

Absent Due to Covid Billing

FAQ

1. How far back can I bill for absent due to Covid?
 - a. You can bill from 12/28/2020-5/2/2021
 - b. You have until 5:00pm on June, 18 2021 to submit for the above timeline
2. Is there a sample invoice I can see for reference?
 - a. There is a sample invoice on NH Connections, Absent Due to Covid tab.
3. I am working on my April invoice, however I forgot some of my children to include from March. How do I add these children?
 - a. Please add these children in the comment section of the invoice. Please also explain in an email attached to invoice to: Dhhs.AbsenteeInvoice@dhhs.nh.gov
4. We needed to close to have our staff go get the Covid Vaccine. Can we bill for this?
 - a. Yes, this is covered under absent due to Covid.
5. My staff received their second vaccine. This forced us to close our program. Can we bill for this?
 - a. Yes, this is covered under absent due to Covid.
6. When is the March due date?
 - a. These must be in by June, 18 2021
7. If my invoice is late, what should I do?
 - a. Please send an email to Dhhs.AbsenteeInvoice@dhhs.nh.gov to let Karima know that your invoice is on its way.
8. Where do I access absentee invoices?
 - a. You would have received an email. However you can find them here under the “Absent Due to Covid” tab: <https://www.nh-connections.org/covid-19/financial-resources/>
9. Is Absent due to Covid extended?
 - a. Yes. Absent due to Covid is extended to August, 29 2021.
10. I need help with my invoices, who do I contact?
 - a. Dhhs.AbsenteeInvoice@dhhs.nh.gov . You can also set up a zoom call if needing more assistance by contacting us using this email.
11. After I bill, how quickly will I receive the funds?
 - a. Please allow a few weeks for your funds to arrive. If you feel that you should have received them sooner, please email: Dhhs.AbsenteeInvoice@dhhs.nh.gov Please remember to fully complete your invoices as any missing information will cause for delay of processing your invoice.
12. Where can I find the daily rates?
 - a. You can find this information here: <https://www.nh-connections.org/uploads/2021/03/Absentee-Billing-Weekly-Rates.pdf>
13. When will I receive my payment in the mail?
 - a. Please be advised that our fiscal department is processing these invoices as well as all of the CRSSA Grant invoices. If you submitted your invoice over 25 days ago, please email Dhhs.AbsenteeInvoice@dhhs.nh.gov and notify us of this.
14. When are the next Absent Due to Covid Office Hours?
 - a. June 2, 2021 and June 9, 2021 at 12:00pm
 - b. Zoom link:
<https://us02web.zoom.us/j/82914510399?pwd=M2tnUDdlWSsrWkxzcnpZUU16Q0t1Zz09>
15. What file format can the invoices be submitted in?

- a. Please only submit electronic invoices completed on the provided Excel templates found here under Absent Due to Covid: <https://www.nh-connections.org/covid-19/financial-resources/>
- b. Only one invoice per program will be accepted per month and MUST include BOTH scholarship and non-scholarship children using the provided labeled sheet tabs in the Excel template.