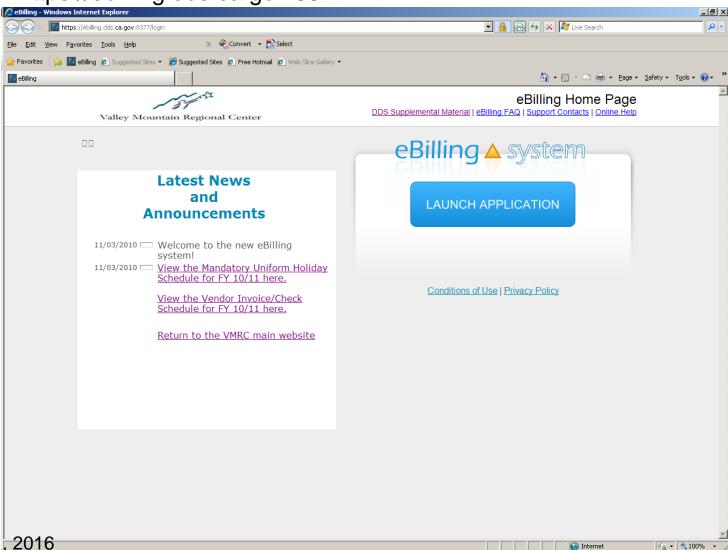
eBilling 🛦 system

# eBilling Training For the Vendor





Website for e-Billing system is: https://ebilling.dds.ca.gov:8377



eBilling 🔺 system

## All Users Log In

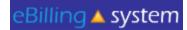


- 2. Enter your User ID and Password
- 3. Click the LOGIN button.



Please change your password the first time you log in.





# All Users System Information

### **Quick Facts**

- ✓ You will be prompted to change your password every ninety days.
- ✓ After twenty-five minutes of inactivity, you will be logged out of the system. Make sure to save all updates as you are making changes to avoid being logged out of the system and losing your work.







# All Users Home Tab

### **Dashboard**

- The eBilling system is arranged in a series of tabs and sub tabs. To move from section to section click on the appropriate tab.
- Functions and tabs are available depending on your user role assignment. If you feel you are not able to access the appropriate areas, please contact your Vendor Administrator to update your user role assignment.
- There is a help link in the upper right hand corner of each screen.



## eBilling ▲ system

# All Users User Roles

**Vendor Administrator**: Access to the *Home, Invoices, Payments, Reports*, and *Service Provider Management* tabs. The Vendor Administrator role only has access to assigned service provider numbers; can create other vendor user and reader profiles; is able to edit, update, and submit invoices.

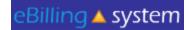
**Vendor Supervisor**: Access to the *Home*, *Invoices*, *Payments*, and *Reports* tabs. The Vendor Supervisor role only has access to assigned service provider numbers; *can not* create other user profiles; and is able to edit, update, and submit invoices.

**Vendor Staff**: Access to the *Home*, *Invoices*, *Payments*, and *Reports* tabs. The Vendor Staff role only has access to assigned service provider numbers; *can not* create other user profiles; and is able to edit and update invoices. The Vendor Staff user profile is *not able* to submit invoices.

**Vendor Staff – No Payment Access**: Access to the *Home*, *Invoices*, and *Reports* tabs. The Vendor Staff – No Payment Access role only has access to assigned service provider numbers for invoices and invoice history and not payment history information; *can not* create other user profiles; and is able to edit and update invoices. The Vendor Staff – No Payment Access user profile is *not able* to submit invoices.

**Reader**: Access to the *Home*, *Invoices*, *Payments*, and *Reports* tabs. The Reader is only able to view information for assigned service provider numbers. The Reader is unable to update, delete, or submit invoices. The Reader is unable to create other user profiles.

\*\*Please note, only the Vendor Administrators listed on the Enrollment Packet have been set up in the new e-Billing system.



# All Users Home Tab

My Profile

How to Update Your User Profile

- 1. Click the My Profile tab.
- 2. Make the desired changes.
- 3. Click UPDATE to save the changes.

### Important notes:

- This is the area where you are able to change your password.
- Please make sure to keep email address current as this will be used for vendor communication.
- Please remember to reset your password the first time you log into the eBilling system.

# <u>All Users</u>

Service Provider Selection





Dashboard

How to Select a Service Provider Number (SPN or Vendor Number)

- 1. Type your SPN number in the Service Provider Selection search box.
- 2. Click SELECT.
- 3. A pop up box will appear. Click OK to approve your selection.

#### OR

- 1. Select the appropriate SPN number (by clicking on it once) from the SPN list located under the SPN search box.
- 2. A pop up box will appear. Click OK to approve your selection.

After selecting an SPN the selected service provider information will appear at the top of the screen.

You will be unable to view any information available under the invoices, payments, and reports tabs unless you first select an SPN number.



# All Users Home

Other Options

#### Welcome Emily

Bulletin

10/26/2010 Welcome

**Bulletins** are posted by VMRC and will appear on the top left of the home screen.

Quick Links
User Updates
Reports

**Quick links** are available on the home screen and provide one click access to other frequently used areas of the application.



**E-Mail** icon appears on the upper right corner of the screen and will allow you to send an e-mail to VMRC Fiscal department.



**Attach Documents** icon appears on the upper right corner of the screen and allows you to upload/attach documents that VMRC Fiscal staff will be able to access.



**Comments** icon appears on the upper right corner of the screen and allows you to enter comments for VMRC Fiscal staff to read.

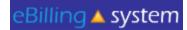
eBilling 🔺 system

# All Users Home



### **Comments:**

- The invoice level comments will be available on the website. Invoice **detail line** level comments will be transferred to UFS for VMRC Fiscal staff to view.
- Invoice **detail line** level comments are meant to convey important information to Fiscal staff at VMRC (ex. 'This invoice line was deferred because...').
- Will be seen only by VMRC Fiscal staff.
- Should be kept brief (two sentences or less).
- Are <u>not</u> for communication with Service Coordinators.
- Are <u>not</u> an immediate or direct form of communication with VMRC. If you have a question or concern that requires an answer from VMRC staff, you need to either call or e-mail your concern.



# All Users Home



### **Documents:**

- ✓ Attached documents will only be flagged on Regional Center reports if they are attached to specific invoice detail lines.
- ✓ Documents attached at the invoice level will not appear on Regional Center reports.
- ✓ If you would like Regional Centers to know that you have attached a document to your invoice, it <u>must be</u> attached to an invoice **detail line**.



**Users** 

Only users assigned to the Vendor Administrator role will have access to the <u>Service Provider Management</u> tab.

This is the area where Vendor Administrators will be able to:

- ✓ Search for Users
- ✓ Maintain User Profiles
- ✓ Create New User Profiles
- ✓ Assign Roles to Users
- ✓ Assign SPNs to Users



**Users** 

How to do a Quick Search for Users

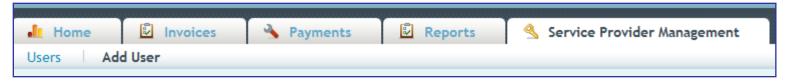


- 1. Select the <u>Service Provider Management</u> tab.
- 2. Click the <u>Users</u> sub tab.
- 3. Enter the search criteria. To view all users leave the search criteria blank.
- 4. Click SEARCH.
- 5. The results will display on the bottom half of the screen.
- Click the record to view. Click the EDIT button on the right of the record line to edit/update.

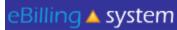


**Users** 

How to Create New User Profiles



- 1. Select the <u>Service Provider Management</u> (SPN) tab.
- 2. Click the Add Users sub tab.
- 3. Enter the new user profile information. Fields with a red star are required. The user role defaults to reader. Choose a new user role from the drop down menu if necessary. (Refer to slide 6 for User Role descriptions)
- Click ADD.
- 5. Click the ASSIGN SPN button to assign SPNs at this time.



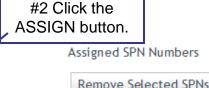
### Users How to Assign SPNs

- 1. Click the Assign SPN button. This will be available if you are viewing a user profile in the edit/update mode or are creating a new user profile.
- 2. A pop up window will appear.
- Search for the appropriate SPN on the left side of the screen .
- 4. Click the SPN to highlight and select. Hold down the CTRL key to select multiple, non-consecutive SPN's. Hold the shift key to select multiple, consecutive SPN's.



6. Click SAVE to update the user profile.

Search SPN Numbers



	n89	Search Assign Selected SPN	\s
#1 Select	SPN#	Description	
the SPN	H89000	JOANNA'S WORLD, INC.	^
Number.	H89001	CASA ALLEGRA COMMNTY SVCS	≣
	1100000	WEEKS WATER WATER	

SPN#	Description
H18007	R & D TRANSPORTATION
H18471	MV TRANSPORTATION

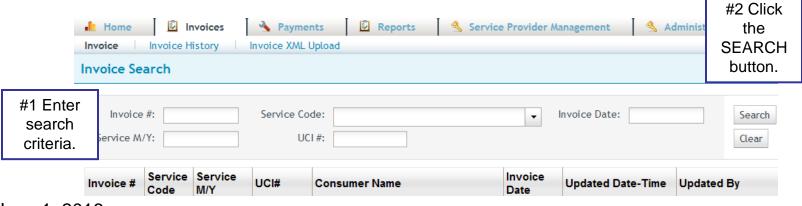


Any questions?



#### How to Search for an Invoice

- 1. On the HOME screen, select or enter the appropriate service provider number.
- 2. Select the <u>Invoices tab</u>. TIP: If you would like to search for an invoice that has been submitted select the <u>Invoice History tab</u>.
- 3. Enter the search criteria. If you would like to pull up all available invoices then leave the search criteria blank.
- 4. Click the SEARCH button.
- 5. The search summary results will appear on the bottom half of the screen.





## <u>Invoices</u>

#### How to View an Invoice

- 1. Search for the invoice you would like to view.
- 2. Click the invoice.
- You will now be able to view the invoice detail lines in VIEW ONLY mode.
- 4. To view an invoice in EDIT/UPDATE mode you will need to click the EDIT button on the right side of the invoice line.

Click anywhere on the invoice line to view in VIEW ONLY MODE.





Click the EDIT button to view in EDIT/UPDATE mode. The EDIT button is on the right side of the invoice line.

## eBilling ▲ system

# **Invoices**

#### How to Filter Invoice Lines

- 1. Select the invoice you would like to view or update/edit.
- 2. If you have processed some of the lines and are now returning back to the invoice, you can filter only the unprocessed lines by clicking on the drop down box in the top middle of the screen.
- <u>FILTER ALL</u> will allow you to see all the invoice lines (processed and unprocessed).
- <u>FILTER UNPROCESSED</u> will allow you to only see the unprocessed invoice lines.

  Service Provider Billing Details





### Calendar Type Differences

There are now four calendar types. Invoice set up will depend on rate structure, billing structure, and billing requirements.

Type of Calendar	Service Type	
Check Box	Monthly	Used for Residential Providers – 14 day rule
Check Box	Monthly	Vendors with Daily rates
Units Calendar	Non-Monthly	Used for Monthly unit types
Units with In and Out Times and Worker Name	Hourly, Session, or Visit	Used for services that require in and out times
Purchase Reimbursement	Per Item or Variable	Total purchases



## Monthly Check Box Calendar (Residential Providers)

The check box calendar type has boxes that are selected with a cursor and are filled with a check mark.

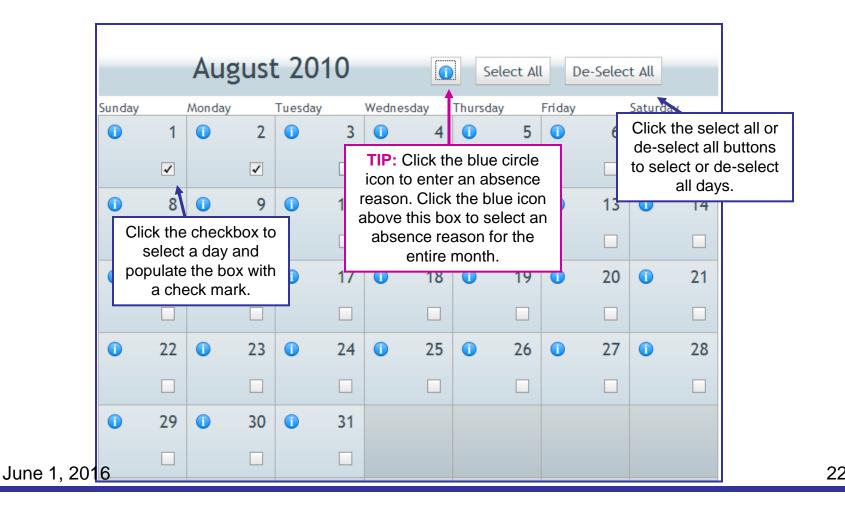
- 1. Place your cursor in the check box.
- 2. Click on the check box.
- 3. A check mark will appear selecting the appropriate day.
- 4. To populate all days of the month click SELECT ALL button.
- 5. To unselect all days of the month, click the DE-SELECT ALL button.
- Click the UPDATE or UPDATE NEXT button to save your changes.

TIP: On the right side of the screen you can mark an invoice line as Full Month of Service, No Service, Defer, or Last Month of Service.

Invoice Details	
✓ Full Month Service	
No Service	Defer (Regenerate Invoice Line)
Last Month of Service ?	Exit Date:



### **Monthly Check Box Calendar**



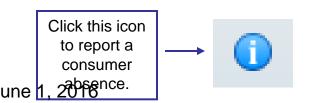


### (Residential Providers)

Absences and Absence Reasons

On the Checkbox type calendar you have the option of entering an absence for consumers. You must be viewing the invoice detail line in the EDIT/UPDATE mode.

- 1. Click on the Blue Circle "I" icon. TIP: To apply an absence reason to the entire month make sure you select the icon at the top of the calendar. To apply an absence reason to individual day make sure to choose the icon on the day you would like to report the absence.
- 2. Select an absence reason from the drop down menu. Click OK.
- 3. The Blue Circle "I" icons will turn into blue stars for all days with reported absences. Click the UPDATE button to save changes.



After the absence is reported the circle will change into a star.





# (Residential Providers) Monthly Check Box Calendar

In the following cases the payment will need to be prorated:

- ✓ The authorization starts or stops mid-month.
- ✓ The last exit (discharge) date is prior to the last day of the month
- ✓ The consumer is absent from the facility greater than 14 days during the month. (WIC 4684.55(c))

**NOTE:** For residential services, if a consumer exits the facility during the month, please enter the last night of service as the exit date.

A prorated payment will show as zero and the Regional Center will calculate the payment based on attendance.

Invoice Details	
Full Month	
☐ No Service	Defer (Regenerate Invoice Line)
Last Month of Service ?	Exit Date:
Invoice Line Summary	
Total Units:	0 / 0 Days *Pro-ration will occur if full month checkbox and sufficient days not selected.
Unit Rate:	5033.060
Gross Amount:	\$ 0.00
Received Revenue Details	
-:	0.00
-:	0.00
-:	0.00
Total Received Revenue:	\$0.00
Net Amount:	\$ 0.00
	*Pro-ration will occur if full month checkbox and
	sufficient days not selected.
Overage Reason:	▼

### eBilling 🔺 system

## **Invoices**

#### **Units Calendar**

The unit type calendar has boxes that will accept unit of service entries. This type of calendar will be used for Day Programs.

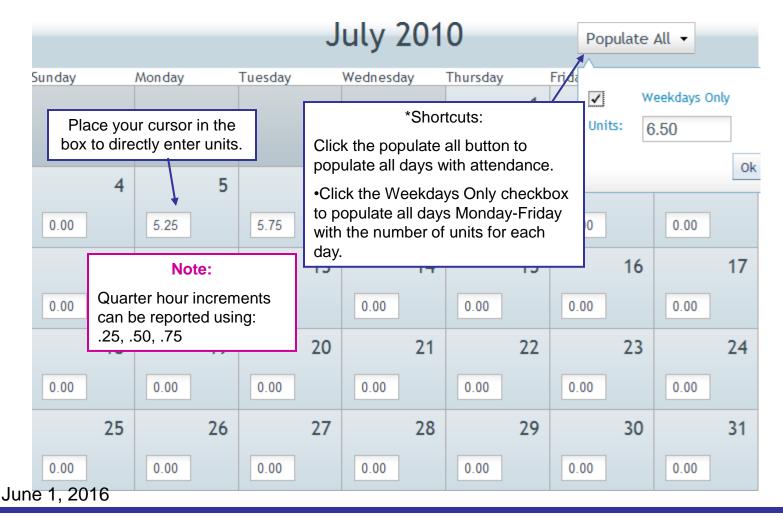
- 1. Place you cursor in the unit box.
- 2. Enter the number of units. You may enter a number with up to two decimal points. *TIP: Break hours into quarter increments (ex. .25, .50, and .75)*
- 3. To populate all days of the month click the POPULATE ALL button.
- 4. Select the weekday's only check box if you would like to populate only weekdays (Monday through Friday).
- 5. Enter the appropriate number of units.
- 6. Click OK.
- 7. The calendar will be populated.
- 8. You can use the mouse or the tab key to move to each unit entry box on the calendar.
- 9. Enter or edit units directly in the attendance calendar entry box.
- 10. Click the UPDATE or UPDATE NEXT button to save your changes.

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TIP: Use the TAB key to move from day to day on the calendar.

## **Invoices**

**Units Calendar** 



## eBilling 🛦 system

## **Invoices**

Units Calendar with In and Out Times and Worker Name

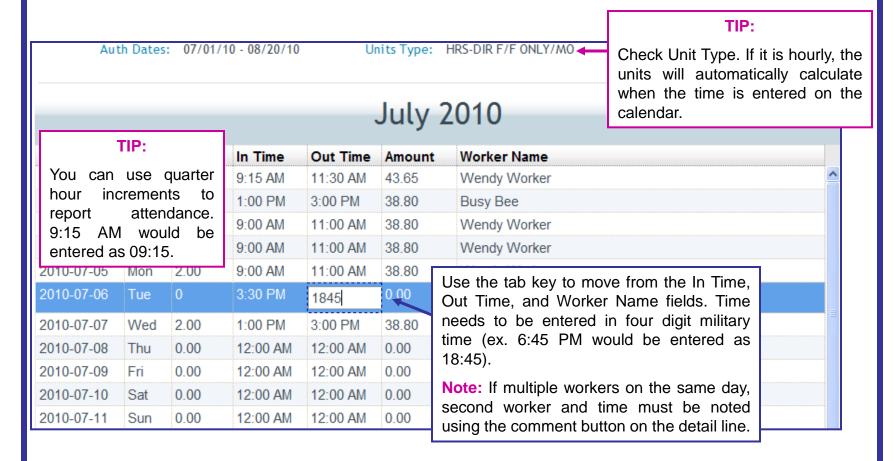
The In and Out calendar type allows entry for each day of the month, that includes fields to enter the in time, out time, and the worker name. If the unit type is hourly, the units and amounts are automatically calculated; they will populate based on in and out times entered.

TIP: If the units rate is per session, visit, etc. the units will not automatically calculate, and will need to be manually entered.

- 1. Click in the <u>In Time</u> field and enter the time in four digit **military time** format. (ex. 1:15 PM would be 13:15, 9:45 AM would be 09:45, 8:00 AM would be entered as 08:00)
- 2. Tab or click in the <u>Out Time</u> field and enter the time in **military time** format.
- 3. Tab or click in the worker name field and enter the worker's name.
- 4. Click the UPDATE or UPDATE NEXT button to save your changes.



#### Units Calendar with In and Out Times and Worker Name





How to save time by using buttons!

No Service, Defer, Calendar Template, Add Invoice Lines

Defer

The **DEFER** button will allow you to mark a consumer record as defer. This will indicate that the vendor is not ready to bill for this consumer. <u>VMRC will ONLY reflag the invoice one month</u>. It is important that you obtain all necessary information to bill the following month. If **DEFER** is applied to the whole invoice, then the whole invoice will be reissued.

No Service

The **NO SERVICE** button allows you to mark a consumer record as having had no service for the month.

Add Invoice Line

The **ADD INVOICE LINE** button will allow you to add an attendance only (A/O) detail line under a contract. \*\*Note, this is not an option available for VMRC vendors.

Calendar Template

The **CALENDAR TEMPLATE** button will allow you to apply a calendar template with attendance information to one or more consumer records.

Defer

## **Invoices**



No Service

Using the No Service or Defer Buttons

- 1. Click on an invoice EDIT button. You must be in invoice edit/update mode.
- 2. Select lines you would like to apply the button to by clicking in the check boxes on the left. TIP: To apply a mass update button to all invoice lines select the top left checkbox that is on the header line. This will mark all the invoice lines for update.
- 3. Click on the button (NO SERVICE or DEFER) you would like to use.
- 4. A flag will appear in the appropriate column.

	Lir Consumer # Name		SVC Subc	Auth #	<b>Auth Date</b> 05/31/12	Unit Type	Unit Days Bille Attend	Gross Amount	Net Amou	No In Ser	Def
	Click this check invoice lines Otherwise checkboxes or	for update. select the	35H	11296795	07/01/10 - 09/30/10	'	After the rec have bee updated, the	n y will	-		Υ
une 1, 2	consum		5H	11301224	07/01/10 - 09/30/10		e marked wi appropriate f			Y	

## eBilling A syste

## **Invoices**

Calendar Template

## Using the Calendar TemplateCheckbox and Units Calendars Only

- 1. Click on an invoice EDIT button. You must be in edit/update mode.
- 2. Select lines you would like to apply the button to by clicking in the check boxes on the left.
- 3. Click on the CALENDAR TEMPLATE button. A window will pop up.
- 4. Fill out the appropriate calendar with attendance information.
- Click on APPLY TO ALL to apply the template to all invoices lines.
   Select the APPLY TO SELECTED button to update only selected invoice lines. The invoice will be updated.
- 6. Click the SAVE button to save changes.
- 7. Click the CLOSE button.
- 8. All updated invoice lines will have an updated date and time stamp.
- 9. Individual lines <u>must be</u> updated with absences.



## <u>Invoices</u>

### **Printing Invoice Details**

You can print invoice details from the view only or edit/update modes. Select the invoice you would like to print.

- 1. Click the PRINT INVOICE DETAILS button. It is located in the bottom right area of the screen.
- A pop up window will appear.
- 3. You are able to view, save, or print the INVOICE DETAIL REPORT
- 4. You are also able to print invoice details for submitted invoices by searching under the <u>Invoice History</u> tab.



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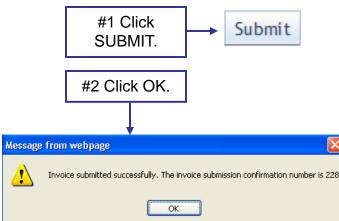
# <u>Invoices</u>

#### How To Submit an Invoice

1. View the invoice you would like to submit in EDIT/UPDATE mode.

2. Check each invoice line to make sure that it has been updated with the correct information.

- Scroll down to the bottom of the screen
- Click the SUBMIT button.
- 5. A pop up window will appear. Click OK.
- Your invoice has been submitted.



#### Reminder:

If the service month of the invoice is the current month, it can not be submitted until the 28<sup>th</sup>. An invoice can not be submitted prior to that date for the month of service. For example, if the service month is November, the first date the invoice can be submitted is 11/28. A previous month of service would not be affected.

eBilling **A** system

# **Invoices**Invoice History

Brief Description of Invoice History

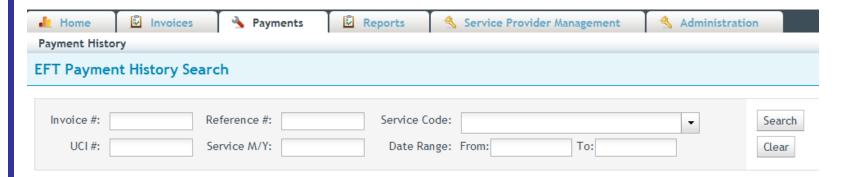


- ✓Once your invoice has been submitted you will be able to search for it under the <u>Invoice History</u> sub tab.
- ✓ You must choose an SPN number on the <u>Home</u> tab to view the <u>Invoice History</u> sub tab.
- ✓ You are able to print invoice details from the <u>Invoice History</u> sub tab.



## **Payments**

### **EFT Payment History Search**

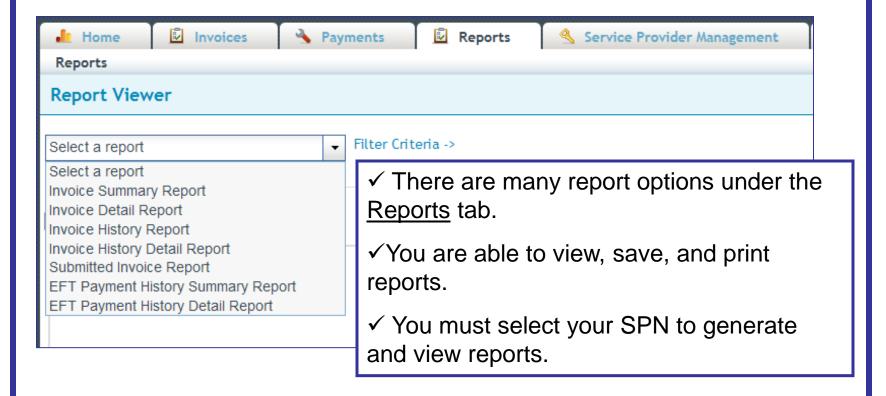


- ✓ You are able to search EFT Payment History in the same way that you search for available invoices under the <u>Invoices</u> tab. Just choose the <u>Payments</u> tab, enter search criteria, and click the SEARCH button.
- √To view a selected EFT Payment History for an invoice, click anywhere on the invoice line.
- ✓ To create a .CSV file of the Payment History, select the invoice, and click the CREATE CSV button. You can either view the file or save it to your computer.

## **Reports**



#### Overview





## **Reports**

### How to Generate a Report

- 1. Click the <u>Reports</u> tab. (Make sure you have selected the appropriate SPN).
- 2. Choose a report from the drop down menu on the left.
- 3. Enter the appropriate search criteria on the right hand side of the screen. (The search criteria will changed depending upon the report you've selected).
- 4. Click SUBMIT.



Invoice#:	
Invoice Date:	
UCI#:	555555
Service M/Y:	
Service Code:	

Submit

#3 Click Submit.

June 1, #1 Choose Report.

#2 Enter Search Criteria.

## eBilling 🛦 system

## **Reports**

### Viewing and Printing Options

There are several options for viewing your report.

1. You can either print the report or save it to your computer.



2. You can open the report in a new window by clicking the <u>Open in a New Window</u> link that is located on the left side of the screen.



3. You can also use the scrollbar to view the report in the browser window.



## Home Dashboard

TAI and DS1964 Spreadsheet Files Available Files for Download

If you currently are e-mailed a Microsoft Excel turnaround invoice (TAI) or DS1964 (for service code 950 services), you will now access that invoice on the eBilling website.

VMRC will contact you about setting up your profile and posting your invoice to the eBilling website.

Once logged on to the eBilling website for your TAI or DS1964, you will see invoices available for download on the right hand side of the <u>Home</u> tab.

You will see files available for download on the right side of the <a href="Home Dashboard">Home Dashboard</a>. There will be a blue DOWNLOAD button on the right side of each available invoice.

#### Available Files for Download

_			
Service Provider #	File Name	Posted Date	Download
H88855	H88855 9-2004 883.xml	2010-10-28 09:07:04	O DOWNLOAD)
H88954	H88954 Group .xls	2010-10-31 12:49:18	O DOWNLOAD
H88954	H88954 Group .xls	2010-11-03 02:10:35	O DOWNLOAD)
H88954	H88954 Group .xls	2010-11-03 02:10:53	O DOWNLOAD)
H88957	H88957 Group .xls	2010-10-31 12:49:18	O DOWNLOAD)

eBilling A system

## Home Dashboard

TAI and DS1964 Spreadsheet Files

How to Download Files (from the eBilling Website to Your Computer)

- 1. Select or enter the appropriate service provider number on the home screen.
- 2. There must be available invoices on the left side of the <u>Home Dashboard</u> screen.
- 3. Click on DOWNLOAD button on the invoice line you wish to download.
- 4. Click the SAVE button.
- 5. Choose the folder you would like to save the file in on your computer. Click SAVE. TIP: Please DO NOTchange the file name. The eBilling system will not recognize the file if the name is changed.
- 6. The downloaded invoice will be saved as an .XLS file on your computer.
- 7. Click OPEN to view the file immediately. Click CLOSE to view the file at a later time.



## Home Dashboard

TAI and DS1964 Spreadsheet Files XML

When you upload your TAI spreadsheet or DS1964 to the eBilling website you will need to first convert it to an .XML document.

- 1. Fill out the invoice as you normally would.
- 2. Click the EXPORT XML button.
- 3. Save your changes.



 The XML file will be in the same folder as your original file. It will contain the same name, but be a .XML document.

The top file is the original Excel TAI. The bottom file is the .XML file that is ready to be posted to the eBilling website.

PG0453 7-2010 55.xls

747... Microsoft Excel '



## Home Dashboard

TAI and DS1964 Spreadsheet Files Compatibility

- √The new TAI and DS1964 spreadsheets are different than the
  old TAI and DS1964 spreadsheets.
- ✓ Please make sure you use the new spreadsheets.
- √The old TAI and DS1964 spreadsheets are not compatible with the new eBilling system.
- ✓ If you provide 950 services to consumers served by multiple Regional Centers, you will need to copy the information in the old DS1964 to the new DS1964 until all Regional Centers have switched to the new eBilling system.



# Home TAI Spreadsheet Transfer

How to Upload Files (From Your Computer to the eBilling Website)

- 1. Select the appropriate SPN.
- 2. Click the <u>Invoice</u> tab.

Invoice XML Upload

3. Click the <u>Invoice XML Upload</u> sub tab.

Select

- 4. Click the SELECT button.
- Choose the file from your computer that you would like to upload. Click OPEN.

Upload

- 6. Click the UPLOAD button.
- 7. The file should be uploaded. If the incorrect file is uploaded, just use the DELETE button and start over.

### eBilling 🔺 system



Please contact our office with any additional questions. ebilling@vmrc.net