

**WSC ADVISORY #2019-001**  
**VPN ACCESS AND CSAB BILLING ACCOUNT APPLICATIONS**

**ACTION REQUIRED**

**EFFECTIVE DATE: JANUARY 9, 2018**

Effective immediately, APD is implementing changes to VPN accounts which will require WSCs to apply for a DMS CSAB Billing Account. **Failure to apply for and complete the CSAB Billing Account process will result in your VPN account being suspended or disconnected on February 1, 2019.** Solo Providers and Agency Heads will be required to apply for a DMS CSAB Billing Account. This is an administrative change and will not affect the use of your VPN service in any way.

This change will provide the Solo Provider and/or Agency Head additional tools to manage their VPN account. A CSAB Billing Account will allow the administrator to view any outstanding invoices, along with receiving monthly statements that show all outstanding balances for the account. This change in account should aid in the management of your VPN service, and you will not experience any interruption in service due to this process.

- *Solo providers* – The CSAB Billing Accounts will not change your bill pay process. If the account balance is not paid in 30 days, the account will be suspended until full payment is processed.
- *Agency providers who pay the entire agency bill* – The CSAB Billing Accounts will allow you to see all invoices for your agency and manage the accounts. Your business process to pay the bill will not change. If the account balance is not paid within 30 days, the entire agency account will be suspended until full payment is processed.
- *Agency providers that do not pay the treating provider's VPN bill* – The CSAB Billing Accounts will allow you to see all invoices for your associated treating providers. The business process to pay the bill will not change. If the account balance is not paid within 30 days, the entire agency account will be suspended until full payment is processed.

By creating a CSAB Billing Account with DMS for your VPN service, you are agreeing to be responsible for the payment of the account and, if any, the account of any WSC that you designate within your agency. This is NOT a request for a VPN or any type of service. APD is requiring all CSAB Billing Account applications to be completed by **January 31, 2019**.

The application process takes less than 10 minutes to complete. You will need a copy of your Medicaid Waiver Services Agreement (MWSA) and Federal Employer Identification Number (FEID). The IRS assigns this 9-digit figure to track a business's tax-related activities. If you do not file taxes as a business, this will be your Social Security number. **Agency Heads will complete one additional form listing all WSC accounts that should be linked to the agency's CSAB Billing Account. The additional form is for APD only and will need to be submitted to [apd.wsc.vpn@apdcares.org](mailto:apd.wsc.vpn@apdcares.org).** Once the application is approved by DMS, the billing account currently associated with your VPN service will be converted to the CSAB Billing Account by APD's IT department. You will not experience any interruption in service due to this process.

To complete the CSAB Billing Account process, all VPN accounts must be paid in full. WSC were also notified on July 2018 via WSC Advisory 2018-025 with further information regarding VPN billing processes.

If you have any questions or concerns regarding setting up the CSAB Billing Account, please contact DMS at 1-888-4SUNCOM (1-888-478-6266) and select option 1, option 3, and then option 1 to reach the Ordering and Service Delivery desk.

Please review the attached instructions to apply for your CSAB Billing Account.