

## E-Billing Frequently Asked Questions

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*I cannot click the UPDATE or UPDATE NEXT button?*

If the UPDATE and UPDATE NEXT buttons are greyed out and you are unable to click them it is because you did not click EDIT when you went to fill out your invoice.

*I received a late time sheet and I already submitted my invoice, what do I do?*

You must complete a Billing Adjustment Request form. This form and its procedure (policy) is located on the main e-Billing page (before launching application).

*I am looking for my invoice but nothing is showing?*

This could be for one of two reasons. One you have no current invoices. Two, you may not be searching correctly. If you don't enter the search criteria exactly the way it wants it you will not find invoices. Try not entering any of the criteria and just click search.

*Can I make changes to what I have entered?*

You can make changes until you click the submit button. Before submitting the invoice you must review the information. You may designate someone to review information or review the information the next day.

*I received a message saying I have billed over the authorized amount?*

Please refer to your most current authorization. You may be billing more than what you are authorized for. If a change was made recently, select the "defer" option. A new detailed line must be issued so you should be able to bill correctly. You may also need to contact your Service Coordinator if changes should be made. What is authorized on the e-billing invoice when issued is all you can bill for. All invoice lines are generated the following month. Do not bill what you can now in an attempt to bill the rest later. The system is not designed to function with this in mind.

*What do I do if I receive a message saying my password has expired?*

Contact the fiscal department using the "forgot your password or need a password reset" located on the e-Billing login page.

*I have deferred a clients detail line, when will it be reissued?*

All deferred lines are issued at the end of the month. They are issued at the same time as the main invoice for the service month. For example, July invoices are issued at the end of July. Any deferred lines will be issued at that time.

*Do I have to enter absence reasons?*

Only vendors who are providing residential services need to indicate absence reasons.

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*I have not provided a service for a specific detail line, how to I fill out the attendance calendar?*  
Mark the “NO SERVICE” check box. The system will not update the detail line if you enter zeros in all of the days.

*Do I have to complete the whole invoice at one time?*

No, you may go into as many detail lines as desired and then close the session. Make sure to click “update” before exiting.

*What is E-Billing, also known as EB?*

E-Billing is the electronic completion and submission of invoices over the internet. It allows for automated processing and payment.

*Who can use e-Billing?*

Most vendors will be able to use e-Billing. If services provided are paid on a “unit” rate (hourly, daily, per mile, monthly, etc.).

*What are the minimum requirements?*

Vendors need basic PC equipment and internet access with Internet Explorer 7 or 8, or Firefox.

*How do I know if I am set up to use EB through the Regional Center?*

You must have completed an Enrollment Packet. Also, you will receive an email with information needed to login and use EB.

*Will you continue to send paper Authorization to Purchase Services?*

Yes, Authorizations to Purchase Services will still be mailed via USPS. You can have them emailed by completing the Enrollment to Emailing document. Once you receive one make sure the information is correct. If there is a discrepancy contact the Service Coordinator.

*Will I still receive a paper invoice after I am enrolled onto e-Billing?*

No. Once you have been set up on the e-Billing website you will no longer receive paper invoices.

*Do I create the invoices on the e-Billing website?*

No. The invoices are created by the regional center just like the paper billings. The only difference is you will access them through the e-Billing website versus receiving them in the mail.

*Can there be more than one person making changes to the same invoice?*

Two users may be in the same invoice but not the same detail line. However, we recommend only one person in an invoice at a time.

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*Can I still enroll in e-Billing if I don't want electronic funds transfer Direct Deposit (EFT)?*

Yes, EFT is optional and the Regional Center does strongly encourage it. EFT will take the worries out of checks lost in the mail.

*If I enroll in EFT how long will it be before I receive my deposit?*

You will receive your deposit 2 business days after the billings are processed. For example, if checks are issued on Wednesday the 15<sup>th</sup> you should receive your deposit on Friday the 17<sup>th</sup>. Also, bank holidays and RCRC holidays may differ but, you can check for a listing of scheduled deposit dates.

*What do I do if my contact information or banking information changes?*

Please fill out another Enrollment Packet containing the section where information has change. Send it to the Regional Center marked as change.

*What happens if a vendor enrolled in EFT doesn't notify the regional center of bank changes?*

This could delay payment for a minimum of 3 weeks. Please allow 15 days for any change to take effect. If we are notified soon enough you may be able to receive a paper check until the process is complete. Please contact the Fiscal Department if you need assistance.

*Can there be more than one Vendor Administrator set up on e-Billing?*

Yes, a vendor can have multiple Vendor Administrator's enrolled on e-Billing. They must be set up by the regional center upon your written request.

*Am I able to view all billings from all the regional centers I am vendored with one set of user logins?*

No, each regional center has its own portal for e-Billing and you must go to each of their portals to sign in. (This only applies to those who have billings with multiple regional centers.)