

OFFICE OF THE CHILD'S REPRESENTATIVE

**OCRWEB PAYMENT POLICIES AND
PROCEDURES**

Updated: April 15, 2010

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I. The Office of the Child's Representative (OCR)

- A. OCR oversees contract attorneys (herein referred to as Contractor) who provide best interest representation to Colorado's children. In order to be eligible for payment from OCR, Contractor must be properly appointed by a judicial officer. A properly appointed Contractor is either:
- B. An attorney who is currently on the approved OCR list for that case type and that judicial district, OR
- C. An attorney not on the list who the OCR has specifically approved to take a certain case. Contractor must receive confirmation of their appointment from OCR before Contractor may take the case.
- D. If Contractor is not on the OCR list or is not pre-approved to take a case by our office, payment will not be processed regardless of what the court says.**

II. Fees and Expenses

- A. A schedule of maximum hourly rates for court appointed counsel is established by the Office of the Child's Representative (OCR), or Chief Justice Directive (CJD) 04-06, or Chief Justice Directive (CJD) 04-08. The schedule of maximum hourly rates and maximum total fees for OCR state-funded counsel, investigators, paralegals is located on our web site www.coloradochildrep.org.
- B. Upon appointment, Contractor shall enter the appointment in the WEBPAY system within 48 business hours of the time Contractor is notified of said appointment.
 - 1. Indigency cases:
 - a) Indigency is required by law for Domestic Relations cases under Title 14 and Paternity cases under Title 19 (unless the GAL is appointed for a MINOR Respondent Parent).
 - b) As required by C.R.S. 14-10-116, the OCR is not authorized and cannot pay when parties are not indigent. Consequently, the OCR is not authorized to reimburse for services pending a determination of indigency. The OCR has no authority to collect reimbursement on behalf of the state.
 - c) OCR will NOT process payment for nunc pro tunc. Indigency must be determined at time of appointment.
 - (1) *If both parties are indigent, OCR will pay 100% of the bill. If one party is indigent, the OCR will pay 50%. Information on documentation required for these case types can be found in the OCR Web User's Guide below.*
- C. Once the WEBPAY appointment is approved, the Contractor may proceed with billing and requesting excess fees if needed.

1. All requests for payment must be in compliance with OCR's Payment Directive and Procedures.
2. All payment requests will be reviewed by the OCR. This process is to ensure that all charges are appropriate and in compliance with this directive and that applicable fiscal policies and procedures are followed before the payment request will be authorized. The OCR will review, verify, and revise, when appropriate, the invoice submitted for payment. The billing detail and itemization needs to include date of service, a description of service performed, and amount of time spent on each task.
3. Billings shall be entered as follows:
 - a) Time reported must include all time spent between the beginning and ending dates of the billing.
 - b) Each expense shall be entered separately, i.e. one email and one phone on the same case, on the same day should be entered as two separate items.
 - c) Time must be billed in *tenths* of an hour using the decimal system. One-tenth of an hour is equal to six (6) minutes. For example, 12 minutes is charged as 0.2 hours. See chart below. All incomplete claims will be returned to the attorney, investigator or paralegal with instructions regarding the additional information needed to process the payment.

Tenths of an Hour	Equates to Minutes
0.10	6
0.20	12
0.25	15
0.30	18
0.40	24
0.50	30
0.60	36
0.70	42
0.75	45
0.80	48
0.90	54
1.00	60

d) Travel time must be recorded separately.

e) Expenses must be described.

(1) If a single expense exceeds \$50.00, all receipts or invoices for those expenses must be submitted.

D. Other Allowable Expenses

1. Copy charges at the rate of \$0.10 per page. A receipt must be submitted for charges that were more than the reimbursable \$0.10 per page.
2. Mileage at the rate defined by 24-9-109 C.R.S. (date and actual number of miles must be specified for each trip)
3. Long-distance telephone calls at cost (if total billing exceeds \$50.00, it must include a copy of the telephone bill with the following information highlighted: date, phone number, and charges)
4. Postage at cost (regular 1st class mail charges)

E. Non-allowable Expenses

1. Phone calls when no contact is made (i.e., no answer, client not available or message left to call back, ect.)
2. Fax charges; parking fees
3. Items purchased for indigent (or other) persons represented which includes books, clothing, and other personal items. Meals purchased for a child as part of a visit are reimbursable if under \$20.00.
4. Administrative Activities (i.e. preparing OCR billing, preparing excess fee requests, preparing travel request forms, ect.)
5. Payment for investigators or paralegals sitting in court without pre-authorization

F. In-State Overnight Travel and Out-of-state Travel

1. Prior to any in-state overnight travel or out-of-state travel, OCR Contractors must request and receive approval from the OCR Executive Director or Designee.
 - a. See OCR Travel Policy & Procedures for Authorization requirements, guidelines, forms and allowable travel expenditures.

III. Requesting payment from the Office of the Child's Representative

- A. Claims for payment shall be submitted to the OCR using the OCRWEBPAY system and shall be in compliance with this directive.
- B. On those expenses where receipts are necessary to submit for payment to be received, receipts shall be submitted to OCR.
 - 1. Failure to do so will result in a process delay or forfeiture of payment.
- C. The OCRWEBPAY system instructions are printed below in the Billing Web Pay System section.
- D. The maximum total fee that may be paid to an OCR Contractor for representation on a case is established by the OCR and CJD 04-06. This maximum includes all expenses.
 - 1. There are circumstances where the case requires additional services, which will exceed the maximum fees allowed. A Contractor may request Excess Fees through the OCRWEBPAY system to cover the anticipated charges.
 - 2. The Excess Fee request will be reviewed by the Executive Director or ad Designee. This person will post a message on the OCRWEBPAY system to the Contractor notifying them if their excess fees were approved or denied.
- E. The Contractor must bill on each case at a minimum of 90 days. Non-compliance may/will result in the non-payment of any dates outside of the applicable time period.
- F. The OCR will carefully review all payment requests. Authorization for payment is not automatic, and the OCR Executive Director or designee must be satisfied that the number of hours billed and expenses charged are appropriate and necessary for the complexity of the issues involved. If there are questions concerning the reasonableness of the bill, the Contractor will be contacted.
- G. Requests for reimbursement of expenses must include itemized comments. When practical, a paralegal or legal assistant should be used for tasks that require legal knowledge but can be done more cost-effectively by an assistant, such as drafting court motions, some legal research, and large case file organization. The OCR does not pay for the time of administrative support staff or case entry, preparing case entry and payment requests, or preparing a request for Excess Fees.
- H. Contractor shall maintain records of all work performed relating to court appointments and make all such records available to the Office of the Child's Representative Counsel for inspection, audit, and evaluation in such form and manner as the OCR in its discretion may require, subject to attorney/client privilege.
- I. The OCR will review and respond promptly to any question or dispute concerning a bill received, submitted, or paid. However, due to research time and record retention limitations, there is a time restriction of two years for billing questions and disputes. The two-year restriction starts from the activity date (or date of service) that is in question. For prompt resolution concerning questions or disputes concerning hourly or contract payment requests, all questions and disputes must be directed to the OCR Executive Director immediately when issues arise.

IV. OCRWEB

INTRODUCTION – WHAT IS OCR WEB?

OCRWEB is the Office of the Child's Representative's (OCR's) on-line web-based billing system. Over 60,000 payments were processed during State Fiscal Year 2009. Since OCR has only one full-time position dedicated to processing attorney bills, automation of the billing process is a necessary step in ensuring the agency can continue to pay attorneys within the specified time period. OCRWEB is a web interface that connects to OCR's payment database and allows GAL/CFI/CLR/SA, etc. to directly input their billing information into the database.

OCR's contract, in which the Contractor signs, states that payment will be made in the normal course of business in accordance with state fiscal rules within 45 days after receipt, given a correct submission, and subject to available appropriations. Time begins when the bill is received by OCR and end when the payment is approved by the Controller in the state financial reporting system. OCR has no control over the two business days required for the accounting system and State Treasury to produce and mail warrants after Controller approval. If Contractor submits a bill with numerous errors, it will be returned to the Contractor. Contractor will have 30 days to correct the errors and mail back to OCR for payment. Failure to do so will result in forfeiture of payment.

OCR will strive to process payments as quickly as possible to ensure payment to its GALs is prompt. Although payment is usually made prior to 45 days time, it may not always be possible. OCR asks that if Contractor has not received a payment after 45 days to contact the Billing Administrator or Controller. (Contact information is on the last page of this document.) Due to the volume of payments processed, inquiries may not be attended to immediately unless they exceed 45 days.

A. OCRWEB BILL PAY SYSTEM

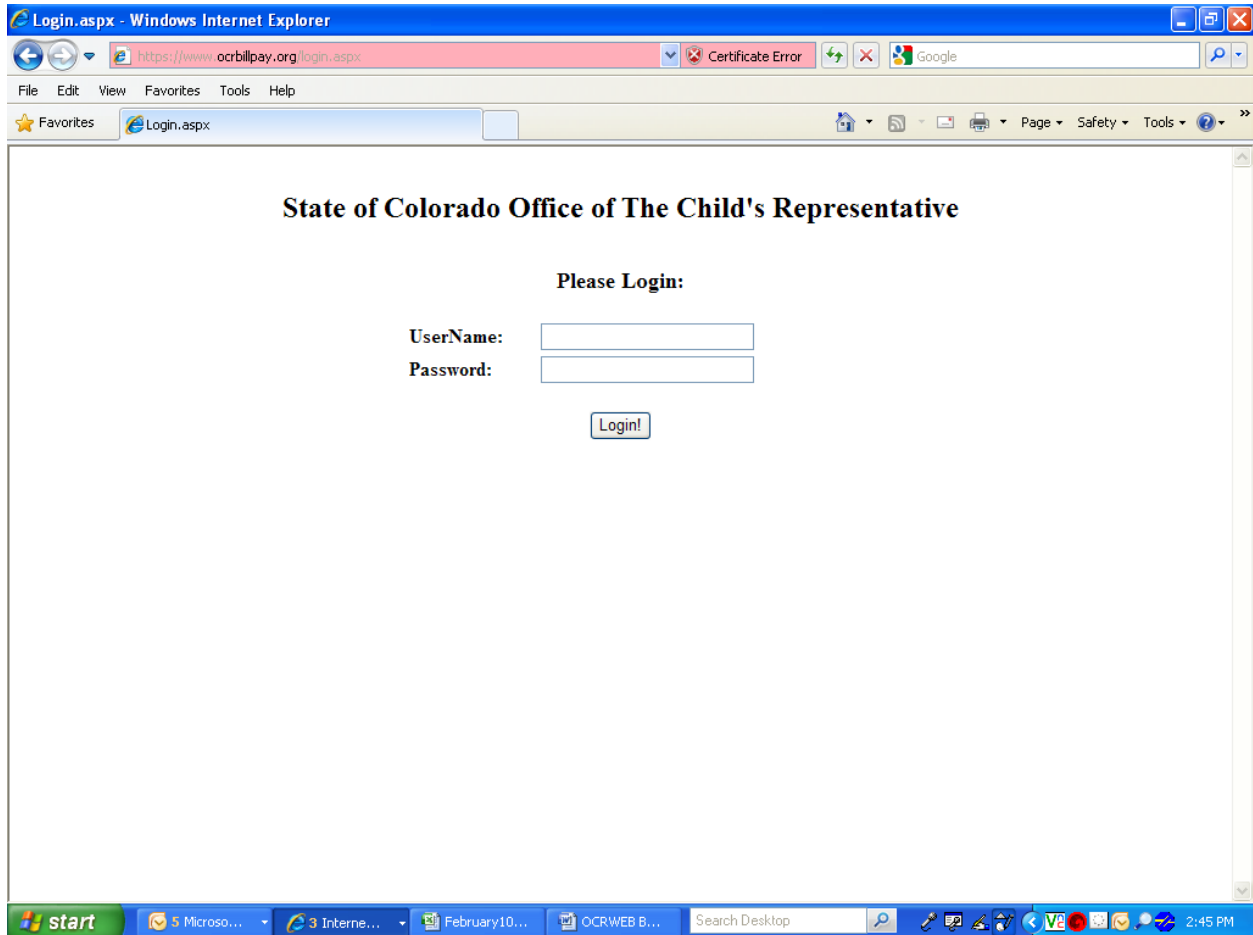
1. OCRWEB is a secure website located at <https://www.ocrbillpay.org> and can be accessed from any internet connection. No software is installed on Contractor's computer.

B. ACCESSING THE OCRWEB

1. OCRWEB access requires a User ID & Password. In order to receive these items, Contractor must complete and sign an OCRWEB Application/Agreement (Attachment A), and return it to OCR. The agreement can be mailed, faxed, or emailed to the contact information on the form. User ID and Passwords will not be provided until OCR has received the signed agreement. Once the agreement is received, the Billing Administrator will provide Contractor with a User ID and Password.

C. LOGGING ONTO THE SITE

The login screen is below:



1. If the browser shows a screen stating “certificate error” go ahead and click on “Continue to the Website.” OCR does not pay Microsoft a fee to have a licensed security certificate.
2. Enter assigned User ID and Password and press the Login button. If this is the first time on the system, the system will require Contractor to change the password. Passwords must be at least 6 characters long and are case-sensitive. Please make a note of the change. Passwords will expire every thirty days. Contractor will be prompted to change it when necessary.
3. Five incorrect login attempts will lock the account. Please contact OCR’s Billing Administrator if account becomes locked.

D. CHANGING PASSWORDS

1. Although the OCRWEB will prompt user to change their password every thirty days, passwords may be changed at anytime by clicking on the **Password** button and completing the steps on the screen.
2. Again, passwords must contain at least 6 characters. A password that is 8 characters and contains a combination of alpha, numeric, and symbols is the preferred method for security purposes.
3. ***NOTE: Contractor is responsible for the security of their password and all the information entered under Contractor's account. If at any time Contractor feels their User ID and/or password have been compromised, please log in and change the password immediately, and/or contact the OCR.

E. MAIN MENU

1. Once logged onto the OCRWEB, the Main Menu pictured below will appear. The menu will contain Contractor's name at the top, and a series of buttons allow navigation through the system.

Office of the Child's Representative

Main Menu

<i>This option is for Users with Security Clearance. Select the user from the list to the right whose information you want to view.</i>	<input type="text"/>
<i>Enter new appointment Check status of appointments in system</i>	<input type="button" value="Appointments"/>
<i>Enter new payments Check status of payments in system</i>	<input type="button" value="Payments"/>
<i>View payments for closed appointments Request additional payment for closed appointments</i>	<input type="button" value="Closed Payments"/>
<i>View or enter placement changes for an appointment</i>	<input type="button" value="Change in Placement"/>
<i>Check e-messages from OCR staff</i>	<input type="button" value="Messages"/>
<i>Change your password</i>	<input type="button" value="Passw ord"/>
<i>Request Approval of Excess Fees or Extraordinary Expenses</i>	<input type="button" value="Excess Fees"/>
<i>Approve Excess Fees or Extraordinary Expenses</i>	<input type="button" value="Approve Excess Fees"/>
<i>Exit program</i>	<input type="button" value="LogOff"/>

*****NOTE: OCRWEB is a secure website. This means the BACK and FORWARD buttons on the web browser WILL NOT WORK. In order to move between screens please use the navigations buttons provided on the screens.**

F. APPOINTMENTS BUTTON

1. OCRWEB has the billing history for every GAL since the inception of the agency. Every case that OCR has paid Contractor should be available in the pull-down lists. Once Contractor receives their password s/he will need to enter the cases subsequently appointed on.
2. OCRWEB payment flow is as follows:
 - a) GAL enters appointments into the OCRWEB
 - b) OCR reviews the OCRWEB entry and approves the appointments
 - c) GAL can begin entering their billing on the OCRWEB once appointment is approved.

3. Entering Appointments:

- a) All appointments need to be entered into the OCRWEB system within 48 hours of appointment. This allows OCR sufficient time to review and approve and will reduce the chance of payment delays.
- b) Click on the Appointments button on the Main Menu. An Appointment screen will appear.
- c) Click on Enter a New Appointment. – Note Contractor also edit or review previously entered appointments form this screen as well.
- d) Complete the information on the Appointment screen:

Office of the Child's Representative

Unknown

Case Information

Unknown Payment Percentage.	
Case Number e.g. 05JD120	<input type="text"/>
County	<input type="text"/>
Date of Appointment (mm/dd/yy)	<input type="text"/>
Type of Case	Dependency/Neglect (Title 19) Juvenile Delinquency Domestic Relations (Title 14) Paternity/Support (Title 19) Truancy (Title 22) Probate (Title 15) Other
Name of Child	<input type="text"/>
Number of Children	<input type="text"/>
Comment	<input type="text"/>
<input type="button" value="Submit Information"/> <input type="button" value="Print"/> <input type="button" value="Cancel"/>	

i. Enter Case Number

1. Case Number should be in year, type of case, case number format. For example: 09JV100
2. Please make sure the case number is correct. Entering an incorrect case number may result in approval of the appointment being delayed. It will also result in delay of payment, highly critical due to the 90-day billing rule.

ii. County

1. Select from the drop down arrow.

iii. Date of Appointment

1. Enter in MM/DD/YY format.

iv. Type of Case – Select the case type from the listing on the screen.

1. Appointment orders do not need to be submitted to OCR unless specified below.
2. Dependency/Neglect triggers a “Primary Reason for Filing” section will appear.

The screenshot shows a web browser window titled "Appointment - Windows Internet Explorer" with the URL "https://www.ocrbillpay.org/Appointment.aspx". The page displays a form titled "Case Information". The form includes the following fields and options:

- Unknown Payment Percentage:** A text input field.
- Case Number:** A text input field with the example "05JD120".
- County:** A dropdown menu.
- Date of Appointment (mm-dd-yy):** A text input field.
- Type of Case:** A dropdown menu with the following options:
 - Dependency/Neglect (Title 19)
 - Juvenile Delinquency
 - Domestic Relations (Title 14)
 - Paternity/Support (Title 19)
 - Truancy (Title 22)
 - Probate (Title 15)
 - Other
- Primary Reason for Filing:** A dropdown menu with the following options:
 - Domestic Violence
 - Drug/Alcohol Use - Meth Related
 - Drug/Alcohol Use - Other
 - Emotional Abuse
 - Neglect
 - Other
 - Physical Abuse
 - Sexual Abuse
- Name of Child:** A text input field.
- Number of Children:** A text input field.
- Comment:** A large text area.

At the bottom of the form, there are three buttons: "Submit Information", "Print", and "Cancel".

- i. This section allows OCR to track statistics regarding the factors driving caseload. Only one primary reason for the filing can be selected. OCR realizes that many cases are complex and have a variety of factors influencing them. OCR asks that the best judgment is utilized when selecting the primary reason.
3. Juvenile Delinquency
4. Domestic Relations triggers two new boxes to appear on the right.
 - a. Domestic Relations cases need the order of appointment with indigency findings. If the findings are not in the order, but the Judge/Magistrate and OCR (for those counties screened by the OCR) has approve the JDF208 form, attach a copy of the

JDF208 form to the order and submit to OCR via fax, mail or email.

- b. OCR will NOT approve the appointment until these items are received.
- c. OCR will only pay CFI/CLR appointments if one or both parties are indigent. Please check the appropriate button for the number of parties and whether the determination is pre- or post-decree.
 - i. If only one party is indigent, 50% of the costs will be paid on the case.
 - ii. Work completed on the case prior to OCR approving the appointment will not be paid by OCR.

The screenshot shows a Windows Internet Explorer browser window with the URL <https://www.ocrbillpay.org/Appointment.aspx>. The page title is "Appointment - Windows Internet Explorer". The main content area is titled "Case Information" and contains a form with the following fields and options:

- Unknown Payment Percentage.**
- Case Number**: Text input field with example "05JD120".
- County**: Dropdown menu.
- Date of Appointment (mm-dd-yy)**: Text input field.
- Type of Case**: List box with options: Dependency/Neglect (Title 19), Juvenile Delinquency, Domestic Relations (Title 14) (highlighted), Paternity/Support (Title 19), Truancy (Title 22), Probate (Title 15), and Other.
- Indigency**: Radio buttons for "Both Parties", "One Party", and "No Party".
- Post Decree**: Radio buttons for "Yes" and "No".
- Subcategory**: Text input field with options CLR, CFI, and GAL.
- Name of Child**: Text input field.
- Number of Children**: Text input field.
- Comment**: Large text area.
- Buttons**: "Submit Information", "Print", and "Cancel".

The Windows taskbar at the bottom shows the Start button, Microsoft Office applications, Internet Explorer, and the system clock at 10:24 AM.

5. Paternity/Support

- a. OCR will only pay Paternity appointments if one or both parties are indigent. Please check the appropriate button for the number of parties.
 - i. If only one party is indigent, 50% of the costs will be paid on the case.

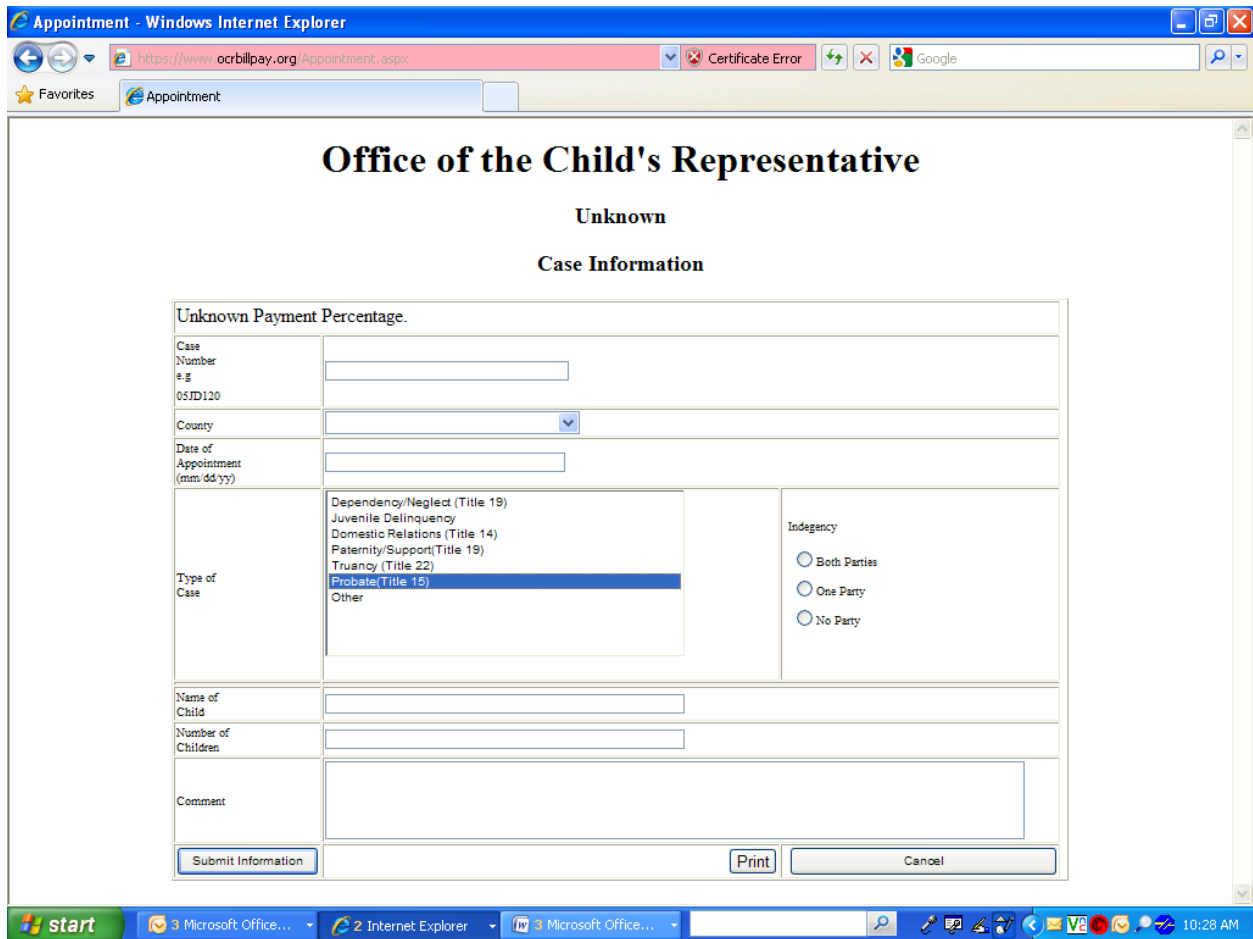
The screenshot shows a web browser window titled "Appointment - Windows Internet Explorer". The address bar shows the URL "https://www.ocrbillpay.org/Appointment.aspx". The page content is titled "Case Information" and contains a form with the following fields and options:

- Unknown Payment Percentage.**
- Case Number:** Text input field with example "03JD120".
- County:** Dropdown menu.
- Date of Appointment (mm/dd/yy):** Text input field.
- Type of Case:** Dropdown menu with options: Dependency/Neglect (Title 19), Juvenile Delinquency, Domestic Relations (Title 14), Paternity/Support (Title 19) (highlighted), Truancy (Title 22), Probate (Title 15), and Other.
- Indigency:** Radio buttons for "Both Parties", "One Party", and "No Party".
- Subcategory:** Text input field with options CLR, CFI, GAL.
- Name of Child:** Text input field.
- Number of Children:** Text input field.
- Comment:** Large text area.
- Buttons:** "Submit Information", "Print", and "Cancel".

6. Truancy

7. Probate

- a. OCR will only pay Probate appointments if one or both parties are indigent. Please check the appropriate button for the number of parties.



8. Other
 - a. Name of Child
9. Enter the first and last name of the child. If there are more than one child in the case enter the first names followed by the last name. If the children have different last names, enter the first and last name of each child.
 - a. Number of Children
10. Enter the number of children at the time of appointment.
 - a. Comment
11. Contractor shall enter any necessary comments for their records or any they would like to communicate to OCR.
 - a. Click Print to print a copy for Contractor's files of the appointment prior to submitting to OCR.

12. Contractor may go into View Appointment List anytime after submitting to review and re-print if necessary.
 - a. Click the Submit Information button to submit the appointment.

4. OCR Appointment Approval:

- a) Approved appointments will appear in the list of cases under the Payments menu of the billing system.
- b) Billing may begin to be entered once the appointment is approved.
- c) Under normal conditions, OCR will make every effort possible to approve appointments within 48 hours of receipt.
- d) If it has been over a week since the appointment has been submitted, and it is not available on the case list, please contact OCR.

G. PAYMENTS BUTTON

1. Entering Payments:

- a) Critical information regarding payments.
 - i. All requests for payment must be in compliance with OCR's Billing Policies and Procedures.
 - ii. All payment requests will be reviewed the OCR. This process is to ensure that all charges are appropriate and in compliance with this policy and that applicable fiscal policies and procedures are followed before the payment request will be authorized. The OCR will review, verify, and revise, when appropriate, the invoice submitted for payment.
 - iii. The billing detail and itemization kept by the appointee needs to include date of service, a description of service performed, and amount of time spend on each task.
 - iv. Time must be billed in tenths of an hour using the decimal system. One-tenth of an hour is equal to six (6) minutes. For example, 12 minutes is charged as 0.2 hours. See chart below. All incomplete claims will be returned to the appointee's office with instructions regarding the additional information needed to process payment.
 - v. NOTE – Appointee will have 30 days to return all necessary additional information or forfeit payment on bill submission.

Tenths of an Hour	Equates to Minutes
0.10	6
0.20	12
0.25	15
0.30	18
0.40	24
0.50	30
0.60	36
0.70	42
0.75	45
0.80	48
0.90	54
1.00	60

b) From the main menu, select Payments box.

c) From the EZPay drop down, select the case number to be billed.

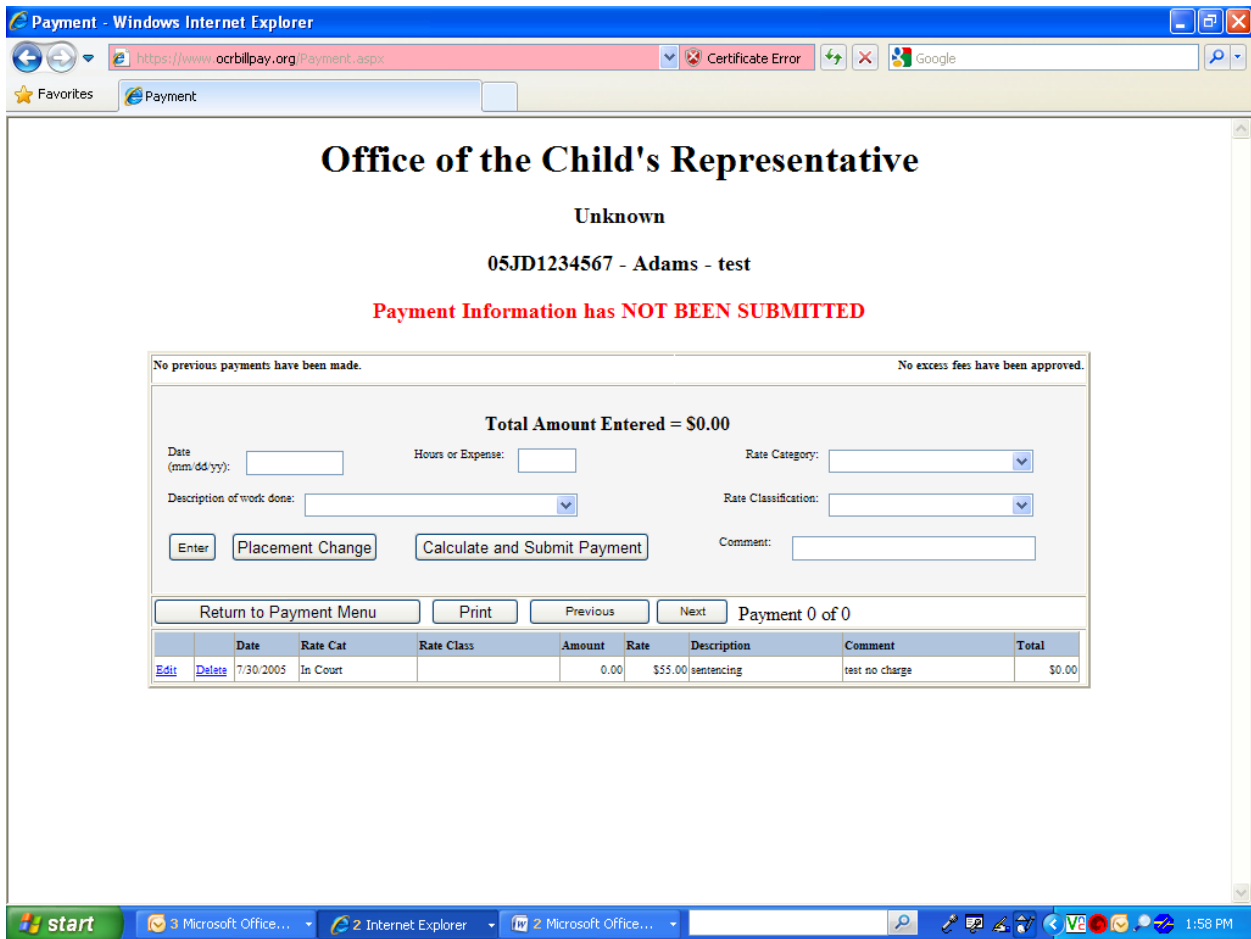
The screenshot shows a web browser window titled "Default - Windows Internet Explorer" with the address bar displaying "https://www.ocrbillpay.org/PaymentMenu.aspx". A "Certificate Error" warning is visible in the address bar. The page content includes the following text:

Office of the Child's Representative
Unknown
Payment Menu

<i>EZPay</i>	<input type="text" value=""/>
<i>Summary Payments</i>	<ul style="list-style-type: none"> 10DR1000000000 - Adams - jane doe 10JV50000000 - Adams - jane doe 05JD1234567 - Adams - test <li style="background-color: #e0e0e0;">05JV901 - Denver - John Doe 05JV900 - Adams - John Doe 05JV1001 - Adams - John Doe 05JV1000 - Boulder - John Doe
<i>Return to Main Menu</i>	

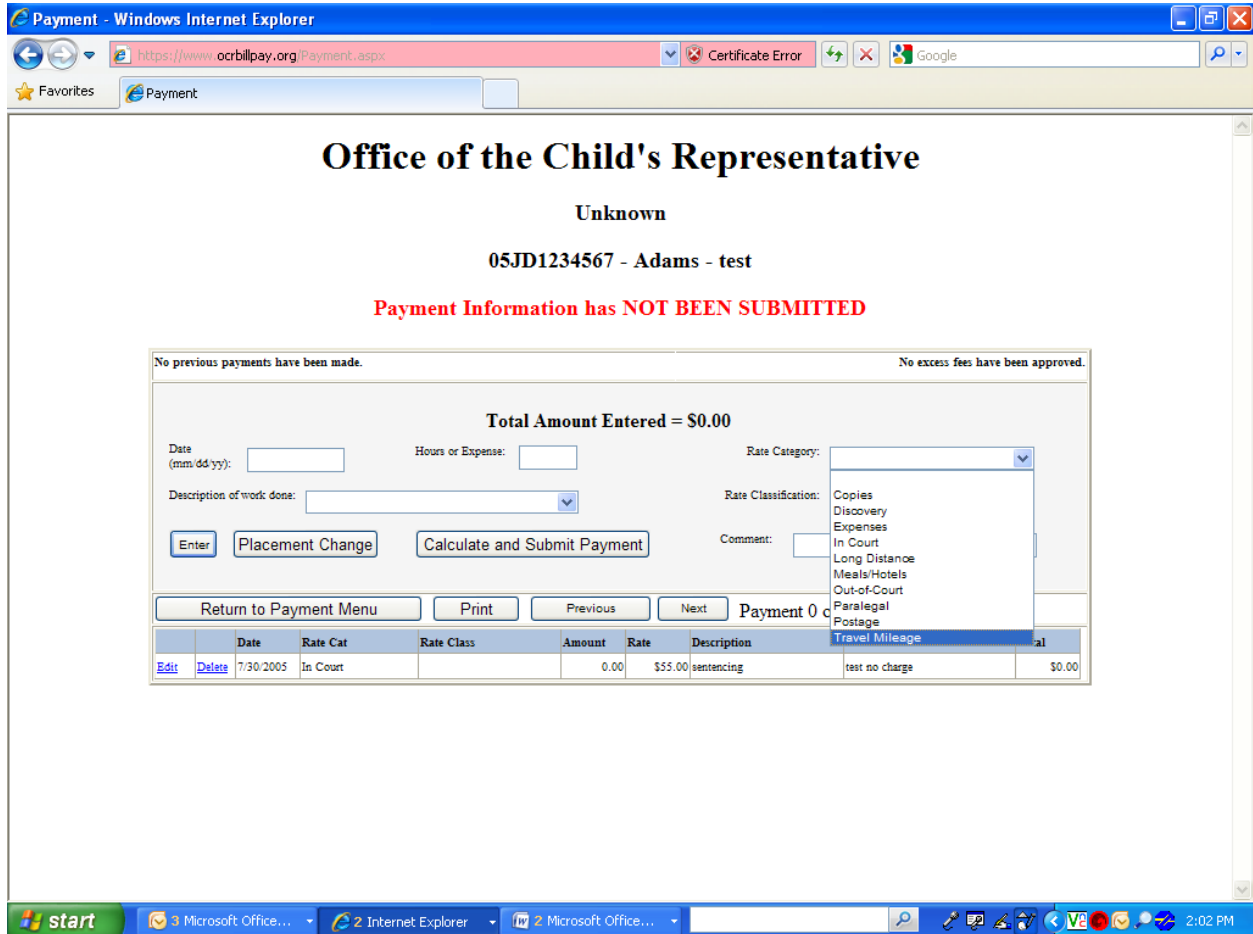
The Windows taskbar at the bottom shows the Start button, several open applications (Microsoft Office, Internet Explorer), and the system clock indicating 1:57 PM.

- i. **Note - If cases are picked up in more than one jurisdiction, it is possible to have more than one case with the same case number. Please be sure to select the correct case to be billed.**
- d) The name of the child in the case will display at the top of the screen, which should assist in verifying the correct case is being billed.



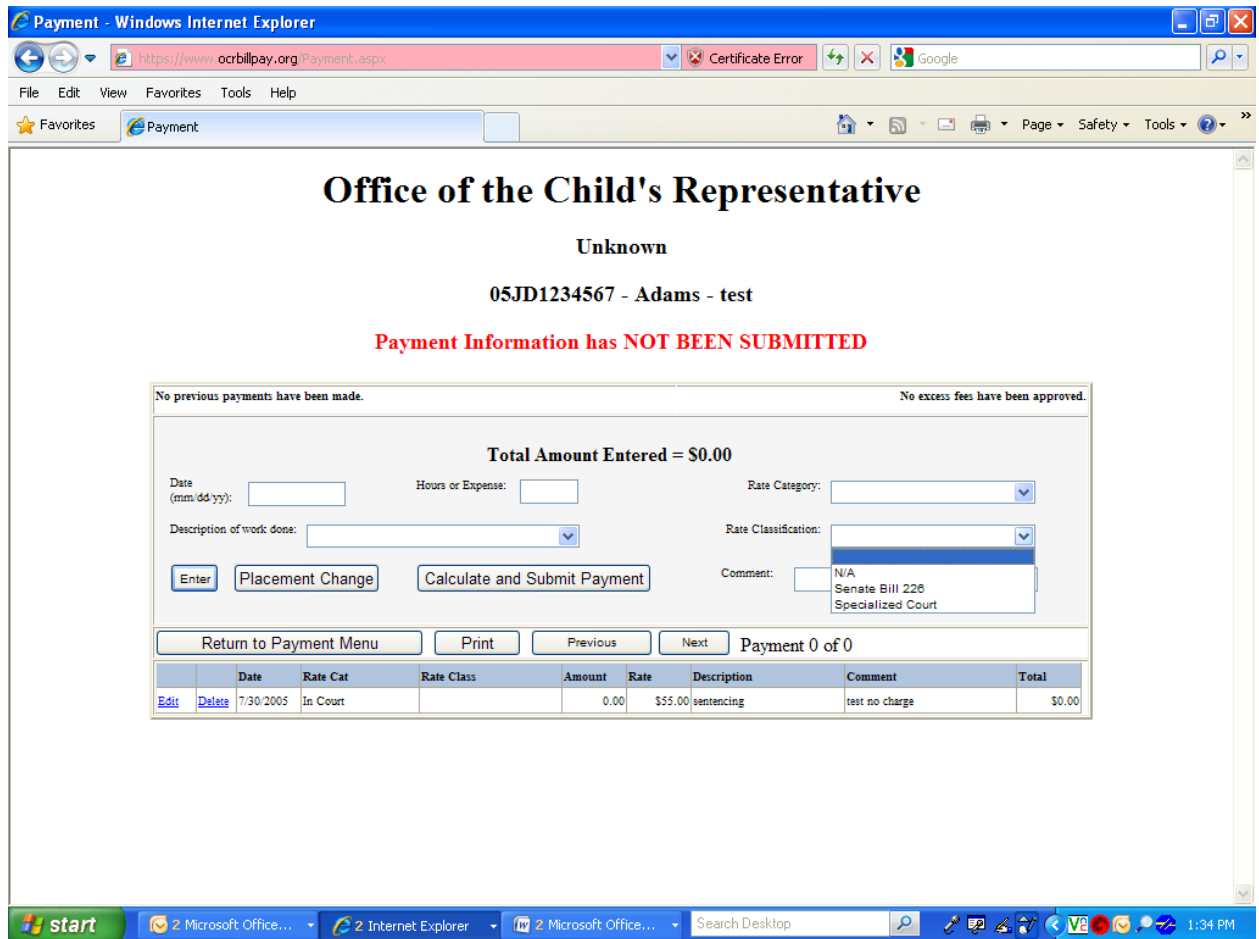
- e) Data entry
 - i. Enter the date range of the period being billed. This may be done by day or in aggregate (a week, a month, etc.)
 - ii. Select the Rate Category

1. In-Court is for time on the record.
2. Wait Time In-Court is time waiting after the time set to go on the record.
 - i. For example, if a hearing is set for 9:30 a.m., but is not heard until 9:45 a.m., this qualifies as wait time in court.



iii. Select Description of Work Done

1. Select the type of work performed from the drop down menu.



iv. Select Rate Classification

1. Senate Bill 226 - Work performed was in compliance with Senate Bill 07-226 - Placement of children outside of the home - compliance with changes in federal law.
2. Specialized Court - Case/work performed in one of the Integrated Treatment Courts, i.e. D&N Family Treatment Court, delinquency drug court, or Mental Health court.

v. Comment

1. Enter a comment regarding the Description of work done. The more information provided regarding the services provided the more helpful to OCR staff, and the less likely the bill will be returned requesting additional information and delay payment.

vi. Click on the "Enter" button

1. The data entered will appear under the data entry table, as shown below.

Office of the Child's Representative

Unknown

05JD1234567 - Adams - test

Payment Information has NOT BEEN SUBMITTED

No previous payments have been made. No excess fees have been approved.

Total Amount Entered = \$65.00

Date (mm/dd/yy): Hours or Expense: Rate Category:

Description of work done: Rate Classification:

Comment:

Payment 0 of 0

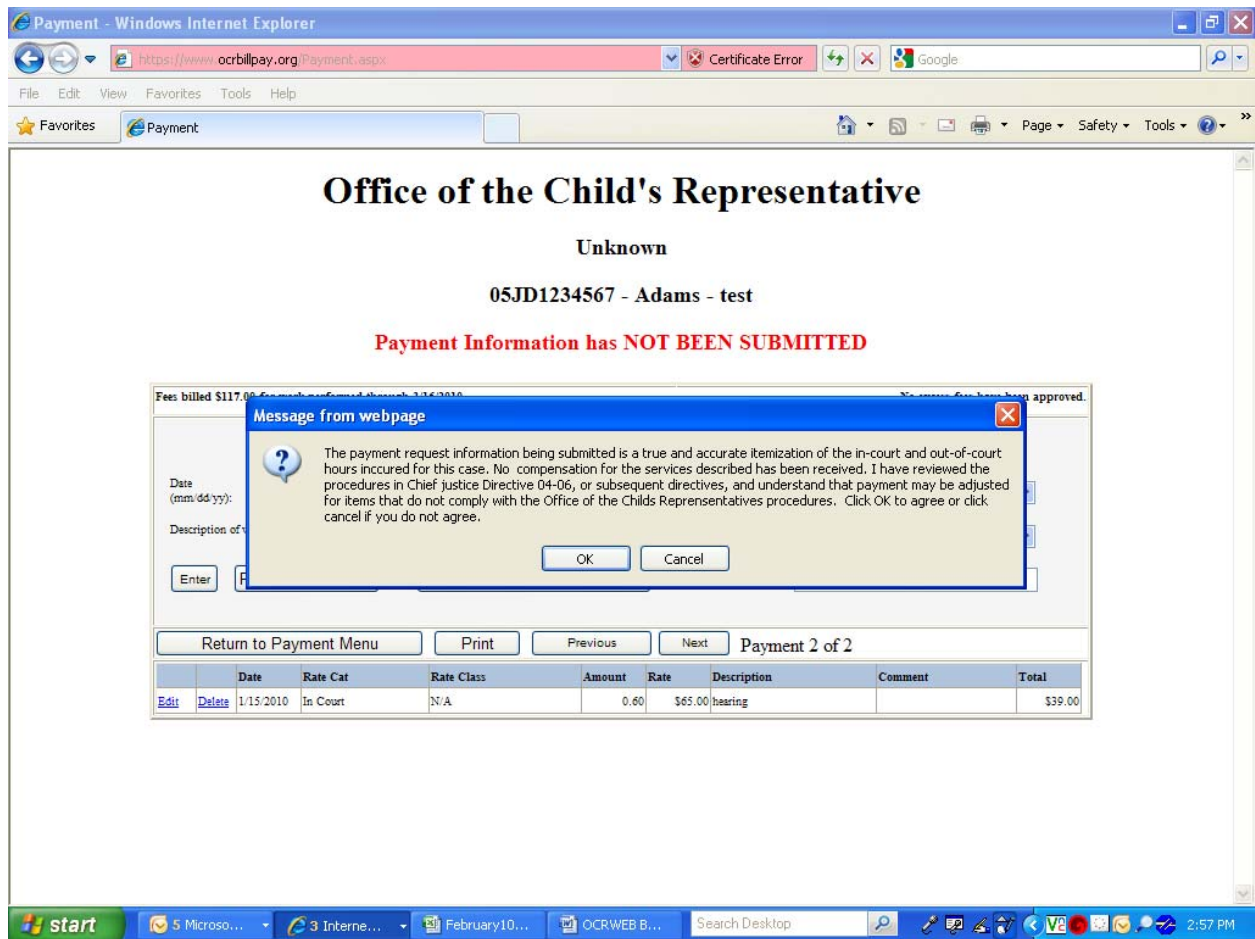
	Date	Rate Cat	Rate Class	Amount	Rate	Description	Comment	Total
Edit Delete	3/15/2010	Out-of-Court	N/A	1.00	\$65.00	home visit		\$65.00

2. The payment has NOT been submitted to OCR, as noted in bold red letters at the top of the submission page.
 - vii. Repeat steps 4 a-f for additional work performed on the case.
 - viii. Payments may be edited or deleted utilizing the links next to each line.
 1. This may be done at any time prior to submitting. Once they are submitted, no editing may be done by the user.
 - ix. When all work performed on the case is entered, review the data entered.

x. Click on Calculate and Submit Payment

1. A pop-up box will appear that reads:

The payment request information being submitted is a true and accurate itemization of the in-court and out-of-court hours incurred for this case. No compensation for the services described has been received. I have reviewed the procedures in Chief Justice Directive 04-06, or subsequent directives, and understand that payment may be adjusted for items that do not comply with the Office of the Child's Representatives procedures. Click OK to agree or click Cancel if disagree.



2. **By clicking OK Contractor certifies the submission is true and accurate. Submitting an inaccurate bill may result in an audit of previous bills, probation, and/or termination.**

PaymentSummary - Windows Internet Explorer

https://www.ocrbillpay.org/PaymentSummary.aspx

Office of the Child's Representative

Unknown

05JD1234567 - Adams - test - test

Payment Information has NOT BEEN SUBMITTED

0.9Beg Date: 3/15/2010 Initial Supplemental Final End Date: 3/16/2010

Hours or Number of Items	Rate Type	Rate	Fees/Expenses
0.50	In Court	\$65.00	\$32.50
1.50	Out-of-Court	\$65.00	\$97.50
SubTotal			\$130.00
Payable by non-indigent party			\$0.00
Total - Adjusted by \$13 - (10.0%)			\$117.00

start | Microsoft Office... | Internet Explorer | Microsoft Office... | Search Desktop | 2:32 PM

3. Review the data entered. If everything is correct, click on Submit for Payment.

1. This is the last time the user will be able to review the data entered and edit or delete any items.

i. The billing system will not allow the user to enter data on a case on the same date a payment has already been submitted for. ***For this reason, it is extremely important that all work done on the date the data is being entered for is entered at the same time. If the payment is submitted and information is found later that was not billed, the user will forfeit the charges.***

4. A payment ID will be assigned.

Payment - Windows Internet Explorer
https://www.ocrbillpay.org/Payment.aspx
Certificate Error
Google

File Edit View Favorites Tools Help

★ Favorites Payment

Office of the Child's Representative

Unknown
05JD1234567 - Adams - test
Approval Pending Payment ID: 7171537

Return to Payment Menu Print Previous Next Payment 1 of 2

Date	Rate cat	Rate class	Amount	Rate	Description	Comment	Total
3/16/2010	In Court	Senate Bill 226	0.50	\$65.00	hearing		\$32.50
3/15/2010	Out-of-Court	N/A	0.50	\$65.00	phone call to / from other	called teacher	\$32.50
3/15/2010	Out-of-Court	N/A	1.00	\$65.00	home visit		\$65.00

Sub Total: \$130.00 -- Non-indigent party: \$0.00 -- Total Paid: \$117.00-- Adjusted by \$13.0 - (10%)

Message from webpage

The payment ID number is 7171537. Please use this number on all documentation relating to this payment.

OK

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5. The pop-up message instructs the user to use the payment ID number assigned on all support documentation relating to the payment.

1. Click OK

2. It is highly recommended the user print this page and attach to all support documentation related to the payment for audit purposes.

xi. Any receipts associated with the payment need to include the payment ID and case number. Receipts should be mailed to OCR.

1. Important note - Payment will not be processed until receipts are received.

2. Receipts received outside of the 90 day timeframe of the payment submission will not be accepted and payment will be forfeited.

xii. Repeat steps above for all additional payment submissions on additional cases if necessary.

I. CHANGE IN PLACEMENT BUTTON

1. Select Case from drop-down

2. Enter the date of the placement change in the Change Date box.

3. Enter comment regarding placement change.

i. Include the child's name, place moved from and to, why the change and any additional helpful information regarding the change.

4. Click on Submit.

i. The data entered will appear below the data entry box.

ii. Click on Menu to return to the main menu.

J. MESSAGES BUTTON

1. OCR staff will enter e-messages in this area.

2. Please check regularly.

K. PASSWORD BUTTON

1. User may change password here.

L. EXCESS FEES BUTTON

1. The OCRWEB keeps track of all fees billed on cases. Each time additional fees are billed a sub-total of items previously billed can be found in the upper left-hand corner of the Payment Screen.
 - a. Excess fee thresholds established by the OCR can be found on the OCR website at
http://coloradochildrep.org/attorney_center/bill_pay_payment_procedures/?phpMyAdmin=-gMRfZRJt7zQ8xe4LmsrRLXMdk7
 - b. If the amount billed on the case is nearing the Excess Fee threshold, and additional work to be done on the case, the Contractor needs to request Excess Fee.
 - c. **Contractor must have OCR approval before exceeding the excess fee thresholds. Failure to do so may result in OCR refusing to approve payments.**
2. Excess fee requests must be submitted through the OCRWEB.
 - a. Select Excess Fees tab from the Main Menu. The screen below will appear.



- b. Select the case from the drop menu for which case the request is for.
- c. Click on the type of fees requested.
- d. Use the Comment field to provide details of the request. Be specific.
- e. Click Submit.
- f. OCR staff will review the request and notify Contractor through the OCRWEB message system.
 - i. A notification will appear that a message is waiting once the Contractor logs into the OCRWEB.
 - ii. Click OK to go to the Message screen and retrieve the message.

V. CONTACTS

OCR Billing Address, Main Number and Fax Number

Office of the Child's Representative
1580 Logan Street
Denver, CO 80203
303-860-1517
303-860-1523

BILLING AND PAYMENT PROBLEMS

Sheree Coates - Billing Administrator
303-437-0218
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Lynne Winchell - Controller/Budget Officer
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PASSWORDS & TECHNICAL ISSUES

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