NORTHERN NEVADA ADULT MENTAL HEALTH
POLICY AND PRODEDURE

SUBJECT: RESIDENTIAL SERVICES BILLING

NUMBER: NN-FM-16

ORIGINAL DATE: 11/09

REVIEW/REVISE DATE: 5/07/10; 5/17/12

APPROVAL: Cody L. Phinney, MPH, Agency Director

I. PURPOSE

To establish standard billing procedures for residential support providers contracted with the State, to implement supported living services to Northern Nevada Adult Mental Health Services (NNAMHS) consumers.

II. POLICY

NNAMHS will have uniform billing procedures and practices for all residential support providers.

III. REFERENCES

a. NRS 435:3305-336 –"Supported Living Arrangement Services"
b. MHDS Policy SP 2.5 - Mental Health Residential Services
c. NAC 284.754-Contracts with State
d. NAC 284.758-Use of privileged information
e. NAC 435.565 Written contract for provision of services
f. NAC 435. 695-Maintenance of records

IV. PROCEDURES

BILLING OF SUPPORT SERVICES

a. Bills should be completed monthly by providers and submitted to the NNAMHS service coordination office not later than the 15th of the month following the month of service. Exceptions to this may be allowed on a case-by-case basis, in advance only through approval by the Residential Services Program Manager, the Director of Community Services, ASO III, or the Agency Director for NNAMHS. In no case may a bill exceed 30 days. If bills are not received by the NNAMHS deadline, payment may be denied. Once bills have been submitted, they become the property of NNAMHS and will not be returned.
b. Service billing should be itemized. NNAMHS does not pay more than the contract allows. If the bill is less than the contracted amount, the lesser amount will be paid.
c. All bills should include the following information listed on them:
    i. NNAMHS agency name;
    ii. Name and address of the person receiving services;
    iii. Month and year of service;
    iv. Provider's name, address, phone number, and tax ID number;
    v. Signature of the provider.
d. Bills must have the following documentation:
    i. Supported Living Arrangement / Shelter Plus Care (SLA/SPC) service logs for direct, support, and overnight services, and must include the exact dates and times services were provided, including short description of the services provided. The logs may be handwritten, but must be legible, and they must be originals with original

signatures/initials. White out is not accepted, if there is an error please cross out with a single line, make change(s) and both consumer and trainer providing services must initial.

ii. Logs must be initialed by the consumer and the trainer providing the service at the time the service(s) are performed. If signatures/initials appear to have been written on the billing log at one time, rather than written at the time each service was performed, payment will not be made for the services in question. If the consumer regularly refuses to initial the billing log when a service is completed, a letter must be included with the monthly billing packet stating this and must get the service coordinators approval before it will be accepted.

iii. If a consumer's personal money is kept in a group trust or bank account, evidence of the account balances justified against individual ledgers must be available upon request to the NNAMHS agency staff.

iv. If the provider is the authorized representative for the consumer's medical redeterminations and/or Food Stamp recertification(s), each must be completed in a timely manner. If benefits are terminated or delayed due to the provider failing to complete and submit the recertification(s) in a timely manner, payment for services may be held by the agency until benefits are reinstated. In the event Medicaid fee-for-services coverage is also terminated for those consumers covered, it will be the responsibility of the provider to assume responsibility for any lost coverage for training (see sec. E below).

v. Only original rent/mortgage and utility/phone bill receipts will be accepted. Copies will not be accepted except when there

is more than one consumer in a home, and the bills are being split by more than one consumer. However, originals must be submitted for one of the consumers in the home, with copies made for the others. The rent/mortgage receipts must verify the actual name and address of the provider. Utility and phone bills/receipts must be for the address where the consumer is living.

e. Effective May 31, 2011, any NNAMHS consumers with fee-for-services Medicaid will no longer have any Basic Skills Training (BST) or Psychosocial Rehabilitation Training (PSR) hours reimbursed by NNAMHS; providers will have to make arrangements directly with Medicaid to provide and bill for these services.

f. All provider bills are to be submitted to the Service Coordination Administrative Assistant to be logged in to the tracking system and sent to the appropriate Service Coordinator. Once reviewed the Service Coordinator will return the entire packet to the Service Coordination Administrative Assistant for routing to the Business Office. The entire process must be completed in five (5) business days. In the absence of the Service Coordinator the Team Leader will be responsible for completing this process.

    i. The Service Coordination Administrative Assistant will then log the date received and forward to the Business Office Administrative Assistant. Then it will be logged and sent to the Business Office for review. The bills will be checked for any billing errors, missing documents, support and training hours, duplicate billing, etc. Providers are not allowed to submit any missing documentation after the original bills have been submitted, due to potential fraud, unless missing

documents are rent receipts, utility bills, or receipts for disbursements of personal monies and food.

g. Payment to the providers will be made within 30 business days from the date the bill was received by the business office.
    i. Payments may be delayed if there is missing documentation, such as supporting letters, missing food receipts or personal disbursements. In these cases payment can be held until documents are submitted.
        a. Providers are notified via a copy of their SLA Billing Form, with the final approved payment amount, placed in their agency folder. It is the Provider's responsibility to check their folders located in the Service Coordination office for any notifications that may affect payment.

h. The Business Office requires a three-month notification in writing when a provider is changing locations and/or changing the name of their business. The notification must include the provider name (existing and new name if applicable), address (if new location), new monthly rent/mortgage payment, estimated monthly utility rate (provided by the utility company), and the effective date of the change(s). Upon receiving the notification for location changes, an Environmental Review of Health and Safety Assurances (ERHSA) must be completed for the new location before final approval is given, or before any NNAMHS clients can reside in the new location. The ERHSA will be done by the Residential Services Program Manager, the Residential Services Program Coordinator, or designee, to ensure the property meets ERHSA standards. NNAMHS reserves the right to reject the move to a new location upon review of all documentation provided, including the completed inspection report.

i. If approved NNAMHS must have a copy of the fully signed lease/rent agreement from the leasing/rental company in our office, prior to move-in, or a copy of current mortgage statements.
ii. To protect consumers from foreclosures, providers must submit current mortgage statements (regardless of ownership status) at the time of the new move request and annually for proof that mortgages are current.

i. Agencies must agree to the following:
    i. The passage of Senate Bill 81 requires that all vendors, including employees receiving reimbursements in the State of Nevada, must be paid by electronic funds transfer (EFT), unless that form of payment creates an undue hardship for the payee, or if the payee does not have a bank account, in which case payment may be made by paper check.
    ii. Vendors must now submit the State's Vendor Registration Form (revised 7/11) and required back up documentation to register as a vendor instead of the IRS W-9, which is no longer being accepted. Additional information obtained on the State's form is necessary for adequate maintenance of the State's vendor files. The form is found at: http://www.controller.nv.gov/VendorServices/Forms/KTLVEN-01_Registration_Substitute_IRS_Form-W-9.pdf.
    iii. If you have any questions, please contact the financial Help Desk at (775) 684-5654 or Vendor Services at (702) 486-3895.

Copies of noted references will be provided upon request, or can be viewed from related websites