

STD/HIV/Hepatitis Program (SHHP)

SUPPORT SERVICES INVOICING POLICY & PROCEDURES

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General Guidance

- All invoices must be submitted by the 15th day of each month; guidance from SHHP Business Unit supersedes this deadline such as for fiscal year-end close out notices
- If there are any delays in the process of submitting the invoice, email Susan.Garner@la.gov to inform invoice submission will be delayed and reason why and CC to Capucinca.Harris-Roberts@la.gov and Brandi.Bowen@la.gov
- Use SHHP provided templates for invoice
 - Approval may be requested for other formats with equivalent information included

- ❑ 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 with documentation attached.
- ❑ SHHP Services Unit will complete review within 10 business days of receipt
 - Approval or Return/Closure will be sent by email by SHHP Services Monitor to Contractor
 - Return/Closure requires correction and new invoice submission within 5 business days
 - Additional processing occurs after Approval by Services Unit

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

Invoice Submission Policy & Procedure

Invoices due by the 15th day of each month unless otherwise specified by Business Unit

1. Ensure charges and data align with Service Standards and Service Entry Guidance
 - a. Recommended: run Invoice Data Check Reports to identify and correct data findings prior to submission
2. Generate CAREWare Pass Through Dollars Detail Report; sort by Service Category
3. Generate CAREWare Financial Report
4. Complete RW-HOPWA Services Monthly Invoice Details spreadsheet
5. Gather supporting documentation for submission; ensuring it matches CAREWare Pass Through Dollars Detail Report and RW-HOPWA Services Monthly Invoice Details spreadsheet
6. Complete invoice
7. Place Fiscal File and Supporting Documents File(s) in Invoice folder (of applicable state fiscal year and month) via Citrix
8. Email Susan.Garner@la.gov and Rebekah.Puebla@la.gov to inform invoice is submitted and CC Capucinca.Harris-Roberts@la.gov and Brandi.Bowen@la.gov

Required Documentation Checklist & Order

Reminder: Travel must be a separate invoice. See page 6 for instructions.

- **Fiscal File**
 - ❑ Invoice Coversheet
 - ❑ RW-HOPWA Services Monthly Invoice Workbook
 - ❑ CAREWare generated financial reports
 - ❑ Resource Identification Breakdown (if applicable)
- **Supporting Documentation File**
 - ❑ CAREWare Pass Through Dollars Detail Report sorted by Service Category

- ❑ Supporting documentation matching CAREWare Pass Through Dollars Detail Report
 - Follow same order as Detail Report
 - Ryan White Housing, EFA Housing, EFA Essential Utility, STRMU, TBRA, PHP
 - Referral form or related request for assistance paperwork AND Bill or invoice to be paid AND Proof of payment
 - First TBRA payment, PHP: copy of client's lease must be submitted with the invoice
 - Medical Transportation, EFA Medications, EFA Food Voucher, Food Voucher, Oral Health
 - Bill or invoice to be paid AND Proof of payment
- ❑ Documentation for all other requested reimbursement
 - Follow same order as RW-HOPWA Services Monthly Invoice Details spreadsheet (e.g., salary, fringe, operating expenses, equipment)
 - Bill or invoice to be paid AND Proof of payment
 - Note: Travel must be a separate invoice. See page 6 for instructions
- ❑ Resource Identification (if applicable) support
 - Resource Identification Report
 - Pay summary and proof of benefit payment
 - Bill or invoice to be paid AND Proof of payment

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 submit a ticket to the [LaCAN helpdesk](#).

Create four separate reports:

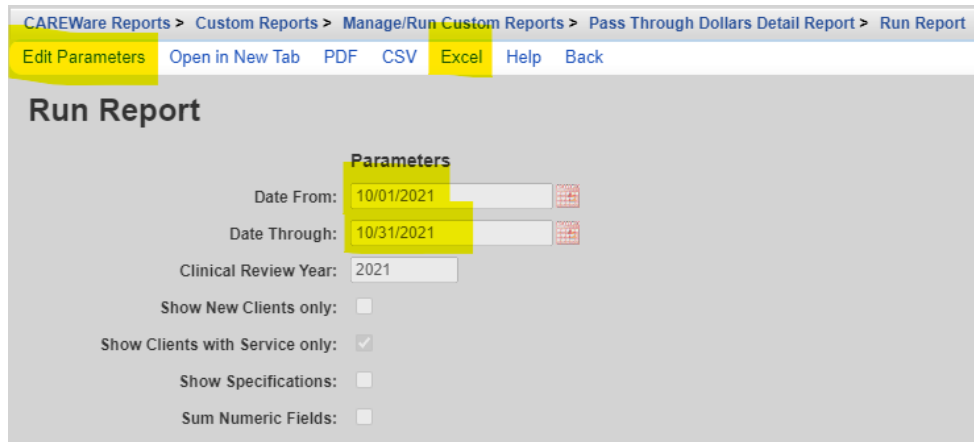
- ❑ \$ For RW Part B = funding source "Part B_bf60" only; no filter needed.
- ❑ \$ For COVID RW Part B = funding source "Part B_COVID" only; no filter needed.
- ❑ \$ For HOPWA = funding sources "HOPWA" and "HUD and apply the "NOT COVID Contracts" filter.
- ❑ \$ For COVID HOPWA = funding sources "HOPWA" 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

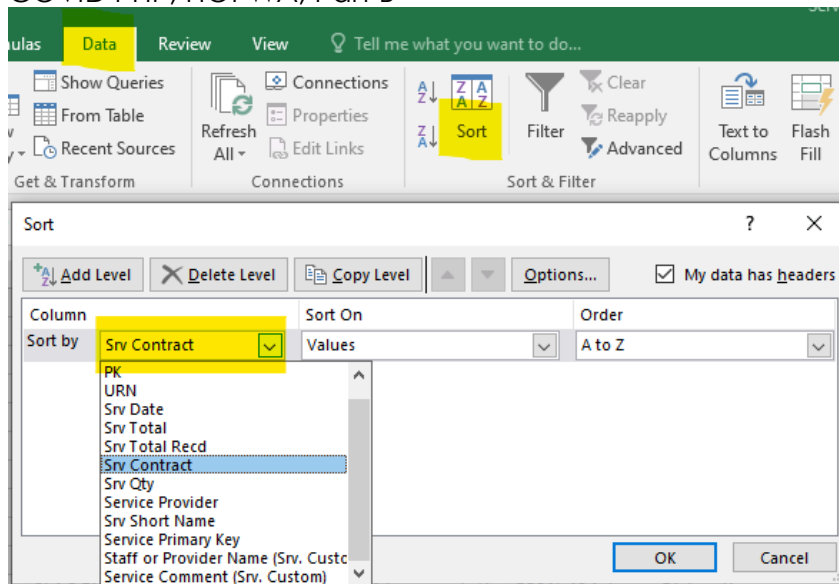
Creating CAREWare Pass Through Dollars Detail Report

1. Generate CAREWare Pass Through Dollars Detail Report
 - Initiate Custom Report per CW6- Running Custom Reports guidance
 - Select Pass Through Dollars Detail Report
 - Set the Parameters for date range of invoice month
 - Download as Excel



2. Sort by Service Category

- Sort by Service Contract, i.e., separate COVID Part B, COVID STRMU, COVID PHP, HOPWA, Part B



- Sort Service Contracts by Service Name
 - E.g., Select all COVID Part B; sort by Service Name

- **Supporting Documentation File (FBH)**
 - Supporting documentation matching order of Invoice Coversheet
 - Bill or invoice to be paid AND Proof of payment
 - Pay summary and proof of benefit payment

Other Professional Services Invoice Policies and Procedures

Invoice Submission Policy & Procedure

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

Invoices due by the 15th day of each month unless otherwise specified by Business Unit

1. Gather supporting documentation for submission per contract requirements
2. Complete invoice per contract requirements
3. Submit invoice per contract requirements
 - *Note: Legal Invoices must be submitted through Acuity*
4. Email Susan.Garner@la.gov to inform invoice is submitted and CC Capucinca.Harris-Roberts@la.gov and Brandi.Bowen@la.gov

SHHP Invoice Review Policies and Procedures

Invoice Correction Policy & Procedure

Invoices are processed by SHHP Services Unit within 10 business days of receipt

1. Invoices with findings 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 submitting a new invoice within 5 business days.
3. Email Susan.Garner@la.gov and CC Capucinca.Harris-Roberts@la.gov and Brandi.Bowen@la.gov to when a new invoice has been submitted; include Rebekah.Puebla@la.gov for General Ryan White, HOPWA and CARES Act COVID-19 Invoices
4. If three or more invoices are closed for a single month for a given contract, SHHP will work with provider to provide TA. Provider is expected to collaborate with SHHP to reduce the frequency of closed/returned invoices.

Invoice Approval Policy & Procedure

Invoices are processed by SHHP Services Unit within 10 business days of receipt

1. Invoices are approved by SHHP Services Unit when there are no findings
2. Email is sent by Susan.Garner@la.gov to Contractor designated point of contact to inform invoice is approved by SHHP Services Unit and CC Capucinca.Harris-Roberts@la.gov and Brandi.Bowen@la.gov ; Rebekah.Puebla@la.gov included for General Ryan White, HOPWA and CARES Act COVID-19 Invoices
3. Additional processing occurs after Approval by SHHP Services Unit

Contractual Invoice Submission and Payment Process

CF-1 Contract Document – Number 14 – Terms of Payment

Invoices will be paid upon approval by Samuel Burgess, Director, STD/HIV/Hepatitis Program. Payment will be made on a Cost Reimbursement Basis in accordance with the executed/approved budget. Travel expense shall be reimbursed in accordance with Division of Administration Policy and Procedure Memorandum 49. To receive reimbursement, contractor will submit monthly itemized invoices with supporting documents in the format provided in Attachments F1 and F2. Ten percent (10%) of all billings (see exception noted below under Attachment E) under this contract will be retained as surety for performance. See Attachment E, #8 and 9 for more details. On successful completion of contract deliverables, the retainage amount may be released on an annual basis.

Please remember the travel invoice is to be submitted as a separate invoice, with supporting documentation attached, and each requested amount highlighted on the travel ledger.

Attachment E – Additional Provisions- Page 6 Numbers 8-9

Payment - #8

The contractor shall submit deliverables in accordance with established timelines and shall submit itemized invoices monthly or as defined in the contract terms. Ryan White and HOPWA contract invoices are due on the 15th day of each month for services provided in the previous month. Payment of invoices shall be subject to approval of the STD/HIV/Hepatitis Director or designee.

Payments will be made to the Contractor after written acceptance by the Louisiana Department of Health of the payment task and approval of an invoice. LDH will make every reasonable effort to make payments within **30 calendar days** of the approval of invoice and under a valid contract. Such payment amounts for work performed must be based on at least equivalent services rendered, and to the extent practical, will be keyed to clearly identifiable stages of progress as reflected in written reports submitted with the invoices. Contractor will not be paid more than the maximum amount of the contract.

A retainage fee of ten percent (10%) shall be withheld from each approved invoice pending successful completion of the contract. Upon satisfactory completion of all tasks contained in the Statement of Work, retained funds will be paid to the Contractor. However, there are exceptions to this: Pass-through costs for the payment to third parties to secure direct assistance to clients for Food Vouchers, Emergency Financial Assistance, Medical Transportation, Housing Assistance, Oral Health Care, Permanent Housing Placement, Short-term Rent, Mortgage and Utilities Assistance, and Tenant Based Rental Assistance will not be assessed a ten percent (10%) retainage.

Electronic Vendor Payment Solutions - #9

The State desires to make payment electronically. The method of payment may be via EFT, a method in which payment is sent directly from the State's bank to the payee's bank.

Once invoice has been submitted/uploaded via Citrix, the review and preparation process will begin. Once prepared, invoice will go through a review and signature process by SHHP leadership. Once the invoice receives the final approval and signature from Samuel Burgess, SHHP's Director, invoice will be sent back to the Business Unit for submission to LDH Fiscal for payment.

Schedule of Invoice Due Dates – 2021-2022

15th Day of the Month – SHHP Services Unit

<p style="text-align: center;">Calendar Year 2021</p> <p>November 15</p> <p>December 15</p> <p>-----</p> <p style="text-align: center;">Calendar Year 2022</p> <p>January 15</p> <p>February 15</p> <p>March 15</p> <p>April 15</p> <p>May 15</p> <p>June – per Business Unit</p>

Notes:

Guidance from SHHP Business Unit supersedes this schedule, such as for fiscal year-end close out notices.

This schedule is based on contractual expectations.

If you have questions or concerns, please contact SHHP Services Unit.