Greater Health Now

Reimbursable Submission Guidelines
for Community-Based Care Coordination Contracted Services

Purpose

To supply guidance to partner organizations on what types of information needs to be included in monthly invoices to receive timely reimbursements. Please note that any direct employee costs will need to have the below supporting documentation:

- Include copies of approved timecards showing time spent on case management or approved infrastructure work
- Include a copy of your payroll ledger showing employee wage rate, hours, and total pay amount for the pay periods being reimbursed.
- Include a copy of your benefits information showing the employee cost as well as the allocation to the case management program.

1. Case Management Reimbursements

a. Greater Health Now will reimburse partner organizations for employee costs associated with offering case management services to community members. For timely reimbursements, you must submit supporting documentation for the employees listed in the case management contract/statement of work.

b. Payroll Information

    i. Include copies of approved timecards showing time spent on case management work

    ii. Include a copy of your payroll ledger showing employee wage rate, hours, and total pay amount for the pay periods being reimbursed.

    iii. Include a copy of your benefits information showing the employee cost as well as the allocation to the case management program.

c. Administration Rate

    i. The Contractor shall be entitled to an administrative rate of **15%** applied to the total eligible direct costs incurred under this Agreement. This rate is intended to cover all administrative, overhead, and indirect costs, and no additional indirect rate reimbursement shall be permitted beyond the stated 15% rate. The administrative rate shall be deemed fully inclusive of all indirect costs, including, but not limited to, general administrative expenses, facility costs, and other overhead charges.

2. **Infrastructure Reimbursements**
   a. **Technology**
      i. Supporting Documentation
         1. Copies of invoices for purchasing software which your organization will use to support tracking referrals, service authorizations, or supporting delivery, billing, monitoring, or reporting. Monthly fees for recurring subscriptions are not eligible for reimbursement.
         2. Copies of consultant invoices for work done to modify or upgrade internal systems to support the delivery of HRSN services, create or implement eligibility screening tools, or data platforms.
            a. Employee wages may be reimbursed if time is tracked directly to the project. Please submit copies of the employee timecards and the payroll journal showing hours worked on the project as well as the employee's pay rate.
         3. Invoices supporting the purchase of secure servers, laptops or other physical technologies, or cyber security upgrades.
            a. Please note for the purchase of physical devices, GHN will also need documentation of the device's make, model, serial number, work location, and if assigned to an employee, the name of the employee.
      ii. Disallowed Costs
         1. These funds cannot be used for general office equipment not tied to HRSN service delivery, ongoing subscription costs, or salaries and wages for IT staff providing routine support. No administration rate will be applied to technology cost reimbursements.
   b. **Development of Business or Operational Practices**
      i. Supporting Documents
         1. Approved employee timecards and a copy of the payroll journal showing employee hours spent on the project and associated wages.
            a. Employee costs may be reimbursed if the employee is working solely on the development of policies and procedures related to: HRSN referrals and service workflows, HRSN billing, data sharing and reporting, program oversight and monitoring, evaluation, privacy and confidentiality.
            b. Employee costs may also be reimbursed for time spent training organization members on HRSN roles and responsibilities.
         2. Invoices for external consultants or trainers to provide training on addressing health related social needs.

        3. Travel costs for employees if travel is related specifically to any of the above categories.

    ii. Disallowed Costs: Please note that when you submit your invoice for reimbursement of the Development of Business and Operational Practices, no administration rate will be applied to development of business and operational cost reimbursements. As such, fractional reimbursements cannot be submitted, including:
        1. A portion of rent, utilities, or software subscriptions
        2. Activities unrelated to health-related social needs programs
        3. Routine business expenses not connected to the development of business or operational practices.

c. **Workforce Development**
    i. Supporting Documentation:
        1. Approved employee timecards and a copy of the payroll journal showing employee hours spent on the project and associated wages.
            a. Employee costs may be reimbursed if the employee will have a direct role in overseeing, designing, or implementing services. These are only reimbursable prior to launching your community case worker program. Partner will need to include supporting payroll documentation.
        2. Invoices for job postings, compensation studies, or background checks related to staff who will perform HRSN services.
        3. Invoices related to paying for staff to receive certifications, training, or technical assistance related to HRSN services.
        4. Costs to develop or purchase training materials and learning modules.
    ii. Disallowed Costs:
        1. Indirect costs associated with workforce development
        2. A portion of rent, utilities, or software subscriptions
        3. Activities unrelated to health-related social needs programs
        4. Routine business expenses not connected to the development of business or operational practices.

d. **Outreach, Education, and Stakeholder Convening**
    i. Supporting Documentation
        1. Invoices for the development and production of materials used for marketing, outreach, training, or education.
        2. Invoices for translation costs of materials listed above
        3. Invoices for the development of culturally competent materials

4. Costs associated with planning and facilitating learning collaboratives or stakeholder convenings, such as facility rentals or meals
5. Approved employee timecards and a copy of the payroll journal showing employee hours spent on the project and associated wages.

ii. Employee costs may be reimbursed if the staff member has performed any of the tasks above and has supporting timecard documentation to support the work is related to Outreach, education, and stakeholder convening. Partner will need to include supporting payroll documentation.

iii. Disallowed Costs
1. Large scale advertising campaigns unrelated to HRSN initiatives
2. Entertainment or unrelated community events
3. Salaries or stipends for staff attending events as a participant.
4. No administration rate will be applied to outreach, education and stakeholder convening cost reimbursements.