



For children's mental health providers

Follow these steps to make sure your organization gets paid correctly without delays.

Biling Frequency

Submit invoices according to the billing schedule in your contract

- Send your invoice within 30 days after the end of each month
- **Invoices sent more than 90 days after the month of service may not be paid***
- Do not send duplicate invoices

If Hennepin County is the payer of last resort, the 90-day countdown starts after that determination is made. If that determination happens more than 90 days after the service month, enter the denial date from the third-party payer in the "Other client info" field of the Excel invoice template.

Required Billing Information

To make sure Hennepin County can pay your invoice, include the following:

- Your organization's name
- Where payments should be sent (address you provided on W-9)
- Your provider ID number
- Your contract number
- Required identifying information for each person served
- The dates the service was provided
- The service codes and modifiers
- The number of units
- The service rate
- The billing amount, matching the contract rate and units of service
- If applicable: the date another payer denied payment
- Your signature and the date you signed confirming accuracy of the invoice

Enroll in direct deposit

Hennepin County offers free electronic Automated Clearing House (ACH) direct deposit, which send payments starting to your bank account.

- To enroll, [complete the online direct deposit form](#).
- After enrolling, you will receive an email notification each time a payment is made.
- Your remittance advice will be available online. Visit the [Remittance Advice web page](#) every month to view or download your documents.

Contacts

Contract Management Services

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Financial Analysis and Accounting

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Hennepin County Health and Human Services

300 South 6th Street
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Website

hennepincounty.gov/hhs/partners

Invoicing Details

Tips for preparing an invoice

Mistakes on invoices slow down payment. Use these tips to avoid delays:

- Always use the Excel invoice template provided by your contract manager.
- Do not include services that were already billed on a previous invoice.
- If you copied from a previous invoice, verify that all details are updated, especially service dates.
- Review your invoice to make sure all required information is included before submitting it.
- Before you submit, verify:
 - The service codes and modifiers
 - The service rates match your contract
 - There is no third-party payer.
- Keep track of payments received so you do not go over the total amount allowed in your contract.

Submitting invoices

If your invoice includes client information, you must submit it by fax:

- CTSS services 612-321-3609
- Outpatient 612-677-6462

Payment processing

For more details about payments and overpayments, visit the [Contracting Guide](#).

- Hennepin County aims to process payments within 35 days of receiving an invoice.
- To check on a payment, contact your contract manager.
- When you receive a payment, review the remittance advice for any corrections you should make on future invoices.