



610 Airpark Rd, Napa, CA 94558
Phone: (707) 256-1100 • TTY (707) 252-0213

www.nbrc.net

2351 Mendocino Ave, Santa Rosa, CA 95403
Phone: (707) 569-2000 • TTY (707) 525-1239

ANNUAL REMINDER

Regarding Authorized Services & Service Payments

NBRC's new fiscal year begins July 1, 2018. Part of the DDS year-end process requires NBRC to generate *replacement authorizations* reflecting the new fiscal year. Replacement authorizations will be created ***but not mailed or emailed***. All new authorizations and renewals will be issued and mailed.

Authorizations for services starting on or after July 1st will be completed and sent out no later than July 19, 2018. Please do not delay services due to pending authorization. If you need confirmation that a service has been approved and you cannot view it in the Portal, please email ebilling@nbrc.net. We will reply within 2 business days.

In addition, as an annual reminder, please note that North Bay Regional Center **may not pay** for services that have not been authorized in writing *prior to* the services being provided by the vendor in accordance with T17 regulations.

DO NOT PROVIDE SERVICES WITHOUT A WRITTEN AUTHORIZATION FROM NBRC.

If your authorization to provide service has expired, you will need to contact the assigned Service Coordinator (SC) immediately. In the event an urgent or emergent service is necessary, please contact the SC or request to speak to the Officer of the Day. If the emergency occurs after business hours, contact our emergency line at 1-800-884-1594.

Important dates for Fiscal Year End:

- **June 29, 2018 – July 2, 2018**
 - There will be no system access, including ebilling
- **July 9, 2018**
 - Due date for June Invoices are due (the due date was extended due to the holiday)
- **July 13, 2018**
 - Check run for June services
- **July 23, 2018**
 - July invoices will be posted on ebilling