Vendor FAQ

What is an FMS?

Consumer Directions, Inc (Fiscal Agent) is a third-party payer or Financial Management Services (FMS), acting as a monetary bridge between the individual who has hired you. Payment for services related to their care are contingent upon client approval and funds availability in their care plan.

Who do I invoice?

You will be entering into an agreement directly with the client. You will be invoicing the client. You can submit an invoice to CDI (Fiscal Agent) for payment on behalf of the client. Please remit via U.S. mail, email, or fax.

Invoices must be in the client's name and show on the invoice and should provide detail as to what the service was for, unit cost, units provided, unit type and total due.

Where do I submit an invoice?

Mail: Consumer Directions, Inc.
P.O. Box 517
St. Joseph, MN 56374

Email: payroll@yourfse.com

Fax: (320) 258-3238

When do I submit an invoice?

Invoices should be submitted in a timely manner; either at the time of delivery or on a monthly basis. To ensure funds are available, invoices should be submitted no later than 90 days after the time of delivery. Invoices or reimbursements submitted after 90 days of the date of service will risk denial of payment by CDI (Fiscal Agent) and/or the payor.

When will I be paid?

CDI (Fiscal Agent) will issue payments to the vendor or independent contractor on invoices received by noon on Monday. Invoices without error will be paid following the payment schedule below; provided that the invoices are approved in the plan, all vendor paperwork has been received and all required information is provided on the invoice.

- **Participants and Support Planners**
  Payments are issued weekly, provided that all required documentation is submitted by the stated cutoff deadline each week. Submissions received after the cutoff will be processed in the following week's payment cycle.

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- **All Other Providers/Agencies**
  Payments are issued every other week. This schedule aligns with the Minnesota Department of Human Services billing cutoff cycle. Invoices must be submitted by the applicable cutoff date to be included in that pay period; late submissions will roll over to the next cycle.

What do I need to include on my invoice?

Separate invoices will need to be submitted by individual client. Client Name needs to be included on the invoice along with individual dates of service. Service units, service rates, unique invoice number and a brief description of services provided will need to be included, as applicable.

*The support planner providing the service needs to be indicated on the invoice, so that it can be verified that a valid certificate is on file.

What happens when I was paid for a service that was a client no show?

Providers/service vendors cannot bill for missed appointments. If you have been prepaid for a service that ends up not being delivered, you must refund that payment to us so that we can comply with MHCP program rules and refund the money to the State of Minnesota. Failure to comply would be considered Medicaid fraud.

Can I offer a package of services at a discount?

No, unfortunately Minnesota DHS program rules do not allow for services to paid for and billed prior to the date you provide the service. This means that you will need to invoice for services after the service is provided. We would encourage you to ethically honor any discounted rates or savings with your regular clients that are bound by this program rule.

Can I require a pre-payment for services?

No, unfortunately Minnesota DHS program rules do not allow for services to be prepaid. Individual services dates need to be billed for after each service is provided. We would encourage you to ethically honor any discounted rates or savings with your regular clients that are bound by this program rule.

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How will I be paid?

We are a direct deposit company so you will be paid by electronic ACH. Please complete the Service Vendor ACH Enrollment Form.

Why are you requesting me to complete a W-9?

The IRS requires us to have all vendors providing "services" complete this form. Based on the information you provide us on the form we will determine if you are a 1099 Vendor. If you are incorporated or a non-profit agency, we are not required to issue you a Form 1099-Miscellaneous Income; all other Vendors are required to be issued Form 1099, reporting the payments you received from us to IRS. For further information please log onto www.irs.gov

Who is ultimately responsible for payment of services?

CDI (Fiscal Agent) will make payments for invoices that are approved and included in the client plan and when within the annual allocation for that service.

The individual who has hired you is taking responsibility for payment of services that they have entered into an agreement and purchased from you.

Service Vendors are required to fill out the ACH Reimbursement form for payment.

Please feel free to contact HR at HR@yourfse.com or by phone at 320-257-8333 if you have any questions.

I have read and understood the terms and conditions as provided in the *Vendor FAQ* and I agree to all of the terms.

Date: ____________________

Signature: ____