



JNJ Services

VENDOR INVOICE REQUIREMENTS

Invoices should be submitted no later than weekly, but are accepted daily.

Please make sure all invoices include the following:

- Claimant Name
- Date of Service
- Reservation ID #
- Pick up address
- Drop off address
- Actual Mileage
- Wait time (if any; prior authorization required)
- Actual start and stop time if language services are provided
- Your Invoice #

Invoice Submission:

We will accept invoices by email, fax and US mail. We will mark them received based on the date they reach our office. Your payment will be released 30 days from the date we receive the invoice. So, the sooner you submit the invoice the quicker your payment will be issued.

To Email please use invoices@jnjservices.com. We will send you an email confirmation for your records that we have received your invoice. Please do not send your invoice to other email addresses unless otherwise requested in isolated incidents. We cannot be responsible for invoices not getting recorded timely if they go to different departments or an individual who may be out of the office a day(s) or a week(s)

To Fax, please use 678-669-1587. If you need a confirmation of a fax, you will have to call someone in the billing/invoice department to get a verbal confirmation by phone.

To Mail please send to: JNJ Services, Inc., P.O. Box 2034, Lawrenceville, GA 30046

If you need a confirmation of an invoice that you mailed in, you will have to call someone in the billing/ invoice department to get a verbal confirmation by phone.

Compliance:

We are unable to release payment to you if your invoice is sent in incomplete or incorrectly. We will gladly assist you with corrections; however, it is your responsibility to send in correct and precise information. If we bill our customer according to how you invoice us before your mistake is discovered, we may not be able to reverse your error and may have to pay you according to your invoice. We will always review your invoice prior to submitting the information for billing to our customer, however, we cannot be responsible ultimately if you submit it with errors.

Under **NO** circumstance are you authorized to use Lyft or UBER for any of our assignments. If you are unavailable, just tell us. **We have written contracts with our customers that we will not use Lyft or UBER to transport anyone, especially those with brain injuries.** If you ignore this mandatory requirement of not using Lyft or UBER, we have the right not to pay you for those services.

Please be aware that you should **Never** bill the passenger, discuss rates with passenger(s), or attempt to contact our customers directly. These are all a breach of our agreement.

By signing below, you agree to adhere to the requirements conditions set forth herein.

Signature

Print Name & Title

Date

