

Effective Date: 4/29/2025

Review Date: 4/29/2025

Revised Date:

## **North Sound Behavioral Health Administrative Services Organization, LLC**

Section 3000 - Fiscal: Provider Invoicing and Services Submission

Authorizing Source: HCA Contract

Approved by: Executive Director    Date: 4/29/2025    Signature:

### **POLICY #3046.00**

#### **SUBJECT: PROVIDER INVOICING AND SERVICES SUBMISSION**

#### **PURPOSE**

To clarify North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) provider invoicing requirements and fee for service submission guidelines.

#### **Provider Invoices**

##### **POLICY**

To ensure accurate and timely North Sound BH-ASO financial reporting capability and prompt payments to all contracted providers.

##### **PROCEDURE**

1. All contracted provider invoices must be submitted within 15 days of the month of service.
2. Federal Block Grant payments cannot cross grant periods, services occurring within the grant period must be invoiced by the end of the grant period, invoices received 30 days after the grant period end date will be denied.
3. Provider supplemental invoices must be submitted no later than one month beyond the original invoice due date (i.e., Service month September, invoice due date October 15<sup>th</sup>, supplemental invoice due date November 15<sup>th</sup>). Federal Block Grant supplemental invoices received 30 days after the grant period end date will be denied.
4. For payment the following exceptions may include but are not limited to:
  - a. Provider has demonstrated workforce shortages contributing to late invoicing.
  - b. Provider has demonstrated their subcontractor's inability to invoice in a timely manner, resulting in Provider's late invoicing.
  - c. Rare circumstances outside of the provider's control, such as a catastrophic event.

#### **Fee for Service Encounters**

##### **POLICY**

To clarify North Sound BH-ASO submission of services for payment procedures.

##### **PROCEDURE**

1. North Sound BH-ASO will process contracted providers submissions of services, if a service is determined to be outside of the 365-day timeframe (service date for 837p, and discharge date for 837i) the services will not be paid. See attached Late Claims Process Guide below.
2. Providers will receive back up documentation for non-paid services and can contact the North Sound BH-ASO Fiscal department at [Fiscal@nsbhaso.org](mailto:Fiscal@nsbhaso.org) with questions.

3. For payment the following exceptions may include but are not limited to:
  - a. Provider has documented evidence of pursuing in good faith a third-party payer or any other payer in which the client was not eligible for or had no active benefit/coverage for the services requested.
  - b. Provider has documented evidence that the person's Medicaid, Medicare, or private insurance benefit coverage was inaccurate at the time of initiating the services.
  - c. Provider has documented evidence that at the time of initiating services the individual's last primary residence was outside the North Sound BH-ASO Regional Service Area (RSA) and provider pursued authorization from another ASO. However, upon further review or information, the individual's residence was confirmed to be North Sound BH-ASO RSA.

**Monitoring**

This policy is monitored by the North Sound BH-ASO utilizing:

1. The North Sound BH-ASO Provider Administrative review.

**ATTACHMENTS**

None