COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC HEALTH SUBSTANCE ABUSE PREVENTION AND CONTROL

Provider Invoice Automation System Training Manual

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ACKNOWLEDGMENTS

We would like to acknowledge the SAPC Provider Invoice Automation Planning team and SAPC IT for all their hard work assisting with the development, recommendations, edits, and revisions of the Provider Invoice Automation System Training Manual.

PURPOSE

The Los Angeles County Department of Public Health Substance Abuse Prevention and Control's (SAPC) Provider Invoice Automation System Pilot is designed to automate the process of submitting and approving monthly provider invoices. Monthly invoice statements must be verified by SAPC Finance and SAPC Program Specialists prior to payment. The monthly invoices report monthly expenditures by each agency/contract. Claims must be paid or denied based on correct invoice statements and in line with any federal/local/SAPC restrictions and written contracts. Contracted agencies will only be reimbursed after their monthly invoices are submitted. These invoices are also relied on for auditing purposes.

The Provider Invoice Automation System is used to submit monthly expenditures monthly in an accurate manner. Once the invoice has been submitted by the provider, it allows SAPC to verify them in a timely manner.

SECTION 1: THE PROVIDER INVOICE AUTOMATION SYSTEM Accessing the Provider Invoice Automation System

To log into the system, Provider must go to the Community Information System (CIS):

Step: 1

Prior to accessing CIS, providers must have a C# assigned to them. If providers do not have a C#, they can access this <u>website</u>, fill out the form and submit it.

Step: 2

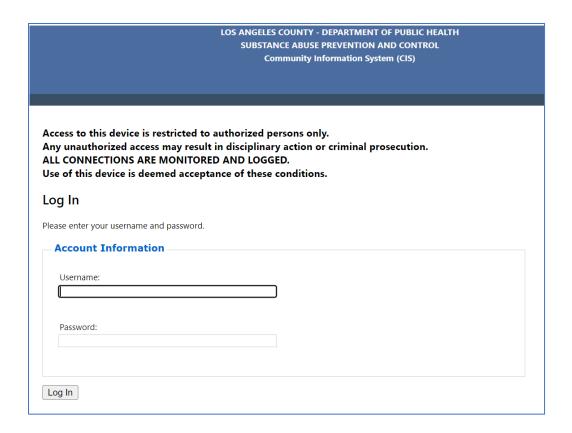
Providers need to have VPN access. The VPN registration form can be found <u>here.</u> Please fill out the sections 1-9, 29-32 and sign at the very end. All pages must be emailed to:

SAPC APP SUPPORT@ph.lacounty.gov

Step: 3

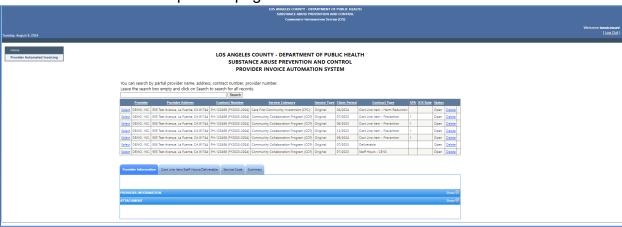
Providers need to fill out the application user registration form. The application user registration form can be found here. This form should be completed and signed. All pages must be emailed to:

SAPC APP SUPPORT@ph.lacounty.gov



Home Screen

The invoice home page will display as below once logged in. Previous invoices will be shown in a table at the top of the page.



The invoice home page will also contain the following tabs with fields under each:

A. Provider Information

- a. Provider Information
- b. Attachment

B. Cost Line Item/Staff Hours/Deliverable

- a. Personnel Salary/Staff Hour
- b. Benefit/Deliverable
- c. Service and Supplies
- d. Equipment Leases
- e. Facility Rent/Leases
- f. Administrative Overhead

C. Service Codes

a. Service Codes

D. **Summary**

- a. Add Approved Budget
- b. Section 1- Budgeted Line Item
- c. Section 2- Revenue
- d. Section 3- Net Amount Requested
- e. Invoice Status



SECTION 2: ADDING INVOICES

Adding a Provider

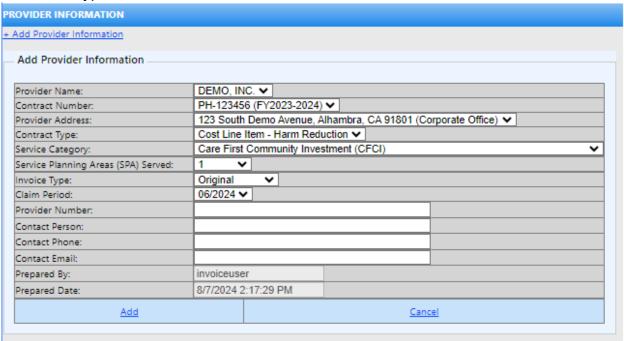
Click on the "Provider Information" tab. Once tab opens, click "+Add Provider Information"



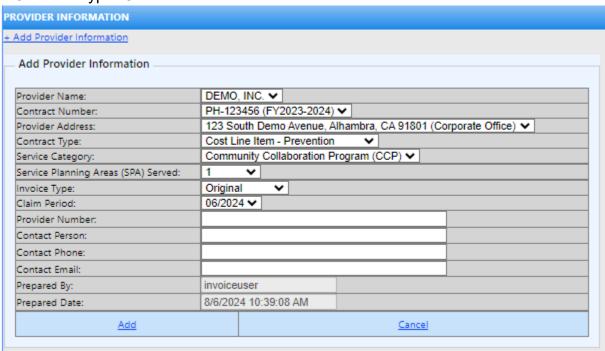
A form will open in the tab. Select the correct contract number, provider address, service planning areas served, supervisorial districts served, contract type, service category, invoice type and claim period. Enter the required fields of contact person, contact phone, contact email as well. For contract type, users may select from 5 options-Cost Line Item-Harm Reduction, Cost Line Item- Prevention, Deliverable, Staff Hours CENS, and Staff Hours SYTF. Providers may contact their program specialist if clarification is needed on selecting contract type. Dependent on the contract type, the

service category will change. The SPA Served and SUP Served fields will populate dependent on the contract type as well. The invoice type can be selected as Original or Supplemental. (Please note, if selecting Supplemental and no original invoice is found, a validation message will appear asking provider to create the original invoice first.) Once the Provider Information form is filled, click "Add".

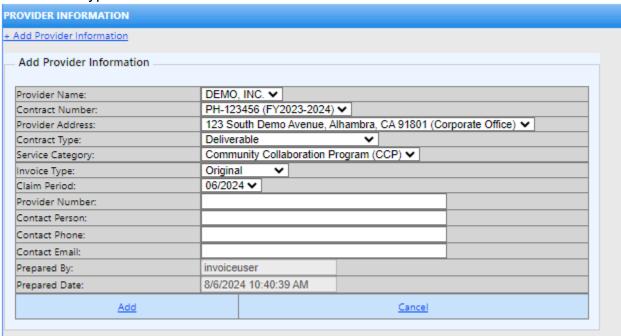
If Contract type: Cost Line Item- Harm Reduction is selected:



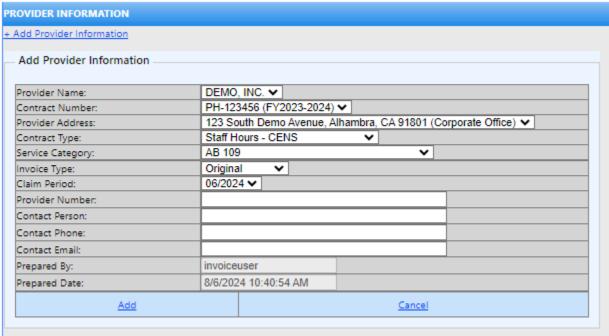
If Contract Type: Cost Line Item – Prevention is selected:



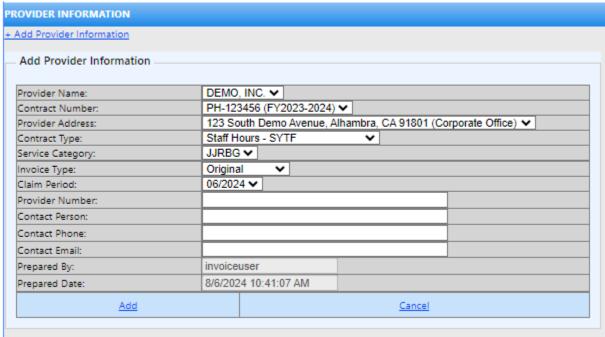
If Contract Type: Deliverables is selected:



If Contract Type: Staff Hours – CENS is selected:



If Contract Type: Staff Hours – SYTF is selected:



Click "OK" when a pop up will appears asking whether user wants to insert the record. Once added, the invoice will appear in the table at the top with the status of Open. (Please note: Any action will prompt a pop-up screen confirming whether the provider

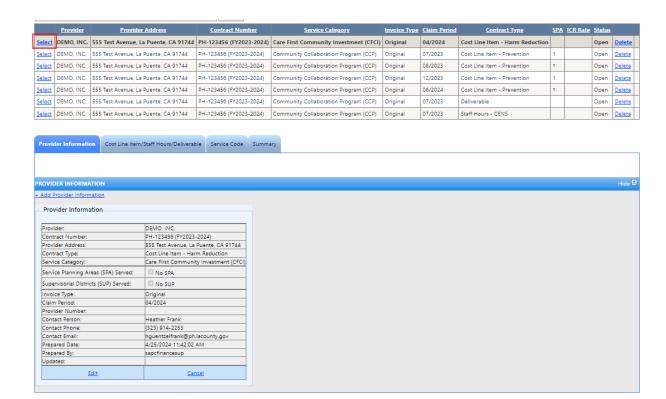
wants to complete the action or not – creating a new record, editing, and saving a record, or deleting records.)



If something is entered incorrectly or invoice needs to be deleted, it can be deleted by selecting the hyperlink on the right side of the record. The record may only be deleted when the status is "Open".

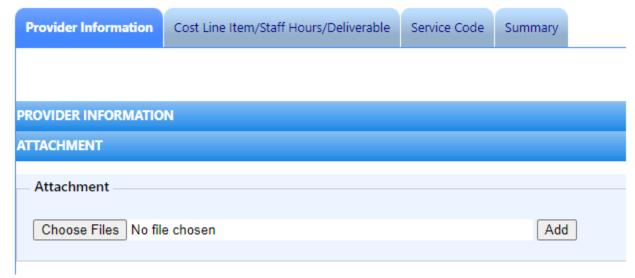


To enter monthly expenditures, click the "Select" hyperlink on the left side of the record. Verify that the record is bolded, and the provider information is populated in the tab below before moving on to enter invoice data.



Adding an Attachment

To attach attachments, click the "Attachment" tab below the "Provider Information" tab. Files may be chosen by clicking "Choose Files" and once selected, click "Add" to attach it to the invoice.



Adding Cost Line Item/Staff Hours/Deliverable

This section will explain how to fill out each section under the Cost Line Item/Staff Hours/Deliverable tab. To open each section, click the drop-down arrow next to the word "Show" on each tab.

Show **⊠**

This section will require different fields to be filled out depending on which "Contract Type" is selected under the provider information.

Please note: the system will carry over the previous months invoice data to the next month's invoice so that providers do not have to re-enter invoice information again for below forms.

- Personnel Salary
- Benefit
- Services & Supplies
- Equipment Leases
- Facility Rent
- Administration Overhead

Providers can make changes, add more information, and remove information if needed.

Personnel Salary/Staff Hours

The Personnel Salary/Staff Hours section will populate based off what is selected for Contract Type under Provider Information.

If Cost Line Item – Harm Reduction, Cost Line Item – Prevention, Staff Hours CENS & Staff Hours SYTF is selected, the Personnel Salary/Staff Hours section will be editable. If Deliverable is selected, this section will not be open to enter information.

Personnel Salary

To enter Personnel Salary, click the "+Add Personnel Salary/Staff Hours" hyperlink. This will open a table to enter personnel and staff information. Enter the required fields of first name, last name, budgeted position, FTE percent, and amount claimed. Select staff type and whether this is an allowable ICR expense. Once information has been entered, click the "Add" button at the bottom of the table. A pop up will appear asking whether provider wants to save record. Provider may click "OK" or "Cancel".

Please note: If the staff type is direct, 100% of the staff's amount is counted in the total Administrative Overhead amount.

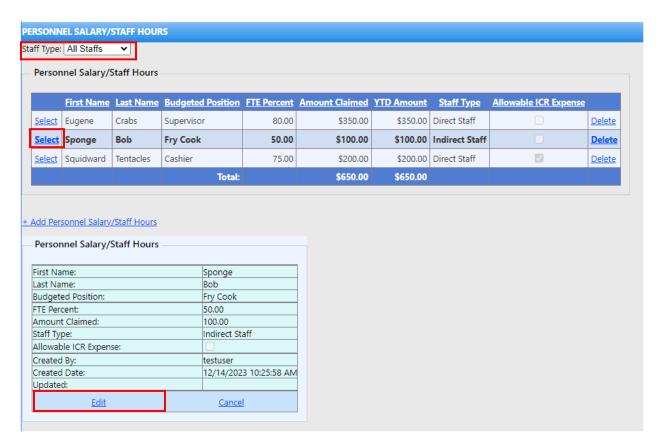
If the staff type is indirect, only 10% of the staff's amount is counted in the total Administrative Overhead amount.

If the allowable ICR expense is checked, the amount of that record is counted in the total Administrative Overhead amount (and based on the selection above as well). If not checked, the amount is not counted in the total Administrative Overhead amount.

PERSONNEL SALARY/STAFF HOURS		
Staff Type: All Staffs		
+ Add Personnel Salary/Staff Hours — Add Personnel Salary/Staff Hours		
First Name:	Sponge	
Last Name:	Bob	
Budgeted Position:	Fry Cook	
FTE Percent:	50	
Amount Claimed:	100	
Staff Type:	Indirect Staff ✓	
Allowable ICR Expense:		
Created By:	testuser	
Created Date:	12/14/2023 10:25:58 AM	
<u>Add</u>		Cancel
•		

If information does not need to be entered, provider may click "Cancel" at any time of editing the record. If more records need to be added, provider may click "+Add Personnel Salary/Salary Hours" again.

If a record has been added, but needs to be edited at any point, provider may click "Select" next to the record which will populate the record in a table below. In the table, clicking "Edit" will allow the provider to edit the already inputted record. Staff type may also be filtered based on all staff, indirect staff, and direct staff.

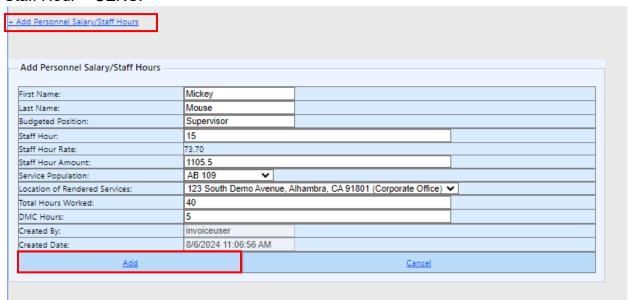


The provider may also delete a record by clicking the "Delete" hyperlink found on the right side of the table.

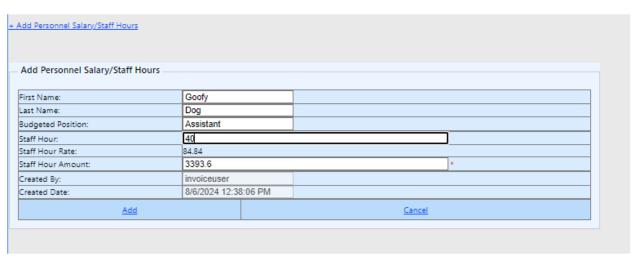
Staff Hours

To enter Staff Hours, Click "+Add Personnel Salary/Staff Hours". This will open a table to enter personnel and staff information. Depending on the contract type, Staff Hours-CENS or SYTF, certain fields will prepopulate and the staff hour rate will be set. Fill out the required information. The staff hour amount will be calculated once staff hour is entered. Once information has been entered, click the "Add" button at the bottom of the table.

Staff Hour - CENS:

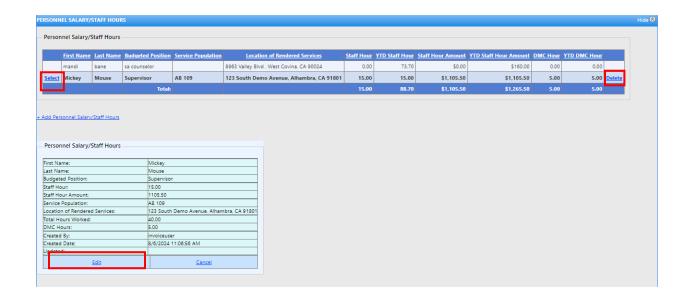


Staff Hour - SYTF:



If information does not need to be entered, provider may click "Cancel" at any time of editing the record. If more records need to be added, provider may click "+Add Personnel Salary/Salary Hours" again.

If a record has been added, but needs to be edited at any point, provider may click "Select" next to the record which will populate the record in a table below. In the table, clicking "Edit" will allow providers to edit the already inputted record. Providers may also delete a record by clicking the "Delete" hyperlink found on the right side of the table.



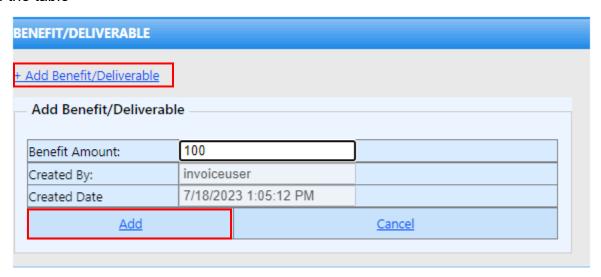
Benefit/Deliverable

The Benefit/Deliverable section will populate based off what is selected for Contract Type under Provider Information.

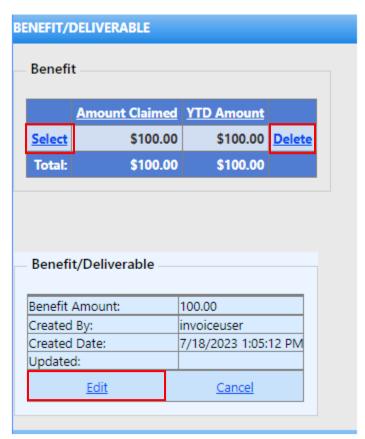
If Cost Line Item-Prevention & Harm Reduction and Deliverable is selected for contract type, the Benefit/Deliverable section will be editable.

Benefit

To enter Benefits, Click "+Add Benefit/Deliverable". This will open a table to enter benefits information. Enter the required fields of first name, last name, budgeted position, service population, location of rendered services, staff hour, staff hour and staff hour amount. Once information has been entered, click the "Add" button at the bottom of the table



Once the benefits record has been added, but needs to be edited at any point, provider may click "Select" next to the record which will populate the record in a table below. In the table, clicking "Edit" will allow providers to edit the already inputted record. Providers may also delete a record by clicking the "Delete" hyperlink found on the right side of the table.

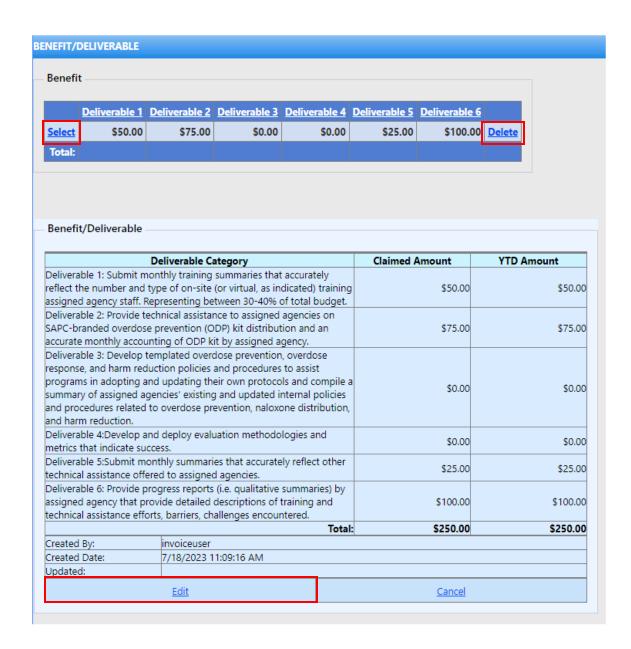


Deliverable

To enter Deliverables, Click "+Add Benefit/Deliverable". This will open a table to enter deliverable information. Enter the required fields of all six deliverables. The information must be entered numerically and if no information is needed to be input for a deliverable, enter "0". Once information has been entered, click the "Add" button at the bottom of the table. If information does not need to be entered, provider may click "Cancel" at any time of editing the record

+ Add Benefit/Deliverable			
— Add Benefit/Deliverable			
Deliverable 1: Submit month	nly training summaries th	nat accurately	
reflect the number and type			50
assigned agency staff. Repre			
Deliverable 2: Provide techni	ical assistance to assigne	ed agencies on	
SAPC-branded overdose pre	evention (ODP) kit distrib	ution and an	75
accurate monthly accounting	g of ODP kit by assigned	agency.	
Deliverable 3: Develop temp		•	
response, and harm reduction			
programs in adopting and u	pdating their own proto	cols and compile a	0
summary of assigned agenci			
and procedures related to over and harm reduction.	verdose prevention, naic	oxone distribution,	
Deliverable 4:Develop and de	eploy evaluation method	dologies and	0
metrics that indicate success	metrics that indicate success.		U
Deliverable 5:Submit monthl	ly summaries that accura	itely reflect other	25
technical assistance offered t	technical assistance offered to assigned agencies.		25
Deliverable 6: Provide progre	ess reports (i.e. qualitativ	e summaries) by	
assigned agency that provide			100
technical assistance efforts, b	barriers, challenges enco	untered.	
Created By:	nvoiceuser		
Created Date 7	7/18/2023 11:09:16 AM		
Add			Cancel

Once the deliverable record has been added, but needs to be edited at any point, provider may click "Select" next to the record which will populate the record in a table below. In the table, clicking "Edit" will allow providers to edit the already inputted record. Providers may also delete a record by clicking the "Delete" hyperlink found on the right side of the table.



Services and Supplies

The Services and Supplies field will only be editable if the contract type is Cost Line Item – Prevention and Cost Line Item – Harm Reduction.

To enter Services and Supplies, Click "+Add Services and Supplies". This will open a table to enter services and supplies information. Enter values for all the fields. The information must be entered numerically and if no information is needed to be input for a service and supplies, enter "0". Select the checkbox if it is an allowable ICR expense. Once information has been entered, click the "Add" button at the bottom of the table. If information does not need to be entered, provider may click "Cancel" at any time of editing the record.

Add Services and Supplies		
Add Services and Supplies Add Service and Supplies		
Services and Supplies	Claimed Amount	Allowable ICR Expense
Professional Services Evaluator:	15	
Professional Services Consultant:	10	
Program Supplies:	15	
Mileage Parking Conferences Travel:	0	
Equipment Repairs Maintenance:	15	
Utilities:	25	
Office Supplies:	90	
Events:	10	
Dues Memberships Licenses:	0	
Telephone:	0	
Other Services:	0	
Created By:	invoiceuser	
Created Date:	12/26/2023 11:20:51 AM	
<u>Add</u>	<u>Cancel</u>	

Once the services and supplies record has been added, a table will populate. In the table, clicking "Edit" will allow providers to edit the already inputted record. Providers

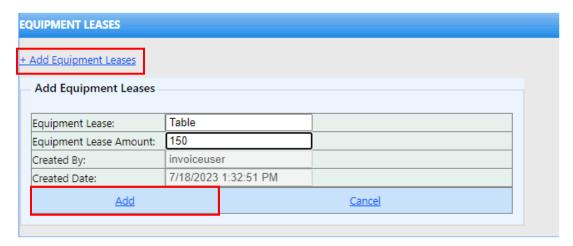
may also delete a record by clicking the "Delete" hyperlink found on the right side of the table.

Services and Supplies			
Services and Supplies	Claimed Amount	YTD Amount	Allowable ICR Expense
Professional Services Evaluator:	\$15.00	\$15.00	2
Professional Services Consultant:	\$10.00	\$10.00	
Program Supplies:	\$15.00	\$15.00	2
Mileage Parking ConferencesTravel:	\$0.00	\$0.00	
Equipment Repairs Maintenance:	\$15.00	\$15.00	2
Utilities:	\$25.00	\$25.00	V
Office Supplies:	\$90.00	\$90.00	
Events:	\$10.00	\$10.00	2
Dues Memberships Licenses:	\$0.00	\$0.00	
Telephone:	\$0.00	\$0.00	
Other Services:	\$0.00	\$0.00	
Total:	\$180.00	\$180.00	
Created By:	testuser		
Created Date:	12/14/2023 10:51:25 AM		
Updated:			
Edit		Delete	

Equipment Leases

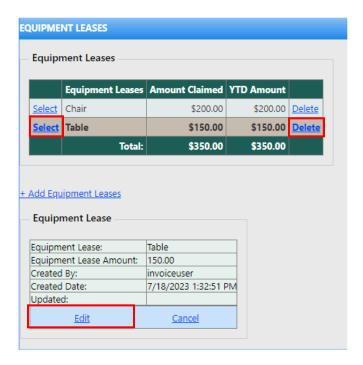
The Equipment Leases field will only be editable if the contract type is Cost Line Item – Prevention and Cost Line Item – Harm Reduction.

To enter Equipment Leases, Click "+Add Equipment Leases". This will open a table to enter equipment lease information. Enter the name of the equipment lease and equipment lease amount. Once information has been entered, click the "Add" button at the bottom of the table.



If information does not need to be entered, providers may click "Cancel" at any time of editing the record. If more records need to be added, providers may click "+Add Equipment Leases" again.

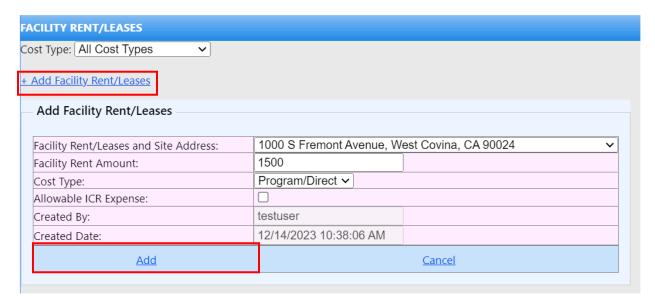
Once the equipment lease record has been added, but needs to be edited at any point, provider may click "Select" next to the record which will populate the record in a table below. In the table, clicking "Edit" will allow providers to edit the already inputted record. Providers may also delete a record by clicking the "Delete" hyperlink found on the right side of the table.



Facility Rent/Leases

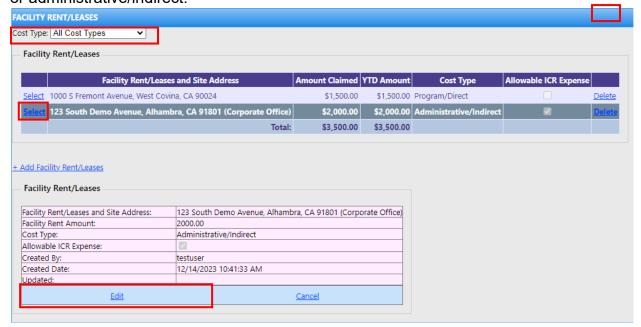
The Facility Rent/Leases field will only be editable if the contract type is Cost Line Item – Prevention and Cost Line Item – Harm Reduction.

To enter Facility Rent/Leases, Click "+Add Facility Rent/Leases". This will open a table to enter facility rent and lease information. Select the site address from the drop down and enter facility rent amount and whether this is an allowable ICR expense. The cost type will be prepopulated based on the site address selection. Once information has been entered, click the "Add" button at the bottom of the table.



If information does not need to be entered, providers may click "Cancel" at any time of editing the record. If more records need to be added, providers may click "+Add Facility Rent/Leases" again.

Once the facility rent/lease record has been added, but needs to be edited at any point, provider may click "Select" next to the record which will populate the record in a table below. In the table, clicking "Edit" will allow providers to edit the already inputted record. Providers may also delete a record by clicking the "Delete" hyperlink found on the right side of the table. Cost type can also be filtered based on all cost types, program/direct, or administrative/indirect.



Administrative Overhead

To enter Administrative Overhead, Click "+Add Administrative Overhead". This will open a table to enter administrative overhead information. For the FY 23-24 and prior, enter the name of the administrative overhead and the indirect cost rate. The indirect cost rate should not be above 100%, otherwise a validation message will appear. For FY 24-25, the ICR rate will be prepopulated by SAPC Finance and only administrative overhead needs to be entered. The Administrative Overhead Amount will be calculated once the first two fields are complete. Once information has been entered, click the "Add" button at the bottom of the table.

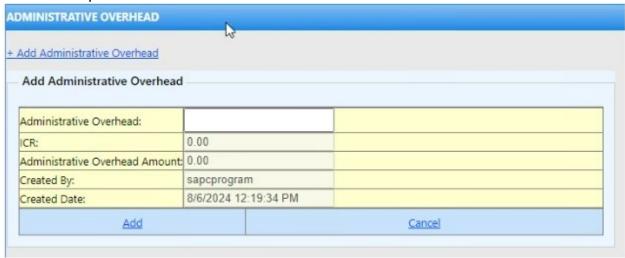
FY 23-24:

ADMINISTRATIVE OVERHEAD					
+ Add Administrative Overhead					
— Add Administrative Overhead					
Administrative Overhead:	Computer	Computer			
ICR:	95				
Administrative Overhead Amount:	978.5				
Created By:	testuser				
Created Date:	12/14/2023 10:52:58 AM				
Add			<u>(</u>	<u>Cancel</u>	

FY 24-25:

If ICR is prepopulated to 0, contact SAPC Finance to have them set up the ICR rate. Once Finance sets up ICR, the ICR field will prepopulated. User may continue by entering the administrative overhead field and selecting "Add".

Before set up:



After set up:

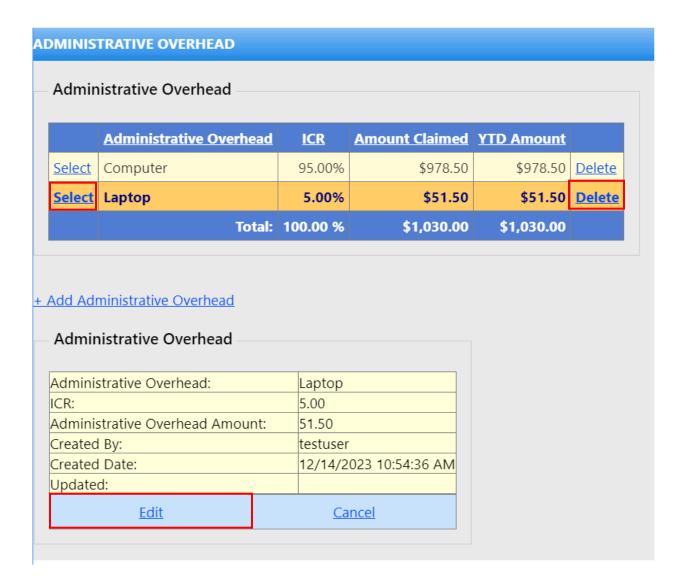
ADMINISTRATIVE OVERHEAD				
+ Add Administrative Overhead				
Add Administrative Overhead				
Administrative Overhead:				
ICR:	30.00			
Administrative Overhead Amount	0.00			
Created By:	invoiceuser			
Created Date:	8/6/2024 12	2:51:11 PM		
Add			Cancel	

The ICR rate will also be visible on the table at the top of the Invoice page once it is set up by Finance.



If information does not need to be entered, providers may click "Cancel" at any time of editing the record. If more records need to be added, providers may click "+Add Administrative Overhead" again.

Once the administrative overhead record has been added, but needs to be edited at any point, providers may click "Select" next to the record which will populate the record in a table below. In the table, clicking "Edit" will allow providers to edit the already inputted record. Providers may also delete a record by clicking the "Delete" hyperlink found on the right side of the table.



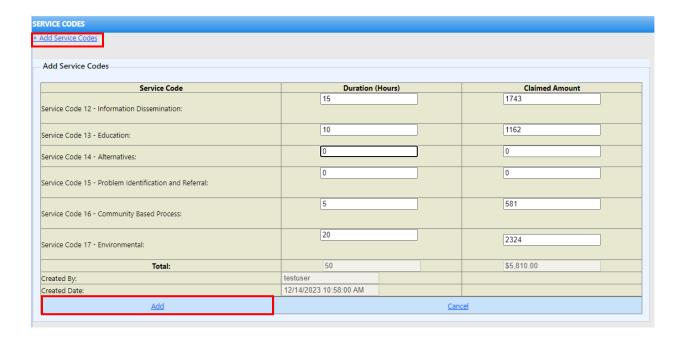
Adding Service Codes

This section will explain how to fill out the service code section. To open the section within this tab, click the drop-down arrow next to the word "Show".



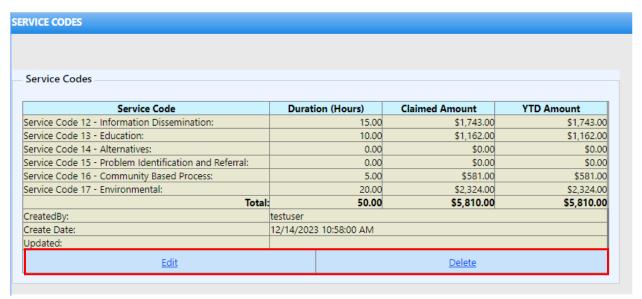
The Service Code field will only be editable if the contract type is Cost Line Item – Prevention and Cost Line Item – Harm Reduction.

To enter Service Codes, Click "+Add Service Codes". This will open a table to enter service code information. Enter the duration for each service code. If no hours are to be claimed, input the field as "0". The Claimed Amount will be calculated once the hours are entered. Once information has been entered, click the "Add" button at the bottom of the table.



If information does not need to be entered, providers may click "Cancel" at any time of editing the record.

Once the service code record has been added, but needs to be edited at any point, providers may click "Edit". Providers may also delete a record by clicking the "Delete" hyperlink.



Adding Summary

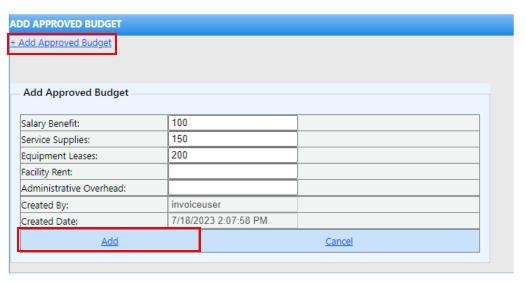
This section will explain how to fill out each section under the Summary tab. To open each section, click the drop-down arrow next to the word "Show" on each tab.

Add Approved Budget

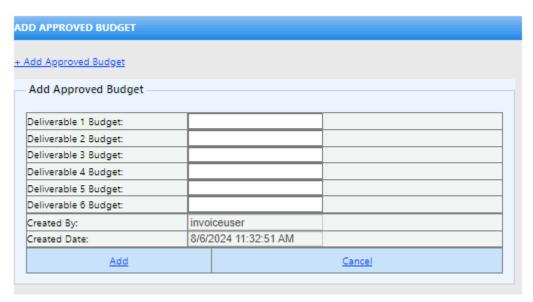
To Add Approved Budget, Click "+Add Approved Budget". This will open a table to enter approved budget information. The information must be entered numerically. Once information has been entered, click the "Add" button at the bottom of the table. If information does not need to be entered, providers may click "Cancel" at any time of editing the record.

Different contract types will open different Add Approved Budgets.

Cost Line Item - Harm Reduction & Cost Line Item - Prevention:



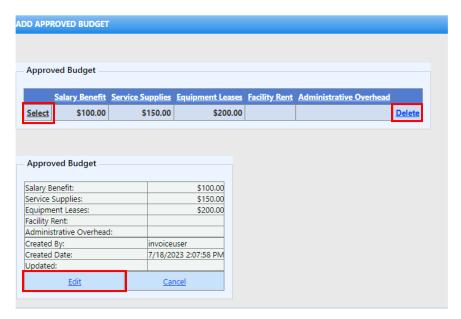
Deliverable:



Staff Hours CENS & Staff Hours SYTF:

ADD APPROVED BUDGET		
+ Add Approved Budget		
— Add Approved Budget —		
Staff Hour Budget:		
Created By:	invoiceuser	
Created Date:	8/6/2024 11:34:16 AM	
Add	Ca	ncel

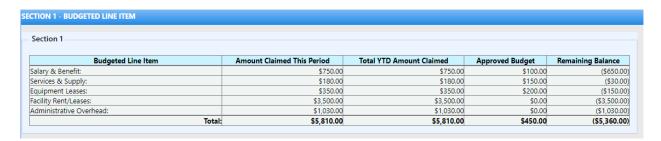
Once the approved budget record has been added, but needs to be edited at any point, providers may click "Select" next to the record which will populate the record in a table below. In the table, clicking "Edit" will allow providers to edit the already inputted record. Providers may also delete a record by clicking the "Delete" hyperlink found on the right side of the table. Once the invoice has been submitted, this Add Approved Budget field will no longer be editable.



Section 1- Budgeted Line Item

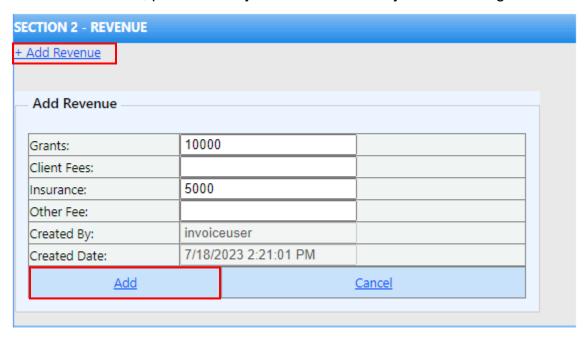
Budgeted Line Item will be populated and calculated based off the information entered in the previous tabs and will differ according to the different contract types.

Example: Cost Line Item- Prevention:



Section 2 – Revenue

To enter Revenue, Click "+Add Revenue". This will open a table to enter revenue information. In this section information regarding grants, client fees, insurance and other fees may be entered. The information must be entered numerically. Once information has been entered, click the "Add" button at the bottom of the table. If information does not need to be entered, providers may click "Cancel" at any time of editing the record.

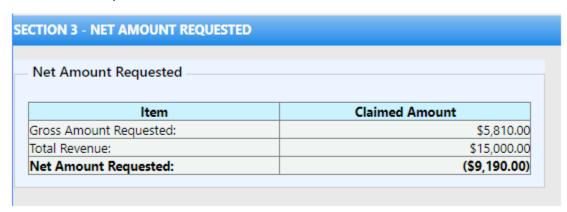


Once the revenue record has been added, but needs to be edited at any point, providers may click "Edit". Providers may also delete a record by clicking the "Delete" hyperlink.

December		
Revenue —		
Revenue		Claimed Amount
Grants:		\$10,000.00
Client Fees:		
nsurance:		\$5,000.00
Other Fee:		
	Total:	\$15,000.00
Created By:		invoiceuser
Created Date:		7/18/2023 2:21:01 PM
Jpdated:		
<u>Edit</u>		<u>Delete</u>

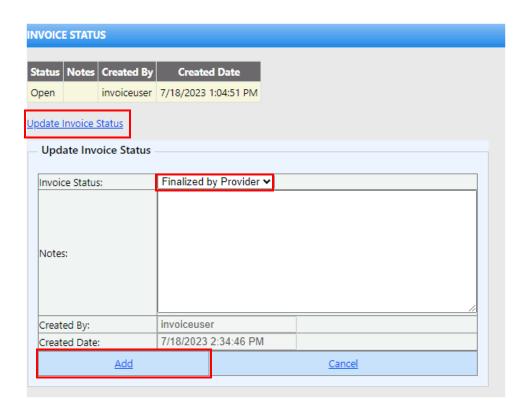
Section 3- Net Amount Requested

Net Amount Requested will be populated and calculated based off the information entered in the previous tabs.



Invoice Status

Once providers are done inputting all the information necessary for the invoice, they may update the invoice status. Click the hyperlink "Update Invoice Status". This will open a table with an invoice status of "Finalized by Provider". Providers may add notes in the notes text field. Once ready to submit, click "Add" and select "OK" to the pop up message. If providers do not wish to update the invoice status, click "Cancel". Please note: Once an invoice is submitted with the status of "Finalized by Provider", it can no longer be edited or deleted.



Once added, the finalized invoice can be found in the table above with the status of "Finalized by Provider". An email notification will be sent to SAPC that the invoice has been finalized by provider.



The status of the invoice will be reflected in the table. It will inform the providers at what stage of the process the invoice is at, whether it is being reviewed, approved, or denied. If approved or denied, an email notification will be sent, notifying the provider of the status. Please whitelist the email: SAPC-NoReply@ph.lacounty.gov

If providers need to edit a denied invoice, click "Select" in the table next to the record and update the necessary fields. Once ready to resend, update the invoice status again.