CSURMA OGC Outside Legal Billing Process

Start: Outside Legal Firm submits invoice
End: Outside Legal Firm receives payment from CSURMA Accounting
Date: 7/20/2009

Metrics:
- Current Average from Invoice Submission to Payment = 38 days
- 27.6 days from Outside Legal Firm invoice submission to Risk Management receiving approved invoice from OGC Attorney.
- 0.5 days for Risk Management to submit invoice to Alliant Insurance.
- 1.3 days for Alliant Insurance to fax voucher to Risk Management.
- 0.6 days for Risk Management to compile hardcopy package and submit to CSURMA Accounting.
- 8.0 days for CSURMA to issue payment to Outside Legal Firm.

Legend:
- Stage
- Return
- Electronic Information
- Manual Information
- Status
- Communication
- Production or Process Flow
- Information Flow
- Production Control
- Inventory

“CURRENT STATE”

START

Control Point

OGC Receptionist

Inbox

Mail Hardcopy Invoice

Outside Legal Firm

OGC Secretary

OGC Attorney

ProLaw

Invoice Tracking Log

IVOS

Black-Baud Fund Accounting System

Update Invoice Tracking Log

Enter Invoice into Valley Oak Claim System (IVOS)

Update Invoice Tracking Log

Post payment in Black-Baud Accounting System

Check for Inquiries

Enter invoice into “Offical” system – Valley Oak Claim System (IVOS)

Print “one-page” Voucher and fax to Risk Management

Check for Inquiries

Complete hardcopy package for final approval includes original invoice with voucher,

Hand write accounting charge codes and OGC Claim # on Voucher

Check for Inquiries

Hand Deliver

Check for Inquiries

Full or Partial Payment

CSURMA Accounting

27.6 days

0.5 days

1.3 days

0.6 days

8.0 days

Retrieve invoices from INBOX

Determine Assigned Case # for invoice (Search ProLaw)

Add ink “Stamp” for OGC file item approval

Create Vendor # if required
If Inquiries are found, consult with Outside Legal Firm or OGC Attorney

OGC Secretary

Inbox

Place in inbox

Invoice line item fees/costs reviewed against CSU billing guidelines
If Inquiries are found, the invoice is reduced/marked down a comment is added
Approve charges on the ink “Stamp”
If Rush payment is required, complete “one-page” form and attach to invoice and send to OGC Secretary

OGC Secretary

Inbox

Invoice Tracking Log

Hand deliver 1x week

Check for Inquiries

Rush invoices are processed according to “one-page” form from OGC Attorney
Batch hardcopy invoices are sent weekly to Risk Management

Risk Management

Inbox

Update Invoice Tracking Log

Enter Invoice into Valley Oak Claim System (IVOS)

Print “one-page” Voucher and fax to Risk Management

Alliant Insurance

Inbox

Check for Inquiries

Enter invoice into “Offical” system – Valley Oak Claim System (IVOS)

Print “one-page” Voucher and fax to Risk Management

Alliant Insurance

Inbox

Check for Inquiries

Post payment information to Fund Accounting System (Blackbaud)

Issue payment via a wire transfer or check (checks issued two times a week, wire transfers may require additional signatures)
Current Average from Invoice Submission to Payment = 15 days
- 7.0 days from Outside Legal Firm Invoice submission to Risk Management receiving approved invoice from OGC Attorney.
- 0.5 days for Risk Management to submit invoice to Alliant Insurance.
- 1.3 days for Alliant Insurance to fax voucher to Risk Management.
- 0.6 days for Risk Management to compile hardcopy package and submit to CSURMA Accounting.
- 5.6 days for CSURMA Accounting to issue payment to Outside Legal Firm.

Legend:
- Electronic Information
- Manual Information
- Push Arrow
- Customer
- Process
- Production Control
- Inventory

Review/Approve online
- Review/Approve Invoice online.
- Invoice is transmitted to Alliant Insurance.
- TrialNet Email Notification
- Assigned Case # for Invoice pulled from ProLaw, Vendor # pulled from PeopleSoft.
- OGC Attorney
- Risk Management
- Alliant Insurance
- TrialNet
- TrialNet Transmits Invoice in a Standard format For IVOS input
- TrialNet creates PDF final package
- Risk Management
- A PDF final package is generated from TrialNet that includes; invoice, voucher, accounting charge codes and OGC claim. Risk Management approves the final package online.
- CSURMA Accounting
- TrialNet email invoice ready for payment
- Post payment information to Fund Accounting System (Back-End)
- Issue payment via a wire transfer or check (checks issued two times a week, wire transfers may require additional signatures)

Review/Approve online
- Review/Approve Invoice online.
- A PDF invoice sent to ProLaw
- Email Notification: Claims validated against CSU billing guidelines. All "Critical" violations have been caught. Claims set to "Approval" status and link to the TrialNet online review area is emailed.
- ProLaw
- IVOS
- Post payment in Black-Bean Funding Accounting System
- Full or Partial Payment
- Communication or Information Flow
- Production or Process Flow