



Completing a Job for Payment

Whenever you contact Authorizations for approval, our agent will make all necessary updates to the Service Job and process pre-approval in ServiceBench. This pre-approval will be in the form of a Claim in 'Approved' status on the related Service Job. ***You are responsible for reviewing the information on the Service Job and verifying that the Approved amounts on the Claim are correct (refer to the 'Updating the Service Job: Under \$300.00' and 'Creating and Submitting Claims for Jobs under \$300.00' documents for additional information). The Claim must be in 'Approved' status.***

You can request payment in three ways:

1) In ServiceBench:

- Go to the Service Job and press the 'Complete' button
- The Claim status will update to 'Transferred' in 48 hours meaning that Accounts Payable will begin processing of the payment (Terms are Net 30)

Note: This is the preferred method as it offers the fastest time to payment.

2) Send email to Claimstatus@cchs.com:

- Subject Line: "Complete for Payment"
- Include the following:
 - Service Job Id
 - Claim Number (If Pre-Authorized)
 - Date Repaired
 - Amount
- If requesting payment for Jobs under \$300 and you have not created the Claim, include an itemized breakdown of all charges

3) Call Authorizations and provide:

- Service Job Id
- Claim Number (If Pre-Authorized)
- Date Repaired
- Amount

CCHS expects invoicing to be submitted promptly but absolutely no later than 90 days from the date you received the service job.