



**COORDINATOR CONTACT INFO:**

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**ABOUT INVOICES – A Resource Sheet for some common questions**

| QUESTION  | ANSWER   |
|---|--|
| <p><b>How do I submit an invoice?</b></p>   | <p>Families have several options to choose from, as follows:<br/>           1) Email (send to <a href="mailto:ssahinvoices@cmhaww.ca">ssahinvoices@cmhaww.ca</a>)<br/>           2) Drop off in person (see back of SSAH invoice for office locations)<br/> <b>** Please address all correspondence ATTN: SSAH</b></p>   |
| <p><b>When are invoices processed and cheques issued?</b></p>                                     | <ul style="list-style-type: none"> <li>• <b>Invoices are processed the 2<sup>nd</sup> &amp; the 4<sup>th</sup> Tuesday of each month. Invoices/receipts are due no later than 8AM on these days in order to be processed.</b></li> <li>• Cheques are issued shortly after and sent to families in the mail. CMHA WW does not offer direct deposit as an option for reimbursement.</li> <li>• We encourage families to submit their invoices on an ongoing basis throughout the year, rather than waiting to submit large claims as any discrepancies delay the reimbursement process.</li> </ul>                             |
| <p><b>Do you need help filling out your invoice?</b></p>  | <ul style="list-style-type: none"> <li>• Check out our invoice samples on our web-page <a href="https://cmhaww.ca/services/children-youth-families/family-support-options/">https://cmhaww.ca/services/children-youth-families/family-support-options/</a> , scroll down &amp; click on the “Invoicing Information” tab, then you will see the three invoice samples at the bottom of the list of documents, click on each of them to view them on your computer.</li> <li>• Families are welcome to call their Coordinator to get help with completing an invoice, find out about balances, or item eligibility.</li> </ul> |
| <p><b>If your invoice has one or more receipts...</b></p>   | <ul style="list-style-type: none"> <li>• Families should attach copies of receipts, not the original. Any receipts where multiple items have been purchased need to clearly show which item is being expensed (e.g.: underline, star).</li> <li>• Receipts need to show that the item has been paid for, and method of payment.</li> <li>• Invoices with 5 or more receipts can be dropped off in person at CMHA - see invoice for office locations.</li> </ul>  |
| <p><b>What happens if I don't fill out the invoice correctly or it's missing information?</b></p> | <ul style="list-style-type: none"> <li>• Invoices must be completed in full in order to be processed. Any discrepancies may result in a delay for reimbursement.</li> <li>• Invoices must include a parent's signature, and Independent Service Provider signature when a parent has paid for services.</li> <li>• Invoices that are incomplete or missing information will be returned to the parent for follow up.</li> </ul>  |
| <p><b>Do you have a child turning 18 years of age?</b></p>  | <ul style="list-style-type: none"> <li>• Invoices and applicable receipts must be submitted by the end of the month the child turns 18. CMHA cannot process invoices received afterwards.</li> </ul>   |