



Invoice Requirements for Providers
Last Revised 11/01/2021

Providers shall be subject to the following terms & conditions when submitting invoices for reimbursement.

1. Invoice must be submitted on the most current fiscal year Invoice Template and as an Excel worksheet (not PDF), exclude sales tax paid and include supporting documentation. Invoices must have a unique invoice number and date for each month's invoice.
2. Supporting documentation requirements
 - a. Excel or PDF of supporting documentation must include general ledger detail to support all expenses (example: a trial balance report matching the month of service for the invoice being submitted).
 - b. Except as noted below in item 2.c., additional supporting documentation and/or itemized receipts are not required for all expenses. Do not send itemized receipts for expenses not listed below in item 2.c. or for expenses that are not included on the invoice as including these will slow down processing.
 - c. **Additional supporting documentation is required for Salaries/Wages/Benefits, Travel, and Client Assistance/Activities.** For these expenses, in addition to general ledger detail, provide payroll reports, mileage logs, itemized receipts, check request forms, etc.
 - d. If accurate invoice and proper supporting documentation is not provided, the invoice and support will be rejected and resubmission of the invoice template and all supporting documentation will be requested via email from Accounts Payable Staff.
3. Invoice Number and Date
 - a. To avoid the potential for duplicate payments, Alliance Health requires that each month's invoice have a Provider assigned unique invoice number and date. Invoices submitted without a unique invoice number and date will be returned to the Provider for correction, which will delay processing and payment.
4. Provider must submit expense invoice by the 20th calendar day of the month following the billing month. Invoices must be on the current fiscal year invoice template, exclude sales tax paid and include supporting documentation. The required invoice template will be provided by Alliance Health Provider Network Staff or can be requested via email to: accountspayable@alliancehealthplan.org.
Example: if an invoice for February is being submitted, it should be received by March 20th.
5. Provider will not be reimbursed for state and county sales tax paid that is eligible for reimbursement directly from the State of North Carolina therefore it should be excluded from the invoice.
 - a. Exceptions: Alliance Health is allowed to reimburse sales tax paid for the following:
 - i. Utility expenses paid to Utility companies
 - ii. Sales taxes paid to telecommunication companies
 - iii. Sales tax paid by an employee of a provider and then reimbursed by the provider and invoiced to Alliance (i.e. a travel expense)
 - iv. Sales tax paid to a state other than North Carolina
 - v. City Sales tax
 - vi. Tax included with hotel fees

6. Reimbursement for unallowable expenses per the Division of Mental Health are prohibited. These expenses include the following and can be found on the DMH/DD/SAS Crosscutting requirement document:
 - a. Gift cards
 - b. Finance and penalties (i.e. late fee on credit card, parking ticket, etc.)
 - c. Expenditures incurred as a direct result of a fundraising activity - These expenses shall be subtracted from the gross amount raised, with the balance representing profits which would be reported as local revenue
 - d. Purchasing flowers or other gifts for employees for special occasions or sickness
 - e. Parking expense for employees at place of employment - Parking expense for patients and visitors are allowable
 - f. Rent expense for furniture and equipment if it cannot be demonstrated that it is more economical to rent than purchase
 - g. Expenditures of unbudgeted funds
 - h. Alcoholic beverages, set-ups or entertainment
 - i. Coffee and other refreshments or food for employees not in valid travel status
 - j. Employee personal expenditures
 - k. Employee personal telephone calls
 - l. Employee commuting expense
 - m. Employee housing allowance, except as may be allowed in accordance with a Board-approved moving expense reimbursement policy
 - n. Employee living expense while on scholarship
 - o. Payrolls of employee(s) not in compliance with Personnel Policies for Local Government Subject to the State Personnel Act
 - p. Payrolls of employee(s) not paid according to approved pay plan
 - q. Malpractice insurance premiums for coverage in excess of the State tort claim law - The Division will participate in the purchase of coverage up to the amount of the state tort claim law
7. Except for payroll expenses, invoices must be based on actual expenses incurred (no accruals per funding requirements).
8. If the invoice is not received timely or supporting documentation is not received within five days after it is requested, the invoice will be held until the end of the fiscal year (June 30) pending availability of funds.
9. Payment of invoices will be made via electronic funds transfer. The EFT authorization form is available at www.alliancehealthplan.org or email: vendorsetup@alliancehealthplan.org .
10. Invoices and supporting documentation should be mailed or emailed to Alliance Health at:

Alliance Health
Attention: Accounts Payable
5200 West Paramount Parkway, Suite 200
Morrisville, NC 27560
accountspayable@alliancehealthplan.org

Travel Reimbursement Requirements for Providers

All travel paid or reimbursed to Providers shall be subject to the following travel terms & conditions and limits. Travelers are expected to exercise good judgment when incurring travel costs. Travelers shall not seek reimbursement for expenses not incurred; expenses provided free of charge; or expenses which will be paid or reimbursed from another source. Travelers will only be reimbursed for reasonable and necessary travel expenses actually incurred in the performance of contracted duties (i.e. must directly relate to the scope of work).

1. **Receipts** - Original itemized receipts are required for reimbursement of travel expenses (e.g. Airfare, Taxi, Hotel, Meals, etc.). Original itemized receipts are actual receipts. Credit card charge slips or statements will be accepted in lieu of original receipts.
2. **Lodging** - Lodging costs will be based on the General Services Administration (GSA) per diem rates. <https://www.gsa.gov/portal/content/104877> unless otherwise specified in contract.
3. **Mileage Use / Personal Vehicles** – Alliance Health will reimburse mileage pursuant to the current IRS maximum allowed rate. Travelers will not be reimbursed for any extra lodging or meal expenses incurred as a result of using a vehicle versus flying.
4. **Meals and Incidental Expenses (M&IE)** Meals and incidental expenses are intended to cover the costs of a single days' worth of meals and incidental costs (such as tips and parking) based on the average cost for these expenses in the area. Alliance Health will not reimburse the cost of meals for one-day travel unless the meal is part of the program of function being attended (i.e. lunch is provided as part of a conference). Travelers are required to use General Services Administration (GSA) M&IE per diem rate, <https://www.gsa.gov/portal/content/104877>, unless otherwise specified or provide itemized receipts. The maximum meal rates include tax and tip. Meals included in the cost of airfare, lodging, or as part of an event or conference package, are not reimbursable.
5. **Non-reimbursable Expenses** – Listed below are examples of non-reimbursable expenses:
 - a. Alcohol or cigarettes
 - b. Lost or stolen cash or personal property
 - c. Personal items and services
 - d. Laundry, dry cleaning
 - e. Concierge services
 - f. Travel agent charges
 - g. In room movies
 - h. Gym use
 - i. Traffic citations, parking tickets, and other vehicle fines
 - j. Circuitous or side trips for personal reasons
 - k. Personal entertainment or sightseeing
 - l. Airline, car, hotel, club or travel memberships
 - m. Late payment penalties and interest on credit cards
 - n. First class travel
 - o. Travel obtained using personal frequent flyer miles, reward programs or discounts
 - p. Travel add-ons, such as travel or baggage insurance, trip protection, cancelation/delay/interruption insurance, upgraded seating, early check in, TSA preflight services, optional travel services, Wi-Fi, movies, etc.
 - q. Baggage charges for more than one baggage
 - r. Car rental