



Summary of Job Aid

You use CR/Service Delivery Reports (SDRs) to bill against Cost Reimbursement contracts. The CR Invoice is used to bill for the total amount of line items due for that month services. The CR Invoice also allows you to report services using the Service Delivery Report (SDR) which contains a roster of clients, each with a service delivery calendar to report services on for the month. You can bill for more than one service on the same day by using the multiple calendar functionality in the SDR. Billing for clients is completed by filling out attendance information for each month.

When the information is complete, the provider reports the SDR and then authorizes and submits the CR invoice to EIM, where the service lines are validated.

This reference guide provides users with the steps to successfully bill for CR/SDR contracts in EIM/ESM.

Note: This job aid has been updated to reflected EIM/ESM system enhancements that will become effective as of May 19, 2013.

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Logon to Virtual Gateway

In order to use the EIM/ESM application, you must logon to the Virtual Gateway (go to www.mass.gov/vg and click the link “Logon to Virtual Gateway”) and select the Enterprise Management and Enterprise Service (EIM/ESM) business service.



Note: See [Logon Assistance Job Aid](#) for more information on accessing the Virtual Gateway.

Add Invoice

1. Select the **[Billing]** module.

Figure 1: Image of the EIM/ESM Module bar with a red box surrounding the 'Billing' module.



2. Select the **[Invoice Search]** link from the left navigation menu.
3. Select the **[Add Invoice]** button.

Figure 2: Image of the Invoice Search page.

4. Select a contract and select the **[Select Contract]** button.

Note: If you manage a large number of contracts, you might find the **Filter** helpful. It restricts the **Contract** listing to only those that meet your filter criteria. For example, you could use "%DDS%" if you wanted to show only DDS contracts.

Figure 3: Image of the Add Invoice page with selected contract displayed.

5. Enter the **[*Billing Period From]** date. (Use format: MM/DD/YYYY or select the calendar icon)
6. Enter the **[*Billing Period To]** date. (Use format: MM/DD/YYYY or select the calendar icon)
7. The **[Invoice Reference Number]** is an optional field that is available for providers who want to enter a reference number for internal tracking purposes. It may be used later within a PRC search to learn payment status.
8. Select the **[Save New Invoice]** button.

Figure 4: Image of the Add Invoice page with required fields completed: Billing Period From, and Billing Period To.

**Tips:**

- Invoices **must be submitted sequentially**; if there are no expenses during a billing period, the provider must submit a zero balance invoice.
- If an organization needs to submit more than one invoice a month, a *supplemental* invoice must be created.

Update Line Items

From the Invoice Summary page, you need to complete the Invoice Amount field(s) to indicate the total invoice amount for the billing month.

1. Select the **[Edit Invoice]** button to enter “edit” mode.
2. Enter the **[Invoice Amount]** for each line item that you are billing for.
3. Select the **[Save Invoice]** button.

Figure 5: Image of Invoice page with success message 'Invoice Updated Successfully' displayed.

Current Location: Billing > Invoice Search > Invoice Summary

Invoice #4824

Update Invoice

Invoice updated successfully!!!

Corporate Name:	Provider 2	State Agency Name:	VG Training Org
Vendor Customer Code:	HH51002	Invoice Status:	Draft
Service Contract Number:	9999CR02013000001002	Service Contract Amendment Number:	
Billing Period:	10/01/2012 - 10/31/2012	Invoice Reference Number:	October 2012
Supporting Documentation Reference Number:		Supporting Documentation Descriptions:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

Activity:3153 Training Service Activity Budget:1

Line Item Budget Component	Category	FTL	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
101 Program Director	1-Direct Care / Program Staff	1	\$100,000.00	\$97,000.00	\$1,000.00	\$96,000.00
204 Staff Training	2-Other Direct Care/Program Resources		\$50,000.00	\$30,000.00	\$1,000.00	\$29,000.00
205 Facilities Operation, Maintenance, Equipment and Furniture	3-Occupancy		\$150,000.00	\$132,500.00	\$1,000.00	\$131,500.00
410 Agency and Program Administration and Support	4-Administrative Support		\$100,000.00	\$97,500.00	\$500.00	\$97,000.00
Total		1.00	\$400,000.00	\$357,000.00	\$3,500.00	\$353,500.00

☐ By checking this box, you hereby confirm that by clicking the "Authenticate" or "Release" button below, you are providing data that is complete and accurate in all respects, and that you have been given authority by your organization to submit such data through EIM. If after submission of this record you determine that it is incorrect, you can submit a supplemental transaction to correct it. Please see the user guide for instructions on submitting supplemental transactions.

Run CR Invoice Report

Edit Invoice Release Invoice Delete Invoice

The message “**Invoice Updated Successfully!!!!**” will appear on the Update Invoice page. This also returns you to “read only” mode.

Create CR-Service Delivery Report

From the Update Invoice page, **if your contract requires an SDR to be attached with your invoice**, you need to now add the Cost Reimbursement-SDR for the billing month.

Important Note: Contact your Agency Contract Manager if you are unsure as to whether you need to include an SDR with your invoice.

1. Select the **[CR-Service Delivery Report]** link from the navigation menu.
2. Select the **[Add New Cost Reimbursement SDR]** button.

Figure 6: Image of the CR- Service Delivery Report page.



Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR

Invoice #4824

Cost Reimbursement Service Delivery Report

Contract Identifier/Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Billing Period: 10/01/2012 - 10/31/2012

No SDRs available for this Invoice

Add New Cost Reimbursement SDR

3. Select **[Activity]** from the drop-down menu.

4. Select the **[Select activity]** button.

Figure 7: Image of the CR- Service Delivery Report page.

Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR

Invoice #4824

Cost Reimbursement Service Delivery Report

Contract Identifier/Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Billing Period: 10/01/2012 - 10/31/2012

Activity Code	Total Units	Status
3153 - Training Service Activity	0	Draft

Add New Cost Reimbursement SDR

4. Select the **[Activity Code]** link.

The **Cost Reimbursement SDR Summary** page appears.

Figure 8: Image of the CR- Service Delivery Summary page.

Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR > Cost Reimbursement SDR Summary

Invoice #4824

Cost Reimbursement Service Delivery Summary

Contract Identifier Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Billing Period: 10/01/2012 - 10/31/2012

*Sort By: Client Name [v] [Sort] Go To Page Containing Client Last Name Starting With: [] [Go]

Client	Client Id	Enrollment Id	Budget Number	Total Days	Total Units	Status	Provider Location	Activity/Sub-Activity																							
Client: Rose	474322	10540		0	0	Draft	Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client: Stan	474342	10541		0	0	Draft	Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client: Tracy	474345	10542		0	0	Draft	Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client: Valerie	474351	10544		0	0	Draft	Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client: William	474348	10543		0	0	Draft	Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Grand Total Units: 0.00																															

[Display 1 to 5 of 5]

Return To Draft Report Service

Record Client Attendance – Individual

The SDR has an attendance calendar for each client that is used to report services when billing. Service delivery information may be entered in a single session or throughout the billing period and reported at the end of the month.

If services were delivered to a client during the billing month, a service delivery calendar needs to be updated on the dates service was provided on. If there were no delivered services to a client, the service delivery calendar should remain blank for that client and will be reported as ‘No Delivered Services’.



Each SDR has a default Core Service Delivery calendar to report services on. If additional service codes need reporting, EIM allows up to four (4) core service delivery calendars in a billing month on a regular CR/SDR. If additional core calendars are needed, a supplemental CR/SDR will need to be submitted for the additional services. In addition to reporting the service code, the SDR also reports the attendance status code.

The *Cost Reimbursement Service Delivery Summary* page appears. This page displays a summary of all enrolled clients associated with the contract.

Figure 9: Image of the CR- Service Delivery Summary page.

Current Location: Billing > Invoice Search > Invoice Summary > Cost Reimbursement SDR > Cost Reimbursement SDR Summary

Invoice #4824

Cost Reimbursement Service Delivery Summary

Contract Identifier Number: 9999CR001100001002 - 2013 - CT Contract Type: COST
Billing Period: 10/01/2012 - 10/31/2012

Sort By: Client Name [v] [Go] Go To Page Containing Client Last Name Starting With: [] [Go]

Client	Client ID	Enrollment ID	Budget Number	Total Days	Total Units	Status	Provider Location	Activity/Sub-Activity																							
Client: Rose	474322	10540		0	0	Draft	Provider: 2	3152 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client: Stan	474342	10541		0	0	Draft	Provider: 2	3152 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client: Tracy	474345	10542		0	0	Draft	Provider: 2	3152 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client: Valerie	474351	10544		0	0	Draft	Provider: 2	3152 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client: William	474348	10543		0	0	Draft	Provider: 2	3152 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Grand Total Units: 0.00																															

[Display 1 to 5 of 5]

[Return To Draft] [Report Service]

Important Tips:

- You can sort the SDR by Client ID, Enrollment ID, Client Name, and Provider Location. If sorting by Provider Location and you do not see a client record, check the Provider Organization Parent level location. All new or updated interfaced client enrollment records come into EIM at the Parent level of the organization from the agency enrolling system, i.e. Meditech. If providers want a client enrollment associated to a specific billing location, they need to make this association in ESM. Refer to online course 159: Manage Enrollment Locations for more information on this function.
- If you want to go to a page containing a specific client record, you can use the **[Go To Page Containing Client Last Name Starting With]** field. Simply enter all or part of a client's last name, select the **[Go]** button and you will be brought to the page containing that record. You may need to scroll down to see it. Using this feature will "over-ride" any previous sorts.
- When you are finished entering information, always select the **[Save Changes]** button. If you **do not** save changes, you will lose the data you entered.

Information Regarding Client Enrollments:

- CR contracts with DDS or DMH: If a client enrollment is missing or should no longer appear on the SDR, contact your agency contract manager.*
- CR contracts with DPH, DTA or MRC: If a client enrollment is missing or should no longer appear on the SDR, contact your organization contract manager or the point person for client*



enrollments in EIM/ESM.

1. Select the [\[Client Name\]](#) link to view the client SDR calendar.

The Record Service Delivery page with the Core Service Delivery Calendar #1 displayed.

Figure 10: Image of the Record Service Delivery page with attendance calendar displayed.

Current Location: Billing > Invoice Search > Invoice Summary > Cost Reimbursement SDR > Service Delivery Summary > Record Service Delivery

Service Delivery Report

- Service Delivery Summary
- Service Delivery Header
- Service Delivery Pattern
- Notes

Invoice #4824

Contract # 9999CRB2013000001002 - 2013 - CT

Contract Identifier/Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Record Service Delivery for Client #474322 : Rose Client - Enrollment Id # 18540

Billing Period: 10/01/2012 - 10/01/2012 Location: Provider 2
 Enrollment From: 07/01/2012 Enrollment To: 06/30/2013
 Total Service Days: 0 Total Units: 0
 Voids: 0
 Budget Number: 1 Service Item Status: Draft
 Comments:

Go To Page Containing Client Last Name Starting With:

Previous Client [Next Client](#)

Apply Service Pattern

Select Dates

Select Service
 Service Code:
 Unit(s): Attendance Status:

☐ Add-on Service ☐ Core Service

Core Service Delivery Calendar #1

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Total Units:

Previous Client [Next Client](#)

Go To Page Containing Client Last Name Starting With:

Service Codes Key

Service Code	Description
RESBEDAY	24 hour support
RESITD1	Services provided to individuals who need additional supports beyond those offered by the core staffing of a residential program
ABLEVEL1	WRC Acquired Brain Injury (ABI) Level 1 Client Rate
ABLEVEL2	WRC Acquired Brain Injury (ABI) Level 2 Client Rate

1. Using the Select Service section, enter service information on the client record:

- Place a checkmark next to the billing date(s).

Tips:

If you are billing for every day in the month, use the Apply Service Pattern and select the **[Select All]** button. This will place a checkmark on each day of the client service delivery calendar.

If you selected all days on the client service delivery calendar and wish to remove them, select the **[Deselect All]** button. This will remove all checkmarks on the client service delivery calendar.

- Select the **[Service Code]** drop down menu to choose the service code and select the **[Select]** button.
- Enter the **[Unit(s)]**.
- Select the **[Attendance Status]** from the drop down menu options.
- Select the **[Apply]** button.



Figure 11: Image of the Core Service Delivery Calendar #1 displayed.

Apply Service Pattern

Select Dates

Select Service
 Service Code: RESBEDDAY
 Unit(s): 1 Attendance Status: X

Core Service Delivery Calendar #1

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2 RESBEDDAY	3
4	5 RESBEDDAY	6	7 RESBEDDAY	8	9 RESBEDDAY	10
11	12 RESBEDDAY	13	14 RESBEDDAY	15	16 RESBEDDAY	17
18	19 RESBEDDAY	20	21 RESBEDDAY	22	23 RESBEDDAY	24
25	26 RESBEDDAY	27	28 RESBEDDAY	29	30 RESBEDDAY	

Total Units :

☐ Add-on Service ☒ Core Service

[Next Client](#)

Go To Page Containing Client Last Name Starting With:

2. Select the **[Save Changes]** button. A message appears, "Record has been updated successfully."

Figure 12: Image of the Record Service Delivery for Client page with success message 'Record has been updated successfully' displayed.

Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR > Service Delivery Summary > Record Service Delivery

Service Delivery Report

- Service Delivery Summary
- Service Delivery Header
- Service Delivery Pattern
- Notes

Invoice #4824

Contract # 9999CRB2013000001002 - 2013 - CT

Contract Identifier/Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Record has been updated successfully

Record Service Delivery for Client #474322 : Rose Client - Enrollment Id # 18540

Billing Period: 10/01/2012 - 10/31/2012	Location: Provider 2
Enrollment From: 07/01/2012	Enrollment To: 06/30/2013
Total Service Days: 14	Total Units: 14
Voided Units: 0	
Budget Number: 1	Service Item Status: Draft

Comments:

If additional Core calendars are needed,

3. Select the radio button next to **[Core Service]** and select the **[Add]** button.

Note: At this time CR/SDR does not use Add-on Service calendars.

4. Repeat steps above to report other servicers the client had for this billing month.

You repeat the above steps for each client that you need to bill for in the given month. If you have multiple clients whose attendance follows the same pattern, you can use the Service Delivery Pattern option. Refer to **Report Multiple Client Attendance (Apply Pattern)** section of this job aid for instructions.

Report Multiple Client Attendance (Apply Pattern)

Apply a Service Delivery Pattern:

1. Select **[Service Delivery Pattern]** from the left navigation menu.



Figure 13: Image of the CR- Service Delivery Summary page.

Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR > Cost Reimbursement SDR Summary

Invoice #4824

Cost Reimbursement Service Delivery Summary

Contract Identifier (Number): 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Billing Period: 10/01/2012 - 10/31/2012

*Sort By: Client Name [v] [Sort] Go To Page Containing Client Last Name Starting With: [] [Go]

Client, Rose	Client Id: 474322	Enrollment Id: 10540	Budget (Number):	Total Days: 0	Total Units: 0	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity
Service Code	1	2	3	4	5	6	7	8
Client, Stan	Client Id: 474342	Enrollment Id: 10541	Budget (Number):	Total Days: 0	Total Units: 0	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity
Service Code	1	2	3	4	5	6	7	8
Client, Tracey	Client Id: 474345	Enrollment Id: 10542	Budget (Number):	Total Days: 0	Total Units: 0	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity
Service Code	1	2	3	4	5	6	7	8
Client, Valerie	Client Id: 474351	Enrollment Id: 10544	Budget (Number):	Total Days: 0	Total Units: 0	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity
Service Code	1	2	3	4	5	6	7	8
Client, William	Client Id: 474348	Enrollment Id: 10543	Budget (Number):	Total Days: 0	Total Units: 0	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity
Service Code	1	2	3	4	5	6	7	8

Grand Total Units: 0.00

[Return To Draft] [Report Service]

[Display 1 to 5 of 5]

The Service Delivery Pattern page appears. You will note that this page displays the Core Service Delivery Pattern #1 (default) and also displays all of the clients that appear on this SDR.

Figure 14: Image of the Service Delivery Pattern page.

Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR > Service Delivery Summary > Service Delivery Pattern

Service Delivery Pattern

Contract # 9999CRB2013000001002 - 2013 - CT

Contract Identifier (Number): 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Billing Period: 10/01/2012 - 10/31/2012

*Activity: Training Service Activity [v] [Select Activity]

Each Service Delivery Pattern corresponds to a unique Service Delivery Calendar. If you do not want to change any of the services on an existing calendar, please leave all fields blank. To apply service delivery pattern, all fields with the service delivery pattern section must be populated.

Core Service Delivery Pattern #1

Pattern Preference: ☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat [Select All]

Service Code: [Select Below] [Select]

Units: []

Attendance Status: [Select Below]

☐ Add-on Service ☒ Core Service [Add]

Client Selection

[Select All] [Deselect All] Select all clients (Note: At least one client has to be selected before Applying pattern) ☐ Include Disenrollment Date

Select	Name(Alt, CS, State)	SSN	Enrollment ID	Client ID	Calendar Sequence
<input type="checkbox"/>	Client, Rose	999999999	10540	474322	
<input type="checkbox"/>	Client, Stan	999999999	10541	474342	
<input type="checkbox"/>	Client, Tracey	999999999	10542	474345	
<input type="checkbox"/>	Client, Valerie	999999999	10544	474351	
<input type="checkbox"/>	Client, William	999999999	10543	474348	

[Apply Pattern]

Service Codes Key

Service Code	Description
RESBEGDAY	24 hour support
RES1701	Services provided to individuals who need additional supports beyond those offered by the core staffing of a residential program
ABLEVEL1	MRC Acquired Brain Injury (ABI) Level 1 Client Rate
ABLEVEL2	MRC Acquired Brain Injury (ABI) Level 2 Client Rate

2. Select the [Activity Code] from the drop-down menu options and select the [Select Activity] button. If only one activity code exists, the system will default to it, but you need to still select the [Select Activity] button.

Figure 15: Image of the Service Delivery Pattern page with the Activity section displayed.



Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR > Service Delivery Summary > Service Delivery Pattern

Service Delivery Report

- Service Delivery Summary
- Service Delivery Header
- Service Delivery Pattern
- Notes

Service Delivery Pattern

Contract # 9999CRB2013000001002 - 2013 - CT

Contract Identifier/Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Billing Period: 10/01/2012 - 10/31/2012

*Activity Training Service Activity Select Activity

3. Under the **Core Service Delivery Pattern #1**,

- Place a checkmark next to the **[Pattern Preference]** to indicate the days of the week that you need to report billing on. (If you bill for all seven days, you can select the **[Select All]** button and it place the checkmarks in the checkboxes for you.)
- Select the **[Service Code]** drop down menu to choose the service code and select the **[Select]** button.
- Enter the **[Unit(s)]**.
- Select the **[Attendance Status]** from the drop down menu options.

Figure 16: Image of a completed Core Service Delivery Pattern #1 with Pattern Preference, Service Code, Unit and Attendance Status filled in.

Each Service Delivery Pattern corresponds to a unique Service Delivery Calendar. If you do not want to change any of the services on an existing calendar, please leave all fields blank. To apply service delivery pattern, all fields with the service delivery pattern section must be populated

Core Service Delivery Pattern #1

Pattern Preference: ☐ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☐ Sat

Service Code:

Units:

Attendance Status:

☐ Add-on Service ☐ Core Service

4. Under **Client Selection**,

- Select the **[Select All]** if all clients on this SDR are reporting the same attendance pattern.
- OR**
- Place a checkmark next to each client that is reporting the same attendance pattern.

Note: If the Disenrollment Date needs to be included, remember to check the checkbox.

Figure 17: Image of the Service Delivery Pattern page with the Client Selection section displayed.

Client Selection

Select all clients (Note: At least one client has to be selected before Applying pattern) ☐ Include Disenrollment Date

Select	Name(AL,CL)/Rate	SSN	Enrollment ID	Client ID	Calendar Sequence
<input type="checkbox"/>	Client, Rose	999999999	18540	474322	
<input checked="" type="checkbox"/>	Client, Stan	999999999	18541	474342	
<input type="checkbox"/>	Client, Tracey	999999999	18542	474345	
<input checked="" type="checkbox"/>	Client, Valerie	999999999	18544	474351	
<input checked="" type="checkbox"/>	Client, William	999999999	18543	474348	

5. Select the **[Apply Pattern]** button. Once the pattern has been applied, the system returns you to the **Cost Reimbursement Service Delivery Summary** page.

Figure 18: Image of the CR- Service Delivery Summary page.



Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR > Cost Reimbursement SDR Summary

Service Delivery Report

- Service Delivery Summary
- Service Delivery Header
- Service Delivery Pattern
- Notes

Invoice #4824

Cost Reimbursement Service Delivery Summary

Contract Identifier/Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST
Billing Period: 10/01/2012 - 10/31/2012

* Sort By: Client Name Go To Page Containing Client Last Name Starting With:

Client	Client Id	Enrollment Id	Budget Number	Total Days	Total Units	Status	Provider Location	Activity/Sub-Activity																							
Client_Rose	474322	18540		0	0	Draft	Provider 2	3153 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client_Stan	474342	18541		23	23	Draft	Provider 2	3153 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
RESBEDDA	X.1	X.1	X.1	X.1	X.1					X.1	X.1	X.1	X.1			X.1	X.1	X.1	X.1	X.1			X.1	X.1	X.1	X.1	X.1		X.1	X.1	X.1
Y																															

Important Note: After applying a pattern, services can never be removed, they can only be added. The pattern is irreversible. To adjust services, you must edit client records individually.

Reporting Service Delivery Report

Once all of the attendance information has been added for the billing month and you are sure that everything is stated correctly and accurately, the SDR needs to be 'Reported'.

From the **Service Delivery Summary** page,

1. Select the **[Report Service]** button.

Reminder: The SDR should remain in "Draft" status until all client attendance is reported. If you are not finished reporting attendance, you should select the "Return to Draft" button. Once the CR invoice has been 'authorized' you cannot edit the SDR. You will need to enter and submit a Supplemental CR/SDR if additions or corrections to the SDR are needed after the CR invoice is has been authorized.

Figure 19: Image of the CR-Service Delivery Summary page with the 'Return to Draft' and 'Report Service' buttons displayed at the bottom of the page.

Client	Client Id	Enrollment Id	Budget Number	Total Days	Total Units	Status	Provider Location	Activity/Sub-Activity																							
Client_William	474348	18543		23	23	Draft	Provider 2	3153 - Training Service Activity																							
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
RESBEDDA	X.1	X.1	X.1	X.1	X.1				X.1	X.1	X.1	X.1			X.1	X.1	X.1	X.1	X.1			X.1	X.1	X.1	X.1	X.1			X.1	X.1	X.1
Y																															

Grand Total Units: 83.00

[Display 1 to 5 of 5](#)

EIM automatically returns you to the Cost Reimbursement Service Delivery Report page and shows that the SDR has been "Reported".

Figure 20: Image of the CR-Service Delivery Report page with the SDR in a Reported status.

Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR

Invoice #4824

Cost Reimbursement Service Delivery Report

Contract Identifier/Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST
Billing Period: 10/01/2012 - 10/31/2012

Activity Code	Total Units	Status
3153 - Training Service Activity	83	Reported

The final status for an SDR attached to a Cost Reimbursement invoice is "Reported."



Copy Service Delivery Information

1. Access the **Record Service Delivery** page for a client.
2. Enter service delivery information if needed. Click [**Save Changes**], if changes were made from original.
3. Select the [**Copy Characteristics**] button.
4. Select one or more clients and select the [**Apply Pattern**] button.

*The **Service Delivery Summary** page appears with the newly entered information.*

Tip: Use [**Select All**] and [**Deselect All**] buttons to select or deselect all clients.

Edit/Save, Release, Delete or Disapprove an Invoice

Edit/Save an Invoice:

If you have updated the invoice and want to save it:

1. Access the **Invoice Summary** page.
2. Select the [**Edit Invoice**] button. Update, if necessary.
3. Select the [**Save Invoice**] button. You will receive a confirmation message at the top of the page.

Figure 21: Image of the CR Invoice Summary page with the message 'Invoice Updated Successfully' displayed.

Current Location: Billing: Invoice Search > Invoice Summary

Invoice

- Summary
- Personnel Summary
- Invoice Assessment
- Invoice Notes
- CR-Service Delivery Report

Invoice #4824

Update Invoice

Invoice Updated Successfully!!!

Corporate Name:	Provider:2	State Agency Name:	VG Training Org
Vendor Customer Code:	HHS1002	Invoice Status:	Draft
Service Contract Number:	9999CR2013000001002	Service Contract Amendment Number:	
Billing Period:	10/01/2012 - 10/31/2012	Invoice Reference Number:	October 2012
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

Activity:3153 Training Service Activity Budget:1

Line Item Budget Component	Category	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
102 Program Director	1-Direct Care / Program Staff	1	\$100,000.00	\$97,000.00	\$1,000.00	\$96,000.00
204 Staff Training	2-Other Direct Care/Program Resources		\$50,000.00	\$30,000.00	\$1,000.00	\$29,000.00
300 Facilities Operation, Maintenance, Equipment and Furnishings	3-Occupancy		\$150,000.00	\$132,500.00	\$1,000.00	\$131,500.00
410 Agency and Program Administration and Support	4-Administrative Support		\$100,000.00	\$97,500.00	\$500.00	\$97,000.00
Total:		1.00	\$400,000.00	\$357,000.00	\$3,500.00	\$353,500.00

☐ By checking this box, you hereby confirm that by clicking the "Authorize" or "Release" button below, you are providing data that is complete and accurate in all respects, and that you have been given authority by your organization to submit such data through EIM. If after submission of this record you determine that it is incorrect, you can submit a supplemental transaction to correct it. Please see the user guide for instructions on submitting supplemental transactions.

Release an Invoice:

If the invoice is ready to be released:

1. Access the **Invoice Summary** page of a released invoice.
2. Select the checkbox to confirm data is complete and accurate.
By clicking the checkbox you are complying with legal requirements on releasing an invoice.
3. Select the [**Release Invoice**] button. You will receive a confirmation message at the top of the page.



Figure 22: Image of the CR Invoice Summary page with the message 'Invoice Released Successfully' displayed.

Current Location: Billing: Invoice Search > Invoice Summary

Invoice #4824

Update Invoice

Invoice Released Successfully!!!

Corporate Name:	Provider 2	State Agency Name:	VG Training Org
Vendor Customer Code:	HMS1002	Invoice Status:	Ready
Service Contract Number:	9999CRB2013000001002	Service Contract Amendment Number:	
Billing Period:	10/01/2012 - 10/31/2012	Invoice Reference Number:	October 2012
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

Activity:3153 Training Service Activity Budget:1

Line Item Budget Component	Category	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
102 Program Director	1-Direct Care / Program Staff	1	\$100,000.00	\$97,000.00	\$1,000.00	\$98,000.00
204 Staff Training	2-Other Direct Care/Program Resources		\$50,000.00	\$30,000.00	\$1,000.00	\$29,000.00
300 Facilities Operation, Maintenance, Equipment and Furnishings	3-Occupancy		\$150,000.00	\$132,500.00	\$1,000.00	\$131,500.00
410 Agency and Program Administration and Support	4-Administrative Support		\$100,000.00	\$97,500.00	\$500.00	\$97,000.00
Total		1.00	\$400,000.00	\$357,000.00	\$3,500.00	\$353,500.00

☒ By checking this box, you hereby confirm that by clicking the "Authorize" or "Release" button below, you are providing data that is complete and accurate in all respects, and that you have been given authority by your organization to submit such data through EIM. If after submission of this record you determine that it is incorrect, you can submit a supplemental transaction to correct it. Please see the user guide for instructions on submitting supplemental transactions.

Delete an Invoice:

If you have to delete an invoice:

1. Access the **Invoice Summary** page.
2. Select the **[Delete Invoice]** button.

A message will appear at the top of the page "Are you sure you want to delete this record? Please click "Confirm Delete" to delete the record or "Cancel Delete" to cancel the operation."

3. Select the **[Confirm Delete]** button to delete this invoice.

Note: If you want to cancel the delete action, select the **[Cancel Delete]** button.

Figure 23: Image of the CR Invoice Summary page with the delete message 'Are you sure you want to delete this record? Please click "Confirm Delete" to delete the record or "Cancel Delete" to cancel the operation' displayed.

Current Location: Billing: Invoice Search > Invoice Summary

Invoice #4824

Update Invoice

Are you sure you want to delete this record? Please click "Confirm Delete" to delete the record or "Cancel Delete" to cancel the operation.

Corporate Name:	Provider 2	State Agency Name:	VG Training Org
Vendor Customer Code:	HMS1002	Invoice Status:	Draft
Service Contract Number:	9999CRB2013000001002	Service Contract Amendment Number:	
Billing Period:	10/01/2012 - 10/31/2012	Invoice Reference Number:	October 2012
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

Activity:3153 Training Service Activity Budget:1

Line Item Budget Component	Category	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
102 Program Director	1-Direct Care / Program Staff	1	\$100,000.00	\$97,000.00	\$1,000.00	\$98,000.00
204 Staff Training	2-Other Direct Care/Program Resources		\$50,000.00	\$30,000.00	\$1,000.00	\$29,000.00
300 Facilities Operation, Maintenance, Equipment and Furnishings	3-Occupancy		\$150,000.00	\$132,500.00	\$1,000.00	\$131,500.00
410 Agency and Program Administration and Support	4-Administrative Support		\$100,000.00	\$97,500.00	\$500.00	\$97,000.00
Total		1.00	\$400,000.00	\$357,000.00	\$3,500.00	\$353,500.00

☐ By checking this box, you hereby confirm that by clicking the "Authorize" or "Release" button below, you are providing data that is complete and accurate in all respects, and that you have been given authority by your organization to submit such data through EIM. If after submission of this record you determine that it is incorrect, you can submit a supplemental transaction to correct it. Please see the user guide for instructions on submitting supplemental transactions.

Disapprove an Invoice:

To change the status of an invoice with an error from ready to draft:

1. Access the **Invoice Summary** page of a released invoice.
2. Select the **[Disapprove Invoice]** button. This will return the invoice to a Draft status.



Authorize or Copy an Invoice

Authorize an Invoice:

If the invoice is ready to be authorized and submitted:

1. Access the **Invoice Summary** page of a released invoice.
2. Select the checkbox to confirm data is complete and accurate.
By clicking the checkbox you are complying with legal requirements on authorizing an invoice.
3. Select the **[Authorize Invoice]** button. You will receive a confirmation message at the top of the page.

Figure 24: Image of the CR Invoice Summary page with the message 'Invoice Authorized Successfully' displayed.

Current Location: Billing: Invoice Search > Invoice Summary

Invoice
Summary
Personnel Summary
Invoice Assessment
Invoice Notes
CR-Service Delivery Report

Invoice #4824

Update Invoice

Invoice Authorized Successfully!!!

Corporate Name:	Provider 2	State Agency Name:	VG Training Org
Vendor Customer Code:	HHS1002	Invoice Status:	Passed
Service Contract Number:	9999CRB2013000001002	Service Contract Amendment Number:	
Billing Period:	10/01/2012 - 10/31/2012	Invoice Reference Number:	October 2012
Supporting Documentation Reference Number:		Supporting Documentation Description:	
Supporting Documentation Type:		Invoice Type:	Regular
Monthly Service Narrative:			

Activity: 3153 Training Service Activity Budget: 1

Line Item Budget Component	Category	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
102 Program Director	1-Direct Care / Program Staff	1	\$100,000.00	\$97,000.00	\$1,000.00	\$96,000.00
204 Staff Training	2-Other Direct Care/Program Resources	0	\$50,000.00	\$30,000.00	\$1,000.00	\$29,000.00
300 Facilities Operation, Maintenance, Equipment and Furnishings	3-Occupancy	0	\$150,000.00	\$132,500.00	\$1,000.00	\$131,500.00
410 Agency and Program Administration and Support	4-Administrative Support	0	\$100,000.00	\$97,500.00	\$500.00	\$97,000.00
Total		1.00	\$400,000.00	\$357,000.00	\$3,500.00	\$353,500.00

Run CR Invoice Report

Copy Invoice

Copy an Invoice:

Note: This does not copy the SDR

1. Access the **Invoice Summary** page of an invoice from a previous month.
2. Select the **[Copy Invoice]** button.
3. Enter the new **[Billing Period Dates]** and any additional information.
4. Select the **[Save New Invoice]** button.

Print an Invoice

Print an Invoice (User must have reports role for both)

There are two ways that an invoice can be printed:

- From the **Invoice Summary** page
- From the **Reports** module

To print an invoice from the Invoice Summary screen:

1. Access the **Invoice Summary** page.



2. Select the **[Print CR Invoice Report]** button.

Note: The report will generate a report in view only format for the particular invoice shown on the screen. If a CR-Service Delivery Report in reported status exists for the invoice, it will be printed as well.

To print an invoice from the **Reports** module:

1. Access the **Report** module.
2. Select the [Cost Reimbursement Invoice](#) report link within “EIM Reports.”
3. Enter required criteria and select the **[Run Report]** button.

Note: Printing in this way allows you to select an Excel format.

Search for an Existing Invoice

Searching for an Invoice:

1. Select the **[Billing]** module and then the **[Invoice Search]** from the left navigation menu.
2. Enter your search criteria in any of the following fields (must include at least one).

Tip: Use the wildcard % to search for records beginning with or ending with a text string. Or use partial criteria by entering the beginning letters or text string.

3. Select the **[Search]** button.
4. Select the [\[Activity Name\]](#) link.

The Cost Reimbursement Invoice Summary page appears including information about the invoice you selected.

Supplemental Invoice

1. Select the **[Billing]** module.
2. Select the **[Invoice Search]** link from the left navigation menu.
3. Select the **[Add Invoice]** button.

Figure 25: Image of the Invoice Search page.

Current Location: Billing: Invoice Search

Billing

- » Claim Search
- » Invoice Search
- » Accommodation Rate Invoice Search
- » Ready Pay Invoice Search
- » Explanation of Benefits (EOB)
- » Service Delivery Report Search

Invoice Search

At least one search criteria must be entered

Contract Number: Fiscal Year:

Activity Name:

Provider Name:

Date From: Date To:

PRC/CEC Document ID: Invoice Reference Number:

Invoice Status:

4. Select a contract and select the **[Select Contract]** button.

Note: If you manage a large number of contracts, you might find the **Filter** helpful. It restricts the **Contract** listing to only those that meet your filter criteria. For example, you could use “%DDS% if you wanted to show only DDS contracts.

Figure 26: Image of the Add Invoice page with selected contract displayed.



Current Location: Billing: Invoice Search: Add Invoice

Invoices
+ Invoice Search

Add Invoice

*Contract: 9999CRB2013000001002 - 2013 - CT Select Contract Filter: Filter

5. Enter the [***Billing Period From**] date. (Use format: MM/DD/YYYY or select the calendar icon)
6. Enter the [***Billing Period To**] date. (Use format: MM/DD/YYYY or select the calendar icon)
7. The [**Invoice Reference Number**] is an optional field that is available for providers who want to enter a reference number for internal tracking purposes. It may be used later within a PRC search to learn payment status.
8. Select the [**Invoice Type of Supplemental**] radio button.
9. Select the [**Save New Invoice**] button.

Figure 27: Image of the Add Invoice page.

Current Location: Billing: Invoice Search: Add Invoice

Invoices
+ Invoice Search

Add Invoice

*Contract: 9999CRB2013000001002 - 2013 - CT Select Contract Filter: Filter

Corporate Name: Provider 2	State Agency Name: VG Training Org
Vendor Customer Code: HHS1002	Invoice Reference Number: October 2012
Service Contract Number: 9999CRB2013000001002	Service Contract Amendment Number:
*Billing Period From: 10/01/2012	*Billing Period To: 10/31/2012
Supporting Documentation Reference Number:	Supporting Documentation Description:
Supporting Documentation Type: Select Below	Invoice Type: <input checked="" type="radio"/> Regular <input type="radio"/> Supplemental
Service Delivery Report:	

Save New Invoice

Supplemental Invoice - Updating a Line Item(s)

From the Invoice Summary page, you need to update the Invoice Amount field(s) to indicate the total invoice amount for the billing month.

1. Select the [**Edit Invoice**] button to enter "edit" mode.
2. Enter the [**Invoice Amount**] for each line item that needs to be updated.
3. Select the [**Save Invoice**] button.

Figure 28: Image of the Invoice Summary page with the message 'Invoice Updated Successfully!!!' displayed.

Current Location: Billing: Invoice Search: Invoice Summary

Invoices
+ Summary
+ Personnel Summary
+ Invoice Assessment
+ Invoice Notes
+ CR-Service Delivery Report

Invoice #4904

Update Invoice

Invoice Updated Successfully!!!

Corporate Name: Provider 2	State Agency Name: VG Training Org
Vendor Customer Code: HHS1002	Invoice Status: Draft
Service Contract Number: 9999CRB2013000001002	Service Contract Amendment Number:
Billing Period: 10/01/2012 - 10/31/2012	Invoice Reference Number: October Supplemental
Supporting Documentation Reference Number:	Supporting Documentation Description:
Supporting Documentation Type:	Invoice Type: Supplemental
Monthly Service Narrative:	

Activity:3153 Training Service Activity Budget:1

Line Item Budget Component	Category	FTE	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
102 Program Director	1-Direct Care / Program Staff	1	\$100,000.00	\$96,000.00	(\$500.00)	\$96,500.00
104 Staff Training	2-Other Direct Care/Program Resources		\$00,000.00	\$29,000.00	\$0.00	\$29,000.00
106 Facilities Operation, Maintenance, Equipment and Furnishings	3-Occupancy		\$150,000.00	\$131,500.00	\$0.00	\$131,500.00
110 Agency and Program Administration and Support	4-Administrative Support		\$100,000.00	\$87,000.00	\$0.00	\$87,000.00
Total:		1.00	\$400,000.00	\$353,500.00	(\$500.00)	\$354,000.00

☒ By checking this box, you hereby confirm that by clicking the "Authorize" or "Release" button below, you are providing data that is complete and accurate in all respects, and that you have been given authority by your organization to submit such data through EIM. If after submission of this record you determine that it is incorrect, you can submit a supplemental transaction to correct it. Please see the user guide for instructions on submitting supplemental transactions.

Run CR Invoice Report Edit Invoice Release Invoice Delete Invoice

The message "**Invoice Updated Successfully!!!**" will appear on the Invoice Summary page.



This also returns you to “read only” mode.

Supplemental Invoice - Service Delivery Report

From the **Invoice Summary** page,

1. Select the **[CR-Service Delivery Report]** link from the left navigation menu.
2. Select the **[Add New Cost Reimbursement SDR]** button.
3. Select the **[Activity]** from the drop-down menu.
4. Select the **[Activity]** link.

Figure 29: Image of the Cost Reimbursement Service Delivery Report page with the SDR in a Draft status.

Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR

Invoice #4904

Cost Reimbursement Service Delivery Report

Contract Identifier/Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Billing Period: 10/01/2012 - 10/31/2012

Activity Code	Total Units	Status
2153 - Training Service Activity	0	Draft

Add New Cost Reimbursement SDR

From the **Cost Reimbursement Service Delivery Summary** page,

5. Select the **[Client Name]** link to view the client SDR calendar.

The calendar will display blank when you first come onto the page.

Figure 30: Image of the Record Service Delivery for Client page with the 'View Previous Service Delivery Reports' button appearing.

Current Location: Billing: Invoice Search > Invoice Summary > Cost Reimbursement SDR > Service Delivery Summary > Record Service Delivery

Service Delivery Report

Invoice #4904

Contract # 9999CRB2013000001002 - 2013 - CT

Contract Identifier/Number: 9999CRB2013000001002 - 2013 - CT Contract Type: COST

Record Service Delivery for Client #474322 : Rose Client - Enrollment Id # 18540

Billing Period: 10/01/2012 - 10/31/2012 Location: Provider 2

Enrollment From: 07/01/2012 Enrollment To: 06/30/2013

Total Service Days: 0 Total Units: 0

Voided Units: 0

Budget Number: 1 Service Item Status: Draft

Comments:

View Previous Service Delivery Reports

6. Select the **[Previous Service Delivery Reports]** button.

Figure 31: Image of the Previous Service Delivery Reports displayed.

Previous Service Delivery Reports

Status: Draft	Total Days: 14	Total Units: 14	Voided Units: 0	Claimed Total monthly amount: \$1,400.00	Submission Date:																										
Service Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
RESBEDDA Y	X1		X1		X1			X1		X1		X1			X1		X1		X1			X1		X1		X1			X1		X1

Save Changes Copy Void

Notice that the Status of this calendar is 'Draft'. This means that you did not report the SDR



prior to the release and authorize so it did not attach itself to the invoice.

There are three buttons listed here: **[Save Changes]**, **[Copy]** and **[Void]**. Based on what needs to be modified, select the appropriate button.

- To copy this data, select the radio button next to Service Code and then select the **[Copy]** button.

This will copy the attendance listed from the previous SDR to the Core Calendar listed below.

Figure 32: Image of the Core Service Delivery Calendar #1 displayed with client attendance displayed.

- Verify that the attendance is correct, and then select the **[Save Changes]** button.

A system verification message will appear on the page.

- Select the **[Save & View Next Client]** or **[Return to Summary]** page.

Figure 33: Image of the Cost Reimbursement Service Delivery Summary page with updated client attendance record.

- Once all of the client data has been updated, scroll to the bottom of the Cost Reimbursement Service Delivery Summary page and select the **[Report Services]** button.

Reminder: The SDR should remain in "Draft" status until all client attendance is reported. If you are not finished reporting attendance, you should select the "Return to Draft" button. Once the CR invoice has been 'authorized' you cannot edit the SDR. You will need to enter and submit a Supplemental CR/SDR if additions or corrections to the SDR are needed after the CR invoice is has been authorized.



Figure 34: Image of the Cost Reimbursement Service Delivery Summary page with Return to Draft and Report Service buttons displayed.

Grand Total Units: 23.00

Return To Draft Report Service

Display 1 to 10 of 16 | Next Set >> | page 1 of 2 GO

Reminder Note: Once the SDR has been reported, you must also remember to Release and Authorize the CR Invoice.

Frequently Asked Questions (FAQs)

CR-SDR Frequently Asked Questions (FAQs)

1. How do I know if I need a CR-SDR?

- Please refer to your contract manager for assistance. Most DDS contracts require an SDR be entered and reported where many other agencies do not at this time.

2. How do I attach a CR-SDR?

- While the CR invoice is still in draft status select the “Cost Reimbursement SDR” link from the left navigation menu. Select the “Add new Cost Reimbursement SDR” button; Select the Activity from the drop-down menu and select the “Select Activity” button. Populate the SDR and process the invoice. Refer to the Cost Reimbursement SDR Job Aid for step-by-step instructions.

3. What codes do I use in the CR-SDR?

- Please refer to your contract manager for assistance.

4. The invoice has been paid, but the Agency is now asking that I submit a CR-SDR now. When I try to enter a CR-SDR the button to add is not highlighted?

- You can only add a CR-SDR when the CR invoice is in a Draft status. You cannot add the SDR to a paid invoice.
- You will need to create a supplemental CR Invoice for the month in question, enter “0” for the Invoice Amount(s), select the “Cost Reimbursement SDR” link from the left navigation menu; Select the “Add new Cost Reimbursement SDR” button. Select your Activity from the drop-down menu and select the “Select Activity” button. Populate the SDR and process the invoice. Refer to the Cost Reimbursement SDR Job Aid for step-by-step instructions.

5. The agency stated that I did not include a CR-SDR with my invoice, but I see the SDR when I look at the invoice. Why isn’t it showing on the agency side?

- If the status of the SDR reads as ‘Draft’ then the “Report Services” button was not selected prior to the invoice being released and authorized. You will need to create a supplemental CR Invoice for the month in question, enter “0” for Line Amount(s), select the “Cost Reimbursement SDR” link from the left navigation menu; Select the “Add new Cost Reimbursement SDR” button. Select your Activity from the drop-down menu and select the “Select Activity” button. Populate the SDR and process the invoice. Refer to the Cost Reimbursement SDR Job Aid for step-by-step instructions.

6. My CR Invoice has been paid, but the agency advised me that the SDR is incorrect. How

**do I correct an incorrect SDR?**

- You will need to create a supplemental CR Invoice for the month in question. Enter '0' for the Invoice Amount(s), select the 'Cost Reimbursement SDR' link from the left navigation menu; Select the 'Add New Cost Reimbursement SDR' button. Select the 'Activity' from the drop-down menu and select the "Select Activity" button. Then select the 'Activity Code' link. Select the Enrollment ID link for the client that needs to be corrected. Select the radio button under the Previous Service Delivery Reports heading. Select the [Void] button and then [Save Changes]. The claim is now voided. Enter the new services for that client in the calendar, select the Report Services button and process the Invoice as normal. Refer to the Cost Reimbursement SDR Job Aid for step-by-step instructions.

Additional Learning Opportunities

- Online Learning: To take online course, log into [PACE \(www.pace.state.ma.us/vg\)](http://www.pace.state.ma.us/vg).
 - 137 Cost Reimbursement Billing
- Additional EIM/ESM Provider Job Aids are found at:
 - Virtual Gateway URL: www.mass.gov/vg/eimesm
 - EIM/ESM Provider User Manuals and Instructional Materials

Need Assistance?

- Email the **Virtual Gateway Business Operations Unit** for assistance:
 - EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us
- Call the **Virtual Gateway Customer Service** for assistance:
 - 1 (800) 421-0938
 - 617-847-6578 (TTY people who are deaf, hard of hearing, or speech disabled)
 - Monday – Friday: 8:30am - 5:00pm