

# AIM Reimbursement Rejection Resource

What is a 'Rejection'- when an invoice for a reimbursement request that has been submitted by the individual or rep has been returned due to not meeting programmatic criteria. Needed corrections will be identified in the following correspondence:

- When an invoice/request is rejected you will receive a 'do-not-reply' email communication indicating the type of invoice rejected and the rejection reason
  - Clicking the 'do-not-reply' email link will bring user directly to the rejected invoice—this can be modified and updated as needed at any time
  - If additional support is needed user can reach out to SD Coordinator and SD Bookkeeper



Dear User,

An invoice that you have uploaded on behalf of **JOE AVERAGE** for the date of **05/18/2023** concerning program **SDS-Individual Directed Goods & Services for Community Classes & Publicly Available Training/Coaching** has been returned by the care provider.

In order to see more details, please log into the secure portal located at <https://myeverportal.com> with your account to see the details of the returned invoice. Reason: Please include Proof of Payment. sb



- Rejection of a reimbursement request may not mean the request cannot be paid
- **Two Types of Rejections:**
  - Corrections needed
  - Not reimbursable due to programmatic standards
- Once rejected invoices are corrected communications will be provided to AIM team for review and processing

\* eVeroPortal App and Website- utilized by individuals or representatives to submit reimbursement requests. Reimbursement Requests can be submitted on the mobile app or website

Note: this document is designed to show individuals, families, and advocates how to view and re-upload rejected invoices for reimbursement

## Self-Direction Team Roles

- **Self-Direction Coordinator-** Assists with general team communications, documentation, eVero questions
- **Bookkeeper-** Assists with reimbursement requests and policies
- **SD Support-** Assists with additional team supports as needed  
[sdsupport@aimservicesonc.org](mailto:sdsupport@aimservicesonc.org)



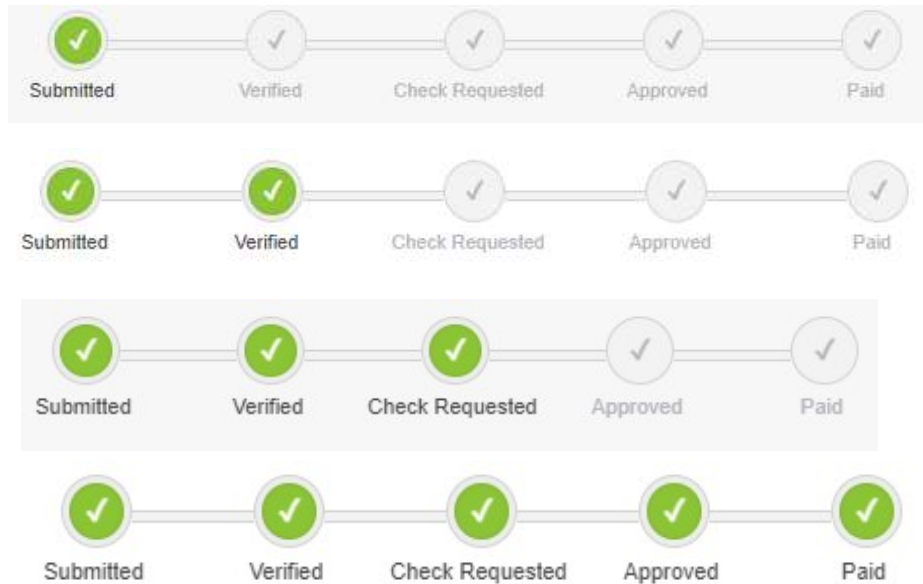
## Submission Key:

**Submitted-** Invoice/request has been entered on eVero app or website for processing (external entry process completed by individual or rep)

**Verified-** Invoice/request has been verified for payment by team Bookkeeper (internal review process (adheres to AIM Reimbursement Policy Schedule)

**Check Requested-** Invoice/request has been check requested by AIM Team (internal review process (adheres to AIM Reimbursement Policy Schedule)

**Approved/Paid-** Invoice/request has been approved for payment through an internal payment approval process and externally pushed for payment (adheres to AIM Reimbursement Policy Schedule)

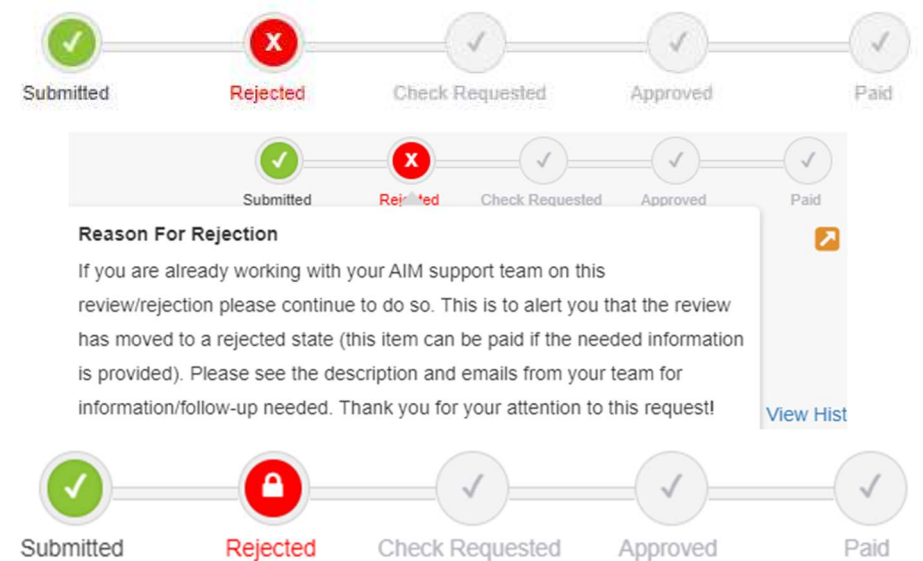


## Rejection Key:

**Rejected-** Invoice/request has been reviewed by team Bookkeeper and rejected due to missing programmatic criteria.

**Reason for Rejection-** Explanation of missing programmatic criteria provided by team Bookkeeper; once missing information is provided invoice/request can be resubmitted for payment

**Locked Rejection-** Not reimbursable due to programmatic standards



### AIM Reimbursement Policy:

Any invoice/request with all necessary supporting documentation **entered by the 1<sup>st</sup>** of the month will be processed and **paid by the 16<sup>th</sup>**, or the next business day.

Any invoice/request with all necessary supporting documentation **entered by the 15<sup>th</sup>** of the month will be processed and **paid by the 31<sup>st</sup>**, or the last business day of the month.

AIM holds a **60-day reimbursement window** from the date of service

### Examples:

#### Submitting by the 1<sup>st</sup> (example):

Invoice submitted on July 1<sup>st</sup> (with programmatic criteria met) will be paid on July 16<sup>th</sup>

#### Submitting by the 15<sup>th</sup> (example):

Invoice submitted on July 15<sup>th</sup> (with programmatic criteria met) will be paid on July 31<sup>st</sup>

#### 60- Day Reimbursement Window (example):

Date of Service is the 1<sup>st</sup> of May; submission for reimbursement available until July 1<sup>st</sup>