FAQ’s – these are all questions received from our provide community. Sometimes we’ve been asked and have answered these questions multiple times.

**What is an invoice?** *In general terms, an invoice is a list of goods sent or services provided, with a statement of the sum due. Invoices are legally enforceable documents that are necessary for us to reimburse for out-of-pocket expenses as well as services provided. A sample invoice has been provided as an example on the Invoice Submission page of our website.*

**When do I toggle the Notice of Adjustment button when I submit my billings?** *Only when a submission has been previously paid, and this is additional information being provided to pay anything cut on that original submission. If the Notice of Adjustment button is toggled and the billing has not been paid against, it will be rejected.*

**Can I submit multiple PAE’s under one submission through the online portal?** *No, each PAE is treated as its own separate billing submission and is tracked through the entire payables system using that PAE for reference. It’s considered a 1:1 package, one PAE – one invoice.*

**Do I bill all of my cases separately for the same client?** *No, submit through the online portal using the case with the highest charge (case type). If there are two cases with the same case type severity, pick the case number that is the oldest. Please be sure to also reference each case number on the invoice. The only time cases should be submitted separately for the same client is if the hourly rates differ between cases.*

**How do I reach someone if I need phone assistance?** *Accounts Payable has a direct line phone number, (503) 378-3349. This can be found on our website under Provider/Provider Home as well as under Provider/Invoice Submission. Please leave us a phone message, along with your contact information and we will respond to these in the order they were received.*

**Why do you need proof of payment and what can I submit as proof?** *Reimbursement is defined as the action of repaying a person who has spent or lost money. For this repayment to happen, we need valid documentation that the original payment was made.*

*Valid proof of payment can be a receipt from the vendor, showing the transaction was paid in full; a copy of the front and back of the cashed check; or a copy of the bank/credit card statement showing the transaction.*

**How do I change or amend a billing submission through the online portal?** *Please email the AP mailbox and provide us the AP number assigned by Nintex for your submission, a brief explanation of the situation and attach whatever documentation you’d like us to add or change.*

*The same applies to a submission that you would like us to completely discard. Just email the AP mailbox and include the AP# and we will terminate it on your behalf.*

**How do I keep my place in the queue if it has been several days since my original submission, but my billing was rejected once going through the pre-audit process?** *Please email the AP mailbox and ask that your place in the queue be saved, be sure to resubmit it through the billing portal in a timely manner and let us know this has been done. We will verify it for accuracy and advise if anything additional is needed.*

**How do I bill my time hourly; do I round up or down?** *Please provide the full dates of services itemized by day, in tenths or hundredths of an hour*

**What If there are services not showing approved or listed on my PAE, or other discrepancies like a rate I don’t agree with?** *Please contact the attorney and have them reach out to the PAE team if you notice something that doesn’t seem correct on your PAE to get clarification. Ideally, this should be done prior to any work being performed against it or submitting for payment. If it isn’t on the PAE you have, it isn’t approved. For any questions on a PAE, please email that team at* [*CSS@opds.state.or.us*](mailto:CSS@opds.state.or.us)*. The Accounts Payable team does not have the authority to amend PAE’s.*

**I had to pay out of pocket for records but need that money reimbursed before I’m going to be able to bill for my services, are there any options to have those paid before I’m ready to bill?** *Yes, there is now! We now have a Routine Record Reimbursement Form that is available on our website. You can bill for this as soon as your total record reimbursement gets to $100 or more. There are notes and information on the form itself, but to summarize here:*

* Submit as an invoice type of Routine. ***Please do not submit as pre-auth and enter your PAE number or you won’t be able to bill against that PAE again, it will be closed out in the Nintex system.***
* Policy is still in place of requiring a PAE if the individual record is $300 for all case types except murder, and $500 per individual record for any level of murder.
* Any provider that obtains records in their course of work can use this routine record reimbursement, it does not need to be a PAE provider, attorneys can use this too.
* When submitting, be sure to include receipts or proof of payment, along with the Routine Record Reimbursement form.
* Reimbursements will be processed in the order received and go into the normal payment queue.

**I have a PAE for travel and lodging, but the hotel I’m staying at has no government rooms left so I will be paying a higher rate for my room than is approved, can I do anything about that, so I’m reimbursed in full for my lodging?** Yes! Please have the hotel representative provide you with a statement or even have them document on your receipt that there were no government rooms available, and you received the best rate for your room. This would not cover a suite or any room that is above what would be needed for a traditional night(s) of lodging being paid at state expense.