Rejected Invoices – Check List

Email should be sent to [@Johnson, Margaret](mailto:margaret.johnson@dhs.ga.gov).

If RA is having issues with rejected invoices, they should do their checkpoints (see below) first and if they can’t find the issue then they need to send email to my unit to review.

DIS should not be asked to look at or review rejected invoices. DIS helps us to get SHINES fixed once an issue is found that is causing invoices to be rejected. RA sends too many emails to DIS to review, sometimes this holds up payment as they can’t find issues. Then RA sends an email to my unit and finds the issue.

Front End – make sure the following is correct Case is Active

* Check if PID has been merged
* Legal Status
* Pre-Placement Check List is completed
* Placement is approved and Placement Type is correct
* POC is approved and correct POC Type is correct
* Eligibility correct
* Check under Medicaid Application if US Citizen is selected
* All Citizenship Verification completed
* Check to make sure contract is active

Background pattern

Description automatically generated