TCRC - The Accounting cycle:

1. Service Coordinator generates an **authorization** to purchase services (auth).

    All service providers must be vendored with TCRC prior to providing services.

    Providers must be vendored for the *specific* service being authorized.

    All services must be authorized *prior* to the services beginning.

2. Services & Supports Manager approves authorization – authorization is then "bridged" to the accounting system.

3. Invoices are generated:

    - **Provider of Care Claim forms** (pre-printed invoices) are generated each month around the **25th.** TCRC pays in arrears - except for SSI/SSP Restoration funds.

    - **Electronic invoices** are generated at month end and either sent to vendors by e-mail or made available via TCRC website.

4. Deadlines & payment dates:

    - **Family member reimbursements**:
      Invoices received by the **3rd** - Payments are mailed/transmitted by the **10th**

    - **E-billing (formerly called Web billing)**:
      Invoices received by the **8th** - Payments are mailed/transmitted by the **10th**
      *Starting **April 2011**, payments for E-bills will change to the **18th***

    - **All other invoices (paper invoices and Electronic Attendance):**
      Invoices received by the **8th** - Payments are mailed/transmitted by the **20th** (the following Monday if the 20th falls on a weekend).

  - If invoices are not received by the deadline they are held until the next scheduled check run.
    There is an additional check run at month end for those that missed the deadlines.

  - If POS receives an invoice that cannot be paid (Example: no authorization in the system, auth has already ended, billing for more than authorized, etc.) we will contact the Service Coordinator. If no response (auth/amendment) is received, the invoice will be sent back to the vendor with a transmittal (explanation).

5. Direct Deposit - it is now a requirement that vendors receive their payments via direct deposit. ***Exceptions will only be made for those who do not have a bank account.***

    The bank guarantees receipt of funds within 48 hours of date of transmission.

PURCHASE OF SERVICE (POS) BILLING REQUIREMENTS:

<u>All</u> invoices must have the following:

- The signature of the vendor or authorized representative on the original invoice. For electronic invoices an electronic signature is accepted.
  Faxed copies are <u>not</u> accepted.
- The date the invoice was completed.
- The provider's vendor number.
- The name(s) of the individual(s) who received services.
- The dates of service and, if appropriate, the hours per individual.
- The item(s) purchased or type of service(s) provided.
- The number of units (days/hours) provided per person and the dollar amount being billed.
- A grand total for the invoice.

Depending on the type of service, the following will be required:

- **Residential facilities – Out-of-home respite services** - billing must include the date and time the individual enters the facility and the date and time he/she leaves the facility.
- **Family Member Respite** – the DDS approved Respite Services Billing form.
- **Family Member Day Care** - copy of invoice or receipt from the day care provider or completion of the detail log.
- **Family reimbursement for services (tutors, personal assistance, etc**.) – copies of cancelled checks or completion of the detail log
- **Day programs** - must include a TCRC approved attendance sheet.
- **Professional services (e.g., therapists, psychologists, trainers, personal assistants, etc.)** - must include a log sheet showing dates, start & end times, and number of hours.
- **Medical services** - if the individual has other insurance or Medi-Cal, must include a denial letter from the insurance company / Medi-Cal.
- **Contracted services** - must include back-up documentation as specified in the contract.

If the required back-up is not included with the invoice, the POS staff will contact the vendor to request.

If we do not receive a response the invoice will be returned to the provider with a notice explaining the reason for non-payment.

FREQUENTLY ASKED QUESTIONS by SERVICE PROVIDERS

Did TCRC get my invoice?

TCRC does not have a mechanism to track receipt of paper invoices. Due to the high volume of requests we are no longer able to verify receipt of individual invoices.

If you have not received your payment within 5 working days of the payment date please contact the POS department directly. It is TCRC's policy to wait 5 working days before placing a stop payment on any missing checks.

Who does what in the Purchase of Service (POS) department?

The POS department is located in the Santa Barbara office (805-962-7881).

Lori Razo	**ext. 7273**	SANDIS authorizations	Lrazo@tri-counties.org
Sergio Quiroga	**ext. 7285**	Invoices for vendors A - L (bilingual)	Squiroga@tri-counties.org
Gloria Pé	**ext. 7293**	Invoices for vendors M – Z	Gpe@tri-counties.org
Candace Buck	**ext. 7234**	E-bills	Cbuck@tri-counties.org
Zari Foosherian	**ext. 7286**	Accounting Assistant	Zfoosherian@tri-counties.org
Tami Polansky	**ext. 7295**	Accounting Assistant	Tpolansky@tri-counties.org
Leslie Burton	**ext. 7291**	Supervisor	Leslieb@tri-counties.org

What is Electronic Billing?

There are two types – E-billing (formerly called Web billing) and Electronic Attendance.

E-billing: The provider accesses the invoice via a secure Internet site using a username and password. The invoice is completed and submitted online.

Electronic Attendance (EA): An Excel spreadsheet is created and emailed to the vendor. The provider completes the attendance data and emails the spreadsheet back to POS.

To sign up complete the E-billing enrollment form and fax to **805-456-0314**. A determination will be made by the POS staff which format will work best with the type of services being provided. The enrollment form can be downloaded from our website.

I submitted an invoice but haven't received a payment – what do I do?

First verify that you submitted your invoice by the noted deadline date. If not, your payment will be issued in the next scheduled check run. If you have verified that it was submitted on time, contact the POS staff listed above who handles your alpha name. If the issue isn't resolved by the next check run, contact **Tami Polansky**.

For E-billers, check the website to verify that you hit the "submit" button (it's surprising how often this is the problem!)

If after **two business days** from the transmission date you still have not received your payment, contact Tami directly. She will have to file a trace with Union Bank.

What do I do if I'm expecting an invoice on someone but I don't receive it?

There must be an approved authorization in our system in order for an invoice to be generated.

- For paper invoices – contact the POS staff listed above who handles your alpha name.
- For electronic invoices – authorizations are entered on a daily basis and invoices are generated on a daily basis. Pease check the website and wait *at least* a week before contacting the Service Coordinator or POS staff.

What do I do if I'm having trouble billing for someone listed on my E-bill?

Complete a Request for Correction and send to Tpolansky@tri-counties.org. Please be specific in describing what the problem is. On the E-bill, click **DEFER** and submit for everyone else. The authorization in question will be adjusted and a new E-bill will be generated.

Because of the volume of requests we will not be responding to your e-mail directly. Requests are handled in the order they are received.

Whom do I contact if an authorization is set up incorrectly? Example: start date or number of hours is wrong?

You need to contact the individual's Service Coordinator directly. The POS department can only make a change to an authorization based on an approved amendment / authorization from the Services & Supports Department.

Whom do I contact if my rate is not correct?

All rate issues are handled by the Resource Development Department. You should start by contacting Sabrina Cheng, Scheng@tri-counties.org. She will then refer you to the appropriate person.

How do I notify TCRC of an address change?

Sabrina Cheng is responsible for updating vendor information, including addresses, phone numbers, tax ID information, and email addresses. Please send a written notification to her attention or email Scheng@tri-counties.org. Be sure to include your vendor number(s).

How do I sign up for Direct Deposit?

The enrollment form can be downloaded from our website, or you can request by email. Submit this form with a copy of a voided check. You can either mail this in or fax to **805-456-0314**. Once we've received the form it takes approximately three weeks for the bank to test the routing. During that time you will continue to receive a paper check.

For direct deposit the bank guarantees the funds will be in your account within 48 business hours of date of the transmission.

Whom do I notify if I change bank accounts?

You will need to complete and submit a new Direct Deposit enrollment form, along with a copy of a new check. Please note that any time a change is made it takes a few weeks for the bank to verify the account and routing numbers. In the meantime you will receive a paper check. **Please verify that we have your correct mailing address on file.**

Are vendors TCRC employees?

No. As a vendor you are an independent contractor and responsible for your own taxes. TCRC issues 1099s in January of each year. If you do not receive yours by February 10th please email Tpolansky@tri-counties.org. Be sure to include all of your vendor numbers in the email.