

Big Bend Community Based Care Policy & Procedure

Series: 700: Provider Network & Licensing

Policy Name: Network Provider Invoicing

Policy Number: 717

Origination Date: 5/26/2016 **Revised:** Board Meeting of 12/13/2018

Related Policies: BBCBC OP 700-709, Provider Recruitment and Network Development

Referenced Document:
Exhibit B – BBCBC Referral and Invoicing Procedure

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to coordinate a network of agencies and individual providers designed to meet the needs of children and their families and provide a comprehensive range of services that strengthen and stabilize families, maintain children in their communities, and lead to permanency.

Procedure

A. Invoicing.

1. Invoice Requirements.

- a. Invoices must be received no later than the 10th of the month following the month in which the service was rendered and must contain the following:
 - i. The name of the consumer to whom the service was provided;
 - ii. The date and beginning and end time of the service;
 - iii. A brief synopsis of the service or a copy of the work product (counseling services require at a minimum, a monthly progress note and assessments and/or testing require a copy of the written report);
 - iv. A copy of the POS authorization documenting pre-approval of the service .

2. Payment of Invoices.

- a. Invoices received before the 10th of the month following service will be processed in the order in which they were received.
- b. Providers submitting incomplete invoices (those not containing the required information and documentation) will be notified by email within five (5) business days of incomplete information needed to process the invoice. Provider will be given an additional five (5) business days to re-submit the invoice for payment. Provider will be paid within thirty (30) days of receipt of a complete and accurate invoice package.

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- c. **Late Invoices.** Those invoices received after the 10th of the month following service will be considered late. BBCBC reserves the right to reject invoices for payment received after the last day of the month following service. Providers may be required to forfeit any billable services for that month. Providers will not be allowed to carry over unbilled units to a future month.