For providers with authorized services

Follow these guidelines to ensure your organization receives timely and accurate payment from Hennepin County.

Billing frequency
Submit invoices for payment according to the schedule established within your contract.

- Submit invoices within thirty (30) calendar days following the last day of each month
- Invoices received beyond 365 days from date of service will not be paid
- Do not submit duplicate copies of an invoice
- Do not submit an invoice until you have received service authorization numbers for all individuals listed on the invoice

Required billing information
An invoice must contain the following billing information to be used for payment of eligible expenses:

- Provider (Vendor) name
- Remittance address
- Vendor number
- Contract number
- Description of service for which Hennepin County is being billed
- Date(s) of service
- Service authorization number specific to service, client, and dates of service
- Dollar amount requested to be paid that is consistent with the unit of service and rate indicated in the contract
- Signature with date

Contacts

Contract Management Services
Anne West
Administrative Manager
Office: 952-212-9059
anne.west@hennepin.us

Financial Analysis and Accounting
Nancy Menssen
Accounts Payable Supervisor
Office: 612-348-8646
nancy.menssen@hennepin.us

Hennepin County
Health and Human Services
300 South 6th Street
Minneapolis, MN 55487

Website
hennepin.us/hhspartners

October 2018
Tips for preparing an invoice

Errors in preparing an invoice can lead to delays in payment. Avoid these common mistakes to ensure timely payment.

- Always use the correct invoice template (if you are unsure of which invoice template to use, contact your contract manager)
- If you are copying and pasting information from a previous invoice into a new invoice, verify that necessary information is updated on the new invoice (especially dates of service or errors from the previous invoice)
- Review your invoice to be sure it contains the required information before submitting it to Hennepin County
- **Before submitting, verify:**
  - The service authorization number matches the person’s name
  - The service authorization is current and the service authorization dates match the dates of service that are being billed
  - Units billed are within the designated amount of units available for that person for the given dates
- If you need a service authorization or service authorization number, contact your contract manager
- Your organization should track units billed per client to avoid over or under billing

Submitting invoices

Invoices that contain client data must be submitted via mail to:

Hennepin County HHS Accounts Payable
Attn: Admin Payables/MC 134
300 South 6th Street
Minneapolis, MN 55487-0134

Payment processing

For additional information on payment processing, including overpayments, see the [Contracting Guide](#).

- It is the county’s policy to make payments within 35 days of receiving an invoice
- To check the status of payment processing after 35 days, call Accounts Payable staff at 612-348-3445
- When you receive payment from Hennepin County, be sure to review the remittance advice for necessary corrective action on future invoices

Examples

- Service authorization letter (page 3)
- Remittance advice (page 4)
Example of Service Authorization Letter

Human Services and Public Health Department  
A-1500 Government Center  
Minneapolis, MN 55415

CFS Parent Support Outreach Program  

Provider Name  
12345 Main Street  
Minneapolis, MN 55414

NOTICE OF CURRENT SERVICE AUTHORIZATION  
VENDOR COPY

Provider Number: 55555  
Provider Name: Provider Name  
Client ID: 999999999  
Client Name: LAST NAME, FIRST NAME  

Care Manager: Provider Name  

Service Begin Date: 07/31/2018  
Service End Date: 12/31/2018

WE HAVE AUTHORIZED THE FOLLOWING

SSIS service authorization # 999999999

1 Service: Parent Support Outreach, Parent Support Outreach Services  

Unit Type: 15 Minutes  
Total number of service Units: 240  

Unit Rate: $ 18.00  
Total Amount: $ 4320.00  

Note: Comments: PSOP DS

When preparing an invoice:

• Make sure the service authorization number matches the client’s name  
• Make sure dates of service on an invoice are within the service authorization start and end dates  
• Make sure the units billed are within the remaining allotment of units for the service authorization
When reviewing remittance advice:

Make a note of errors or issues on past invoices that you will need to correct on future invoices, including:

- Incorrect service authorization numbers
- Persons with no service authorizations
- Overbilling on unit allotment

If you are unsure of the appropriate county worker to contact to address an issue, ask your contract manager.

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<th>Client Name</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Service Description</th>
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