

Invoices Rejected in Interface with SMILE

A. Rejected Invoices – Partial number of line items sent to SMILE

NOTE: Once the invoice is rejected by SMILE, a new manual invoice has to be entered into SHINES, validated and approved and sent back to SMILE for payment. See instructions below.

Example: Line items are for state per diem (50101) and the RF part (25201). State per diem is rejected during validation on SHINES. RF line item is ok. Will reject in SMILE because there is not a connecting state per diem line item on transferred invoice.

1. Click on the rejected invoice hyperlink.
2. Click on R for reason of rejection.
3. Reason shows “Other SMILE Reject”
4. Invoice was approved with validated and rejected line items.
5. Determine reason for rejection – placement, payment of care, eligibility.
6. Add/copy a manual invoice with same information from rejected invoice.
7. Contact CM if needed.
8. Check “Ready for Validation”.
9. Save

B. Invoice Rejected – Resource/Person IDs not added to SMILE

Note: When an invoice is transferred to SMILE in the nightly batch, SMILE looks for a matching resource and person id to complete the transaction. If one or both IDs are missing, SMILE rejects the invoice. This is to ensure that each invoice is paid to the correct vendor for the correct client.

1. Click on the rejected invoice hyperlink.
2. Click on R for reason of rejection/person not added to SMILE”.
3. Find Resource/Person ID in Shines.
4. Have the Resource/Person ID added to SMILE (Added by SMI, FFS staff)
5. Add/copy a manual invoice with same information from rejected invoice.
6. Check “Ready for Validation”.
7. Enter Received Date
8. Save

C. Invoice Rejected – Multiple Person ID on Invoice

1. Click on the rejected invoice hyperlink.
2. Click on R for reason of rejection.
3. Reason shows “ ”.
4. Review rejected invoice.
5. The user adds additional clients added to a SHINES invoice; invoices are generated per client.
6. If user intended to pay for more than one client, additional invoices will have to be entered manually to add these clients.
7. Follow instructions for manual invoices.
8. This is an enhancement requested for the system to reject during validation process for multiple clients.

D. Invoice Rejected – Copy Invoice to pay through SHINES

1. Search for “Rejected” invoices for month.
2. Click on radio button next to the rejected invoice.
3. Click on Copy button.
4. View the rejected invoice; everything should be the same, even the R.
5. Click on the Save button.
6. View invoice, should have new invoice number.
7. Invoice will go through the validation process again.