Invoicing Frequently Asked Questions (Staff)

1. **Question: Who do I contact if I have a question or concern about this process?**

   Answer: Please contact contractinvoice.support@state.or.us .

2. **Question: What is the benefit of this change?**

   Answer: There are multiple benefits:
   - Contractors will experience greater control over the timing of their billing process and invoice organization.
   - Contractors will be able to edit their invoice from month to month rather than having to complete a new blank form each month.
   - Services billed to DHS will be able to be more accurately validated.
   - Contractors will be paid more quickly.

3. **Question: What tools do I need to be able to use this new form?**

   Answer: The new form was created in Microsoft Excel, 2010. It is accessed via the internet with current versions of Internet Explorer, Google Chrome or Mozilla Firefox. You may need to update your web browser in order to use the invoice form.

4. **Question: Are there any Invoice Limitations?**

   Answer: Yes:
   - The sort and sync functions of the invoice are inoperable in the versions of Excel 2003 and earlier, as well as Microsoft Office Online.
   - These earlier versions are not recommended, as they are no longer supported by Microsoft and pose a security risk. (Microsoft Office 365 can be obtained for $99/year for 5-user version.)
   - Using Excel 2003 and earlier versions still allow the other functionality to be utilized, and can still be used to enter and submit payment requests.

- Remember that submitting your invoice using the standardized Excel invoice, and submitting it as an Excel file will be critical in helping us expedite your payments.

5. **Question: Can I attach the approval email chain when sending to the invoice to OFS, or does it need to appear within the email itself?**

   Answer: You can do either. OFS has no preference provided the attached email makes clear the approval is referring to the invoice being submitted.

6. **Question: Once I've submitted the invoice to OFS, should I include an updated version each time I lift a hold?**

   Answer: Please submit the invoice only once. When lifting a hold, please use the template as outlined in the Invoice Validation Communication Guide (page 5).

7. **Question: Where can I find the invoice validation tools, including the validation and communication guides?**

   Answer: You can find these resources on the Child Welfare Staff Tools page, under the Contracts section: http://www.dhs.state.or.us/caf/cw_stafftools.htm.

8. **Question: When a hold is lifted, does the manager with delegated authority have to approve, or can it be assumed that the original invoice approval is sufficient?**

   Answer: Each time a hold is lifted, OFS will need to see an approval from the manager with delegated authority. The original invoice, when submitted, did not include approval for that line, so it must be explicitly approved. This is an audit requirement.

9. Question: Can the Invoice be unlocked?

Answer: No. One of the values driving this invoice process enhancement is the need to improve consistency and uniformity for providers, many of whom invoice multiple branches around the state. By unlocking the invoice, the door is opened for each branch or district to ask a provider for a customized invoice, which defeats the purpose of the change. If your office/district believes a change to the invoice is necessary to meet your business needs, please contact contractinvoice.support@state.or.us .

10. Question: What does the Sync function do?

Answer: The sync function applies a pre-formatted series of data sorts and ensures that a staff member looking at the document will see the same Row #1 as anyone else looking at the document in another location.

11. Question: For 1/12th contracts, will providers need to scan and submit receipts for one-time payments with the new invoice when it is part of their 1/12th contract or only for fee-for-services contracts?

Answer: Invoices, unless required by the contract language, are not required for expenditures incurred by the contractor that are paid as part of the overall 1/12th rate. If a contractor has other expenditures, like payments made on behalf of the client for which they are seeking reimbursement, they will need to submit a copy of the receipt along with their invoice Since this request for reimbursement would outside of their 1/12th rate, they will need to enter the information on Tab 1 of the invoice, and specify the amount of the charge. Please advise providers to scan and email copies of their receipts if possible, to keep the invoice process electronic. *If these provisions for reimbursements are allowed, they are specifically written into the contract (typically for ISRS & SPRF), so please get in touch with the contract administrator if you have questions.*

12. Question: The invoice asks for "DHS signature," does that mean it must to be printed it out and signed and scanned before sending to OFS?

Answer: No. Please have the signature line completed electronically with the name of the manager who will be approving the invoice. OFS will check to ensure the name on the invoice matches the name on the approving email chain.

13. Question: Will/Can OFS send notification to the providers and contract invoice specialist when they are paid?

Answer: OFS does not currently have the resources to notify each provider of every payment processed. Providers calling about their payment should be referred to contractinvoice.support@state.or.us. Please recall that OFS will work diligently to pay providers within 5 business days of receipt of an invoice from the field, so providers should expect payment within 5-7 business days of the time they are notified their invoice has been submitted for payment. Please keep in mind that payment cycles (current runs are only on Tues./Thurs. nights) can impact timely payment.

14. Question: I cannot seem to download the invoice. Why not?

Answer: Downloading the invoice from the forms server or the External Provider page requires the most recent version of the internet browser you use be installed. Please check your browser and, if necessary, update to the latest version. If you need assistance, contact contractinvoice.support@state.or.us.

15. Question: Who can providers contact if they have questions about this new process?

Answer: Providers will be able to contact a dedicated Contract Invoice group during at least the first six months of 2015. The group can be contacted at contractinvoice.support@state.or.us and will work with both staff and external contractors to address questions, billing issues, and payment concerns.

16. **Question: How often do the Contract Invoice emails for my branch need to be checked?**

    Answer: These email boxes are designed to receive both submitted invoices AND questions/concerns from providers. Therefore, they should be checked every business day.

17. **Question: Can providers submit their provider number as part of the subject line of the submission email?**

    Answer: No. The provider number is the password for the invoice being submitted. Having a provider include their number in the subject line defeats the security of the process.

18. **Question: Can Invoice Validation staff combine Hold Tracking Logs across months?**
    Answer: No. We need the data on a monthly basis and will be requesting it be submitted in that format. Please create a new sheet for each month. *Note: This does not mean an entirely new Excel document. Opening a new tab within the same Excel document is fine.*

19. **Question: Where do I need to send my Hold Tracking Log?**

    Answer: Contract Invoice Support will send a request out to all branch invoice email boxes soon with instructions on when the logs are due and where to send them.

20. **Question: Is it the responsibility of the branch to upload the validated invoice to the provider's file cabinet?**

    Answer: No. This step will be completed by OFS Contracts Payable following payment.

21. **Question: If an invoice is submitted by fax or mail, does the delegated authority sign the invoice and scan it before sending to OFS Contracts Payable?**

    Answer: The approver with delegated authority can simply write their name on the document before scanning. Once you've validated the invoice you will need to scan and save it electronically so you can follow the electronic process, using the standard email templates for approval and submission. OFS will match the name to the approving email upon submission.

22. Question: Can any Outlook email be used for the submission of Invoices to OFS?

Answer: No. The branch-specific emails are established with specific templates and settings that ensure the appropriate providers and central office units are notified when an invoice is submitted. Please only use this Outlook inbox when submitting invoices and interacting with providers around invoice validation.

23. Question: Why can't I send emails on behalf of my branch invoice email box?

Answer: Your office manager who is set as the owner of the branch mailbox needs to let the service desk know you need to be able to send messages from that mailbox. They can reach the service desk at 503-945-5623 and select option #3. The Office Manager will need to give the name of the branch mailbox and the name of the staff member who needs sending rights.