

Section Number: 50-3

Effective Date: January 1, 2012

Subject: Fee Agent Process

Purpose: To provide an overview of the roles each office plays in the fee agent process and the resources available to staff.

DPA uses fee agents to extend and expand program access to small, remote communities. Fee agents provide a valuable service to members of their community as they provide clients from rural areas access to DPA programs and services.

Several offices in DPA utilize fee agents. A list of these offices includes the following:

- Wasilla District Office
- Fairbanks District Office
- Bethel District Office
- Coastal Field Office
- Kenai District Office
- Nome District Office
- Ketchikan District Office
- Juneau District Office
- Sitka District Office
- Denali KidCare
- Heating Assistance

RESPONSIBILITIES OF FIELD OFFICES

Each office is responsible in working with fee agents assigned to their region. Each office will have at least two staff assigned to handle fee agent duties. These duties include the following:

- Solicit interest from the public to become fee agents.
- Interview and hire fee agents.
- Assist fee agents in completing necessary forms after being hired (i.e., Fee Agent Agreement Form, Sub-form W-9, direct deposit form).
- Provide training to fee agents using the Fee Agent Training Guide, Fee Agent Manual and other resources provided in the guide.
- Collect Monthly Fee Agent Billing Report Forms (FA 48) from fee agents.

- Prepare the Fee Agent Billing Report (FA 8) and submit completed form to Field Services.
- Conduct an audit of billing submitted by fee agents to ensure accuracy.
- Maintain a list of active fee agents; send fee agent update forms on a regular basis; provide Field Services a listing of active fee agents on a regular basis.
- Track fee agent progress, issues or concerns.
- Consult with Field Services for any process or billing-related questions or concerns.

RESPONSIBILITIES OF FIELD SERVICES

Field Services oversees the statewide coordination of the fee agent process and the billing process. This ensures fee agents are paid timely for services they provide to DPA and ensures the Division's compliance with employment related rules. The responsibilities of Field Services are as follows:

- Provide assistance to field offices on any fee agent process or billing-related questions and concerns.
- Maintain and update the Fee Agent Manual, Fee Agent Training Guide, and other forms or documents related to fee agent process.
- Hold meetings with fee agent representatives from field offices when necessary.
- Keep an updated master list of all DPA fee agents.
- Obtain a signed FA agreement form for each fee agent to ensure that information is current.
- Coordinate submission of all fee agent billing reports (FA #8) to State of Alaska's Finance Department. This involves:
 - receiving and verifying information reported on fee agent billing forms
 - verifying that transactions comply with policies and procedures
 - preparing batches of FA #8 for data entry and submission
 - entering fee agent billing and payment information in Excel spreadsheet
 - keeping all records of billing forms
- Respond to fee agent questions and inquiries about their billing and payments.
- Provide information to Department of Labor concerning fee agent audits.

FEE AGENT RESOURCES

Majority of the fee agent resources available to supervisors and staff are available online on the DPAnet. Some of these resources include:

- Fee Agent Process in Administrative Procedures Manual
<http://dpaweb.hss.state.ak.us/manuals/admin/apm.htm>

- Fee Agent Manual
<http://dpaweb.hss.state.ak.us/main/manual/FeeAgent/FeeAgent.pdf>
- Fee Agent Training Guide
<http://dpaweb.hss.state.ak.us/main/manual/FeeAgent/FeeAgentTraining%20Guide-1209.pdf>
- Fee Agent Application Form (FA 50)
<http://dpaweb.hss.state.ak.us/e-forms/pdf/fa50.pdf>
- Fee Agent Poster (FA 55)
<http://dpaweb.hss.state.ak.us/e-forms/pdf/fa55.pdf>
- Fee Agent Provider Agreement (FA 33)
http://dpaweb.hss.state.ak.us/e-forms/pdf/fa33_06-3148.pdf
- Fee Agent Monthly Billing Report Form (FA 48)
<http://dpaweb.hss.state.ak.us/e-forms/pdf/fa48.pdf>
- Fee Agent Billing Report (FA 8)
<http://dpaweb.hss.state.ak.us/e-forms/pdf/fa8.pdf>
- Fee Agent Order Form (FA 9)
<http://dpaweb.hss.state.ak.us/e-forms/pdf/fa9.pdf>
- Fee Agent Interview Report (FA 1)
<http://dpaweb.hss.state.ak.us/e-forms/pdf/fa1.pdf>
- Fee Agent Update Form (FA 36)
http://dpaweb.hss.state.ak.us/e-forms/pdf/fa36_0808.pdf
- Substitute Form W-9 / Request for Taxpayer ID# and Information
http://fin.admin.state.ak.us/dof/accounting/resource/sub_form_w9.pdf
- Direct Deposit / Electronic Payment Agreement for Vendors
http://fin.admin.state.ak.us/dof/electronic_payments/resource/EDI_agreement.pdf
- Statewide Fee Agent List
<https://reports.dhss.alaska.gov/Reports/Pages/Folder.aspx?ItemPath=%2fDP A%2fStatewide+Fee+Agent+List&ViewMode=List>