NORTH BAY REGIONAL CENTER
PRESENTS
VENDOR BUSINESS OPERATIONS TRAINING

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What governs the Fiscal Process?

- **Current State Budget and legislative regulations**
- **Title 17 outlines all services payable by the Regional Center.**
- **W&I Code provides guidelines for eligibility.**
- **W&I Code provides guidelines for utilization**

Purchase of Service Requests

- **Every POS authorization ultimately creates an expenditure.**
- **NBRC's role is to ensure that Client's have access to necessary services not otherwise available through a private payer, generic resource, or insurance carrier.**
- **DDS is auditing Regional Centers to ensure that services authorized are supported in the IPP**
- **NBRC's contract with the State requires us to ensure that all guidelines outlined in Title 17 and the W&I Codes are followed.**
- **NBRC is required to provide services in the most cost effective way possible. WIC §4648(a)(6)(D)**
- **NBRC must use all other generic resources before using regional center funds.**
  Other resources include, but are not limited to, local school districts, county social services department, Medi-Cal, Social Security Administration, Department of Rehabilitation, or private pay insurance.

Authorization Process

- Once a need for service has been determined, the Service Coordinator will arrange for services to be provided through a Purchase of Service request. This request is submitted to the Fiscal Department after completion of the IPP or addendum for service.

- Purchases of Service are reviewed in the fiscal department upon approval from the supervisor. Fiscal ensures that all regulations have been met. Once the services are reviewed and approved, an authorization document is generated and emailed to the vendor for each referred service.

- When the vendor receives the <u>authorization document</u>, it is important that all the information is reviewed carefully – dates of service, description of service, rates, and vendor information (name, address, and vendor number). If there are any discrepancies, the vendor should contact the consumer's Service Coordinator immediately. The authorization is a written agreement and can be superseded only by an amended authorization or a document giving the details of the increase, decrease, cancellation, or void. NBRC cannot issue a payment if an error is not corrected prior to a vendor submitting an invoice.

- All services <u>**must be prior authorized**</u>. Services should not be provided without a valid authorization number.

Authorization Documents

- Authorization documents are processed and emailed/mailed every Tuesday and Thursday.
- The authorization document that a vendor receives is white, marked as VENDOR COPY.
- The authorization document details the dates of services, type of service, and any additional terms and conditions are noted in the comments section of the authorization.
- It is the vendor's responsibility to make note of what was authorized and when the authorization expires.
- Every authorization generates an invoice line for billing.

Invoices

- Invoices are generated on the 16th, 22nd, and last day of the current month.
- Invoices are posted on the ebilling website for vendor billing.
- All vendors must submit billing using the State's eBilling System as mandated by WIC §4641.5.
- On the 16th, as a best practice, review the invoice posted to ensure that every client receiving services is listed. If there is client missing on the invoice, the probability is that there is no authorization and there will be no payment for service.
- Contact the SC immediately to identify if an authorization has been issued.

eBilling

- It is important to keep your password current to prevent delays in billing. Best practice is to update the password every other month.
- Suggestion is to use a word and add a number to the end. Changing only the number every other month. For example: NBRC1, NBRC2, etc.
- The vendor may start entering their billing as soon as the invoice is posted and should save as they enter the data.
- Multiple users may be in the same invoice at the same time, as long as they are not in the same client line item.

eBilling Tips

- Remember to click on the 'EDIT' button to ensure that you are entering data that will be saved.
- If there were no services provided, click on the 'No Service' button located on the right side of the client billing calendar.
- If all the documents are not available for billing, <u>do not bill partial information</u>, click on the DEFER button located on the right side of the client billing calendar. This will re-generate an invoice line item for that particular client the following month.
- Once a vendor has billed, additional billing will not be accepted. This generates a duplicate exception for DDS audit.

eBilling Additional Tips

- The system will not allow you to bill more than what has been authorized. If you receive an error, click on the DEFER button and send an email to ebilling@nbrc.net for research.
- The system will not allow you to bill prior to or after the start or end date of an authorization.
- The system accepts billing in .25 (quarter hour) increments.
- The earliest day an invoice may be submitted is the 28th. **However**, if the vendor provides monthly service, such as Care Home, SLS, Day Program, Transportation, etc, **billing should not be submitted until on or after the 1st of the month.**
- Once billing has been completed, click on the SUBMIT button. A confirmation pop up will display ensuring that the invoice was successfully submitted.

ebilling Additional Functions

- All invoices that have been submitted are archived in the Invoice History Tab.
- All electronic payment history is archived and available for download from the Payment Tab.
- The payment file may be downloaded to a .csv file that may be reviewed using Excel.
- To change a password, click on My Profile Tab.

Documentation and Audit

- Vendors are required to maintain records of all services provided to clients.
- T17, Div 2, §54326 requires vendors to maintain records in detail for a minimum of 5 years.
- The regional center reserves the right to request these documents at any time for auditing and/or payment justification.

Vendor Payments

- All billing should be submitted no later than the 5th of the month. If the 5th falls on a weekend, the vendor should bill no later than the following Monday.
- All invoices must be complete and accurate.
- Payments are generated on the 14th of each month. If the 14th falls on a weekend, payments are issued on the prior Friday.
- All checks are mailed on the same date the payment is issued.
- All auto deposits are sent to the clearing house on the date payment is issued, and funds are available in the vendor accounts <u>no later than 2 working days</u> from the date payment was issued.

Budgeting

- The regional center is funded based on services paid and reported in the prior month, therefore it is imperative that vendors bill in a timely fashion.
- The regional center relies solely on funding from the state in order to pay our vendors, therefore it is important that vendors have a reserve account in the event that we face budget crisis and/or system issues that prevent the regional center from issuing timely payments.
- While these scenarios are rare, it is important to understand that they exist.