

Big Bend Community Based Care Policy & Procedure

Series: 700: Provider Network and Licensing
Policy Name: Review and Approval of Invoices
Policy Number: 715
Origination Date: 07/29/2009 **Revised:** Board Meeting of 12/13/2018

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to review invoices received from vendors, contract providers and subcontractors for accuracy and to provide appropriate recourse for appeals of denied payments.

Procedure

A. Processing Invoices.

1. Invoices and supporting documentation are received in accordance with contractual agreements by BBCBC's Contract Administration Department.
2. Invoices are reviewed to ensure they are accurate and the documentation adequately supports provision of services.
3. Invoices are approved by the Contract Coordinator or their designee then forwarded to the Chief Financial Officer for final approval.
4. The Chief Financial Officer submits invoices to be processed for payment.

B. Denial of Payment.

1. In the event that the invoice is in error or accompanying documentation does not adequately support provision of contracted services, BBCBC may deny payment pending submission of a complete and correct invoice packet.
2. Contract providers will be notified immediately should their request for payment be denied.
3. Should a contract provider wish to appeal a denial of payment, they may do so by submitting a written request to the Contract Administration Department stating their reason for disagreeing with the denial. The Contract Administration Department will review this request within thirty (30) days and respond in writing.
4. If a contract provider wishes to escalate continued denial for payment, they may submit a written request to the Chief Financial Officer.
5. The Chief Executive Officer will be the final level of review for such denials should the matter not be resolved by either the Contract Administration Department or the Chief Financial Officer.