



**Salish Behavioral Health**  
Administrative Services Organization

## SALISH BH-ASO POLICIES AND PROCEDURES

**Policy Name:** In Network Contract Billing      **Policy Number:** F1506

**Effective Date:** 06/19/2026

**Revision Dates:**

**Reviewed Date:**

**Executive Board Approval Dates:** 6/3/2026

### PURPOSE

To outline the process by which in network contracted Providers and organizations submit invoices to the Salish Behavioral Health Administrative Services Organization (SBH-ASO) for reimbursement.

### POLICY

Invoices/claims submitted to the SBH-ASO from in-network contracted Providers and organizations must be submitted to SBH-ASO using the SBH-ASO Invoice template in accordance with funding source and contractual requirements.

### PROCEDURE

- I. At contract execution, SBH-ASO will provide a corresponding SBH-ASO contract Invoice template to the contracted Provider. All billing submissions associated with this contract must be submitted using this invoice.
- II. Contracted Providers are paid within the limits established within the Budget/Rate sheet of their contract(s). Any costs incurred by the Provider over and above the total amounts set out in this document, shall be at the Provider's sole risk and expense.
- III. Contracted Providers shall submit invoices for payment in accordance with contractual timelines for submitting invoices, except in situations where there is a documented reason for delay.
- IV. SBH-ASO shall pay Providers monthly for services identified in the Statement(s) of Work contained within their contract(s) and is subject to the availability of funds.

**V. Clean Invoices**

- a. SBH-ASO processes invoices received to determine completeness and accuracy.
- b. In order for an invoice to be clean the following applicable conditions must be met:
  - i. All required fields must be complete and accurate on the SBH-ASO Invoice template.
  - ii. For those services that require notification/prior authorization, as outlined in Policy CL203 Levels of Care, the treating provider must submit all necessary information to the Salish Notification and Authorization Program (SNAP).
  - iii. SBH-ASO Providers are required to adhere to all regulatory, contractual and policy requirements regarding third-party liability and coordination of benefits. Amounts invoiced to the SBH-ASO must account for payments already received.
  - iv. SBH-ASO invoice line items shall not be submitted with an amount higher than the contractual rates.
- c. If the invoice received is incomplete or inaccurate, SBH-ASO staff will notify the submitting Provider within 5 business days of receipt that corrections are required.
  - i. SBH-ASO does not alter Provider input fields on the SBH-ASO Invoice template.

**VI. Payment Timelines**

- a. SBH-ASO shall pay or deny 95% of all clean invoices within thirty (30) calendar days of receipt of the clean invoice from the Provider.
- b. SBH-ASO shall pay or deny 95% of all invoices within sixty (60) calendar days of receipt of the invoice from the Provider.
- c. SBH-ASO shall pay 99% of all invoices within ninety (90) calendar days of receipt of the invoice from the Provider.
- d. If SBH-ASO fails to meet its obligations in this section, SBH-ASO shall pay Provider interest at the rate of one (1) percent per month on all unpaid clean invoices that have not been denied and which have aged sixty-one (61) or more days, until such time SBH-ASO is again in compliance with the requirements of this section.

**VII. Invoice Payment Denials**

- a. SBH-ASO does not deny payment on invoices for contracted providers submitted within the scope of their contract, budget allocations, and within clean invoice standards.

- b. SBH-ASO issues an administrative denial in the event that there is an inability to resolve submission issues within the identified timelines.
  - i. SBH-ASO will issue a Notice of Adverse Authorization Determination to the requesting Provider and the Individual for all administrative denials.

#### VIII. **Overpayments**

- a. In the event a Provider fails to comply with contractual obligations and results in an overpayment, SBH-ASO may recover the amount due as set forth in contract. In the case of overpayment, Provider shall cooperate in the recoupment process and return to SBH-ASO the amount due upon demand.
  - i. Except in the case of fraud, SBH-ASO may not request a refund from the Provider of payment previously made to satisfy an invoice unless it does so in writing within 24 months after the date payment was made.
  - ii. In the case of coordination of benefits, SBH-ASO must request a refund from Provider of payment previously made to satisfy an invoice within 30 months after the date payment was made.
  - iii. Except in the case of fraud, Provider may not request payment from SBH-ASO to satisfy an invoice unless it does so in writing within 24 months after the date the invoice was denied or payment intended to satisfy the invoice was made.
  - iv. In the case of coordination of benefits, the Provider must request from SBH-ASO within 30 months after original payment was made for any additional balances owed.

#### IX. **Payment Disputes**

- a. All invoices, disputes and other matters in question between SBH-ASO and Provider arising out of, or relating to, payment for subcontracted services shall be resolved by the following dispute resolution procedure unless the parties mutually agree in writing otherwise:
  - i. Information Resolution – the parties shall use best efforts and will deal fairly and negotiate in good faith to informally resolve any disputes that may arise related to service provision.
  - ii. Nonbinding Mediation – If Provider is dissatisfied with SBH-ASO's final resolution of a payment dispute or if SBH-ASO fails to grant or reject Provider's request for review of payment dispute within thirty (30) days after it is made, Provider may submit the payment dispute to nonbinding mediation pursuant to Chapter 7.07 of the Revised Code of Washington.

## **MONITORING**

- I. SBH-ASO participates in financial audits by Washington State Health Care Authority, WA State Department of Commerce, and Washington State Auditors in accordance with expectations.
- II. This policy is monitored through the annual SBH-ASO Subcontractor Monitoring Reviews.
  - a. If a Provider performs below expected standards, a Corrective Action Plan may be required for SBH-ASO approval.
- III. SBH-ASO Internal Quality Committee reviews any instances where payment timeline standards were not met.