

# Working with the ASO

## Information for Providers and Vendors



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### What is the ASO?

The Administrative Services Organization (ASO) is a fiscal intermediary operated by the Children's Board of Hillsborough County to manage flexible funds. The ASO supports a wraparound approach in which families identify their strengths, needs, goals, and service providers via a family support plan. As a last resort of payment, flexible funds managed by the ASO can be used to pay for supports and services with qualified community providers.

Trained and authorized case managers work with families to develop individualized family support plans and to select from a wide range of services and supports for the children and their families. Families are able to prioritize the services that they need the most and select a provider of their choosing. At this time, eighty-five (85) service types are available from a fully credentialed provider network that includes hundreds of agencies, vendors, individuals, local businesses, and faith-based organizations.

### What does the ASO do?

Once services are identified in the family support plan and authorized by the case manager, the ASO contracts with providers and pays for the supports and services children and their families need.

The Children's Board ASO manages flexible funds, offers accounts payable services, provides detailed financial reporting to all stakeholders, offers provider credentialing and network management, and conducts quality assurance activities. The ASO is responsible for developing and maintaining a database of local service providers and is continually adding new providers to meet the needs of children and families.

### What information does the ASO request from Providers?

- ✓ **Tax ID Numbers** - The ASO requires providers and vendors to provide a federal tax identification number, in the form of an Employer Identification Number (EIN) or Social Security Number (SSN). This needs to be submitted on a W-9 form.
- ✓ **Credentials** - For many of the services reimbursed through the ASO, provider credentialing criteria have been developed by the Children's Board. The credentialing requirements have been put in place to make certain that families receive services only from providers who are qualified and to help ensure the safety of the family. These requirements must be met by providers before they are eligible to receive reimbursement for services.
- ✓ **General Requirements** - All providers, except clinical providers, that have unsupervised contact with a child must submit a passing Level II Background Screening conducted within the last five years.

### How do Providers get paid for goods or services?

- 1) For most credentialed services, contracts and service authorizations are issued to inform providers of the scope of services and approved funding, on an individual child/family basis. Providers must invoice the ASO within 45 days of service delivery. Custom invoices are provided with each authorization. Providers should submit invoices via secure email to [asosupport@childrensboard.org](mailto:asosupport@childrensboard.org) or fax to (813) 229-1941.
- 2) For all other services the case manager may request payment by obtaining a bill or estimate from the provider.
- 3) The ASO issues payments each Friday for invoices and requests received by the preceding Friday. Emergency payments may be requested by case managers.