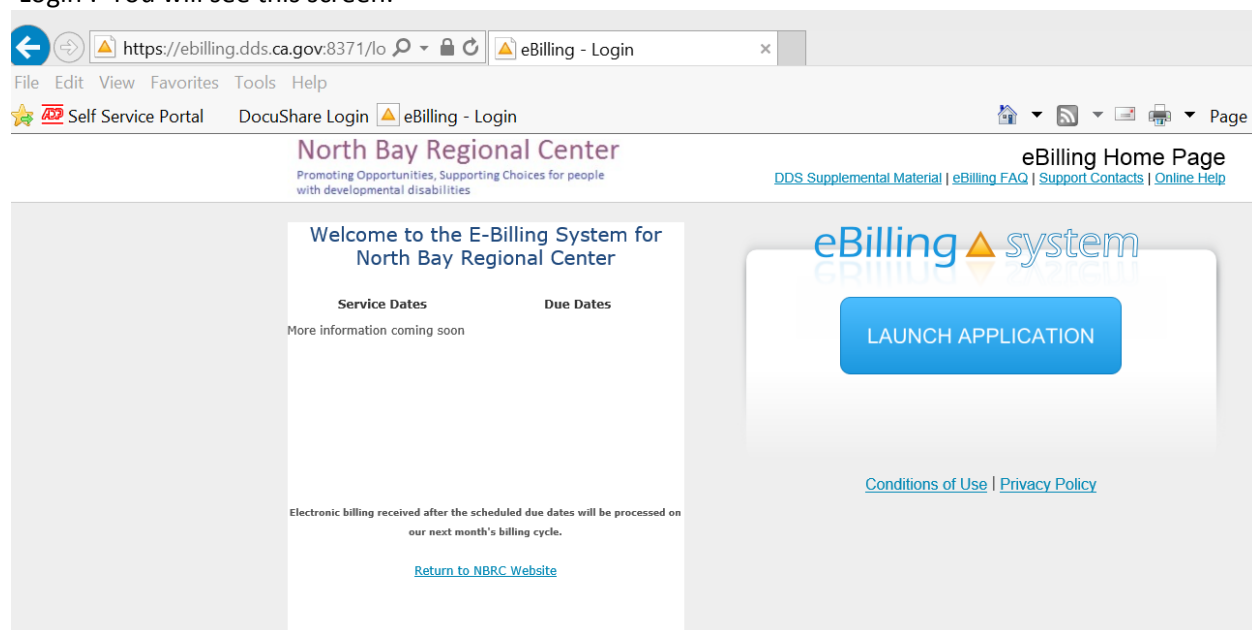


# eBilling Instructions

Welcome to eBilling! Please read this entire email. You will find most of your answers below.

Please go to NBRC website at [www.nbrc.net](http://www.nbrc.net), click on 'Service Providers', then click on 'eBilling', then on 'Login'. You will see this screen:



## To log in:

Click the **LAUNCH APPLICATION** to log-in with your user name assigned. Your temporary password is "password". \*Tip, you may want to save this website as a 'Favorite' or 'Shortcut' for future use.

Once you have logged in you will receive a Disclaimer Statement pop up. Scroll down and accept the terms and conditions. You will also need to change your password. From the main Dashboard, click on "My Profile" tab. Delete out the contents in the password field and create a new password. It is important to advise our vendors that the password expires every 90 days with no prior notice. To avoid being locked out, please calendar a reminder to change your password every 60 days.

## BILLING:

To begin billing, enter your vendor number in the Service Provider Selection box. Once your vendor name comes up, double click. **You will get a confirmation box, click ok.**

Once you have selected your vendor, click on the 'Invoice' tab. Then click on the **SEARCH**. You do not have to enter any other criteria. The SEARCH button will list all current invoices. When you are ready to bill on a current invoices, click on the **EDIT** button on the right hand side to begin billing your services. **\*\*Note, if you click on the invoice without clicking on the EDIT button the system will allow you to enter data in the invoice but will not let you 'submit' because you will be in the Read Only mode. It is very important to click on 'EDIT' button when billing.**

When you begin billing, you will see that every consumer has a red circle (to the left) next to their name. Before you can submit your bill, every consumer must have something billed or noted that there was no

service (you will click on the **No Service** button on the right side of the calendar, or noted to **DEFER** (you will click on the DEFER button on the right side of the calendar when you provided service but are not ready to bill at this time).

You will enter the number of hours, units, etc. (depending on what you are authorized for) in each day of service rendered. Please make sure that you enter the information into the appropriate line.

**A few notes:**

- The system will not allow you to bill more than what has been authorized
- The system will not allow you to bill on a day that is prior to the start day of the authorization or after the end date of the authorization
- The system accepts .25 (quarter) increments for billing
- The earliest you can SUBMIT your invoice is the 28<sup>th</sup> of each month with all services completed prior to billing
- Note,  
Residential Care Homes should not bill attendance *prior* to the end of the month.

After you have entered the data for each client, you will need to scroll down to the bottom of the screen and click on the button that says PRINT INVOICE DETAILS or you can view your submitted invoices by clicking on the Invoice History Tab. This is a copy for your files. You can use this to reconcile your payment. Make sure to click on **SUBMIT** once you have entered all of your data. You will receive a confirmation that your file transmitted successfully and can be viewed under invoice history.

Vendors are **required** to maintain records of services provided to consumers. In accordance with T17, Div. 2, §54326, you are required to maintain records of service in detail and keep them for a minimum of 5 years. We reserve the right to request these documents at any time for auditing and/or payment purposes.

**PAYMENTS:**

Reimbursements are processed on the 14<sup>th</sup> of each month. If the 14<sup>th</sup> falls on a weekend, the reimbursements will be processed on the Friday prior. EFT (electronic funds transfer) payment files are submitted to the bank on the same day we process reimbursements, the 14<sup>th</sup> of every month. Because most banks use a clearing house, the funds are deposited into the vendor accounts within two (2) working days from our scheduled check run date of the 14<sup>th</sup>.

We trust that you will find our eBilling system very user friendly, cost effective, and much more efficient than paper invoicing. Good luck and please feel free to contact our office by emailing your question to [ebilling@nbrc.net](mailto:ebilling@nbrc.net) .

Best Regards,

Isabel Calder  
Fiscal Manager

Jane Hankins  
Fiscal Supervisor