



# Contract Invoice Validation/Resource Guide

This guide outlines the process of validating a received invoice and gives helpful, step-by-step tips for some of the more complex tasks associated with the work. In some areas of the guide, links to other documents are provided. If the links fail to work, all of the documents mentioned in this guide can also be viewed on the [DHS Staff Tools Site](#) or on [OR-Kids Online](#).

All steps of validation should be complete and invoice submitted to: [OFS-Contract.INVOICES@dhsosha.state.or.us](mailto:OFS-Contract.INVOICES@dhsosha.state.or.us) within **5 business days of the date the invoice was submitted** from the provider. Any lines on the invoice that cannot be validated within this time frame must be marked with one of the [validation codes](#) outlined so the remainder of the payment lines can be processed.

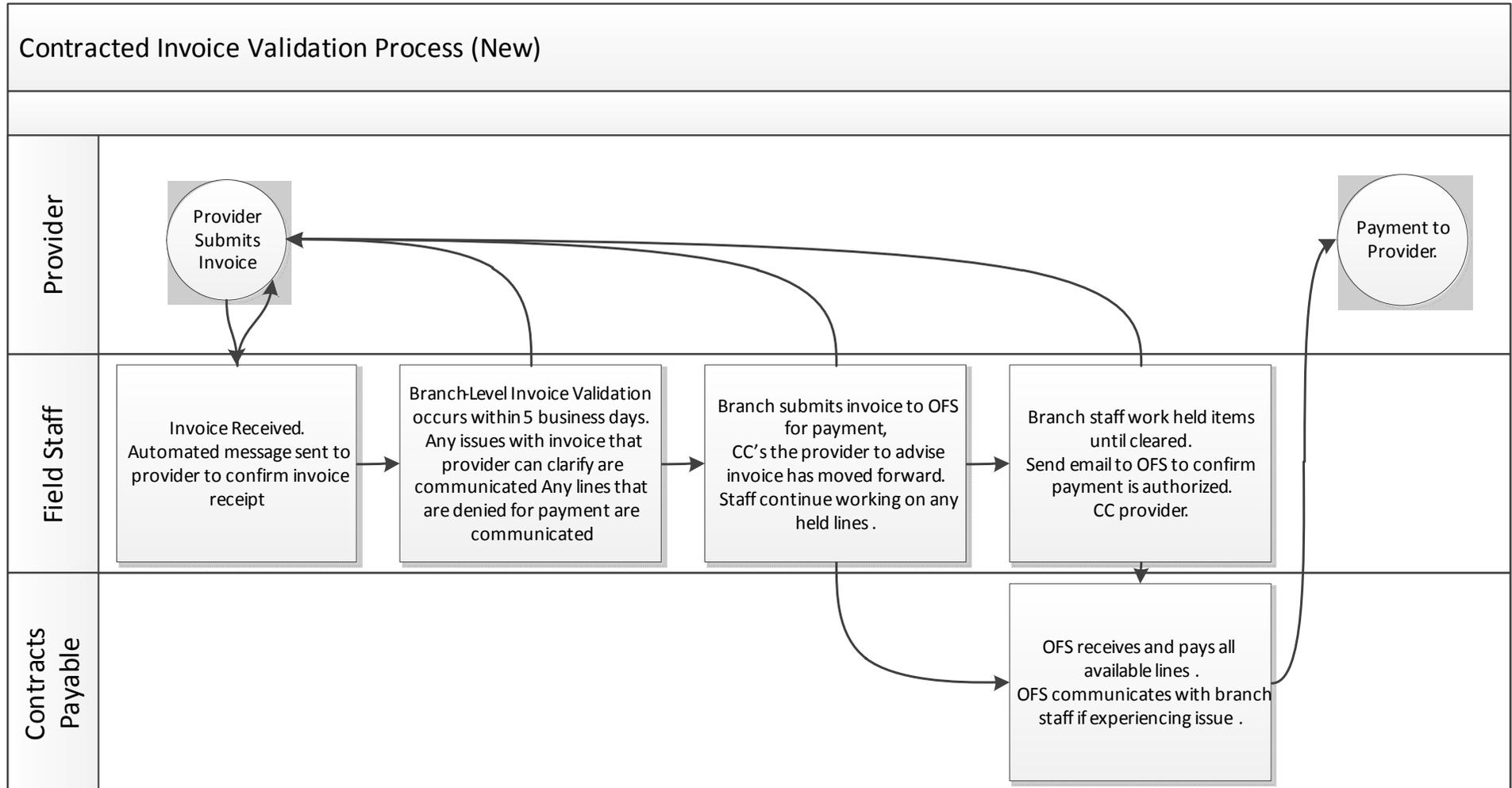
Child welfare contracted providers are also receiving training and guidance on completing the invoices and are, in general, following those instructions.

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**Intended validation process flow (Note: simplified, does not display all steps in the process):**





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### Invoice Receipt Confirmation

Child Welfare contracted providers are instructed and trained to complete **all fields** on their invoices, to use the standard DHS invoice available online, to submit it electronically, if at all possible, and to password protect their Excel document before sending.

Invoices can be received from the provider electronically via secure email, through standard mail received in the branch or via fax. (**Electronic submission is the preferred form and should be encouraged!**)

#### **Step 1:** Notification to provider that invoice has been received

Each contract invoice email address is set-up to **automatically respond** to the sender confirming receipt. The message is dual-purpose, and can accept invoices or questions. For more information on establishing an automated response, please see the [communication guide](#).

#### **Step 2:** Unlock Invoice (if necessary)

Invoices received electronically in Excel format *should* be locked and unable to be viewed until a code, the **OR-Kids Provider #** for the Parent Agency submitting the invoice, is entered.

#### **Step 3:** Verify Invoice is complete and document date of receipt on the document.

All fields on the DHS Contract Invoice are required to be completed by the provider. Any fields that do not apply should be marked N/A (These instructions to providers are included on the [Invoice](#)).

While providers are requested/trained to complete the entire invoice, validation staff should **NOT** return the invoice to the provider unless it clearly lacks sufficient information to allow validation to occur (i.e. the invoice does not include participant names, dates, contract #'s, etc. SEE: [COMMUNICATION GUIDE](#)). When this occurs, validation staff **MUST** make efforts by phone and email to receive, enter, and document how the missing data was received prior to returning an invoice to a provider.

#### **Step 4:** Confirm all required documents are attached

Depending on the contract terms, the provider may be required to submit monthly reports, updates, or other documentation along with their invoice on a regular basis. Validation staff should contact their local contract administrators regarding which providers/contracts have these requirements.

**Question:** What should I do with the invoice if it did not include the required documentation?

**Answer:** Providers should meet their contract terms and this process is part of ensuring that occurs. Please consult with the [contract administrator](#) as to whether the invoice should be returned.



## Contract Invoice Validation/Resource Guide

The [Invoice](#), when received electronically, can be sorted in several ways:

- By Caseworker (1)
- By Case Number (2)
- By Contract (3)

Upon receipt of the provider invoice, **sort it** in whatever manner works for your local branch process. You can also use the “Sync Invoice” (4) feature. This feature can be useful when discussing the invoice with a provider or OFS, as it ensures the same reference points for all parties.

DHS Contract Invoice													CF0846 (02/2015)	
Payee information														
Provider number:				Contact email:										
Provider name:				Invoice number:										
Provider address:				DHS branch:										
(Street, City, State, ZIP)				Billing month/year:										
Provider contact:				Phone:										
Provider signature				Date										
DHS signature				Date										
Date received by DHS branch:														
				<input type="button" value="Add a Row"/> <input type="button" value="Copy a Row"/> <input type="button" value="Delete a Row"/> <input type="button" value="Reset Row"/>								<input type="button" value="SYNC INVOICE"/>		
				<input type="button" value="Freeze &amp; Scroll"/> <input type="button" value="Unfreeze Rows"/> <input type="button" value="Caseworker Sort"/> <input type="button" value="Case Number Sort"/> <input type="button" value="Contract Number Sort"/>								\$0.00		
Line #	Contract number	Caseworker name	Case number	Foster provider/ Subcontractor	Participant name	Participant number	Service category	Service type	Service start date	Service end date	Rate per unit	Number of units	Invoiced amount	Service Outcome
1													\$0.00	N/A
1	Notes (DHS use only):				Payment ID:		Validation code:		Validation date:					
2													\$0.00	N/A
2	Notes (DHS use only):				Payment ID:		Validation code:		Validation date:					
3													\$0.00	N/A
3	Notes (DHS use only):				Payment ID:		Validation code:		Validation date:					
4													\$0.00	N/A
4	Notes (DHS use only):				Payment ID:		Validation code:		Validation date:					
5													\$0.00	N/A
5	Notes (DHS use only):				Payment ID:		Validation code:		Validation date:					



# Contract Invoice Validation/Resource Guide

## Invoice Validation Process

In preparing to validate an invoice, first confirm **which payment records are available** for payment within OR-Kids. Contracted payments in OR-Kids can come in two [types](#):

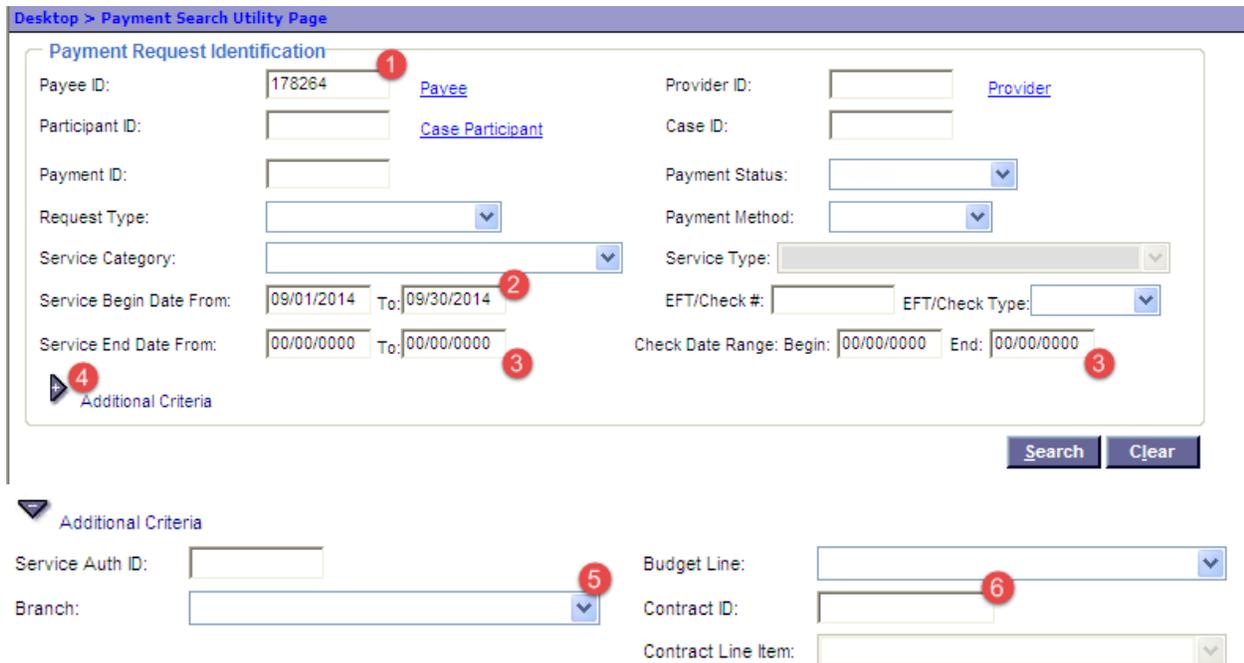
1. **Ongoing Payments** : These payment records (most common) are generated when a service authorization (placement or service) is entered into the system and approved by a supervisor. After an *overnight* batch process, a payment record is created.
2. **One-Time Payments**: These records can be manually created by OFS Contracts Payable staff **ONLY**.

To confirm the payments available for a provider, use the Payment Search Utility:

**Step 1: From the Desktop: Utilities Menu > Search Menu > Payment Search Utility.**

**Step 2: Enter your search criteria:**

1. **Payee ID** (Provider# of the parent agency)
2. **Service Begin Date From/To** (input date range from invoice)
3. Remove dates from the **Service End Date From/To and Check Date Range** fields
4. Click on the  to access the **Additional Criteria** > Select **Branch**



**Desktop > Payment Search Utility Page**

**Payment Request Identification**

Payee ID:  [Payee](#) 1

Participant ID:  [Case Participant](#)

Payment ID:

Request Type:

Service Category:

Service Begin Date From:  To:  2

Service End Date From:  To:  3

Provider ID:  [Provider](#)

Case ID:

Payment Status:

Payment Method:

Service Type:

EFT/Check #:  EFT/Check Type:

Check Date Range: Begin:  End:  3

 4 Additional Criteria

---

**Additional Criteria**

Service Auth ID:  5

Branch:  5

Budget Line:  6

Contract ID:  6

Contract Line Item:

**Notes:**

- If the contractor submitting invoice is a parent agency (they have sub-contractors), enter the Provider # in the "Payee" field. This will allow all records for the parent agency to be retrieved.
- Within the "Additional Criteria" expando users can also find the "Contract ID" <sup>(6)</sup> field, which allows for a similar search that targets a single contract.



# Contract Invoice Validation/Resource Guide

## Invoice Validation Process Cont..

### Step 3: Click Search.

Payment records available for this provider will appear in the “Results” box. At a glance, the following data elements matching the invoice are available for review:

- a. Payee and Payee ID
- b. Foster Provider/Sub-Contractor and Provider ID
- c. Service Type
- d. Service Begin/End Dates
- e. Participant ID and Participant Name

To view additional details regarding the payment, including the contract upon which it is based, simply click the payment ID, which appears in the form of a [hyperlink](#).

### Payment Request Page Basic Tab:

Authorization #<sup>(1)</sup>: The Authorization # is the unique ID assigned to all payments for a single authorization.

It can be used to search additional payments for a single placement or service.

Caseworker<sup>(2)</sup>: The *current* and primary assigned caseworker for the case

Case Name and #<sup>(3)</sup>: The case name and # associated with the payment.

**Payment Request Identification**

Payment ID: 11412964      Status: Pending      Request Date: 10/22/2014

Worker: b-fm01b-create-pendi, Batch      Request Type: Invoice-driven      Branch: Marion

---

**Basic**      **Financial**

**Authorization** 1

Authorization Number: 2562686      Invoice Number:       Invoice Date: 00/00/0000       Final Invoice

Method: Regular      Check Branch:      Method Worker:

**Provider Information**

Provider: MAPLE STAR OREGON INC      Provider ID: 178264

Payee: MAPLE STAR OREGON INC      Payee ID: 178264

**Case Participant Information**

Case: 3      Case ID: 210678      Case Worker: David Schmidt 2

Participant:      Participant ID:

Placement Setting:      Placement/Service: BRS Absent Day - TFC-09/24/2014

### Financial Tab:

Contract #<sup>(4)</sup>: The # assigned by the Office of Contracts and Procurement to track funds.

Contract Line Item<sup>(5)</sup>: The rate line for the contract, including the branch, amount, and unit type

**Basic**      **Financial**

Contract: 146075 4

Contract Line Item: Marion/76.01/Days 5

Budget Source: Residential Treatment

Bulk Item Type:

Special Trust Benefit Line:



## Contract Invoice Validation/Resource Guide

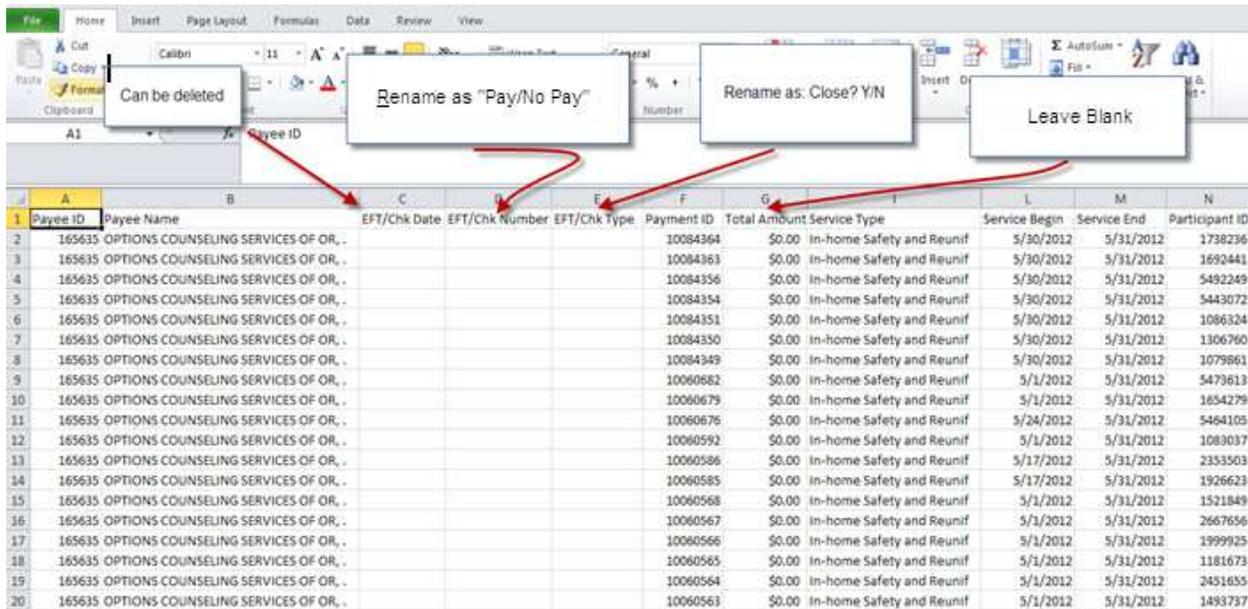
### Invoice Validation Process Cont..

#### Step 4: Export search results (Optional)

Note: The steps below are to be considered *one option* for completing the work of invoice validation. In some cases, the invoice being validated may contain only a few rows and exporting is not necessary or indicated. However, staff validating multi-page invoices may find this step very helpful. Local offices may create processes that meet their unique needs more closely, including electronic processes. **The document produced by the below process is NOT to be submitted to the Office of Financial Services**, as it is simply a tool for field staff and not an official document. **Only the DHS invoice** should be submitted once validation is complete.

Creating an export:

- From the Payment Search Utility, go to the Options Menu and select "Export Payment List"
- On the "Save As" pop-up that appears, name the file and select "Continue." Note the file will be saved at the following location on your computer: **C:/ProgramFiles > OR-Kids > Export** (*It is recommended that a shortcut be created and placed on your desktop to speed this step.*)
- Open the file you saved to the Export folder.
- Reconfigure the file:



	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Payee ID	Payee Name	EFT/Chk Date	EFT/Chk Number	EFT/Chk Type	Payment ID	Total Amount	Service Type	Service Begin	Service End	Participant ID			
2	165635	OPTIONS COUNSELING SERVICES OF OR...				10084364	\$0.00	In-home Safety and Reunif	5/30/2012	5/31/2012	1738236			
3	165635	OPTIONS COUNSELING SERVICES OF OR...				10084363	\$0.00	In-home Safety and Reunif	5/30/2012	5/31/2012	1692441			
4	165635	OPTIONS COUNSELING SERVICES OF OR...				10084356	\$0.00	In-home Safety and Reunif	5/30/2012	5/31/2012	5492249			
5	165635	OPTIONS COUNSELING SERVICES OF OR...				10084354	\$0.00	In-home Safety and Reunif	5/30/2012	5/31/2012	5443072			
6	165635	OPTIONS COUNSELING SERVICES OF OR...				10084351	\$0.00	In-home Safety and Reunif	5/30/2012	5/31/2012	1086324			
7	165635	OPTIONS COUNSELING SERVICES OF OR...				10084350	\$0.00	In-home Safety and Reunif	5/30/2012	5/31/2012	1306760			
8	165635	OPTIONS COUNSELING SERVICES OF OR...				10084349	\$0.00	In-home Safety and Reunif	5/30/2012	5/31/2012	1079861			
9	165635	OPTIONS COUNSELING SERVICES OF OR...				10080682	\$0.00	In-home Safety and Reunif	5/1/2012	5/31/2012	5473613			
10	165635	OPTIONS COUNSELING SERVICES OF OR...				10080679	\$0.00	In-home Safety and Reunif	5/1/2012	5/31/2012	1654279			
11	165635	OPTIONS COUNSELING SERVICES OF OR...				10080676	\$0.00	In-home Safety and Reunif	5/24/2012	5/31/2012	5464105			
12	165635	OPTIONS COUNSELING SERVICES OF OR...				10060592	\$0.00	In-home Safety and Reunif	5/1/2012	5/31/2012	1083037			
13	165635	OPTIONS COUNSELING SERVICES OF OR...				10060586	\$0.00	In-home Safety and Reunif	5/17/2012	5/31/2012	2353503			
14	165635	OPTIONS COUNSELING SERVICES OF OR...				10060585	\$0.00	In-home Safety and Reunif	5/17/2012	5/31/2012	1926623			
15	165635	OPTIONS COUNSELING SERVICES OF OR...				10060568	\$0.00	In-home Safety and Reunif	5/1/2012	5/31/2012	1521849			
16	165635	OPTIONS COUNSELING SERVICES OF OR...				10060567	\$0.00	In-home Safety and Reunif	5/1/2012	5/31/2012	2667656			
17	165635	OPTIONS COUNSELING SERVICES OF OR...				10060566	\$0.00	In-home Safety and Reunif	5/1/2012	5/31/2012	1999925			
18	165635	OPTIONS COUNSELING SERVICES OF OR...				10060565	\$0.00	In-home Safety and Reunif	5/1/2012	5/31/2012	1181673			
19	165635	OPTIONS COUNSELING SERVICES OF OR...				10060564	\$0.00	In-home Safety and Reunif	5/1/2012	5/31/2012	2451655			
20	165635	OPTIONS COUNSELING SERVICES OF OR...				10060563	\$0.00	In-home Safety and Reunif	5/1/2012	5/31/2012	1493737			

- The excel document can now be used as a guide or tool when completing the next process step, and can be used as a document to circulate to casework staff as part of validation.

#### Step 5: Confirm a match between the records available in OR-Kids and the invoice.

After searching for available payment records, it may become apparent that anticipated records are not present, or that too many records are present. As there are numerous reasons this may occur, these are covered in the [Troubleshooting](#) section.



## Contract Invoice Validation/Resource Guide

### Invoice Validation Process Cont..

When comparing the existing OR-Kids records to the submitted invoice, it is important to confirm that **ALL of the data elements match**. These include:

- a. Payee and Payee ID
- b. Foster Provider/Sub-Contractor and Provider ID (if provided)
- c. Service Category/Type
- d. Service Begin/End Dates
- e. Participant ID and Participant Name
- f. Case #
- g. Contract #
- h. Contract rate

**Question:** How can I confirm the contract rate is correct?

**Answer:** Use either the reference guide provided by your local contract administrator or confirm by viewing the data on the [Contract/Amendment Details Page](#) in OR-Kids.

#### Step 6: Confirm Service provision with Caseworker/Supervisor

All placements and services invoiced need to be confirmed as having been provided by the caseworker/supervisor responsible for the child/case in question. Validation by the caseworker/supervisor should include:

- a. Service Dates
- b. Service Category and Type
- c. Rates/Units
- d. Contract Number
- e. Deliverables received (Reports, etc..)?

After the services have been approved or denied by the caseworker/supervisor, the invoice can be completed.

#### Step 7: Completing the Invoice

Following validation with casework staff, **each line** of the invoice can now be completed:

1	333333	Alexander Dumas	123456	1	Estelle Faulkner	1234569	Counseling and Therapeutic	Family Counseling	9/1/2014	9/30/2014	\$0.01	40000	\$400.00	N/A
1	Notes (DHS use only):		Approved by AD	Payment ID:	1234567	Validation code:	VP	Validation date:	10/4/2014					

1. Notes: Any pertinent information for branch or OFS staff, including the date the provider representative who, via email or phone, provided additional information.
2. The payment ID, which can be found on the search results or the [payment request](#).
3. The authorization code, based on the validation. "VP" indicates a valid payment, and "OP" indicates the same for a <<One-Time Payment>> (Up to page 4). [All other codes](#) either indicate a hold as the payment is not ready to be approved, or that the payment request is not to be paid and why.
4. The date the validation was completed.

Each line on the invoice should be completed, whether it is validated as ok to pay, set to hold, or denied, within **5 business days** of receipt. If payments cannot be validated for any reason, indicate that status with the correct hold code on the invoice. Any payment that cannot be validated is documented on the [hold tracking form](#).



## Contract Invoice Validation/Resource Guide

### Invoice Validation Process Cont..

**DO NOT** delay payment on valid and approved lines because other lines are being held; move forward with submitting the invoice to OFS **within 5 Business Days**, then [follow up](#) as the additional lines are resolved.

Note: *If, during the validation process, it is determined that a payment line will be flagged as “NP,” or “No Pay,” it is the responsibility of the branch staff, or the contract administrator, to contact the provider and advise of the outcome of the reason for non-payment, and to document the date the conversation occurred.*

#### **Step 8: Submit invoice for approval to manager with sufficient signature authority**

After validating the invoice completely within 5 business days, email the manager with sufficient signature authority (budgetary authority) to authorize payment for the approved invoice lines. In most cases, this will be the Office Manager. The manager should:

- a. Review the invoice for completeness and accuracy.
- b. Confirm the amount of the invoice is within their signature authority.
- c. Open the invoice and add their name to the “Printed Name” line for DHS
- d. Either send the invoice on to OFS or return to staff with the word ‘Approved’ included.

#### **Step 9: Submit invoice to OFS Contracts Payable**

Please follow the directions outlined in the [communication guide](#) for submission, **including the step of cc’ing the provider** to advise of the transmission of the invoice from the branch office to OFS Contracts Payable.

If the invoice is being processed electronically:

The email from a DHS field office to OFS authorizing payment must either come from the Outlook account of an individual with signature authority that exceeds the amount being authorized for payment, or that individual’s approval of the expense must be contained within the email chain sent to OFS. Additionally, the name of the approving manager must appear on the invoice in the “DHS Signature” field.

Example: Staff submit the validated invoice to the office manager, who reviews, adds their name to the Excel sheet, approves or denies, and then submits to OFS.

2<sup>nd</sup> Example: After receiving the validated invoice, the office manager reviews and replies to the sending staff after adding their name to the document and approving the expense. Staff will then forward the email chain to OFS to confirm payment may proceed.

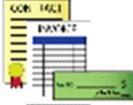
**Authorizations submitted absent the required signature authority will be returned and payment delayed!**

If the invoice was submitted by mail or fax:

After validating the document, scan it and attach to an email, then follow the process for an electronic invoice by sending it to the approver.

**Attach copies of receipts when invoices include payment for client expenditures (i.e. ISRS direct support funds).**

**Do NOT attach OR-Kids export records.**



## Contract Invoice Validation/Resource Guide

### **Step 10: Continue tracking payments on hold on the Hold Tracking Worksheet until all are resolved**

- a. Lines coded as “AH,” “CH,” or “PH” (Agency Hold, Contract Hold, or Provider Hold): continue working each line on the <<Hold Tracking Form>> until they are resolved.
- b. Lines coded as “BH,” which are linked to contracted placements, do not require field tracking and will be addressed by OFS Contracts Payable staff and the BRS Team when the contract issue has been resolved. The BRS team will send a copy of the CF92 to OFS Contracts Payable.

Please refer to the [hold tracking guide](#) if you’re uncertain of the type or the steps to resolve the hold.

*Notes: Please complete one hold guide per month.*

***Please save current and completed hold tracking guides as they will need to be submitted to the Provider Support Unit on a monthly basis for data analysis and tracking.***

### **Step 11: Respond to any invoice lines returned by OFS due to inadequate validation immediately.**

If OFS-Contracts Payable is unable to complete payment on an approved line, they may discover the validation of the payment was insufficient. If a payment line or invoice is returned, validation staff should:

- a. Review the email as to the reasons for return.
- b. Take steps to resolve the issues.
- c. Return the invoice to OFS-Contracts Payable while cc’ing the Provider to advise the validation issues have been addressed or the payment has been declared as “Not to Pay.”



## Contract Invoice Validation/Resource Guide

### Contracted Placements (BRS and Non-BRS) and Absent Day Rates

Contracted placements (BRS and Non-BRS) are input centrally as part of a statewide protocol.

Absent Day Services are designed to provide compensation to providers at a rate about 50% of the regular bed rate when a child is not physically present at the program, but is expected to return.

Entry of Absent Day service authorizations are completed centrally as part of the absent day protocol.

**If the contracted placement is not entered in OR-Kids or is entered with discrepancies:**

- Confirm caseworker has submitted CF0091 form to: [BRS.Placementsupport@dhsosha.state.or.us](mailto:BRS.Placementsupport@dhsosha.state.or.us)
- If not sent, ask the caseworker to complete and submit the [CF0091](#)
- Document Invoice with validation code:

**AH (Agency Hold):** If invoice needs to be submitted to OFS to meet validation deadline before the form CF0091 is submitted.

**BH (BRS Hold):**

If CF0091 has been submitted. OFS will then make payment upon notification from BRS Placement Support Unit that placement has been entered.

**Note:** The Central Office BRS Team is responsible for entry of BRS and Non-BRS contracted placement entry (as well as Absent Day Services), and assures the correct contract number, provider number, and certification status, BRS Authorization and CCO coverage upon placement entry. Local branches remain responsible for opening contracted services within the OR-Kids system.



## Contract Invoice Validation/Resource Guide

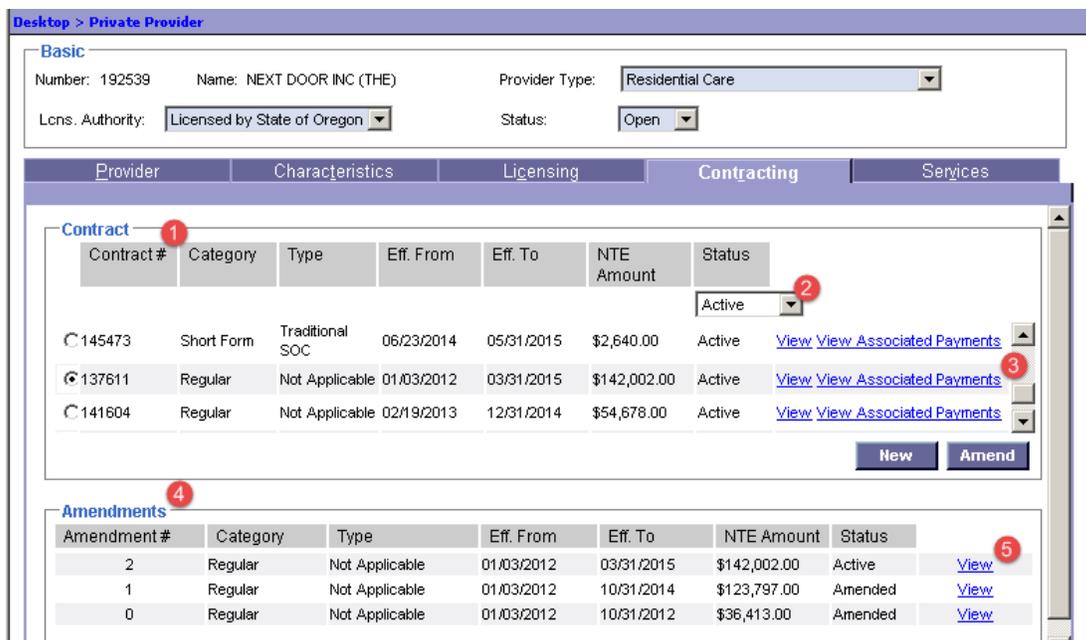
### Contract Information

Accessing contract details to validate payment information is possible in two ways:

1. Use the current “Contract Cheat Sheet” developed by the local contract administrator or business expert, which provides full details on Contract number, rate, unit type, and Not To Exceed (NTE) restrictions.
2. Review the details using the Contract Amendment Details and Provider Service Rate pages, available within OR-Kids, as described below:

*Example:* Looking up contract information for contract # 137611 for Provider # 192539 (Next Door Inc.)

- a. From the Desktop >> Search >> Provider Tab >> Enter Provider Name/Number >> Search
- b. Select the provider record desired in the search results by clicking on the name itself, which presents as a [hyperlink](#).
- c. The Provider page will open. Select the “Contracting” Tab:



**Basic**

Number: 192539    Name: NEXT DOOR INC (THE)    Provider Type: Residential Care  
 Licens. Authority: Licensed by State of Oregon    Status: Open

**Contracting**

Contract #	Category	Type	Eff. From	Eff. To	NTE Amount	Status	
145473	Short Form	Traditional SOC	06/23/2014	05/31/2015	\$2,640.00	Active	<a href="#">View</a> <a href="#">View Associated Payments</a>
137611	Regular	Not Applicable	01/03/2012	03/31/2015	\$142,002.00	Active	<a href="#">View</a> <a href="#">View Associated Payments</a>
141604	Regular	Not Applicable	02/19/2013	12/31/2014	\$54,678.00	Active	<a href="#">View</a> <a href="#">View Associated Payments</a>

**Amendments**

Amendment #	Category	Type	Eff. From	Eff. To	NTE Amount	Status	View
2	Regular	Not Applicable	01/03/2012	03/31/2015	\$142,002.00	Active	<a href="#">View</a>
1	Regular	Not Applicable	01/03/2012	10/31/2014	\$123,797.00	Amended	<a href="#">View</a>
0	Regular	Not Applicable	01/03/2012	10/31/2012	\$36,413.00	Amended	<a href="#">View</a>

**The Contracting Tab** displays all of the *entered* contracts for the provider. Please note the following:

1. Contract Column: Contracts are listed by their number and are displayed by their “effective to” date, with the most recent contract listed at the top.
2. The default setting on this page displays *only ACTIVE* contracts for the provider. By selecting the drop-down menu, however, a contract in another status (Expired, Terminated, Pending, etc..) can be located. This can be very helpful if a provider is submitting an older claim for an expired contract.
3. If, as part of the validation process, it is necessary to determine the amount spent to date against the contract, clicking the “View Associated Payments” link will provide a total sum paid out.



## Contract Invoice Validation/Resource Guide

4. When a contract is first entered into OR-Kids, it will display with an “Amendment 0” in the Amendments Group Box. As the contract moves forward, however, it may be amended once or twice, or many times. All of these adjustments are recorded, with the most recent amendment appearing at the top. When viewing information about the contract, it is recommended to view the most recent details by clicking the “View” link next to the most recent amendment.

*\*Note: Please recall many of our contracted providers serve as “Parent Agencies” to smaller providers within OR-Kids. Contracts will only be entered on the record of the parent agency.*

- d. Locate the contract # and select the “View” link next to the most recent amendment in the “Amendments” group box. The “Contract Amendment Details Page” opens

Desktop > Private Provider > Provider Contract/Amendment Details

**Provider**

Provider ID: 192539    Provider: NEXT DOOR INC (THE)    Status: Active     Reg. with Sec. of State Verified?

**Contract Type**

New (Amend. 0)     Amendment (Amend. 1+)     Renew    Select Contract to Renew:

**Contract Details**

Category:     Type:     Contract #:     Amendment #: 2

Effective From:     Effective To:     NTE Amount:

Contract Admin: HANEY, DONNA 1    Contract Requestor: THOMAS, LOUIE    Contract Person: THOMAS, LOUIE

Branch(es): 2  
District Office 9, Hood River, The Dalles

Comments:

**Contracted Services** 3

IV-E Waiver Program

Options:   4   

The Contract Amendment Details Page indicates:

1. The identity of the Contract Administrator
  2. The offices for which the contract’s use is authorized. This is quite important. Staff attempting to open a service authorization using a contract in OR-Kids will be unable to unless the branch selected matches one of those listed on this page.
  3. The specific service categories and types authorized for use on the contract. OR-Kids will not allow usage of a contract if the service type on the authorization does not match those selected here.
- e. For each service type, the contract administrator can set a specific rate and # of authorized units, or



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even a Sub-NTE within the overall NTE amount for the contract. These details can be accessed by first selecting the service type, then select "Provider Service Rate" from the Options Menu.

Desktop > Private Provider > Provider Contract/Amendment Details > ProviderServiceRate

Provider Information					
Provider Name:	NEXT DOOR INC (THE)	Provider ID:	192539		
Service Category:	IV-E Waiver Program	Service Type:	Relationship-Based Visitation		
Service Status:	Active	Contract#:	137611	Amendment#:	2

Provider Services Rate					
Eff. From:	01/2012	Eff. To:	03/2015	Branch:	All Contract Service Areas
Unit(s):	39	Unit Type:	Units	Rate Period:	Unit
Util. Target:		Util. Target Units:		Status:	Active
Client:				Budget Source:	IV-E Waiver Foster Care
Target Population: Age	From:	To:		Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
				NTE Amount:	\$142,002.00
				Rate:	\$3,641.00

The **Provider Service Rate Page** provides detailed information on rates, units authorized, and NTE for each Service Type identified on a contract.

1. The effective from/to dates of the rate for the service type in question. These dates are NOT always the same as the effective from/to dates for the overall contract, but *can* match.
2. The NTE amount for the service type for the contract. This NTE can be different than the overall NTE for the contract itself.
3. The number of units, for this service type, authorized for use by the contract.
4. The unit type. Many non-placement contracts have adjusted to use "Units" instead of hours or days. Placement contracts will use "Days."
5. The rate for the service type, per unit type. (Example: in the screen shot above, each of the 39 units authorized are worth \$3641.00). Many contracts also see rates of \$.01, which allows maximum flexibility when calculating the payment amount.
6. In some cases, especially with placement contracts, a specific client can be designated to use the rate line. OR-Kids will automatically pull this rate line in when the placement is entered.



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## Troubleshooting

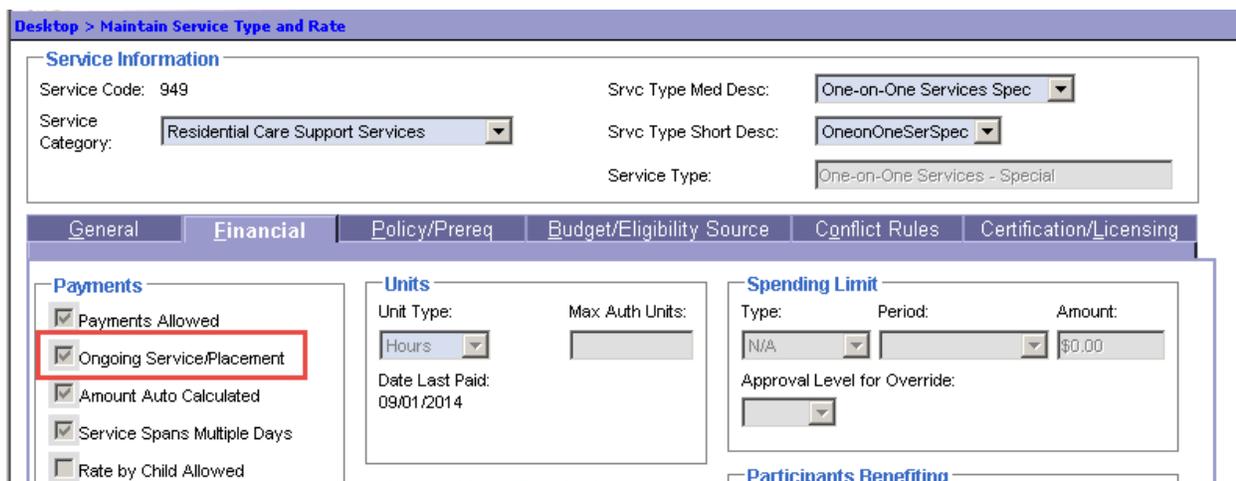
Please find below tips and suggestions towards resolving the most common issues experienced when attempting to validation contracted invoices. As always, if this section does not address your issue, please consult a manager or the OR-Kids trainer assigned to the district.

### Common Scenarios:

- [A service/placement appears on an invoice, yet no payment record is available within OR-Kids.](#)
- [A payment record exists for a service/placement that is not being billed for.](#)
- [The contract information on the payment record does not match the invoice \(Linked Contracts\).](#)
- [The service type may be a One-Time Pay. How can I tell?](#)
- [The contract allowing payment for the invoice has not been entered into OR-Kids.](#)
- [The invoice contains billing for "Absent Days." What do I do?](#)
- [A contracted placement entry was completed incorrectly. I need a correction. What should I do?](#)
- [A placement contract has been entered, yet the placement itself does not yet appear.](#)
- [The information provided on the invoice is incomplete.](#)
- [There are multiple months of payment requested on the invoice.](#)
- [The invoice was submitted on a non-DHS standard form.](#)
- [Despite months of communication, the provider continues to submit invoices that are incomplete and omit crucial data required to complete validation.](#)

### **A service/placement appears on an invoice, yet no payment record is available within OR-Kids.**

1. Determine whether the service type is Ongoing or a One Time Payment.
  - a. Within OR-Kids: Desktop > Maintain Menu > Service Types > View.
  - b. Select the Service Category and Type listed on the invoice, then select the "Financial" Tab.
  - c. If the field titled "Ongoing Service/Placement" is checked, this is an ongoing service. If not, it is a One Time Payment:



**Desktop > Maintain Service Type and Rate**

**Service Information**

Service Code: 949  
 Service Category: Residential Care Support Services  
 Svc Type Med Desc: One-on-One Services Spec  
 Svc Type Short Desc: OneonOneSerSpec  
 Service Type: One-on-One Services - Special

**General | Financial | Policy/Prereq | Budget/Eligibility Source | Conflict Rules | Certification/Licensing**

**Payments**

Payments Allowed  
 **Ongoing Service/Placement**  
 Amount Auto Calculated  
 Service Spans Multiple Days  
 Rate by Child Allowed

**Units**

Unit Type: Hours  
 Max Auth Units:  
 Date Last Paid: 09/01/2014

**Spending Limit**

Type: N/A  
 Period:  
 Amount: \$0.00  
 Approval Level for Override:



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2. If **One Time Payment** is confirmed, simply complete validation with the caseworker/supervisor and code the line, if authorized for payment, as “**OP**.”
3. If an **Ongoing type** has been confirmed, view the participants’ case record and verify whether the service has been entered and approved (“pending” services will not generate payment records) or use the [Service Authorization Search](#).
4. If the service has not been entered, confirm through validation with the caseworker/supervisor that it should be and request the branch service entry coordinator complete that action (*please note that contracted service types require an overnight batch process to generate payment records*).
5. If the service *has* been entered and approved, yet no payment record appears, check:
  - a. [The contract details](#) to ensure the contract dates and the service rate effective from/to dates cover the period being invoiced. OR-Kids will not generate a payment if the contract has expired. If this is the case, contact the Contract Administrator (CA) immediately to request instruction.

If the CA indicates the contract will be amended to allow additional payment, code the invoice as “**CH**” if the amendment does not occur during the 5 day validation window. If the CA indicates the provider was not authorized to provide service as the contract had expired and should not expect payment, code the invoice as “**NP**” and decide and document who will contact the provider to advise of the outcome.

- b. The Maintain Payment Edits page to confirm whether the payment request has been held by an OR-Kids system edit:
  - i. Within OR-Kids: Desktop > Maintain > Financial Work > Maintain Payment Edits > Search
  - ii. Any edits located will advise of the issue (Provider is closed, contract is expired, etc..).
  - iii. **Medium** edits can be cleared, **Hard** edits cannot. If the edit cannot be cleared, contact the Contract Administrator to discuss the situation. If the situation cannot be resolved within the 5 day validation period, code the payment line as “**AH**” and continue working to clear the payment for payment or denial.

### **A payment record exists for a service/placement that is not being billed for.**

OR-Kids creates payment records every month that an Ongoing service authorization exists and is not end dated. In those cases where the end of a service period is not communicated in a timely manner to branch level service entry staff, the validation process may uncover payment records in existence when there is no invoice requesting payment.

In this scenario, please:

1. As part of the validation process, confirm with the caseworker/supervisor whether the service should still be listed as open.
2. If confirmed it should be closed, verify the date and coordinate with the branch service entry coordinator to have the authorization ended.
3. Use the [Outlook Template](#) for submission to OFS-Contracts Payable to request deletion.

### **The contract information on the payment record does not match the invoice (Linked Contracts).**

Some contracted placements within OR-Kids use “Linked” contracts (i.e. tying one contract to another within the system to allow a single service authorization to continue generating payment records without requiring closure and re-open).



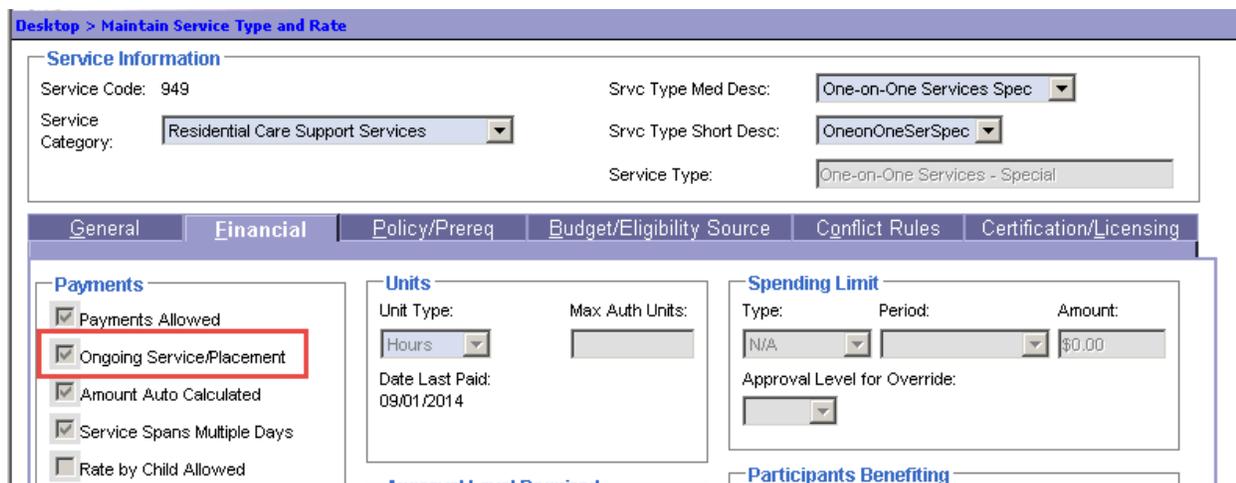
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When these contracts are used, the data appearing on the original service authorization will often be different than what appears on the monthly payment record, as the old contract # will always appear on the authorization, but the new number **MUST** appear on the payment to ensure proper accounting. In some cases, the provider may not have realized or remembered the contract number change, and invoiced under the old number.

Please contact the provider and, if necessary, the contract administrator to confirm the correct number and document the correct contract number on the invoice and the dates/persons contacted.

### The service type may be a One-Time Pay. How can I tell?

1. To determine whether the service type is Ongoing or a One Time Payment.
  - a. Within OR-Kids: Desktop > Maintain Menu > Service Types > View.
  - b. Select the Service Category and Type listed on the invoice, then select the “Financial” Tab.
  - c. If the field titled “Ongoing Service/Placement” is checked, this is an ongoing service. If not, it is a One Time Payment:



2. If **One Time Payment** is confirmed, simply complete validation with the caseworker/supervisor and code the line, if authorized for payment, as “OP.”

### The contract allowing payment for the invoice has not been entered into OR-Kids.

In some cases, there may be a delay in entering a contract. As a reminder, providers are trained that they should **NEVER** begin work with a client/family before receiving a “Notice to Proceed” or other authorization. If validation has occurred, but payment cannot move forward, contact the Contract Administrator to determine the timeframe for entry.

If the delay will last beyond the 5 day validation period, code the invoice as “CH” and continue to follow-up.

Please refer to the [Invoice Hold Tracking and Code Guide](#) on the steps necessary to lift a payment hold.

### The invoice contains billing for “Absent Days.” What do I do?

Absent Days are related to BRS placements and are administered and authorized by the caseworker and the BRS Program contract administrator. The provider should clearly break out within their billing those days in which care was provided to a child and those days considered “Absent.” The BRS Section outlines the exact requirements of the provider



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in order to receive payment.

### **A contracted placement entry was completed incorrectly. I need a correction. What should I do?**

All contracted placement corrections are to be submitted to the OR-Kids Business Analyst team by means of a Service Desk ticket. Contracted placements require significant review to ensure all payments and potential overpayments are considered when completing a correction.

Who submits the ticket? Generally the ticket will be submitted by local office staff, but in some situations Central Office (BRS Program) staff will submit. Tickets can be submitted via this [link](#).

If a placement correction is required before a provider can be paid, please work with BRS Program to ensure a ticket is submitted with high priority, then code the invoice as "AH."

### **A placement contract has been entered, yet the placement itself does not yet appear.**

Contracted placements (BRS and Non-BRS) are input centrally as part of a statewide protocol. In some circumstances, placement entry may be delayed even after a contract has been added to OR-Kids and a CF91 form submitted. Please contact the BRS Program ([BRS.Placementsupport@state.or.us](mailto:BRS.Placementsupport@state.or.us)) to request an update on the delay.

If the placement is not likely to be entered within the 5 day validation period, it is **not** the responsibility of the field office to track the issue. Code the invoice as "BH" and submit.

### **The information provided on the invoice is incomplete.**

Contact the provider and gently advise that all invoice elements are required to be complete upon submission. If validation is impossible without the omitted data, receive that information from the provider and document who provided it and on what date on the invoice before submitting.

If the provider cannot be contacted or does not provide the information needed within the 5 day validation period, and the invoice cannot be validated without the missing data, please code the invoice lines impacted as "PH" and submit to OFS-Contracts Payable.

### **There are multiple months of payment requested on the invoice.**

The current OFS Contracts Payable guidelines do not provide for invoices to be submitted with multiple months of service. In this instance, please contact the provider and request the invoice be broken out into monthly billing, per branch.

If the provider cannot be contacted or does not provide the information needed within the 5 day validation period, and the invoice cannot be validated without the missing data, please code the invoice lines impacted as "PH" and submit to OFS-Contracts Payable.

### **The invoice was submitted on a non-DHS standard form.**

The current DHS invoicing process **requires** invoices be submitted using the [Contract Invoice](#). Please contact the provider and request they re-submit their invoice using the correct form. If the provider is having difficulty utilizing/opening the DHS form, advise them to contact their contract administrator.

### **Despite months of communication, the provider continues to submit invoices that are incomplete and omit crucial data required to complete validation.**

A provider who appears unable to meet the invoice requirements necessary to ensure adequate validation and payment will need to be escalated to a manager or Contract Administrator for follow-up.



### Service Authorization Search

#### Service Authorization Search

1. Within OR-Kids: **Desktop > Utilities > Search Menu > Service Authorization Search**
2. Enter query fields based on results needed.  
*Note: if the contractor submitting invoice is a parent agency (they have subcontractors); enter the foster provider # on invoice in the "Provider ID" field, which will filter in the service authorization for the subcontractor.*
3. Search
4. Review the following fields:
  - a. Service Tab
    - i. Service Begin Date
    - ii. Service End Date
    - iii. Service Category
    - iv. Service Type
  - b. Provider Tab
    - i. Provider Name
    - ii. Payee Information: Parent Agency
  - c. Financial Tab
    - i. Contract
    - ii. Contract Line rate