

In the event a Service Provider (vendor) needs to bill additional services or is reporting an overpayment, they will need to complete and return the RCRC Billing Adjustment Request form. A separate form for each client and service month is required. These requests are reviewed at the end of each month.

### **Submitting Requests Forms**

All completed forms should be faxed to (707) 462-6579.

### **Approved Requests**

Additional Billing Requests – A new invoice will be generated for you to bill only the additional amount. An email will be sent notifying you the invoice is available and will include any additional instructions.

Refund Requests - If a Billing Adjustment request is submitted because of an overpayment, the amount will be deducted from a future payment. If the overpayment cannot be deducted from a future check, you will be contacted to send a refund check.

### **Denied Requests**

If the form is not completely filled out or is unclear what is being requested, the form will be returned for the vendor to make corrections. Denied requests will be returned via email to the requester with a brief explanation of the denial. Requests could also be denied because of an incorrect authorization number or wrong service code/sub code.