

User Guide-Invoice Management Payor

Version 1.3

Updated 7/25/17

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1. Purpose and Introduction

This document describes the basics of navigating in the BHSDSTAR Invoices module including log in, reviewing invoices, identifying invoices requiring correction, and approving invoices for payment.

2. Log In, Navigation, and Account Settings

2.1 To Log in:

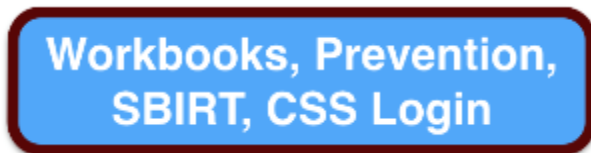
1. From the desktop double-click your internet browser to launch. (For best results we recommend Goggle Chrome but other browsers can also be used.)



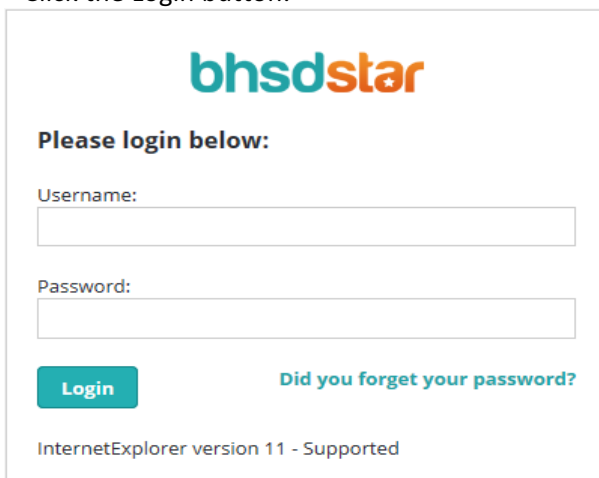
2. Enter bhsdstar.org/ in the browser window and press the Enter key.



3. Click the Workbooks and Prevention Login button.

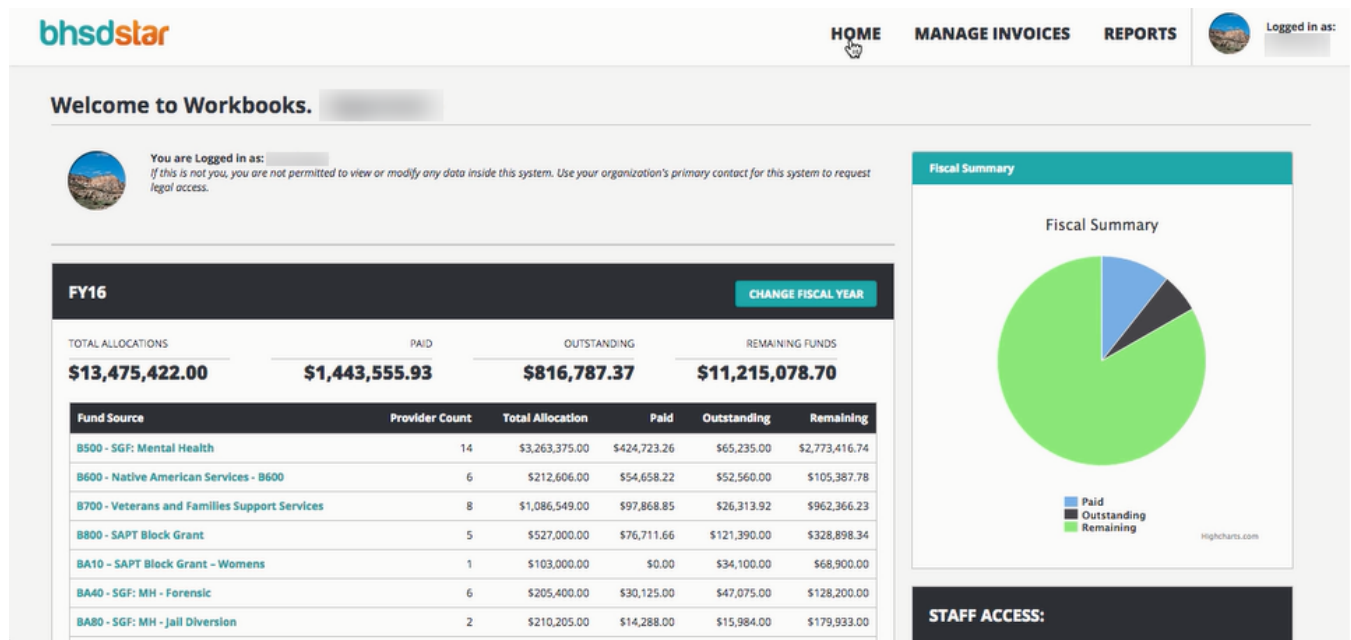


4. Click in the Username field and enter user name.
5. Press the Tab key or click in the Password field and enter user password.
6. Click the Login button.

The image shows the BHSDSTAR login form. At the top is the "bhsdstar" logo in blue and orange. Below it is the text "Please login below:". There are two input fields: "Username:" and "Password:". Below the "Username:" field is a "Login" button. To the right of the "Login" button is a link that says "Did you forget your password?". At the bottom of the form, it says "InternetExplorer version 11 - Supported".

7. Depending on permissions the Welcome screen or the Home screen will display Programs, Total Allocations, Paid, Outstanding, and Remaining Funds defaulted to the current calendar year.

Tip: Some providers do not receive an allocation, but rather submit activities against a shared pool of funds. In those cases, you will not see an allocation or remaining balance displayed.

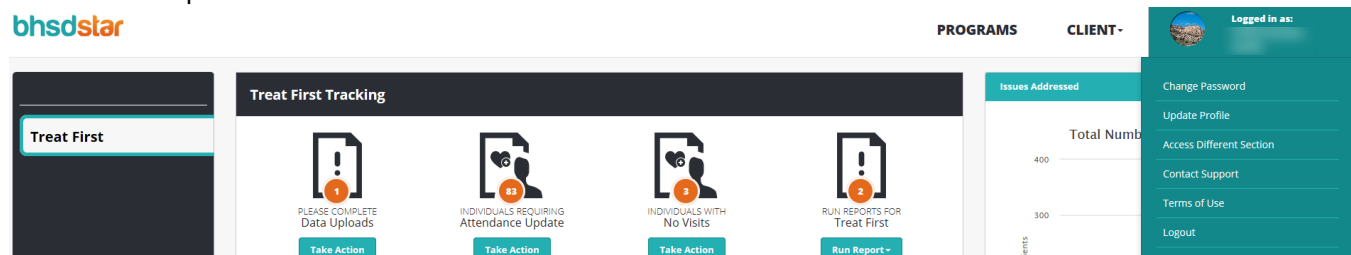


Tip: This screen can be viewed at any time by clicking Home in the upper right corner of the screen.


Tip: The Outstanding amount includes submitted transactions that have not been paid or denied.


2.2 To edit Profile Settings:

1. Click on your logged in Name in the upper right corner.
2. Click Update Profile.



3. Click the field you want to edit and enter new information.
4. Click Update.



First Name: <input style="width: 90%;" type="text"/>	
Middle Name: <input style="width: 100%;" type="text"/>	
Last Name: <input style="width: 90%;" type="text"/>	
User Name: <input style="width: 80%;" type="text"/>	
Email Account: <input style="width: 80%;" type="text"/>	




Update
Cancel

2.3 To edit Password:

1. Click on your logged in Name in the upper right corner.
2. Click Change Password.
3. Enter current password.
4. Enter a new password.
5. Re-enter the new password.
6. Click Update.

Use the following to change your password:

- Password must be at least 8 characters.
- Password must contain at least one number.
- Password must contain at least one lower case letter.
- Password must contain at least one upper case letter.
- Password must contain at least one special character.

Current Password: <input style="width: 90%;" type="password"/>	
New password: <input style="width: 90%;" type="password"/>	
Confirm New Password: <input style="width: 90%;" type="password"/>	

Update
Cancel

2.4 To contact Support via Email:

Tip: Never send a client's name in the free text section of the email-refer to them by their ID number.

1. Click on your logged in Name in the upper right corner.
2. Click Contact Support.

Contact Us

Please send your question via email. Please remember that it is a HIPAA Violation to send client names through email.

If your question does not contain a client's name, please click [here](#) to use your default email program, or copy the following address in to your email program of choice: support@bhsdstar.org.

If your question is about a client and you do not know the individual's id number, click on the Find tab above, enter their name or part of their name and click search. Use the id number when communicating a question about a client.

2.5 To Logout:

1. Click on your logged in Name in the upper right corner.
2. Click Logout.

2.6 To navigate Back and Forth through Section Links:


1. Click on the specific teal Link.
2. Click Invoices on the top menu bar.

3. View and Manage Fund Sources/Providers

From the Home screen:

1. Click any of the teal links listed under Program to view the specific providers that are involved with that funding source.

FY 2017 > PREVENTION				
ALLOCATED	PAID	OUTSTANDING	REMAINING	
\$2,850,500.00	\$0.00	\$103,209.21	\$2,747,290.79	
Provider Location	Allocated	Paid	Outstanding	Remaining
Pacific Institute for Research & Evaluation (PIRE) - 0000308818	\$238,000.00	\$0.00	\$0.00	\$238,000.00
Mescalero Prevention Program - 0000319078	\$100,000.00	\$0.00	\$0.00	\$100,000.00
CITY OF PORTALES, (New - Vendor # 0000591564)	\$100,000.00	\$0.00	\$0.00	\$100,000.00
COUNTY OF CIBOLA, (New - Vendor # 0000591566)	\$100,000.00	\$0.00	\$0.00	\$100,000.00
City of Socorro - 0000568785	\$97,000.00	\$0.00	\$0.00	\$97,000.00
The Community Foundation of Southern New Mexico - 0000173820	\$100,000.00	\$0.00	\$0.00	\$100,000.00
NMHU: Center for Advocacy Resources Education and Support - 0000297551	\$99,750.00	\$0.00	\$0.00	\$99,750.00
LA CASA DE BUENA SALUD INC -0000592290	\$100,000.00	\$0.00	\$0.00	\$100,000.00
BOYS AND GIRLS CLUB OF SIERRA COUNTY	\$100,000.00	\$0.00	\$0.00	\$100,000.00
Sandoval County DWI & Prevention Program - 0000319091	\$100,000.00	\$0.00	\$4,113.49	\$95,886.51

2. To return to the previous sections, click on the  link.

3.1 To add an Adjustment to a Fund:

From the Home screen:

1. Click any of the teal links for a Program.
2. Providers associated to the Fund Source will be displayed.
3. Click any of the teal links for a Total Allocation for a Provider. Adjust Fund window is displayed.
4. Click Adjustment Amount Field and enter monetary value.
5. Click Change Reason field and enter reason/comments.
6. Click Add Adjustment.
7. The Fund Source for that Provider is increased by entered amount and displayed.

Adjust Fund



Fund Source
BC60 : TCA Prev / SGF (Evaluation) ▼
Adjustment Amount:
Change Reason:










Add Adjustment

Cancel

Fund Source	Adjustment Amount	Date Added	Added By	Change Reason
BC60 : TCA Prev / SGF	\$100.00	7/25/2016 12:18:23 PM	TracyArchuleta (Audit)	Adding 100 to test
BC60 : TCA Prev / SGF	\$238,000.00	7/20/2016 1:17:42 PM	sysadmin	Initial 2017 allocation

4. Invoices

4.1 Invoice 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 <i>e.g. creating a CRF or clarification from Provider</i>	Lets provider know you are reviewing invoice	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
	First Level Payment Approval Completed	Approved by Lead Agency and ready for Financial Admin review	Invoice approved and ready for payment review by Financial Admin <i>Invoices billed against FALLING COLORS Payor Agency only should be marked with this decision</i>	No
	Paid	Invoice is approved for payment	Payment made	No
	Denied	Invoice cannot be corrected or remedied	The invoice cannot be approved; a new invoice is required	No

		<i>e.g. Provider submitted activities or workbook(s) under the wrong fund source</i>		
--	--	--	--	--

4.2 Invoice Approval:

From the Home screen:

1. Click View under the Pending Approval icon
2. Invoices screen will display Invoices for which you are designated to approve payment. Status will default to 'Pending Approval'.

Tip: Invoices in the Awaiting Action, In Review and Administrative Hold tabs are all subject to an approval decision.

3. Click the Invoice Details link for any invoice you wish to make an approval decision on.
- 4.

The following table represents the available decisions when an invoice is in 'Pending Approval' state:

Action Taken	Definition
Provider corrections required *	Lets the provider know the invoice requires corrections. (This decision is the only decision that requires action on the part of the Provider)
Approved by the lead agency	Lets the provider know the invoice is Approved. (Moves the invoice to the Pending Payment Tab)
Placed on administrative hold *	Lets the provider know the invoice is on hold.
In Review	Lets the provider know the invoice is being reviewed.

Denied by the lead agency*

Lets the provider know the invoice is Denied. (Moves the invoice to the Invoice History Tab)

* Indicates that Reason and Comments are also required.

4.3 Invoice Payment:

From the Home screen:

1. Click View under the Pending Payment icon
2. Invoices screen will display Invoices for which you are designated to approve payment. Status will default to 'Pending Payment'.

Program	Project	Invoice Details	Invoice	Fund	Fiscal Year	Payor	Activity Status	Amount	Last Action Taken
Veterans and Families	Veterans and Families Support Services		STAR-BHS 004 288	B700 - SGP	FY 17	OHNM - Payor	May, 2017	\$28,288.33	Heather Wright on 06/23/2017
Veterans and Families	Veterans and Families Support Services		STAR-BHS 004 290	B700 - SGP	FY 17	OHNM - Payor	May, 2017	\$7,277.24	Heather Wright on 06/23/2017
Veterans and Families	Veterans and Families Support Services		STAR-BHS 004 204	B700 - SGP	FY 17	OHNM - Payor	May, 2017	\$64,079.72	Heather Wright on 06/14/2017
Forensics	Forensics		STAR-BHS 004 277	BA40 - SGP	FY 17	OHNM - Payor	May, 2017	\$3,923.00	Karen Meador on 06/21/2017
Veterans and Families	Veterans and Families Support Services		STAR-BHS 004 280	B700 - SGP	FY 17	OHNM - Payor	Jun, 2017	\$2,200.15	Jackie Nielsen on 06/21/2017
Veterans and Families	Veterans and Families Support Services		STAR-BHS 004 281	B700 - SGP	FY 17	OHNM - Payor	Jun, 2017	\$100.00	Jackie Nielsen on 06/21/2017

Tip: Invoices in the Awaiting Action, In Review and Administrative Hold tabs are all subject to a payment decision.

3. Click the Invoice Details link for any invoice you wish to make a payment decision on.

Service Dates	Service	Staff	Created	Total
07/01/2016 - 07/19/2016	Synar Court and Follow-up Costs	Sally Archuleta	07/19/2016	\$600.27

The following table represents the available decisions when an invoice is in 'Pending Payment' state:

Action Taken	Definition
Payment authorized by the payor **	Lets the provider know the invoice requires corrections. (This decision is the only decision that requires action on the part of the Provider)
Denied by the payor *	Lets the provider know the invoice is Denied. (Moves the invoice to the Invoice History Tab)
Provider corrections required *	Lets the provider know the invoice requires corrections. (This decision is the only decision that requires action on the part of the Provider)
In Review	Lets the provider know the invoice is being reviewed.
Placed on administrative hold *	Lets the provider know the invoice is on hold.

First level payment approval completed	Lets Financial Admin know that the invoice is ready for a final review before being paid <i>Note: Only invoices billed against the Falling Colors Payor Agency should be marked with this payment decision.</i>
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** Indicates that Check Number and Payment Date are also required

* Indicates that Reason and Comments are also required.

Tip: Invoices with 10 Activities/Services or less will default to the Details View. Invoices with more than 10 Activities/Services will default to the Summary View.

Note: Providers who submit Workbooks must attach the signed signature page of the invoice in PDF format and the full workbook in Excel format.

4.4 To add a Reason and Comments for the Provider:

1. Click Reason drop-down and click appropriate reason.
2. Click Comments and enter any comments.-For Denied, Administrative Hold, and Provider Corrections Required, an initial comment is required, and is automatically shared with the provider.

001 427

Action

Provider corrections required

▼

Reason

Incorrect formula total

▼

Comment

Please make the following corrections: XXXXXXXX

Submit Action

Tip: Service Dates on an Invoice cannot be changed to a previous month. The invoice cannot be sent for Provider Corrections. It should be Denied and the Provider asked to submit a new correct invoice.

Tip: Denied Invoices are terminated and no further actions can be taken. Administrative Hold should be used if needed. (example-to create a CRF to add additional funds to the provider's allocation)

4.5 To Flag Activities for Provider Correction:

1. Click the Service, a checkmark will appear. (repeat as needed) Only those Services which are flagged will be editable by a provider when they are making corrections.

[View Action History](#) [PDF](#) [Activity Report](#)

Service Date(s)	Service	Staff	Created	Total
✓ 07/01/2016 - 07/19/2016	Synar Court and Follow-up Costs	Sally Archuleta	07/19/2016	\$600.27

4.6 To View Invoice History:

From the Home screen:

1. Click View under Invoice History.
2. The invoices screen will display, defaulted to the current fiscal year listing processed invoices.

Program	Project	Site	Fiscal Year	Status	Action Taken	Invoice Number
All	All	All	2017	Invoice History	All	

INVOICE COUNT	TOTAL AMOUNT
3	\$116,069.44

Program	Project	Invoice Details	Invoice	Fund	Fiscal Year	Payor	Activity Dates	Amount	Approval Status	Payment Status
Prevention	General	North Central Community Based Services, Inc - 0000319074 Brian Chavez	001 430	BC60 - SGF	FY 17	OHNM - Payor	Jul, 2016	\$7,344.44 on 07/22/2016	✓ Tracy Archuleta (Audit) 07/22/2016	✓ Tracy Archuleta (Audit) 07/24/2016
Workbooks	Workbooks	TRILOGY INTEGRATED RESOURCES LLC - 0000584242 Leon Lopez	1492710VM5	B500 - SGF	FY 17	OHNM - Payor	Jul, 2016	\$108,000.00 on 07/20/2016	✓ Gordon O'Brien 07/21/2016	✓ Gordon O'Brien 07/21/2016
Workbooks	Workbooks	Nick Barnello - 0000590175 Leon Lopez	1491742VM5	BA40 - SGF	FY 17	OHNM - Payor	Jul, 2016	\$725.00 on 07/15/2016	⌚ sys admin 07/15/2016	✗ Debby Trimarchi 07/18/2016

3. Enter filter criteria.
4. Click Search.
5. Invoices meeting the entered criteria are displayed.

5. Financial Admin

When a Primary/Billing location is created in BHSDSTAR with valid bank account information, that account will need to be verified. Similarly, if an existing Primary/Billing location's Name, Routing Number, Account Number or Account Type is changed, verification of those changes will be required.

A nightly job will identify all locations needing verification and transfer two micro-deposits into the respective account. Only after the accounts have been verified can invoices (billed against the Falling Colors Payor Agency) be paid.

5.1 To View Accounts Pending Verification

1. From the FCT Admin screen, click Utilities.
2. Click Admin Reports.
3. Select EFT Checkup from the drop-down list.

The first list shows Primary/Billing Locations that are in a pending verification state, as well as the payment amounts that were deposited.

The second list shows Primary/Billing Locations that are in a pending state and have invoices (billed against the Falling Colors Payor Agency) waiting to be paid. Again, these invoices cannot be paid until verification is complete.

The screenshot shows the BHSDSTAR Quality (QA) interface. On the left is a sidebar with 'Utilities Options' including 'Create Invoices', 'Reset Invoice', 'Admin Reports', 'Maintenance Windows', 'Merge Clients', 'Rules Engine', 'Claims Admin', and 'Payments'. The main area is titled 'Admin Reports' with a dropdown menu set to 'EFT Checkup'. Below this is a table titled 'Recipient accounts pending verification' with columns: Provider Id, Provider Name, Location Name, Recipient Account Created, Verification Payments Remitted, Payment1, and Payment2. The table shows two entries for 07/20/2017. Below the table is a section titled 'Providers with invoices pending EFT payment that cannot be paid' with a sub-note '(Payments can only be directed to a verified account for a primary provider location)'. This section has a table with columns: Provider Id, Provider Name, and Location Name, which is currently empty.

5.2 To Verify Primary/Billing Location Accounts

1. From the FCT Admin screen, click on the Program Setup drop-down list and select Providers.
2. Search for a Location that appeared in the pending verification list. Click on the location.
3. Click 'Account Verified'.


Tip: A financial representative(s) from the Primary/Billing Location will need to contact a Financial Admin to verify the deposits. This representative(s) will need to read aloud the amount displayed in the Account Verification Status field.

Tip: Once the account has been verified, the Location will no longer appear in the EFT Checkup report. Any invoices that were processed while the account was still awaiting verification will be paid on the next payment cycle.

5.3 Invoice Management for Financial Admin

If the payment decision for an invoice was set to 'First level payment approval completed', then the invoice will move to the In Process tab. From here, only Financial Admin can take action on the invoice.

1. Invoice Count will show the total number of invoices In Process.
2. Total Amount will show the total amount of invoices In Process.
3. Submit for Payment Amount will show the total of selected invoices.

bhdsstar Quality (QA) INVOICES  Logged in as: Spencer Williams

Program: All Project: All Site: All Payor: All Fiscal Year: All Status: Pending Payment Fund: All Invoice Number:

AWAITING ACTION (4) IN REVIEW (11) ADMINISTRATIVE HOLD (0) **IN PROCESS (1)**

INVOICE COUNT: 1 TOTAL AMOUNT: \$100.00 SUBMIT FOR PAYMENT AMOUNT: \$0.00 [Submit For Payment](#)


Search:

Program	Project	Invoice Details	Invoice	Fund	Fiscal Year	Payor	Activity Dates	Amount	Last Action Taken	Financial Total
CCBHC	CCBHC	Screenshot Provider Site 1 Cindy Romero	STAR-BHS 002 229	B200 - Federal	FY 17	FCT	May, 2017	\$100.00 on 06/16/2017	Spencer Williams 06/16/2017	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

Tip: Only Financial Admin will be able to see the In Process tab. This tab can be viewed from the Invoice screen with Status = 'Pending Payment'.

4. On this tab, invoices can be processed in bulk by selecting the boxes in the Financial Total column. For each invoice selected, the "Submit for Payment Amount" will increase. When the desired invoices are selected for bulk payment, click the Submit for Payment button.

bhdsstar Quality (QA) INVOICES  Logged in as: Spencer Williams

Program: All Project: All Site: All Payor: All Fiscal Year: All Status: Pending Payment Fund: All Invoice Number:

AWAITING ACTION (1) IN REVIEW (11) ADMINISTRATIVE HOLD (0) **IN PROCESS (4)**

INVOICE COUNT: 4 TOTAL AMOUNT: \$100,650.00 SUBMIT FOR PAYMENT AMOUNT: \$350 [Submit For Payment](#)

Search:

Program	Project	Invoice Details	Invoice	Fund	Fiscal Year	Payor	Activity Dates	Amount	Last Action Taken	Financial Total
HHRHI	HHRHI		STAR-BHS 002 108	BE60 - Federal	FY 17	CHNM - Payor	Jan, 2017	\$100,200.00 on 01/04/2017	Spencer Williams 06/25/2017	
HHRHI	HHRHI		STAR-BHS 002 169	BE60 - Federal	FY 17	CHNM - Payor	Apr, 2017	\$100.00 on 05/15/2017	Spencer Williams 06/25/2017	
CCBHC	CCBHC		STAR-BHS 002 229	B200 - Federal	FY 17	FCT	May, 2017	\$100.00 on 06/16/2017	Spencer Williams 06/25/2017	<input checked="" type="checkbox"/>
CCBHC	CCBHC		STAR-BHS 002 231	B200 - Federal	FY 17	FCT	May, 2017	\$250.00 on 06/21/2017	Spencer Williams 06/25/2017	<input checked="" type="checkbox"/>

Showing 1 to 4 of 4 entries

Tip: Only invoices billed against the Falling Colors Payor Agency can be selected for bulk payment. The box that appears in the Financial Total column will not appear for non-Falling Colors invoices.

Tip: The In Process tab allows for bulk payment, however, Financial Admin still have the ability to click the Invoice Details link and make all other payment decisions (approved, denied, provider corrections required, etc) individually.

5. On the Invoice screen, click 'Invoice History' from the Status drop-down list.
6. Click the Processed tab to see all invoices that Financial Admin have bulk-selected and authorized payment.

Tip: Only Financial Admin will be able to see Processed tab. This tab can be viewed from the Invoice screen with Status = 'Invoice History'. Invoices that appear on the Processed tab are treated like those in the Paid or Denied tabs, that is, no further action can be taken on these invoices.



7. Click the Paid tab to see all paid invoices.

Tip: The Paid tab will show all paid invoices, regardless of Payor Agency. If Financial Admin have selected an invoice(s) and clicked 'Submit for Payment', it will moved to the Processed tab before moving to the Paid tab. If the Primary/Billing Location account has not been verified, then the invoice will remain in the Processed tab until verification occurs. Processed invoices for sites with verified accounts will move to the Paid tab on the next payment cycle.

6. Reports

6.1 To Run Reports:

From the Home screen:

1. Click Run Report drop-down and click report.
2. Click Date From calendar and click date.
3. Click Date To calendar and click date.
4. Click any other search criteria fields and click entry.
5. Click Run Report.
6. Report details are displayed.
7. Click  to navigate to additional pages of the report.
8. Click  to print/save the report in excel, word, or pdf.

Tip: To change the search criteria re-click the dates and re-click run report.

7. Questions

For any questions email to support@bhsdstar.org.