Broker Invoicing

Broker Rates

- If an invoice is submitted with an **incorrect broker rate**, our team will correct the rate in our system and process payment using the correct rate in the approved budget we have on file.
- This change is intended to prevent delays and avoid the need for invoices to be returned and resubmitted.
- Going forward, please make sure that all invoices you submit reflect the **broker rate from the approved budget**. This will help us keep the payment process efficient and ensure you are paid on time.

How were services provided?

It's important to indicate whether services were provided via Face to Face or via Telehealth.

- Use Face to Face when services are delivered in person.
- Use Telehealth plus the method in which the meeting was held (audio/visual platforms or by phone) when supports are provided virtually—especially during Planning Team Meetings (PTMs).

These distinctions are tied to different billing codes and are essential for accurate processing.

Broker Communications

An email has been created to address Broker concerns, questions and or issues.

brokersupport@issny.org

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