



IMPORTANT INSTRUCTIONS and INFORMATION for IMPARTIAL HEARING ORDER PAYMENTS (SERVICES ONLY)

1. All invoices for services authorized via an impartial hearing decision should be sent via email to IHServiceInvoices@schools.nyc.gov.

Do not submit invoices before you receive confirmation email from the IU account's specialist, that your case has been authorized for payment. Do not email the same submission to the inbox more than once unless specifically requested by DOE staff. Duplicate submissions will delay payments as staff must review all submissions when processing payments to ensure accuracy.

The parent and parent attorney/advocate should be copied on the invoice submission so that we can notify everyone quickly if there are any questions and get a timely response back directly from the vendor, parent or advocate as needed.

We will now accept electronic signatures for in person services so long as the agency/vendor utilizes a program for electronic signatures, like DocuSign, which includes added protections to ensure appropriate authentication and reduces risk of fraud. All verification stamps and certifications should be included with the submission. We cannot accept typed in script signatures. If no specific program is being used, providers should continue to use either a "wet" signature or include a "parent confirmation email" in the submission.

Do not alter the DOE Vendor Monthly Service Invoice Form [Monthly Vendor IH Service Form](#).

2. Vendors cannot receive payment without a registered Tax Identification Number (TIN) with the City. To register, you must complete and submit a substitute [W9 form](#). The request is then validated by the NYC Comptroller's office. You will be notified by email when the process is complete.

If you have a registered TIN with the City and you move, you must submit an updated [W9](#) and a change of address letter on letterhead indicating the old and new address.

If you have a registered TIN with the City and you change your agency name and obtain a new TIN number, you must submit a new [W9](#) for the new agency name and TIN.

3. NYC Payee Information Portal (PIP)
 - All payees should create a PIP account to monitor payment approved in accordance with impartial hearing orders. <https://a127-pip.nyc.gov/webapp/PRDPCW/SelfService>
 - Providers who want to direct payments to a single bank account may enroll in EFT/Direct Deposit using the PIP website.
 - Technical questions pertaining to the PIP website should be directed to FISA via email pip@fisa.nyc.gov.
4. If you are an agency with multiple providers providing the same service to a student, you must submit all invoices for the month at the same time. Do not send invoices piecemeal for multiple providers of the same service for the same month.
5. Pre-audit your own invoice prior to emailing it to the inbox. Make sure no two providers have overlapping time frames for the same service and same student; make sure the rate is correct, mandated session length is correct, total sessions billed is correct and total amount due tallies across the bottom of the "dates of service" grid.

- “Total number of sessions” should be tallied in accordance with the mandated session length indicated in the order and the authorization email issued by our office. For example, if the order and the authorization email indicate provision of thirty-minute sessions and your rate per thirty-minute session, the invoice must be tallied to reflect the total number of thirty-minute sessions (not the total number of hours) at the rate for thirty-minute sessions for a “total amount due”. Failure to do so may result in underpayment. Likewise for forty-five and sixty-minute mandates. The invoice must be tallied to total the number of 45- or 60-minute sessions respectively in accordance with the order and authorization, regardless of how the services were rendered daily.
- To the maximum extent possible provide clean start and end times for each service date. For example, 8:50am-9:50am or 8:30am-9:55am is much preferred over 8:47am-9:54am or 9:23am-10:03am.
- TIN number must be included on all invoices to ensure we are paying the correct vendor. Various vendors have similar names, and we want to ensure the correct vendor is paid.
- Dates of signature cannot pre-date dates of service. This is inappropriate and may result in the agency or provider being flagged for investigation and audit. Our office can only process payment up to the date of the signature. No payments will be processed for services rendered after that date.
- Invoices must be duly signed. Initials and symbols are not acceptable. Invoices require full printed names, signatures, and full dates for providers, school principal or agent and parent for processing. For home and center-based services, the parent must sign to attest to provision of services. For push-in school-based services, the school administrator must sign to attest to the provision of services.

6. Invoices for the current school year:

- One individual email per student per case number for the month with all provider invoices included. Do not send invoices piecemeal for multiple providers of the same service for the same month.
- Subject line should clearly indicate case number and student name.
- Do not combine months on one invoice. Each month should be billed separately.
- A separate PDF should be attached for each service type by month and the actual attachment should be labeled according to the service type and month/year of service. Correct labeling is extremely important for ensuring our ability to process multiple PDFs quickly and accurately.
- CC the parent and parent attorney on the invoice submission.
- In the email include a summary of the invoices attached to be paid:
 - If there are multiple providers providing the same service, each provider should be listed with the amount billed per provider and a total amount due in the email.
 - If providers are charging different rates for the same service, the rates should be noted in the email. For example:
 - Attached please find invoices for services rendered for **September 2024** as follows:
 - 6 invoices for **ABA** (include rates if various rates for same service)
 - Name of Provider 1 for \$4500
 - Name of Provider 2 for \$2500
 - Name of Provider 3 for \$ x
 - Name of Provider 4 for \$ x

- Name of Provider 5 for \$ x
- Name of Provider 6 for \$ x
- Total due for ABA: xxx
- 1 invoice for **ABA SUPERVISION** in the amount of \$xx
- 1 invoice for **PTCO** in the amount of \$xx

7. Invoices from prior school years:

- One individual email per student for the case number with all outstanding invoices; if multiple school years and multiple services, each service for each school year should be separate attachments.
- Subject line should clearly indicate case number and student name.
- Do not combine months on one invoice. Each month should be billed separately.
- A separate PDF should be attached for each service type and school year with all outstanding invoices. The actual attachment should be labeled according to the service type and school year. Correct labeling is extremely important for ensuring our ability to process multiple PDFs quickly and accurately.
- If you have received a partial payment for the month and you believe some invoices are outstanding; you must include all the invoices for that month, for all services (not just the service of the missing payment), so that we can ensure payments are made accurately.
- In the email include a summary of the invoices attached to be paid.
 - If there are multiple providers providing the same service, each provider should be listed with the amount billed per provider and a total amount due.
 - If providers are charging different rates for the same service, the rates should be noted in the email. For example:
 - Attached please find invoices for services rendered during the 22-23 SY as follows:
 - **For FEB 2022:**
 - 4 invoices for **ABA** - 2 unpaid (include rates if various rates for same service)
 - Name of Provider 1 for \$4500-payment received
 - Name of Provider 2 for \$2500-payment received
 - Name of Provider 3 for \$ unpaid to date
 - Name of Provider 4 for \$ unpaid to date
 - Total due for ABA: xxx
 - **For MAR 2022:**
 - 3 invoices for **ABA**- all unpaid
 - Name of Provider 1 for \$4500
 - Name of Provider 2 for \$2500
 - Name of Provider 3 for \$1100
 - Total due for ABA: xxx