

**SHINES**  
**DELIVERED SERVICES INVOICE VALIDATION GUIDE**

**Notes:**

1. Delivered Service invoices require the approved paper invoice/statement to reconcile the SHINES invoice for accurate program, code, rate, and units. If they do not agree, the county staff will have to be notified to enter a new Service Authorization or correct the current SA.
2. Payment rate amounts will only be paid based on the rates shown on the SHINES invoice generated from the approved SA. A lesser rate can be paid, but a higher rate cannot be paid. If the rate amount on the paper invoice approved by County Staff is more than the SA rate, then a new SA will have to be entered into SHINES and approved before the higher payment can be made.
3. Invoices for Unusual Medical or Dental will not be generated in SHINES. County Staff will send approved paper statement to Regional Accounting for payment. Regional Accounting will add a manual SHINES invoice to make payment. Or add a new line item to an existing invoice.
4. Any paper invoice or request for payment that is not client-specific, such as Foster and Adoption Support Services (Program 531) supplies will be paid through SMILE only.
5. Invoices that County Staff determines that a SA cannot be entered into SHINES will be sent to RA with an explanation of why the SA was not entered. RA will add a manual invoice in SHINES to pay. These will include foster care or delivered services invoices where a case has been closed or screened out.
6. County Staff do not need to add the Travel Mileage code to the SA. In the Delivered Service Detail page, RA will enter the full amount of travel mileage from the paper invoice in the Rate field and enter "1" in the Quantity field. (Entering the applicable state mileage rate and the number of miles, SHINES will roll the amount up on the invoice).

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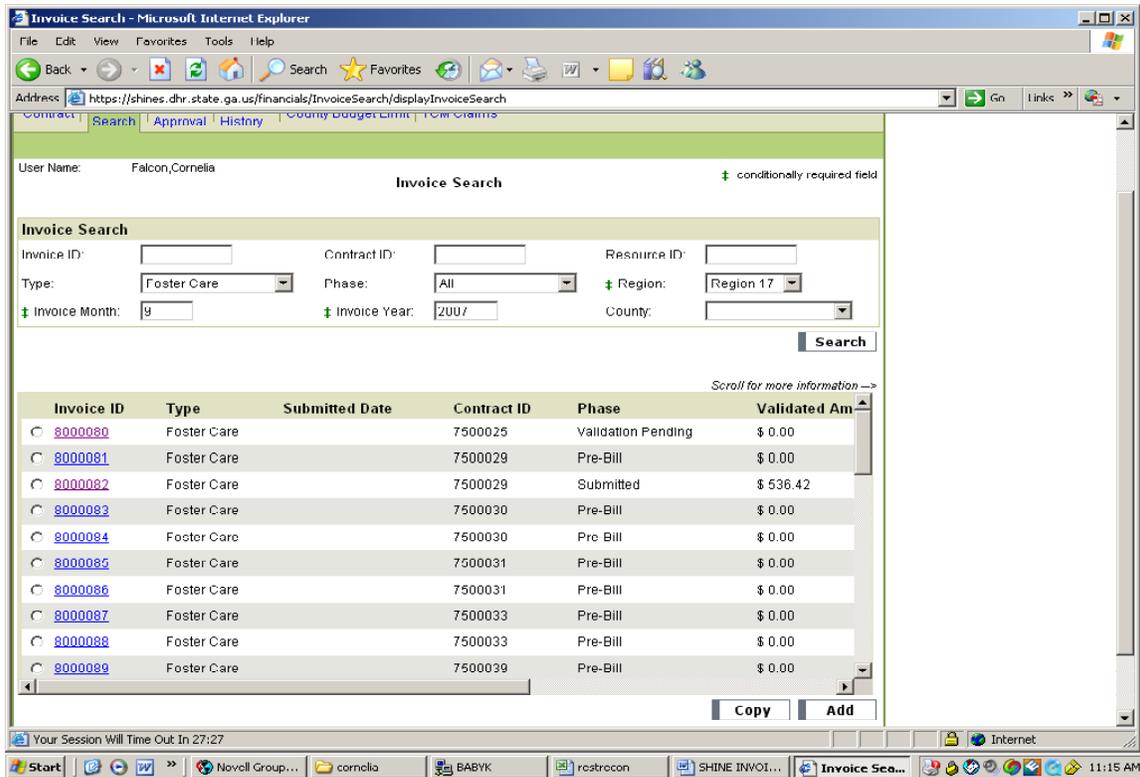
## A. Delivered Services Invoices

1. Requirements – Resource ID# from Client/Child file, approved paper invoice/statement
2. Click on Financial Tab → Invoice Search Tab → Invoice Search Page

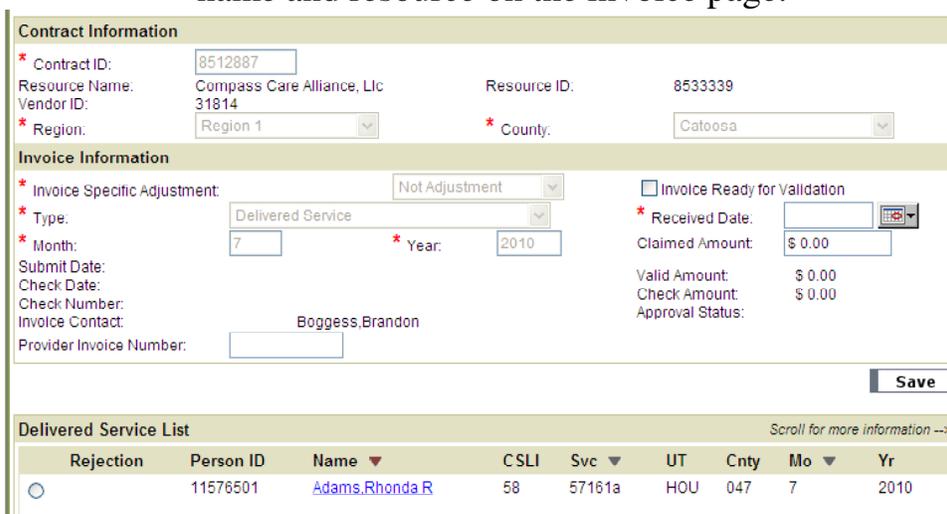
3. Enter Resource ID# (this will only show invoices for that resource)
4. Click Type drop down menu
5. Choose Delivered Services
6. Click Phase drop down menu
7. Choose Pre-Bills
8. Select Region – **Your Region**
9. Enter service month (check prior months is SA is for prior months)
10. Enter service year
11. Click County drop down menu
12. Click on SEARCH button and scroll down for Search Results

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13. Click on the Invoice ID hyperlink and verify the Client/Child's name and resource on the invoice page.



14. Under Delivered Service List Section scroll across by moving

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the arrow at the bottom of the page to the right and check the UAS code, daily rate, # of units and total dollar amount against the Invoice/Statement.

15. Click on Name hyperlink under Delivered Service List to bring up Delivered Service Detail Page

- a. Check the Person ID from your Invoice/Statement.
  - b. Check Service Month (check prior months for prior month's SA)
  - c. Check Service Year.
  - d. Check County
  - e. Check Service Type.
  - f. Check UT Type.
  - g. Check Rate; adjust if needed according to paper invoice.
  - h. Check Quantity; adjust if needed according to paper invoice.
  - i. Check Item Total.
  - j. Click on SAVE button.
16. Enter Received Date.
  17. Enter Claimed Amount.
  18. Enter the Provider Invoice Number if listed on the provider invoice.
  18. Click "Ready for Validation".
  19. Click SAVE.

NOTE: IF AN INVOICE DID NOT GENERATE ENTER A MANUAL INVOICE ONCE SERVICE AUTHORIZATION HAS BEEN ENTERED. SEE SECTION ON ENTERING MANUAL INVOICES.