

NWF Health Network Policy & Procedure

Series:	1300: Financial Management	
Policy Name:	Processing of Payments for Purchase of Service Requests	
Policy Number:	1342	
Origination Date:	04.25.2023	Revised: Board Meeting of 06/20/2019

Policy

It is the policy of NWF Health Network, Inc. (NWFHN), to utilize and maximize all funding sources in order to maintain children in their home or in the home of an unlicensed relative.

Procedure

A. Payment Process

1. The Accounting Department will issue payment directly in the name of the vendor for approved non-network provider requests. (See *NWFHN OP 700-717, Network Provider Invoicing*, and *700-717 x 1, Exhibit B – Referral and Invoicing Procedure*).
2. For non-emergency non-network provider purchase of service requests the payment will be available no later than thirty (30) days following receipt of valid invoice and appropriate supporting documentation.
3. In emergency situations, the requestor is encouraged to utilize the requestor's P-card for purchases. The requestor should then submit a request to NWFHN as a non-emergency non-network provider purchase of service request for processing the payment within thirty (30) days.
4. Once the payment is processed, the Accounting Department will send payment directly to the vendor(s) or to the requestor who will deliver to the vendor(s), based on vendor request.
5. Requests for reimbursement received before the 10th of the month following service will be processed in the order in which they are received.
6. Requestors submitting incomplete supporting documentation for payment will be notified within five (5) business days of receipt of incomplete information. Requestor will have an additional five (5) business days to re-submit the requested supporting documentation for payment.
7. Requests for reimbursement received after the 10th of the month following service will be considered late.
8. All invoices from providers must include the client's name, the pre-approved POS number assigned in CoBRIS, the date of service, the start time of service, the date report completed (for evaluations and assessments only), and a brief synopsis of the service.

B. Tracking

1. **Automated Method.** Once the Purchase of Services Request (POS) is entered into CoBRIS, tracking begins. The official time stamp on the POS is the time at which the Accounting Department approves the POS and all backup documentation is received in order to process sufficient payment.
2. **Manual Method.** Once received by the Accounting Department, specifically, the designated Accountant or the Behavior Health Coordinator, will contact the appropriate CMO before authorizing funds if request is over yearly agreed upon limit or the POS does not explain the need

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of the specific request. Otherwise, designated Accountant or Behavior Health Specialist will approve the request and the Accountant will assign a manual POS number and forward the approved manual POS stating the manual POS number for their records so that they are aware to start services in the case that the approval is for behavioral health issues, or that the request has been approved.