

# 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

Inyene Ekah  
Administrative Manager  
Office: 612-348-3363  
[inyene.ekah@hennepin.us](mailto:inyene.ekah@hennepin.us)

### Financial Analysis and Accounting

Nancy Menssen  
Accounts Payable Supervisor  
Office: 612-348-8646  
[nancy.menssen@hennepin.us](mailto:nancy.menssen@hennepin.us)

### Hennepin County

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

## Website

[hennepin.us/hhspartners](https://hennepin.us/hhspartners)

June 2023



- 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](http://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.

## Enroll in direct deposit

Hennepin County offers electronic Automated Clearing House (ACH) payments to vendors. The ACH payment method allows Hennepin County to deposit payments directly into a vendor's bank account, eliminating the need for paper checks. There is no charge for enrolling to receive direct deposit ACH payments.

- [To enroll in the direct deposit program, complete the online form.](#) **Note:** The form is titled "Foster care provider direct deposit enrollment," but is the correct form for enrollment.
- When you enroll in direct deposit, a general remittance notification will be sent to you via email when payment is made.
- When you enroll in direct deposit, you will view remittance advice online. Please visit the [Remittance Advice web page](#) each month to view and download remittance advice.

