

PAYMENT FOR SERVICES POLICY (Approved February 11, 2016; Effective July 1, 2016)

The following will replace the current Payment for Services Policy found on page 29 of the Funding Manual. The current Funding Manual can be viewed by visiting www.stlidd.org.

- A. DD Resources functions as a reimbursement funding source. This means the Funded Service Provider providing the service actually incurs the expense and pays for it prior to DD Resources reimbursing the Funded Service Provider unless another procedure has been approved in writing by DD Resources.
- B. The following items must be submitted to DD Resources each fiscal year prior to payments being processed:
 - a. Signed Funding Agreement
 - b. Certificate of Good Standing
 - c. Current audit if applicable (due 120 after agency's fiscal year end)
 - d. IRS Form 990 if applicable (due 120 after agency's fiscal year end)
 - e. Certificate of Insurance
 - f. Consumer Eligibility Forms and Individual Service Agreement if Service Ticket program.
- C. As of July 1, 2016, DD Resources will reimburse all Funded Service Providers through electronic funds transfers (direct deposits).
- D. As of July 1, 2016, Funded Service Provider shall submit requests for reimbursement on a calendar month basis through the electronic billing system located at www.stlidd.org. Grant funded agencies may submit billing on a calendar month basis using invoices designed by DD Resources. Transportation providers may submit billing on a weekly basis on invoices designed by DD Resources. Any deviation requires prior written approval from DD Resources.
- E. Invoices for services received one (1) month or more after the month of service provision shall not be honored for payment unless approved in writing during the one (1) month period. Requests submitted after the billing timeline (see chart below) will not be honored. Approval should be obtained by making a request for a billing extension in writing on agency letterhead; this correspondence should be addressed to the DD Resources Agency Relations Team, the Chief Financial Officer or the Executive Director. This policy also applies to all returned billing.

For example: DD Resources must receive a complete, accurate and legible invoice for the month of September 2025 that is postmarked on or before October 31, 2025. Any deadline may be extended at the discretion of DD Resources Staff upon written request by the Funded Service Provider prior to the date of the deadline. Such written request should be discussed with the Executive Director of DD Resources. **The exception to this is that billing for the month of June is due the last business day in July.**

See chart below for additional examples.

| <i>Service provided in the month of:</i> | <i>Billing and/or Extension Letter Due Date</i> |
|--|---|
| July | Last business day of August* |
| August | Last business day of September* |
| September | Last business day of October* |
| October | Last business day of November* |
| November | Last business day of December* |
| December | Last business day of January* |
| January | Last business day of February* |
| February | Last business day of March* |
| March* | Last business day of April* |
| April* | Last business day of May* |
| May* | Last business day of June* |
| June* | Last business day of July* |

* If the last business day of the month falls on an emergency closure day for DD Resources, then the deadline will be extended to the next operational business day.

- F. The Funded Service Provider shall submit final requests for no later than the last business day of the month of July.

Billing that is submitted via mail or in person must be submitted between the hours of 8:00 a.m. and 4:30 p.m. on the last business day of the month of July. Billing that is received via mail or in person past 4:30 p.m. on the last business day of July will not be paid.

Electronic billing must be submitted at 11:59 p.m. or before on the last business day of the month of July. Electronic billing that is time stamped past 11:59 p.m. on the last business day of the month of July will not be paid.

Final requests for reimbursement must include all required paperwork including but not limited to: Consumer Eligibility Forms and Individual Service Agreements. No invoices will be accepted for payment for the prior fiscal year past this date. (Note: the actual date will vary depending on the last business day of the month of July)

- G. It is within DD Resources staff discretion to process payment for billing that has been submitted past the established deadlines on a one-time basis. This will apply once per agency, not once per program. If an agency misses subsequent billing deadlines within the same fiscal year, the agency will need to appeal to the Finance Committee of the Board of Directors to request payment. The Finance Committee will make a recommendation to the full

Board of Directors.

The only exception to this process is if an agency incurs their first missed billing deadline after the last business day of the month of July, which is when DD Resources begins its fiscal year end closure. In this case, the agency will need to appeal to the Finance Committee of the Board of Directors to request payment. The Finance Committee will make a recommendation to the full Board of Directors.

- H. DD Resources has a minimum of 30 business days (approximately 45 calendar days) to process billing from the date of receipt at DD Resources. **The exception to this timeline is the month of July as Individualized Service Agreements for the current fiscal year cannot be entered into the billing system prior to August of that year.**

For example: July 2025 Individualized Service Agreements will not be entered in the DD Resources website for billing purposes until August of 2025

1. Each Funded Service Provider's Funding Agreement identifies whether or not a program can bill for services other than face-to-face services. This is determined by information provided in the agency's audit (audited unit rate). If an agency does not have an audit for a particular program, the program can only bill for face-to-face services.
- I. DD Resources reserves the right to audit all invoices and to reject or reduce any invoice for good cause, including but not limited to the following reasons:
1. The invoice is not signed by an appropriate official of the Funded Service Provider.
 2. The invoice is not filled out completely, accurately and legibly.
 3. The invoice includes request for payment for persons ineligible for services.
 4. The invoice includes request for payment which exceeds amount awarded and/or which differs from the approved contract and/or budget amount. The purpose of the DD Resources budget invoice and reporting requirements is to monitor and evaluate effectiveness of service funded and funds expended on a regular basis. It is impossible to do this unless invoices and reports are received in a timely manner.
 5. If the invoice is incomplete or not correct, DD Resources staff will send a memo indicating the area of concern. If the response is not received from the submitting Funded Service Provider within five working days from the

point of the memo being sent, DD Resources will return the documentation and invoices received under first class or registered mail. All bills are subject to the 30-day reimbursement policy including billing that has been returned for corrections or explanation.

DD Resources strongly encourages and recommends that the person responsible for completing invoices receive training as offered by DD Resources on how to fill them out.