the total number of minutes for all legs of a transport exceeds a certain threshold
- When the total number of miles for one leg of a transport exceeds a certain threshold

- When the first leg of travel from VSW's home/office to child pick up location (whichever is closer) exceeds 75 miles.
    - Note that, per contract, all referrals must be assigned to a visit service worker who is 75 miles or less away from the pick-up location – either if leaving from their home or office, whichever is closer.
    - If the office location is not within 75 miles of the pick-up location and there is no VSW in the agency with a home address within 75 miles of the pick-up location, a mileage exception for the referral must be requested and granted by DCYF in writing before the agency can work the referral. When filling out the visit report and entering a mileage amount greater than 75 miles in the first transport leg field, the VSW must note in the pink box that appears, that the "first leg 75 mile" exception has been granted.
    - If there is a temporary staffing circumstances (for example, the assigned visit service worker who lives within 75 miles of the pick-up location is sick or unavailable) and as a result, the first leg is longer than 75 miles, the VSW should enter the mileage driven and include this information in the pink box that appears.
    - Per contract, when determining if the start/end location should be home or office, the VSW must use the address with the shorter distance.

Other Contractual Justifications

The following items require a justification per contract, but no pink box is generated in Sprout, so these justifications should be entered in the "Additional Reimbursement Comments" field in the visit report.

- Visit time exceeds allotted time of Visit Referral
    - Visit times and dates entered in Sprout should align with what has been requested on the referral. DCYF requests that deviations need explanations
- Transport mileage that significantly deviates from the Bing/Google map estimate

These parameters are to help ensure that visit reports are entered accurately and in alignment with contract requirements. It should be noted that at times DCYF will request additional documentation to support payment amounts. If additional supporting documentation/explanation is unavailable, payment of that visit report will be withheld until proper support/explanation is available.

Link to Training on How to Note High Travel Times and Mileage

Visit Time Entry

Information entered in Sprout should reflect what actually happened. Here are some tips for ensuring the VSW is entering accurate information about the visit that will also be correctly calculated in the invoice.

Start and End Times

Visit Time reimbursement is based on time reported as Visit Start and Visit End time. Note that "Visit Time" is the time when parties are together and visiting, The Visit Start time entered in Sprout should be when the parent and child begin the visit, which can be different from the scheduled visit time. Similarly the time entered for "Visit End Time" should be the time the parties stop visiting, which may or may not be when the visit was scheduled to end.

Transport Only/Unsupervised – Same Day

A provider agency is paid up to 180 minutes of visit time for an unsupervised/transport only SAME DAY visit. When entering a same day unsupervised visit, the VSW must enter the visit start time and the visit end time in order to be credited for the up-to 180 minutes of visit time. However, the ACTUAL visit start and end time should be entered. Also, the only mileage and transportation time that should be entered in Sprout on a same-day unsupervised visit is time and miles driven to transport the child to the visit and time and miles driven to transport the child back to their placement after the visit ends. The VSW should not enter any miles driven after dropping off the child for the visit and before picking them up at the end of the visit.

Overnight Transport Only/Unsupervised Visits

A provider agency is not paid for any visit time for an overnight unsupervised visit. However, the start and end date and time should be entered in Sprout. The end date for an overnight visit must be after start date. An overnight visit can not be supervised. Mileage entered for an overnight unsupervised visit can include time and mileage driven to bring the child to the visit, to return to the VSW's home or office (whichever is closer), to pick up the child after the visit ends, to bring the child back to their placement and to return to their home or office (whichever is closer.)

Transport Time/Mileage

Each leg of travel should be entered in Sprout with start address and end address. Number of miles driven and amount of time for each leg also needs to be entered. Sprout prevents the entry of more than 600 miles on single leg of transport.

Missed Visits

There is no way to enter "Visit Time" for a missed visit in Sprout as there is no "end time" field on a missed visit report. However, providers are compensated for missed visits given loss of anticipated income. This varies by type of missed visit (see fee tables above) and it is separate and on top of fees paid for travel time, mileage and report writing time.

Canceled Visits

Visits that are cancelled with more or less than 24 hours notice receive no reimbursement for transport time, mileage or transportation reimbursement, even if that information is entered in Sprout.

No-Show

Any transport time and mileage completed by a VSW on a missed visit must be entered in Sprout to receive reimbursement. If the party that caused the visit to be missed in Sprout is the Parent, Child or the Foster Parent, the Sprout invoice will include any transport time and mileage completed and entered along with a report writing and a flat fee for the missed visit. If the party that caused the visit to be missed in Sprout is the Social Worker or the Provider, the Sprout invoice will NOT include payment for transport time, mileage, report writing or a flat fee.

Wait Time

Wait time is strictly defined as time the provider is waiting for a parent who arrives at a visit after the agreed upon start time. There are other times that the VSW may be "waiting" but in most cases, that time should be entered as transportation time – and if excessive, the VSW may want to enter an explanation in the "Additional Reimbursement Comments" field for why the transportation time exceeds what would be expected given the number of miles driven.

Description	Is this "Wait Time"?
Dad is stuck in traffic and provider and child wait 15 minutes at the visit location for him to arrive before starting the visit	Yes
VSW arrives with one child for a sibling visit to the visit location at the visit start time and waits 15 minutes for the sibling to arrive	No. Wait time is only when VSW is waiting for a PARENT to arrive at a visit.
Provider arrives at the visit location with the child 15 minutes prior to the scheduled visit start time and waits for the parent to arrive	No. This time should be included in "Transport Time" with a note added in the "Additional Reimbursement Comments" field on the visit report.
Child is finishing up a piano lesson when provider arrives at the placement to transport child to visit. Provider waits 15 minutes before the child gets in the car.	No. This time should be included in "Transport Time" with a note added in the "Additional Reimbursement Comments" field on the visit report.

Other Travel Fee

- Can include items such as ferry fare, HOV lane fees and parking.
- Receipts are required for all travel fee reimbursement requests.

Link to Training on How to Log in to Sprout Using SAW

Submitting Visit Reports

As detailed above, the invoicing system in Sprout requires that a provider follow these steps in order to be compensated for a visit.

VSW: ("Basic User" Permission level in Sprout)

1. Conduct the visit (supervised, monitored, unsupervised/transport only)
2. Complete all relevant fields in the visit report in Sprout and click "Submit"

Administrator: ("Service Administrator" or "Organization Administrator")

1. Review the submitted visit report
    a. If corrections are needed, "Reject" the submitted report and direct the VSW to make corrections.
    b. If no corrections are needed, "Approve" the submitted report

What Each Sprout Account Type Can Do

	Fill Out a Visit Report	Submit a Completed Visit Report	Reject a Submitted Visit Report	Approve a Submitted Visit Report	Reject an Approved Visit Report
Basic User	✅	✅	❌	❌	❌
Service Administrator*	✅	✅	✅ *	✅ *	✅ *
Organization Administrator*	✅	✅	✅ *	✅ *	✅ *

* Note that a Service or Organization Administrator is not able to approve or reject a visit report that they themselves have submitted.

Approving Visit Reports

Per the contract the following deadlines apply to completing and approving a visit report:

The VSW shall complete a report in Sprout within twenty-four (24) hours of the visit end using Behaviorally Specific Language documenting observations during each visit and during transportation time.

The provider agency supervisor shall approve reports in Sprout within five (5) business days of the visit.

Downloading Data Export

Sprout allows anyone with an Organization Administrator account to download a full billing report as an Excel spreadsheet file. These files are available for the current month to date and the two previous months. This downloadable file is similar but not identical to the invoice file that Sprout generates and sends to DCYF when an invoice is submitted. The downloadable billing file includes the following tabs:

Tabs in the Billing Download File

- **Export Info** – Gives important meta data on export including the billing month and year and the date and time the file was downloaded.

- **Visit Reports** – Details for each visit report that would be included in the invoice can be found in this tab. Each row represents one Visit Report.

- **Intakes** – This tab lists each intake completed and entered that is reimbursable for the billing month. The reimbursee listed in this tab will be the VSW that the agency assigned the referral to in Sprout. If referral has not been assigned in Sprout, the intake will still be paid to the agency, but as an "Unclaimed Reimbursement."

- **UIRs –** This tab lists all Unusual Incident Reports that were completed in and are eligible for reimbursement for the month. The reimbursee for an UIR listed in this tab is the person who submitted the report in Sprout.

- **Invoice Totals** – Provides a breakdown by billing month and by Region for each category including time, mileage, travel fee, activity fee and health screening call. Note that this tab in this downloadable file includes all billable regions, however, when invoices are submitted to region, this tab would only include the totals for that single region.

- **Supervisor Shifts –** This tab provides visit and report writing time details for each VSW on a billable visit report. A column in this tab titled "Total Shifts" identifies how many visit "shifts" or VSWs entered some period of visit supervision time on each report. This tab was added to the Excel file when Sprout allowed for multiple VSWs so that providers would have access to this detailed information.

- **Transport Legs** – This tab provides details including, driver, mileage, start and end time and leg number for each individual leg of transport in all billable visit reports.

- **Flagged Reports** – This tab is a compilation of all reports that were flagged in Sprout and required an explanation for a value entered. Providers should always review this tab before submitting an invoice, even though all justifications are entered in the visit report in Sprout.

- **All Time Conflicts** – This tab shows instances of time overlaps in Sprout that MAY not be allowed. This tab should be reviewed regularly and any conflicts that are not allowed should be corrected in Sprout before submitting the invoice. Note that Sprout prevents a user from entering overlapping time on a single visit report.

- **Unapproved Reports** – This tab lists all visit reports that have been started but have not been approved. This tab should always be reviewed prior to submitting an invoice to ensure that all billable visit reports are in an approved state and will be included in the invoice.

- **Unclaimed Reimbursements** – This tab will include any reimbursable item that was not claimed by a VSW in Sprout. It is possible to enter mileage and transportation time, for example, but not select a name. If that occurs, that particular item would be listed in this tab. Note that these items will still be included on the invoice and paid, however they would not be included in the "Totals by Reimbursee" tab.

- **Totals by Reimbursee** – This tab allows the provider to see the total billable amount, by month and category for each VSW in the organization.

Link to Training on How Sprout Prevents Overlapping Time Entry on a Single Visit Report

Provider Billing Review Recommendations

Providers are required to thoroughly review all information on an invoice before they click on the submit button in Sprout. However, it is strongly recommended that providers not wait until it is time to submit an invoice to download and review the Billing file.   How often an Organization Administrator in a Family Time provider agency decides to download the Excel Billing file in Sprout will depend on the agency's volume and the person's workflow and preference, but a periodic (weekly, every few days, or even every day) review allows the provider to catch errors when they are fresh and the VSW will remember and can easily make corrections. There is no limit to how often the file can be downloaded, but all changes and updates are made each night, so it does not make sense to download the file more than once in a day.

Modifying Approved reports

If, during the review of a downloaded Billing file, the provider finds an error, they will need to log in to Sprout and correct the error and approve or re-approve the visit report at least one day prior to clicking on the "Submit" invoice button in Sprout.

Uploading Receipts

Receipts are a required record for reimbursable Family Time purchases for the following expenses:

1. Sibling Activity Fee (Note that this field is only visible in Sprout on a visit report for a sibling referral.)

2. Travel expenses

The receipts upload feature in Sprout was developed to help streamline the processing of receipts so that providers can easily preserve, review and submit receipts and DCYF fiscal agents can identify any issues that would prevent reimbursement before an invoice is paid. All receipts for purchased reimbursable items must be uploaded in to Sprout inside the correct visit report. When an invoice is submitted in Sprout, the email that is sent to DCYF will include a link to download a PDF file of all relevant receipts for that invoice. This file is also available for download by an Organization Administrator in the provider agency at any point.

Link to Training on How to Upload Receipts in Sprout

Timing for Invoicing

Invoicing is available for a billing month on the first day of the following month. Invoicing is only available for two months at a time. There is a separate invoice per billing month, region and 72-hour region.

Invoice Submission

After an invoice is submitted, the submit button for that month and Region will be disabled. Clicking to submit an invoice sends it by email to the Regional Area Lead responsible for reviewing the invoice. The person/email listed as the primary contact in Sprout is copied on the email. Please check that the email listed in Sprout is correct. Allow a few minutes after clicking Submit for an invoice email to arrive in your inbox.

Modifying Approved Reports

Making Corrections to an Approved Visit Report BEFORE Submitting an Invoice

If a visit report or UIR meets the above criteria to be included in an invoice (the visit report has been approved for the first time at least once during the billing month), but the provider discovers an error AFTER the last day of the billing month, but BEFORE they have clicked on the submit invoice button in Sprout, they can reject the visit report, make the necessary changes and re-approve the visit report. However, they must then wait until the following day to submit the invoice as they database will refresh overnight.

Making Corrections to an Approved Visit Report AFTER Submitting an Invoice

If either the provider OR the DCYF regional family time lead finds an error or errors on an invoice after it has been submitted but before it has been paid, the following steps must be taken:

1. A provider Organizational Administrator will reject the appropriate visit report(s) in Sprout,
2. The VSW on the visit report will log in to Sprout and make correction(s),
3. An Organizational Administrator will re-approve the visit report(s),
4. The DCYF regional family time lead will submit a ticket in Sprout requesting that the submit invoice button for a particular provider, month and Region be re-enabled so the provider can re-submit the invoice,
5. A provider Organizational Administrator will re-submit the invoice once the button has been re-enabled. Remember that the invoice should not be re-submitted before the database has refreshed overnight and the corrections are included on the invoice.

Making Corrections to an Approved Visit Report AFTER an Invoice Has Been Paid

If either the provider OR the DCYF regional family time lead finds an error or errors on an invoice after it has been submitted and paid, the provider the following steps must be taken:

1. A provider Organizational Administrator will reject the appropriate visit report(s) in Sprout,
2. The VSW on the visit report will log in to Sprout and make correction(s),
3. An Organizational Administrator will re-approve the visit report(s),
4. The DCYF regional family time lead will submit a ticket in Sprout requesting that the submit invoice button for a particular provider, month and Region be re-enabled so the provider can re-submit the invoice,
5. A provider Organizational Administrator will re-submit the invoice once the button has been re-enabled. Remember that the invoice should not be re-submitted before the database has refreshed overnight and the corrections are included on the invoice.
6. The provider will need to supply detailed information to the DCYF regional family time lead on the total amount of under or overpayment. In the case of an overpayment, the provider will need to reimburse DCYF. In the case of an underpayment, DCYF will make a supplemental payment as long as the error was identified and corrected within the contractually allowed time.

A Note on Best Practices

Over time the Sprout team has made changes to the application to ensure that providers have 24 hour access to all information pertaining to invoicing via the Billing Download function. The Sprout team strongly recommends regularly downloading and reviewing this file for errors, conflicts, pink box explanations, etc. If this file is checked regularly and errors are corrected before the end of the month, providers are able to quickly review just the last week or few days of the month before hitting the Submit button.
You need the permission of your area lead to resubmit an invoice. Please get their approval. They will contact Sprout to request that your invoice be re-enabled. We cannot reenable your invoice without direct communication from the area lead. Please wait until the next day to resubmit if you made changes to your reports.

- Before Payment
- After Payment

Family Time Regional Lead Auditing

When invoices are submitted via Sprout to a Region's Area Lead, they are reviewed for accuracy. Below is a list of items that they would routinely check.

- A19 totals – Do they match the Sprout Invoice totals?
- Receipts – Are they all present? Do the totals align with the totals for reimbursable items in Sprout?
- "Pink Box" overage explanations – Are the explanations sufficient? Do mileage overages have prior approval?
- All Conflicts – Are there any unallowed conflicts present?

Support Tickets

The Sprout developers and data scientists are all notified whenever a ticket is submitted in Sprout and will respond within one business day.

To submit a ticket in Sprout, follow these steps:

If NOT logged in to Sprout:

1. If NOT logged in to Sprout, click on "Sprout Support Center" link in bottom left hand corner of Sprout log in page then click on the "Contact Us" link in the top right hand corner of the page.
2. If logged in to Sprout, click on the "Contact Us" link at the bott left hand corner of any page in Sprout.

3. Fill out the form and include your contact information and a *detailed* description of the issue. The more detail you provide, the better the Sprout team can address your question.
    a. For example, do not write “I can’t log in to Sprout” instead provide information such as “When I click on the button to log in to Sprout I get the following error message . . . “
4. If you have screen shots or any other document that would help diagnose the issue, these can be attached by clicking the “Attachments” button at the bottom of the form.

Back-end Auditing

Providers should never change any billable data on a visit report AFTER submitting an invoice UNLESS they report an over or underpayment. Every time a provider submits an invoice via Sprout, a copy of all data in that invoice is logged and saved in Sprout.   Each month, all prior invoice data is checked against the current data in Sprout in order to detect any changes made in Sprout AFTER an invoice has been submitted. If this audit check reveals any instance where a provider has changed any billable values in Sprout AFTER submitting an invoice, this information is provided to DCYF.