



## FAQ Regarding Billing Procedures for Vendors

### **What is a FSE?**

Consumer Directions, Inc. is a third-party payer or Fiscal Support Entity (FSE), 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 Consumer Directions 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 6128  
Saint Cloud, MN 56302-6128

Email: [payroll@yourfse.com](mailto: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 availability, invoices should be submitted no later than 90 days after the time of delivery. No invoices will not be paid when submitted after 6 months.

### **What do I need to include on my invoice?**

Separate invoices will need to be submitted by client. Client Name needs to be included on the invoice along with individual dates of service. Service units, service rates 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 pre-paid 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.

**When will I be paid?**

Invoices and Reimbursements received through Monday of each week will be paid every Friday, pending approval.

**How will I be paid?**

You can choose to be paid by check or electronic ACH. If you are interested in ACH payment, 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](http://www.irs.gov) .

**Who is ultimately responsible for payment of services?**

Consumer Directions, Inc. 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 encouraged to fill out the ACH Reimbursement form for payment.**

Please feel free to contact Cathy at [Cathy@yourfse.com](mailto:Cathy@yourfse.com) or by phone at 320-257-8328 or Kyla at [HR@yourfse.com](mailto:HR@yourfse.com) or by phone at 320-257-8161 if you have any questions.