

Domestic Violence Housing & Support Services

DVSS Contract Invoice Payment & Review Process *(rev 7/25/2025)*

A. SENDING INVOICE

Contractor sends soft copy of invoice to **OWHinvoice@ph.lacounty.gov** by the 15th of each month following the month of service for months July to April (Ex: July invoices are due by August 15th).

May and June invoices have shorter deadlines depending on DPSS' year-end closing deadline¹.

B. CLIENT ELIGIBILITY VERIFICATION

- (1) OWH verifies client eligibility by cross referencing a DPSS list of referred participants against contractors' billed participants on invoice. Participants not on the DPSS list are verified via CALSAWS system;
- (2) For participants not found in the CALSAWS, OWH will request documents from contractors; and
- (3) OWH will perform 100% review of supplemental documentation² during invoice processing.

C. INVOICE/REPORTING DISCREPANCIES & SUPPORTING DOCUMENTATION

- (1) OWH will contact Contractor for additional information and/or corrections within 5 business days upon receipt of invoice. (2) OWH will work with contractor to obtain additional supporting documentation as necessary, giving contractor **3 business days** to submit.

D. PROCESSING

- (1) Invoices with unresolved discrepancies resulting in disallowances, OWH notifies Contractor noting amount disallowed and requests revised invoice, less disallowances. (2) Invoices without discrepancies will be further processed without formal notification to contractors.

E. AUTHORIZATION & ISSUANCE OF PAYMENT

- (1) OWH authorizes payment and sends complete and correct (approved) invoice to DPH Finance (DPHF).
 - (2) DPHF issues electronic payment to contractor.
- DPH will make a reasonable effort to make payment within 30 days following receipt of a complete and correct monthly invoice.

F. PROGRAMMATIC ON-SITE MONITORING

OWH staff will conduct **Chart and Billing Reviews** during site visits.

OWH will:

- (1) Randomly pull 3 months of contractor invoices during monitoring period;
- (2) Randomly select 10% of clients billed from each pulled invoice; and
- (3) Review client chart documentation against dates/services billed to ensure billing accuracy for randomly pulled clients.

For each instance where there are inconsistencies that the contractor cannot provide sufficient documentation, OWH will consider those costs "disallowed" and request repayment in the monitoring report. Severe, or **Red Flag** instances (**Possible Fraud**) would require notification to the **DPH Compliance Management Division** for a more in-depth review.

1. May and June invoice deadlines will be announced later in the fiscal year. Supplemental invoices for July to April are due 60 days following the month of service provision. Supplemental invoices for May and June are not allowed.

2. OWH will request supplemental documentation as needed for specific cases, after invoices are submitted.