

# STD/HIV/Hepatitis Program (SHHP)

## SUPPORT SERVICES INVOICING POLICY & PROCEDURES

## Support Services Invoicing Policy & Procedures

### General Guidance

- ☐ All invoices must be submitted by the 15<sup>th</sup> business day of each month (see schedule distributed by SHHP)
- ☐ If there are any delays in the process of submitting the invoice, email [Susan.Garner@la.gov](mailto:Susan.Garner@la.gov) to inform invoice submission will be delayed and reason why and CC to [Capucinca.Harris-Roberts@la.gov](mailto:Capucinca.Harris-Roberts@la.gov) and [Brandi.Bowen@la.gov](mailto:Brandi.Bowen@la.gov)
- ☐ Use SHHP provided templates for invoice
- ☐ Complete all areas of the invoice, including Organization Name, Contract#, Contract Period and Total Contract Amount
- ☐ Organize files per 'Required Documentation Checklist' sections and instructions
- ☐ Notify appropriate SHHP staff by email to inform invoice is submitted
- ☐ Travel (if applicable) must be submitted as a separate invoice.

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Note: This document utilizes links to references. If a box appears around text, clicking will open the referenced material.

## General Ryan White, HOPWA and CARES Act COVID-19 Invoice Policies and Procedures

### *Invoice Submission Policy & Procedure*

**Invoices due by the 15<sup>th</sup> business day of each month (see schedule).**

1. Generate CAREWare Financial Report
2. Complete Breakdown Log(s)
3. Gather supporting documentation for submission
4. Complete invoice
5. Place Fiscal File and Supporting Documentation File in Invoice folder (of applicable state fiscal year and month) via Citrix
6. Email [Susan.Garner@la.gov](mailto:Susan.Garner@la.gov) and [Rebekah.Puebla@la.gov](mailto:Rebekah.Puebla@la.gov) to inform invoice is submitted and CC [Capucinca.Harris-Roberts@la.gov](mailto:Capucinca.Harris-Roberts@la.gov) and [Brandi.Bowen@la.gov](mailto:Brandi.Bowen@la.gov)

### *Invoice Correction and Data Check Policy & Procedure*

1. Inaccurate invoices will be returned and closed by SHHP. Support Services Monitor will notify agency by email of the reasons the invoice was rejected.
2. Agencies are responsible for correcting the issues and resubmitting the invoice within 5 business days.
3. Email [Susan.Garner@la.gov](mailto:Susan.Garner@la.gov) and [Rebekah.Puebla@la.gov](mailto:Rebekah.Puebla@la.gov) and CC [Capucinca.Harris-Roberts@la.gov](mailto:Capucinca.Harris-Roberts@la.gov) and [Brandi.Bowen@la.gov](mailto:Brandi.Bowen@la.gov) to notify when invoice has been resubmitted.

### *Required Documentation Checklist & Order*

Reminder: Travel must be a separate invoice. See page 4 for instructions.

- **Fiscal File**
  - ☐ Invoice Coversheet
  - ☐ CAREWare generated financial reports
  - ☐ Resource Identification Breakdown (if applicable)
- **Supporting Documentation File**
  - ☐ Ryan White, HOPWA, and CARES Act Payment Breakdown Log
  - ☐ RWHAP support (following same order as Breakdown Log)
    - Supporting documentation for payments made under a given program
      - Ryan White Housing and EFA (Housing, Utilities) and corresponding CARES Act Categories
      - Referral form or related request for assistance paperwork AND Bill or invoice to be paid AND Proof of payment
  - ☐ HOPWA support (following same order as Breakdown Log)
    - Supporting documentation for payments made under a given program
      - PHP, first TBRA payment, and STRMU and corresponding CARES Act Categories
      - Referral form or related request for assistance paperwork AND Bill or invoice to be paid AND Proof of payment
  - ☐ Resource Identification (if applicable) support
    - Pay summary and proof of benefit payment

## General Ryan White, HOPWA, and CARES Act COVID-19 Additional Guidance

### *Running and Filtering a Financial Report*

For more detailed instructions, see CAREWare Invoice Reports: Quick Reference Guide. For questions on running and filtering financial reports email [Rebekah.Puebla@La.gov](mailto:Rebekah.Puebla@La.gov) Create four separate reports:

- ☐ \$ For RW Part B = funding source "Part B\_bf60" only; no filter needed.
- ☐ \$ For COVID RW Part B = funding source "Part B\_COVID" only; no filter needed.
- ☐ \$ For HOPWA = funding sources "HOPWA" and "HUD and apply the "NOT COVID Contracts" filter.
- ☐ \$ For COVID HOPWA = funding sources "HOPWA" and "PHP COVID" and apply the "ONLY COVID Contracts" filter.

Please organize the reports in order corresponding to the invoice coversheet format listed here (top to bottom):

- Ryan White Part B
- COVID Ryan White Part B
- HOPWA
- COVID HOPWA

### *Ryan White/HOPWA/ CARES Act Payment Breakdown Log*

Please organize the supporting documentation in order corresponding to the breakdown log listed here (top to bottom):

- Ryan White Housing
- COVID Ryan White Housing
- Ryan White EFA (Housing and Utilities)
- COVID Ryan White EFA (Housing and Utilities)
- HOPWA PHP
- COVID HOPWA PHP
- HOPWA TBRA
- HOPWA STRMU
- COVID HOPWA STRMU

The first client's service listed on the log should also be the first set of paperwork in the supporting documentation.

Example, first section of supporting documents should be for Ryan White Housing. The Ryan White Housing log of client services should match the order the documents are provided. At minimum, include the referral form, copy of bill and copy of check. The next section after Ryan White Housing should be COVID Ryan White Housing followed by Ryan White EFA, COVID Ryan White EFA, and then HOPWA PHP, etc.

## Facility Based Housing, Legal, & Travel Invoice Policies and Procedures

### *Invoice Submission Policy & Procedure*

**Invoices due by the 15<sup>th</sup> business day of each month (see schedule).**

1. Gather supporting documentation for submission
2. Complete invoice
3. Place Fiscal File and Supporting Documentation File in Invoice folder (of applicable state fiscal year and month) via Citrix. *Exceptions:* Travel Fiscal File must include Supporting Documentation; Legal must be submitted through Acuity
4. Email [Susan.Garner@la.gov](mailto:Susan.Garner@la.gov) to inform invoice is submitted and CC [Capucinca.Harris-Roberts@la.gov](mailto:Capucinca.Harris-Roberts@la.gov) and [Brandi.Bowen@la.gov](mailto:Brandi.Bowen@la.gov)

### *Invoice Correction Policy & Procedure*

1. Inaccurate invoices will be returned and closed by SHHP. Support Services Monitor will notify agency by email of the reasons the invoice was rejected.
2. Agencies are responsible for correcting the issues and resubmitting the invoice within 5 business days.
3. Email [Susan.Garner@la.gov](mailto:Susan.Garner@la.gov) and CC [Capucinca.Harris-Roberts@la.gov](mailto:Capucinca.Harris-Roberts@la.gov) and [Brandi.Bowen@la.gov](mailto:Brandi.Bowen@la.gov) to notify when invoice has been resubmitted.

### *Required Documentation Checklist*

- **Fiscal File**
  - ☐ Invoice Coversheet (FBH, Legal, Travel)
  - ☐ For Travel only: fiscal file must include supporting documentation
- **Supporting Documentation File**