

RCRC Billing Adjustment Procedures

Service Providers are only to bill for the actual services provided up to the maximum authorized amount.

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 consumer and service month is required. Please see our process regarding the Billing Adjustment Request submissions below.

Submitting Request Forms

All completed forms should be faxed to (707) 465-6579.

If you have any questions please feel free to contact the Fiscal department at (707) 462-3832

All requests for additional payments will be checked to verify what has already been paid and what is authorized. Requests will only be approved if there are billable services remaining.

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 additional instructions if needed.

Refund Request – If there was an over payment, the amount will be deducted from a future payment. If the overpayment cannot be deducted from a future payment, 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 with a brief explanation via email to the requestor and it will include a brief explanation of the denial. Requests having incorrect vendor number, authorization number, or wrong service code/sub code will be denied.