



**Ohio Department of Medicaid  
SUPPLIER INVOICE GUIDE  
7.16.19 update**

In order to avoid any delays in payment, please follow these important steps when submitting your invoices:

Your invoice should include:

- The valid Purchase Order (PO) number(s)
- The date(s) of service
- An invoice date
- The unique invoice number
- The contract number, if applicable

Be sure to verify:

- The “remit to” address on the invoice must be in OAKS and on file with Ohio Shared Services
- The invoice service dates are within the state fiscal year (July 1<sup>st</sup> – June 30<sup>th</sup>) and/or within service dates of the PO
- The invoice description matches the PO description and/or contract deliverables. It is extremely important to use the same language from the PO on the invoice

Other Tips:

- Print invoices on standard letter-size white or lightly-colored paper for clear imaging
- Remove any heavily shaded areas from invoices
- Do not staple multiple page invoices
- When sending invoices by email to OSS:
  - Individual attached invoice (single scanned file) may include the supporting documentation.
  - Each email can include up to 99 different attached invoices (but only ONE invoice per scanned file).
  - An individual attachment (single scanned file) with multiple invoices will be rejected.

**Supplier invoices** for the Ohio Department of Medicaid should be sent to the Ohio Shared Services email address or location below.

**Email:** [invoices@ohio.gov](mailto:invoices@ohio.gov) (the preferred file type for email attachments is .pdf. The only other acceptable invoice formats for submission are .tif, .txt, or .jpg)

**Supplier invoices (continued)**

**Mail:** Ohio Shared Services  
P.O. Box 182880 Columbus,  
Ohio 43218-2880

**Fax:** 614.485.1039

**Questions** about the status of an invoice should be directed to Ohio Shared Services at:

**Telephone:** 1.877.OHIO.SS1 (1.877.644.6771) or 1.614.338.4781

**Email:** [ohiosharedservices@ohio.gov](mailto:ohiosharedservices@ohio.gov)

**All Supplier Information updates** (e.g. address change, EFT authorizations, correspondence, statements, etc.) should be sent to:

**Mail:** Ohio Shared Services  
ATTN: Supplier Operations  
P.O. Box 182880  
Columbus, Ohio 43218-2880

**Telephone:** 1.877.OHIO.SS1 (1.877.644.6771) or 1.614.338.4781

**Fax:** 614.485.1052

**Email:** [supplier@ohio.gov](mailto:supplier@ohio.gov)