

Domestic Violence Housing & Support Services

DVSS Contract Invoice Payment & Review Process (11/20/18)

A. SENDING INVOICE

Contractor sends soft copy of invoice to OWH via email (OWHinvoice@ph.lacounty.gov) by the 15th of each month following the month billed.

B. CLIENT ELIGIBILITY VERIFICATION

- (1) OWH verifies client eligibility by cross referencing a DPSS list of referred participants against contractors' billed participants on invoice. All participants not on the DPSS list are verified via LRS system;
- (2) For participants not found in the LRS system, OWH will request documents from contractors; and
- (3) OWH will perform 10% sample review of supplemental documentation* during invoice processing.

C. INVOICE/REPORTING DISCREPANCIES & SUPPORTING DOCUMENTATION

- (1) OWH will contact Contractor for additional information and/or corrections within 3 business days upon receipt of invoice.
- (2) OWH will work with contractor to obtain additional supporting documentation as necessary, giving contractor 2 business days to submit.

D. PROCESSING

- (1) For invoices with unresolved discrepancies resulting in disallowances, OWH issues memo to Contractor noting amount disallowed and requests revised invoice, less disallowances. **Payment is provided within 30 days of received invoice.**
- (2) Invoices without discrepancies will be further processed without a formal memo to contractors.

E. AUTHORIZATION & ISSUANCE OF PAYMENT

- (1) OWH authorizes payment and sends approved invoice to DPH Finance (DPHF)
- (2) DPHF issues payment to contractor via eCAPs within 7 business days of receiving approved invoice

F. PROGRAMMATIC ON-SITE MONITORING

OWH staff will conduct **Billing Reviews** during site visits.

OWH will:

- (1) Randomly pull 3 months of contractor invoices during monitoring period;
- (2) Randomly select 10% of clients billed from each pulled invoice; and
- (3) Review client chart documentation against dates/services billed to ensure billing accuracy for randomly pulled clients.

For each instance where there are inconsistencies that the contractor cannot provide sufficient documentation, OWH will consider those costs "disallowed" and request repayment in the monitoring report. Severe, or **Red Flag** instances (**Possible Fraud**) would require notification to the **DPH Compliance Management Division** for a more in-depth review.

* OWH will request supplemental documentation as needed for specific cases, after invoices are submitted.

DPH will conduct invoice and monitoring reviews in accordance with the OMB 2 CFR part 200, subpart F, and the State of California DSS Manual of Policies and Procedures.