

Bridges Invoicing Q&A

Q: Example September budgets should be completed and uploaded already (in August) but they will not get payment or use the funds until September. Are you wanting the invoice as what is listed on the budget for the potential or the actual spent?

A: Invoices are to be completed after they have issued payment for expenses and that the final budget should coincide with what is being invoiced

Q: Once the invoice is complete and payment is released, do we have access to pull the remittance for payment posting?

A: Completed invoice line items will be available for review on the Invoice Search Screen and issued payments will also be available on the Bridges Payment screens similar to how they are currently.

Q: When are these "due"? 1st of the month? End of the 1st week of the month? What is considered "best practice" f Please contact Bridges State Policy for specific guidance. rom a financial standpoint for the agency?

A: Payments will continue to be issued on the 10th of the month. Best Practice would be to submit an invoice for anything paid within the previous month. Please contact Bridges State Policy for specific guidance in this area.

Q: What if an invoice covers more than one month? I thought Bridges couldn't pay for expenses that are not in the current month. So how can an invoice include more than one month.

A: The system was designed to be able to handle payments that span multiple months (i.e. trash removal, water, etc.) by calculating the individual days within the span. Policy should be contacted for best practice on how to handle such bills.

Q: We have several YA's who are independently able to pay all of their bills with their maintenance so for the agency paid date, is that the date we provide them with their maintenance?

A: For YAs that are given their maintenance they would use the date they verified the payment was made. The service team should know when the expenses were paid, whether the YA pays it or the agency pays it.

Q: Example September budgets should be completed and uploaded already (in August) but they will not get payment or use the funds until September. Are you wanting the invoice as what is listed on the budget for the potential or the actual spent?

A: These line items are reimbursements for monies already spent on the YA in the normal course of care and not payments for potential expenses. Please contact Bridges State Policy for specific guidance.

Q: With the example you just did in the live demo it appears that each line item becomes an invoice?

A: The Invoice can be compared to the "container" for the individual line items. This works much like an invoice at an automotive repair facility, or a medical invoice. There are individual items with associated values that constitute the sum total of the Invoice.

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Q: What if an item waiting for State approval is denied but the agency has already issued the payment to the YA?

A: This would function as it does today for any non-approved payment items. Please contact Bridges State Policy for specific guidance.

Q: Our agency closes the books for the month on the 6th day of the following month. Our Bridges reimbursement is recorded as a receivable on the financials. Is there a report that will capture the combined invoices for our Bridges worker to submit to the accounting department? Also, since it is due on the 10th, is it okay for our Bridges workers to input date within first five days of the following month? I am trying to figure out an internal workflow for information to move from Bridges to accounting.

A: The invoices are not necessarily due on the 10th, however, that is when the system will process payments. There are several new reports for this functionality and existing reports that encompass the whole of Bridges payments. The new reports are: Bridges Financial Workload Report, Unprocessed Invoice Report, and Invoice Search Report. Please contact Bridges State Policy for specific guidance if these reports, along with the existing reports, do not meet your needs.