# VR Standards for Providers Chapter 3: Basic Standards

Revised July 20, 2018

### 3.8.3 Invoices

#### 3.8.3.1 Timely Submission of Invoices for Payment

By accepting the service authorization, the vendor agrees to send an invoice to TWC for payment.

All invoices must contain all required elements, as listed in 3.8.2 Service Authorization.

#### 3.8.3.2 Required Elements of an Invoice Submitted to TWC-VR

Invoices must include at a minimum:

* the vendor's complete name and remittance address including city, state, and ZIP code;
* the vendor's 14-digit Texas vendor identification number;
* the vendor's contact name and telephone number, email address, or fax number;
* the service authorization number;
* the VR office's name and address, or delivery address, as applicable;
* the contract number;
* a description of the goods or services provided, including the dates of service;
* the quantity and unit cost being billed, as documented on the current service authorization;
* other relevant information supporting and explaining the payment requested or identifying a successor organization to an original vendor, if necessary; and
* any other information required by applicable state and federal laws, rules, and regulations governing the provision of services under the contract and the policies and standards.

#### 3.8.3.3 Inaccurate Invoice

TWC-VR does not accept invoices that are incorrect or that do not include all the required items listed in 3.8.3.2 Required Elements of an Invoice Submitted to TWC-VR.

TWC-VR returns incomplete or incorrect invoices and any associated reports to the contractor, asks the vendor to make the necessary corrections, and asks the contractor to complete a DARS3460, Vendor Invoice Additional Data Request form.

The contractor resubmits the correct invoice and required documentation for review and payment.

#### 3.8.3.4 Recoupment of Funds Paid

A contractor must promptly settle overpayments discovered by TWC.

If a contractor discovers the overpayment, the contractor must immediately self-report it to the assigned regional program specialist, other TWC staff, or the contract manager and arrange for reimbursement.

#### 3.8.3.5 Payments Due

TWC is obligated to pay only for goods and services that lead to the results required for payment, as explained in the VR-SFP manual and on the service authorization.