











Making Corrections To Invoices and Workbooks

**Please see User Manual or How-To Guide for
detailed description of all functionality**

Billing Icon Definitions

Icon	Decision	Description	Impact	Can Provider make changes?
	Generated by Process	Invoice has been created	Invoice is waiting for a decision	No
	Corrections Completed	Invoice has been corrected by the Provider after approval decision was set to 'Provider Corrections Required' (see below)	Invoice is waiting for a decision	No
	In Review	Invoice is being reviewed by individual who placed it in this state	Lets provider know invoice is being reviewed	No
	Administrative Hold	There is administrative action that needs to be taken to approve the invoice. For example, the agency needs to create a CRF or needs clarification from Provider.	Lets provider know invoice is being reviewed	No
	Provider Corrections Required	Provider needs to make changes to the transaction(s) associated with the invoice	Corrections must be made and the invoice reprocessed	Yes
	Approved	Approved by Lead Agency	Invoice approved and ready for payment review	No
	Paid	Invoice is approved for payment	Payment made	No
	Denied	This decision made only if the invoice cannot be corrected or remedied. For example, the Provider submitted activities or workbook(s) under the wrong fund source	The invoice cannot be approved; a new invoice is required	No

Corrections Required – Dashboard View

The screenshot shows a dashboard for 'dstar Quality (QA)'. The top right corner displays 'PROGRAMS', 'CLIENT', and a user profile for 'Rebecca Leppala (Audit)'. The left sidebar is dark grey with white text, listing navigation options: 'Overview' (highlighted), 'Psych Meds', 'SGF: Mental Health', 'Supp Hous', and 'Treat First'. The main content area is divided into two sections: 'Overview Tracking' and 'Client Tracking'. The 'Overview Tracking' section contains four cards: 'Corrections Required' (with a red circle around the number '1' and a 'Take Action' button), 'Pending Invoices' (with a 'View' button), 'Invoice History' (with a 'View' button), and 'RUN REPORTS FOR Overview' (with a 'Run Report' button). The 'Client Tracking' section contains one card: 'Client Roster' (with a 'View' button). Three red callout boxes with white text and red borders provide instructions: 'Highlighted Title indicates current view' points to the 'Overview' menu item; 'Number indicates 1 Invoice needs corrections' points to the '1' in the 'Corrections Required' card; and 'Click Take Action to begin' points to the 'Take Action' button.

Note: Vendors have 30 days from the date a correction is required to submit the correction. If not corrected in 30 days, invoice will be automatically denied.

Corrections Required List

Awaiting Action indicates number of invoices needing correction





AWAITING ACTION (2)

INVOICE COUNT

2

Click Teal Title to begin Correction

Exclamation point icon indicates action needed

Program	Project	Invoice Data	Invoice	Fund	Fiscal Year	Payor	Activity Dates	Amount	Last Action Taken
Supp Hous	Linkages Support Services	[Teal Title]	 Rebecca Leppala (Audit) Jul 03, 2017 Please correct invoice to reflect correct amount.			OHNM - Payor	Jun, 2017	\$100.00 on 07/03/2017	 [Redacted] 07/03/2017
Psych Meds	Psychotropic Medications	[Teal Title]			FY 17	OHNM - Payor	Sep, 2016	\$0.01 on 10/14/2016	 [Redacted] 10/19/2016

Black rollover box shows comment

1

Detail of Invoice Needing Correction

The screenshot displays an invoice detail page with the following elements and annotations:

- Submit Action:** A button labeled "Submit Action" is highlighted with a red box and a callout stating: "Submit Action used once corrections are complete".
- General Invoice Information:** A central area contains fields for "Provider Site", "Invoice Date / Period / Fiscal Year", "Project Manager", "Fund Source", "Provider Files", and "Approver Files". A red box and callout state: "General invoice information".
- Comments:** A section titled "Comments:" shows a comment from "Rebecca Leppala (Audit)" dated "07/03/2017 at 01:17 PM" with the text "Please correct invoice to reflect correct amount." An "Add Comment" button is present. A red box and callout state: "Comments entered will be displayed here".
- Teal Underline:** The "DETAIL" tab in the navigation bar is underlined in teal. A red box and callout state: "Teal underline indicates current tab viewing".
- Underlined Service:** In the table below, the service "Provider Invoice Upload" is underlined in teal. A red box and callout state: "Click on Underlined Service to begin Corrections".
- Other Buttons:** An "Add Comment" button is located in the top right, and an "Add a New Service" button is in the bottom right.

Service Date(s)	Service	User	Created	Total
06/01/2017	<u>Provider Invoice Upload</u>	Rebecca Leppala (Audit)	06/15/2017	\$100.00

Submit Action used once corrections are complete

Comments entered will be displayed here

Add Comment allows user to add comment to invoice

General invoice information

Teal underline indicates current tab viewing

Click on Underlined Service to begin Corrections

Making Corrections

STAR-CBH 002 005 \$3,168.00

Provider Invoice Upload

Transaction ID
1310006382VND

Specify Date of Activity
9/1/2016 If applicable specify the end date, otherwise leave blank
09/30/2016

Specify Cost of Activity (all costs associated with delivery of activity)
3168.00

Signed PDF
 No file chosen

Are you required to provide supporting documentation
 Yes
 No

Acknowledgment
 I acknowledge that I have verified dates, amount and signature in attached files.

Step 1: Verify date information

Step 2: Use to Choose File to Replace File if necessary

Step 3: Verify documentation information

Step 5: Check Acknowledgement

Step 6: Click Save

Step 1a: If requested in comment section, use Delete icon to remove files to be replaced



Note: All fields can be edited in this view

Submit Corrections

Step 1: Use drop down menu to select "Corrections Completed"

Step 2: To complete corrections, click **Submit Action**

Comments entered will be displayed here

Add Comment allows user to add comment to invoice

The screenshot shows a web application interface for submitting corrections. At the top right, the total amount is \$3,168.00. On the left, there is an 'Action' dropdown menu with 'Corrections completed' selected, and a 'Submit Action' button. In the center, there are fields for 'Provider Site', 'Invoice Date / Period / Fiscal Year' (10/14/2016; Sep, 2016; FY17), 'Project Manager', 'Fund Source' (CA10 : ASURE), 'Provider Files', and 'Approver Files'. On the right, there is a 'Comments' section with an 'Add Comment' button and a comment from Rebecca Leppala (Audit) dated 07/03/2017. At the bottom, there is a table with columns for 'Date(s)', 'Service', 'User', 'Created', and 'Total'. The table contains one row: '09/01/2016 - 09/30/2016', 'Provider Invoice Upload', 'Cheryl Carlson', '10/13/2016', and '\$3,168.00'. There are also buttons for 'Activity Report', 'DETAIL', 'Return to Invoice List', and 'Add a New Service'.

Date(s)	Service	User	Created	Total
09/01/2016 - 09/30/2016	Provider Invoice Upload	Cheryl Carlson	10/13/2016	\$3,168.00

Corrected Invoice in Pending Invoices List

Awaiting Action indicates number of invoices needing correction

Thumbs Up icon indicates Corrections Submitted successfully and awaiting review

AWAITING ACTION (1)		IN REVIEW (0)		ADMINISTRATIVE HOLD (0)					
INVOICE COUNT	TOTAL AMOUNT								
1	\$19,149.90								
2									
Program	Project	Invoice Details	Invoice	Fund	Fiscal Year	Payor	Activity Dates	Amount	Last Action Taken
Sexual Assault	Sexual Assault		STAR-BHS 004 227	BB00 - SGF	FY 17	OHNM - Payor	May, 2017	\$19,149.90 on 06/16/2017	07/03/2017
HHRHI	HHRHI		STAR-BHS 004 227	BE60 - Federal	FY 17	OHNM - Payor	Jun, 2017	\$36,588.25 on 07/03/2017	sys admin 07/03/2017

Corrected invoice is now displayed in pending invoices list

Black window indicates comment

Other invoice action icons may be displayed

Note: Vendors have 30 days from the date a correction is required to submit the correction. If not corrected in 30 days, invoice will be automatically denied.