Family Support Process

1. Therapist applies for Family Support. Instructions and information on guidelines about how to apply for this are on our website in the employee resource section.
2. If Family Support is approved,
3. Therapist needs to notify Business Office manager of approval; communicate what needs to be paid or purchased. Depending on the situation, bring the receipt to the business office or e-mail a copy of the invoice/receipt, etc. to the business office manager.
   1. Items ordered – send link to Business office manager (most items are ordered from Amazon, or can be ordered if we can use Paypal to pay for items)
   2. Paying of Utility bills – send bill to Business office manager that needs to be paid – remember all checks must have two signatures before mailing out, then local mail goes through Huron for processing, so mail can take several days to be delivered.
   3. SPBHS has several businesses in our catchment area, that a charge account has been set up at, please feel free to charge the item, bring receipt to business office, and just note at top of receipt who or what the item was for. Rosebud Exchange and Stadium Sports are good about working with us to charge something.
   4. Items purchased by therapist, voucher with attached receipt needs to be completed and brought to business office to be reimbursed.
4. Therapist – just a reminder
   1. A release is needed from the client for any business that has been defined in the Family Support request, and someone at SPBHS is making direct contact with the business where the clients personal information is being shared.
   2. Explain to the business, of the process so they understand a check will be coming via U.S. Mail. (FYI mail can be slow at times, depending on the area we are sending checks too)
5. 45 days is all we have to get the item purchased, paid and for us to bill to be reimbursed. Must have receipts to send in with the Family Support bill, the item must be paid before we can get reimbursed.