



District of Columbia Department of Health Procedure Title: <u>Revision:</u> E-Invoicing for Ryan White Human Care Agreements (Fee-For-Service)		PROCEDURE 000.000 Implementing Office: HIV/AIDS, Hepatitis, STD and TB Administration (HAHSTA) Care & Treatment Division Training Required: No Originally Issued: 10/01/2017 Revised/Reviewed: 10/01/2018
Approved by: _____ Name, Agency Director	Review by Legal Counsel: _____ Name, General Counsel	Effective Date: 10/01/2018 Valid Through Date: TBD

I. Authority	The Procurement Practices Human Care Agreement Amendment Act of 2000 (D.C. Law 13-155) authorizes the District of Columbia Chief Procurement Officer, or his or her designee, to award human care agreements for the procurement of social, health, human, and education services directly to individuals in the District.
II. Reason for the Policy	The purpose of this policy document is to provide guidance on the invoicing process for Ryan White funded Human Care Agreements with E-Invoicing Module effective for Purchase Orders created October 1, 2018.
III. Applicability	<p>This procedure applies to all organizations contracted with the District’s Office of Contracting and Procurement to provide services under Human Care Agreements and DOH HAHSTA staff monitoring Human Care Agreements (HCA).</p> <p>§ 2–354.06. Human care procurements.</p> <p>(a) Notwithstanding any other provision of this chapter, the CPO may award a human care agreement for a human care service if the human care service to be provided is:</p> <p>(1) Negotiated on a fee for service or unit-rate basis using benchmarks and quantifiable measurements that shall be uniformly applied to providers of the same service;</p> <p>(2) Purchased at rates adopted by rule; or</p> <p>(3) One that an agency typically purchases as needs arise, but for which the quantity, rate of utilization, delivery areas, or specific beneficiaries of the service cannot be accurately estimated at the outset of the procurement process.</p> <p>https://beta.code.dccouncil.us/dc/council/code/sections/2-354.06.html</p>
IV. Definitions & Acronyms	<p>CPO: Chief Procurement Officer</p> <p>Fee For Service: A firm, fixed payment model where itemized services are reimbursed</p> <p>Human Care Agreement: A type of contract used for the provision of goods or services.</p>

<p>V. Contents</p>	<p>A. Invoice Submission Guidelines</p>
<p>VI. Procedures</p>	<p>Payor of Last Resort: All other avenues for payment must be explored prior to invoicing HAHSTA for Ryan White Services. Contracted providers under this agreement will be subject to Claims Compliance Monitoring Plan (CCMP) audits to ensure that Ryan White remains the Payor of Last Resort.</p> <p>Invoicing: Contracted service providers shall adhere to the following activities/practices:</p> <ol style="list-style-type: none"> 1. Reimbursement will be made on a monthly basis and submitted no later than the 10th business day of the month for services rendered during the prior month. 2. Reimbursement will be based upon the fixed rates established in the Human Care Agreements. 3. Effective October 1, 2018, all invoices will be submitted through the PASS E-Invoicing system. Follow instructions to “Create and Submit an Invoice” from the PASS DC Vendor Portal found in the Vendor Manual. Please see https://vendorportal.dc.gov/Tutorials for further assistance. 4. Vendor Invoice Number should be labeled as the first three letters of month and two digit year the invoice is corresponding. For example: OCT18, NOV18, DEC18, JAN19, FEB19. 5. <i>The following documents will be submitted under “Additional Attachments” and constitute a complete payment request package:</i> <ul style="list-style-type: none"> ▪ Completed and signed invoice ▪ Supporting financial documents (as appropriate) ▪ CAREWare Financial Report ▪ Monthly Narrative Report <p>*Supporting financial documents demonstrating proof of payment are required for all reimbursements made for Dental Appliances and Lab Tests. This supporting documentation will determine the amount of reimbursement made, as these services are contractually reimbursed “at cost.” Acceptable supporting documents include credit card receipts, bank statements, canceled checks, etc.</p> <ol style="list-style-type: none"> 6. Invoices must be signed. All fiscal submissions will be submitted in PDF format.

7. Through the E-Invoicing system, the payment request package will be submitted to the respective Program Officer, with a copy to the Contract Administrator for review and approval. ***Incomplete and/or erroneous payment request packages will be rejected in PASS.***

8. Purchase Orders in PASS will display the available balance. Please contact your Program Officer should there be a need to increase your available balance prior to committing to the expenditures.

Prior Authorization: Where indicated in the Human Care Agreements, adjustments can be made to reimbursement rates for services rendered. Where permitted, contracted providers must submit a written request for prior approval. The request must include a description of the service, reference point in the Human Care Agreement, justification for reimbursement adjustment, and the requested reimbursement amount. Program Officers will respond to prior authorization requests within five (5) business days.

Single Submission Supplemental Invoice: Eligibility for Ryan White services may be determined after the normal 30-day reporting and invoicing period as a result of insurance caps on services and claims denials. Delays in the third party adjudication process lead to delayed eligibility for reimbursement under Ryan White Human Care Agreements.

In an effort to facilitate reimbursement in a manner that reduces administrative burden on contracted providers and HAHSTA staff, contracted providers may submit two cumulative, supplemental invoices for reimbursement of services that were rendered during the contract year, but not invoiced or paid by HAHSTA. This supplemental invoice will be allowed twice during the Human Care Agreement contract period (March 1 – September 30 and October 1 – February 28). The supplemental invoice for services rendered October 1, 2018 – February 28, 2019 must be submitted in E-invoicing no later than March 31. Due to funding limitations, late submissions will not be accepted.

Single Supplemental Invoice submission process:

1. Contracted providers must enter the delayed, but eligible services into CAREWare, indicating their status as revised service visits post-invoicing.
2. The provider must complete a revised CAREWare Financial report for the corresponding month(s).

	<p>3. The provider must complete a separate, cumulative invoice exclusively for those newly eligible, unreimbursed services.</p> <p>4. The contracted provider must submit the payment request package through E-Invoicing.</p> <p>5. The contracted provider must submit the invoice through E-Invoicing as outlined above no later than March 31, 2019.</p>
<p>VII. Contacts</p>	<p>Avemaria Smith, Ryan White HIV/AIDS Program Manager, 202.671.4900 or Avemaria.Smith@dc.gov</p> <p>Mark Hill, Ryan White Contract Administrator, 202.671.4900 or Mark.Hill@dc.gov</p>
<p>VIII. Related Documents, Forms and Tools</p>	<ul style="list-style-type: none"> ➤ Fee-For-Service Invoice ➤ Human Care Agreement Narrative Report Template ➤ CAREWare Financial Report