



Date: December 30, 2008
To: All Providers for Supported Living Services (SLS) and
Children's Extensive Support (CES)
From: Developmental Pathways Supported Living Services Department

Invoice Submission Requirements:

As of September 1, 2008, Developmental Pathways started requiring all invoices for SLS and CES services to be sent directly to the Finance Division. Our goal is to pay providers in a timely manner for services identified on client's Individual Service Plans. This is possible only with full cooperation from providers.

Monthly billing requirements remain the same for Independent Contractors, Therapists, and PASA's. Invoices are due on the third business day of each month, for the prior month of services.

In order to be paid, SLS and CES invoices will be accepted only if they are received in one of the following four ways:

(Provider Notes or Reports must be submitted separately, please see page two)

1. **Email**
(Preferred method) sls-cesinvoicing@developmentalpathways.org
Mark invoices – Attn: SLS-CES Invoicing
Save your sent message as proof of sending.
If notes/reports are included, the invoice will not be paid.
2. **FAX**
303-858-2244
Mark invoices – Attn: SLS-CES Invoicing
Save your FAX ok report as proof of sending.
If notes/reports are included, the invoice will not be paid.
3. **US Postal Service**
Developmental Pathways
Attn: SLS-CES Invoicing
325 Inverness Drive South
Englewood, CO 80112
If notes/reports are included, the invoice will not be paid.
4. **Drop Off During Business Hours**
Invoices may be dropped off during business hours between 8:00am and 6:00PM, M – Th, at the Inverness office location.
Mark invoices – Attn: SLS-CES Invoicing
Put into the box marked INVOICES.
If invoices are placed in the PROVIDER NOTES box they will not be paid.
If notes/reports are included, the invoice will be paid.

Invoices sent to the Resource Coordinator or other Developmental Pathways fax numbers will not be processed for payment. Invoices must be sent correctly.

Due to the volume of invoices we process, we will not provide confirmation of receipt. You will not receive a FAX, email, or phone message, etc. to tell you that your invoices have been received. Please do not request this service. Messages and emails requesting confirmation will be ignored. Problems with sending invoices may be voiced on the **SLS-CES HOTLINE: 303-858-2125**. Confirmation requests on that line will be ignored.

INVOICE CONTENT REQUIREMENTS:

1. **Business Name, address, and phone number.** Fax number or email address are appreciated.
2. **Invoice Number.** Invoice numbers can never be reused even for a different client from the same provider. Numbers alone or numbers with alpha letters are acceptable.
2. **Complete, legal client name, correctly spelled.** Clearly indicate the client receiving services. No nicknames may be used; for example, don't use Sue for Susan or Rick for Richard or use middle names.
3. **Date(s) of Service(s).** No balance forwarding. Show exact dates of service, do not just state the entire month with no specific dates.
4. **Correct Billing Code for each Service.** The code on the invoice will be the same as approved on the Service Needs Worksheet. If the services code is not on that worksheet, then contact the Resource Coordinator for the code or unit clarification. For vendors providing Dental, Vision, Assistive Tech., or Construction, this code is not required.
5. **Units and Rates.** These are also shown on the Service Needs Worksheet.
6. **Total Units.** The total units for each billing code must be on the invoice.
7. **Total Dollars.** The dollar amount for each code must be on the invoice, as well as, the total dollars for the entire invoice.
8. **Accurate Math Calculations.**
9. **Current Billing Form.** *For Independent Contractors only.* Only change columns or codes when necessary. Only use unit number in cells for each day. Do not use zeros.
10. **Parent/Guardian and Provider Signature.** *For Independent Contractors only.*

Invoices received without the above, required information and accuracy must be corrected by the provider and re-submitted for payment. ***If your invoice has not been paid after 30 days of submitting a correct invoice***, then phone to leave a message at the **SLS-CES HOTLINE: 303-858-2125**. Developmental Pathways is committed to processing all payments within 30 days of receiving a correct invoice.

Invoices submitted for services or providers that are not identified on the client's service plan, or that require a billing code not on the plan, will be addressed by the client's team as quickly as possible. Once these issues have been resolved, the Finance Department will work diligently to expedite payment to you. Providers need to make certain all services are pre-approved before the service is given. Communicate with the Resource Coordinator to complete a Service Needs Worksheet contract or by submitting a treatment plan (Dental, Vision).

(continued below . . .)

Provider Notes or Daily Report Requirements:

Provider notes, daily updates, quarterly updates, or other progress reports must be sent to a separate address from where invoices are submitted. Provider notes accepted only in the following ways:

(Invoices must be submitted separately, please see page one.)

1. **Email**
(Preferred method)
sls-cesprovidernotes@developmentalpathways.org
Mark invoices – Attn: SLS-CES Provider Notes
Save your sent message as proof of sending.
Invoices included will be ignored.
2. **FAX**
303-858-2084
Mark invoices – Attn: SLS-CES Provider Notes
Save your FAX ok report as proof of sending.
Faxes only need one cover sheet for all included notes.
Invoices included will be ignored.
3. **US Postal Service**
Developmental Pathways
Attn: SLS-CES Provider Notes
325 Inverness Drive South
Englewood, CO 80112
Invoices included will be ignored.
4. **Drop Off During Business Hours**
Invoices may be dropped off during business hours between 8:00am and 6:00PM, M – Th, at the Inverness office location.
Mark invoices – Attn: SLS-CES Provider Notes
Put into the box marked PROVIDER NOTES.
Do not put notes into the INVOICES box.
Invoices included will be ignored.

Please be aware that billing processes and requirements change. We will inform providers as soon as possible regarding any changes or new requirements.

Thank you for your time and cooperation. Your attention to the invoice and provider notes submission requirements allows Developmental Pathways, Inc. to efficiently provide payment to you the provider. In turn this increases the accuracy and timeliness of Medicaid billing and reimbursement to Developmental Pathways, Inc., ensuring that public funds are allocated appropriately per each client's identified needs.