

Invoicing and Payment Guide

For children's mental health providers

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 90 days after the last day of the month of service will not be paid***
- Do not submit duplicate copies of an invoice

**This 90 day period begins after Hennepin County has been determined to be the payer of last resort. If Hennepin County was determined to be the payer of last resort more than 90 days from the last day of the month of service, enter the date of denial from the third-party biller in the "Other client info" field of the Excel invoice template spreadsheet.*

Required billing information

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

- Provider name
- Remittance address
- Provider ID number
- Contract number
- All required identifying information for each person served
- Date(s) of service
- Service codes with modifiers
- Number of units
- Service rate

Contacts

Contract Management Services

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Hennepin County

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300 South 6th Street
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Website

hennepin.us/hhspartners

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- Dollar amount requested to be paid that is consistent with the unit of service and rate indicated in the contract
- If applicable: date of payment denial by third-party payer
- Provider certification signature with date

Tips for preparing an invoice

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

- Always use the Hennepin County Excel invoice template provided by your contract manager
- Invoices should not contain services that were previously included on a past invoice
- 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 codes and modifiers
 - The service rates are correct
 - There is no third-party payer
- Your organization should track payments received to avoid exceeding funds allowed in your contract

Submitting invoices

Invoices that contain client data should be submitted by fax:

CTSS services 612-321-3609

Outpatient 612-677-6462

School based mental health 612-677-6242

Payment processing

For additional information on payment processing, including overpayments, see the Contracting Guide at hennepin.us/hhspartners.

- It is the county's policy to make payments within 35 days of receiving an invoice.
- To check the status of payment processing, contact your contract manager.
- When you receive payment from Hennepin County, be sure to review the remittance advice for necessary corrective action on future invoices.

