



Redwood Coast Regional Center

IMPORTANT INFORMATION

~ IMPORTANT: Changes to the comments section for Authorization to Purchase Services~

Authorizations which have “AUTO RENEWAL” in the comment section will renew automatically at the end of the fiscal year. At the start of the new fiscal year and when there are changes to the authorized services a new authorization will be generated and provided via email or USPS. There is nothing that needs to be done by vendors at this time.

FOR ALL SERVICE PROVIDERS

Services are paid one month in arrears. Invoices for the current month will be available by the last business day of the current month.

Please allow 10 days before contacting the fiscal department regarding changes to current authorized services or new authorized services after connecting with the Service Coordinator. This time is needed for your request to go through our internal process and then be sent to you.

Services should not be provided without having an Authorization to Purchase Services document. This ensures what services you are authorized to provide, the amount, and authorizes payment for the services you provided.

Make sure to review links on our [e-Billing](#) website before contacting the fiscal department. There is an abundant amount of information available at your finger tips.

Vendors Billing via E-Attendance

- Your invoices will be on the right side of the e-Billing screen, once you have logged in.
- An XLS file is an excel file and a XML file is a web file.
- Make sure you email the excel file containing the DS2087. It is the signature page of the billing. Your billing will not be processed without it.



NEW TO RCRC – Here are some helpful tips

-Great you have decided to help serve our community and are now authorized in our system to receive referrals so we are able to reimburse you for services.

-To be reimbursed for services you must first receive a document called “Authorization to Purchase Services”. This document explains what client(s) we have agreed to compensate or reimbursed for your services, what kind of service, and the amount of services. Without this document any service you provide is not reimbursable. Also, this document provides a maximum and you may only be paid for what you actually provided.

-To be compensated or reimbursed you must log in to our electronic billing system known as [e-Billing](#). Here you will be able to complete our preformatted invoice and submit it for payment. Information to use this system will be provided to you and is available on the website.

-To know when you will be reimbursed please view our [Billing/Payment Schedule](#) found on our e-Billing website.

Important Reminders

- ❖ **Do not give out your user information. You are able to create user profiles if you are a Vendor Administrator.**
- ❖ **Always review your Authorization to Purchase services documents.**
- ❖ **All invoices must be submitted**, even if no services were provided.
- ❖ **We have links to help**. Review the guides and other links on the e-Billing website before contacting the Fiscal Department. 90% of questions are answered in the information already provided with the links on the website.
- ❖ **Bill during non-peak hours**. Peak billing time is within the first 10 days of the month. We recommend you use the e-Billing system during non peak hours such as early morning or later in the evening between the 1st through the 10th.
- ❖ **Documents, Documents, Documents**. Parent Verification Forms are required for specific vendors (see more information below). When using the One-Time calendar you must submit receipts and word documents may be required. It is the vendor's responsibility to ensure all documents have been submitted. Billings will not be processed without any required document.
- ❖ **Complete your invoice monthly**. Always log in to see if you have any invoices issued from RCRC. Sometimes you may have more than one invoice issued to you. Invoices with an "Issued Date" over 90 will be removed and considered no payment owed. If you find you provided authorized services, have not been paid, and there is no invoice to bill for the authorized service, please contact one of the fiscal staff.
- ❖ **Notify RCRC immediately if you have any of the following changes in:** Vendor Administrator User, Address, Email, Phone number, Banking information (only if your receive payments via Direct Deposit)

"It is the Vision of Redwood Coast Regional Center that all people in our community, including individuals with developmental disabilities, will live, learn, work, travel, and play in the best, most inclusive environments..."