



For providers with pre-authorized services

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
- Do not send an invoice until you have service authorization numbers for every client listed

**The 90-day deadline starts after Hennepin County is confirmed as the payer of last resort. If you need an exception for services older than 90 days, send those services on a separate invoice and include an explanation for why they are late. Use the billing calculator at hennepincounty.gov/hhspartners check if the services can still be paid.*

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
- A short description of the service being billed
- The dates the service was provided
- The service authorization number that matches the service, client, and dates
- The billing amount, matching the contract rate and unit 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

Inyene Ekah
Administrative Manager
Office: 612-348-3363
inyene.ekah@hennepin.us

Financial Analysis and Accounting

Mai Vang
Accounts Payable
Supervisor
Office: 612-543-1132
mai.vang02@hennepin.us

Hennepin County Health and Human Services

300 South 6th Street
Minneapolis, MN 55487

Website

hennepincounty.gov/hhspartners

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 found online on the [Human Services and Public Health Invoicing web form](#).
- 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 authorization number matches the correct client.
 - The authorization is active and the dates match the dates of service you are billing.
 - You are billing the correct number of units, and they fall within the client’s authorized amount.
- If you need a service authorization or service authorization number, contact your contract manager
- Your organization should track units billed for each client to prevent overbilling or underbilling.

Submitting invoices

Submit invoices that contain client information through the [HSPH Invoicing web form](#).

- On the form, choose the “Corporate” option.
- Attach your Excel invoice template with the invoice details. A blank template is available on the web form.
- If Hennepin County became the payer of last resort more than 90 days after the month of service, include the denial date from the third-party payer in the “Notes” column of the Excel template.
- Sign the web form electronically and submit it.
- You will receive a confirmation email once your invoice has been received.



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 payment status, use the [Human Services and Public Health invoicing tracker web page](#). You can search by invoice number or provider ID. You will also get email updates when your invoice status changes.
- When you receive a payment, review the remittance advice for any corrections you should make on future invoices.

Example of Service Authorization Letter

Human Services and Public Health Department
A-1500 Government Center
Minneapolis, MN 55415

CFS Parent Support Outreach Program

Date of Notice: September 18, 2018

Provider Name
12345 Main Street
Minneapolis, MN 55414

NOTICE OF CURRENT SERVICE AUTHORIZATION VENDOR COPY

Provider Number: 55555

Provider Name:

Client ID: 999999999

Client Name: LAST NAME, FIRST NAME

Care Manager: Provider Name

Service Begin Date: 07/31/2018

Service End Date: 12/31/2018

WE HAVE AUTHORIZED THE FOLLOWING

SSIS service authorization Brass service number: [167]
#: 999999999

1 Service: Parent Support Outreach, Parent Support Outreach Services [167]

Unit Type: 15 Minutes

Total number of service Units: 240

Unit Rate: \$ 18.00

Total Amount: \$ 4320.00

Note: Comments: PSOP DS

When preparing an invoice:

- Check that the service authorization number belongs to the correct client.
- Check that the dates on the invoice fall within the authorization's start and end dates.
- Check that the number of units billed does not go over the units approved. If it does, contact your contract manager.

Worker Phone: 612-555-5555

Auth No: SSIS-999999999

Date Filed: 09/17/18

Example of Remittance Advice

Provider ID 000000XXXX

Warrant Number XX-XXXXXX

Issue Date 08/22/2018

Issue Amount \$6,774.20

Provider Name

12345 Main Street

MINNEAPOLIS, MN

Client ID	Client Name	Begn Date	End Date	Service Description	Amount
PROVIDER NAME	000000XXXX				
9999999	LASTNAME, FIRSTNAME	07/02/2018	07/12/2018	Transp	
	Transportation				
9999999	LASTNAME, FIRSTNAME	07/02/2018	07/12/2018	Extend	
	Extended Supported Employment				
RE: Firstname Lastname- No Authorization Found -					
- Contact County Worker -					
9999999	LASTNAME, FIRSTNAME	07/03/2018	07/13/2018	Transp	
	Transportation				
9999999	LASTNAME, FIRSTNAME	07/03/2018	07/27/2018	Extend	
	Extended Supported Employment				
9999999	LASTNAME, FIRSTNAME	07/03/2018	07/13/2018	Transp	
	Transportation				
9999999	LASTNAME, FIRSTNAME	07/03/2018	07/31/2018	Extend	
	Extended Supported Employment				
9999999	LASTNAME, FIRSTNAME	07/03/2018	07/31/2018	Extend	
	Extended Supported Employment				
9999999	LASTNAME, FIRSTNAME	07/03/2018	07/06/2018	Transp	
	Transportation				
9999999	LASTNAME, FIRSTNAME	07/10/2018	07/31/2018	Extend	
	Transportation				
9999999	LASTNAME, FIRSTNAME	07/01/2018	07/27/2018	Extend	
	Extended Supported Employment				
NO Units Remain Available for Transportation					
- Contact County Worker -					
9999999	LASTNAME, FIRSTNAME	07/10/2018	07/31/2018	Extend	
	Extended Supported Employment				
Correct SA# 999999999					
9999999	LASTNAME, FIRSTNAME	07/10/2018	07/24/2018	Transp	
	Transportation				
9999999	LASTNAME, FIRSTNAME	07/03/2018	07/31/2018	Extend	
	Extended Supported Employment				
9999999	LASTNAME, FIRSTNAME	07/10/2018	07/11/2018	Transp	
	Transportation				
9999999	LASTNAME, FIRSTNAME	07/10/2018	07/30/2018	Extend	
	Extended Supported Employment				
9999999	LASTNAME, FIRSTNAME	07/02/2018	07/06/2018	Transp	
	Transportation				
9999999	LASTNAME, FIRSTNAME	07/02/2018	07/31/2018	Extended	48
					\$6,774.20

When you review a remittance advice:

Write down any mistakes from earlier invoices that you need to fix on future ones, such as:

- Wrong service authorization numbers
- Billing for someone who does not have a service authorization
- Billing more units than were approved
- Billing for services provided more than 90 days after the last day of the service month (the county will not pay for these)

If you are not sure which county worker to contact about a problem, ask your contract manager.