

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 <u>www.mass.gov/vg</u> 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.
Home Clients Case Management Authorizations Billing Contracts Credentials Administration Report Help Logout
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.
Current Location: Billing: Invoice Search a Claim Search b Accommodation Rate Invoice Search Contract Number: Contract Number: 2013
x Ready Pay Invoice Search Activity Iame x Explanation of Benefits (EOB) Provider Name x Service Delivery Report Search Obter From Image: Comparison of Delivery Report Search Obter From PRCIECE Document ID: Image: Comparison of Delivery Report Search Image: Comparison of Delivery Report Search Image: Comparison of Delivery Report Search
Search Add Invoice
you wanted to show only DDS contracts. Figure 3: Image of the Add Invoice page with selected contract displayed.
Invoice Search Contract: 9999CRB2013000001002 - 2013 - CT V 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)
 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.
Current Location: Billing: Invoice Search: Add Invoice Invoices Add Invoice
s Invoice Search Contract: S999CR8201300001002 - 2013 - CT Select Contract Filter: Filter: Filter: Filter:
Corporate Name: Provider 2 State Agency Name: VG Training Org Vendor Customer Code: HHS1002 Invoice Reference Number: October 2012
Service Contract Number 9996/R8201300001002 Service Contract Amendment Number: *Billing Period From: 10/01/2012 *Billing Period To 10/31/2012
Supporting Documentation Reference Supporting Documentation Description: Number: Supporting Documentation Type: Select Below 🗸 Supporting Documentation Type: Select Below 🖍 Invoice Type: Invoice Type:
Service Delivery Report:
Save Ilew Invoice



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.

Invoice	Invoice #4824						
» Summary	•						
Personnel Summary	Update Invoice						
Invoice Assessment							
Invoice Notes	Invoice Updated Successful	un y m					
CR-Service Delivery Report							
		orate Name: Provider 2			State Agency Name:		
		omer Code: HHS1002			Invoice Status:	Draft	
		ect Number: 9999CR82013000		Service Co	intract Amendment Number:		
		ling Period: 10/01/2012 - 10/3	1/2012		Invoice Reference Number:	October 2012	
	Supporting Documentation	Number:		Supporting Documentation Description			
	Supporting Document	tation Type:			Invoice Type	e: Regular	
	Monthly Servic	e Narrative:					
	Line Item Budget Component						
		La monta de contrato de contrato		\$100,000,00	597.000.00	\$1,000,00	\$96,000.0
	102 Program Director	1-Direct Care / Program Staff	1,	3100,000.00	241,000.00	21, MAY 24	
	102 Program Director 204 Staff Training	2-Other Direct Care/Program Statt Resources		\$50,000.00	\$30,000.00	\$1,000.00	
		2-Other Direct Care/Program	1,				\$29,000.0
	264 Staff Training 290 Facilities Operation, Waintenance, Ecologient and	2-Other Direct Care/Program Resources		\$50,000.00	\$30,000.00	\$1,000.00	\$29,000.0 \$131.500.0
	204 Staff Training 290 Facilities Operation, Maintenance, Eculoment and Furnishing 410 Apenty and Program	2-Other Direct Care/Program Resources 3-Occupancy	1.00	\$50,000.00 \$150,000.00	\$30,000.00 \$132,500.00	\$1,000.00 \$1,000.00	529,000,0 5131,500,0 597,000,0 5353,500,0

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	Invoice #4824	
 » Summary » Personnel Summary 	Cost Reimbursement Service Delivery Report	
» Invoice Assessment » Invoice Notes	Contract Identifier/Number: 99990CRB2013000001002 - 2013 - CT	Contract Type: COST
» Service Delivery Report	Billing Period: 10/01/2012 - 10/31/2012 No SDRs available for this Invoice	
	no suns available for this involve	Add New Cost Reimbursement SDR
4. Select the [ivity] from the drop-down menu. Select activity] button. Service Delivery Report page. 	
Current Location: Billing: Invoice Search >	Invoice Summary > Cost Reimbursement 50R	
Invoice	Invoice #4824	
» Summary		
» Personnel Summary » Invoice Assessment	Cost Reimbursement Service Delivery Report Contract Identifier/Ilumber: 9999CR8201300001002 - 2013 - CT	Contract Type: COST
» Invoice Notes » Service Delivery Report	Billing Period: 10/01/2012 - 10/31/2012	Contract Type, COST
	Activity Code Total Units	Status
	3153 - Training Service Activity0	Draft Add New Cost Reimbursement SDR
		Add New Cost Reimbursement SDR
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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.

Invice Delivery Rapper	Invoice #4	824							
Service Delivery Summary	•		-						
Service Delivery Header			rvice Delivery Sum						
Service Delivery Pattern Notes	Contr		9999CR82013000001002 - 2013	I.CT				Contract Type: COST	
lotes		Billing Period	10/01/2012 - 10/31/2012						
		-Sort By	Cient Name 💌 Seri Go	To Page Conta	ning Client Las	I Name Starting V	Vithe	Ga	
	Client, Rose	Client Id: 474322	Enrollment Id: 18540	Budget. Number:	Total Days: 0	Total Units: 0	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Trans Service Activity
	Service 1 Code 1	2 3 4 5	1 7 8 9 9	11 12	13 14	16 10 17	18 19 20	21 22 23 24 25	26 27 28 29 30
	Client, Stan	Client Id: 474342	Enrollment Id: 18541	Sudget Number:	Total Days: 0	Total Units: D	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Train Service Activity
	Service +	2 2 4 6		0 11 17	12 14	16. 16. 17.	15 19 20	21 22 23 24 25	26 27 28 29 30
	Client, Tracey	Client Id: 474345	Enrollment Id: 16542	Budget Number:	Total Days: 0	Total Units: 0	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Train Service Activity
	Service 4	2 2 4 5		0 11 12	11 11	15 15 17	18 18 20	21 22 23 24 25	26 27 28 29 30
	Client, Valerie	Client Id: 474351	Enrollment Id: 18544	Budget Number:	Total Days: 0	Total Units: 0	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Train Service Activity
	Service								
	6000			Contraction of the	1000	ALC: NOT	ALC 1972 14		and the second
	Client, William	Cilent Id: 474348	Enrollment Id: 18543	Budget Number:	Total Days: 0	Total Units: 0	Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Train Service Activity
	Service t Code								
								Retu	m To Draft Report Service
		Grand Total Units							

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.

Service Delivery Report	Invoice #4824							
Service Delivery Summary	•							
Service Delivery Header	Contract # 9999CRB2	2013000001002	- 2013 - CT					
Service Delivery Pattern								
lotes	Contract Identifier/Number					Contract Type: COST		
	Record Service Delivery		2 : Rose Clien	t - Enrollment	ld # 18540			
	Billing Period	10/01/2012 - 10/31/2012				Location: Provider 2		
	Enroliment From					ment To: 06/30/2013		
	Total Service Days	: 0			το	tal Units: 0		
	Voided Units	: 0						
	Budget Number	1 💌			Service Iter	n Status: Draft		
	Comments	=						
	Go To Page Containing Client Last Nam		e Delivery Ca		Previous	Client Ret	um to Summary	Next Client
	Select Dates	Tunday	Montay	Turnday	Wednesday	Thursday	Triday	Saturday
	Select Al Deselect Al	A CONTRACTOR OF THE OWNER	and the second se			and the second se		
	Seed AL Deseed AL		•	2	3	4	• • •	
	Select Service	E 7	0		10	11	12	13
	· •	lelect - M		- <u>-</u>		- M		
	Unt(s): Attensance Status:	Apply 14	15	18	17	18	15	20
		21	22	22	24	26	26	27
		28	29	30	31			
		Total Units :					Clear Selected	Clear A
	Ads-on Service Core Service	Add		50	re & View Previous C	ient Save C		opy Characteristic & View Next Clien
	Go To Page Containing Client Last Nam	e Starting With:	6	0	Previous	Client Ret	um to Summary	Next Client
	Service Codes Key							
	Service Code	Description						
		24 hour support						
			is who need additional	1				
	RESITO1	supports beyond those offere a residential program						
	RESITO1	supports beyond those offere	d by the core staffing of					

- 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 codeand select the [Select] button.
- Enter the [Unit(s)].
- Select the [Attendance Status] from the drop down menu options.
- Select the [**Apply**] button.



	Sunday	Monday	🔲 Tuesday	🔲 Wednesday	Thursday	Friday	Saturday
Select All Deselect All Select Service					□ 1 . · ·	2 1 X V RESBEDDAY	3
Service Code: RESBEDDAY	t 4	5 1 X V RESBEDDAY	6	7 1 X V RESBEDDAY	8	9 1 X V RESBEDDAY	10
Unit(s): Attendance	y 11 - •	I X V RESBEDDAY	13 - V	I X V RESBEDDAY	□ 15 - ¥	I X V RESBEDDAY	17
	18	I X V RESBEDDAY	20	21 1 X V RESBEDDAY	22	Z3 1 X Y RESBEDDAY	24
	25	Z6 1 X V RESBEDDAY	27	Z8 1 X V RESBEDDAY	29	30 1 X V RESBEDDAY	
	Total Units :					Clear Selected	Clear All
Add-on Service O Core Service	1			& View Previous Clien	save Cha		y Characteristics View Next Client

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

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.

Service Delivery Report	Invoice #4824						
» Service Delivery Summary » Service Delivery Header » Service Delivery Pattern	Contract # 9999CRB20	013000001002 - 2013 - CT					
» Notes	Contract Identifier/Ilumber; 9999CR82013000001002 - 2013 - CT Contract Type; COST						
	Record has been updated successfully						
	Record Service Delivery f	or Client #474322 : Rose Client - I	Enrollment Id # 18540				
		or Client #474322 : Rose Client - I 10/01/2012 - 10/31/2012	Enrollment Id # 18540	Provider 2			
		10/01/2012 - 10/31/2012					
	Billing Period:	10/01/2012 - 10/31/2012 07/01/2012	Location:	06/30/2013			
	Billing Period: Enrollment From:	10/01/2012 - 10/31/2012 07/01/2012 14	Location: Enrollment To:	06/30/2013			
	Billing Period: Enrollment From: Total Service Days:	10/01/2012 - 10/31/2012 07/01/2012 14 0	Location: Enrollment To:	06/30/2013 14			

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.

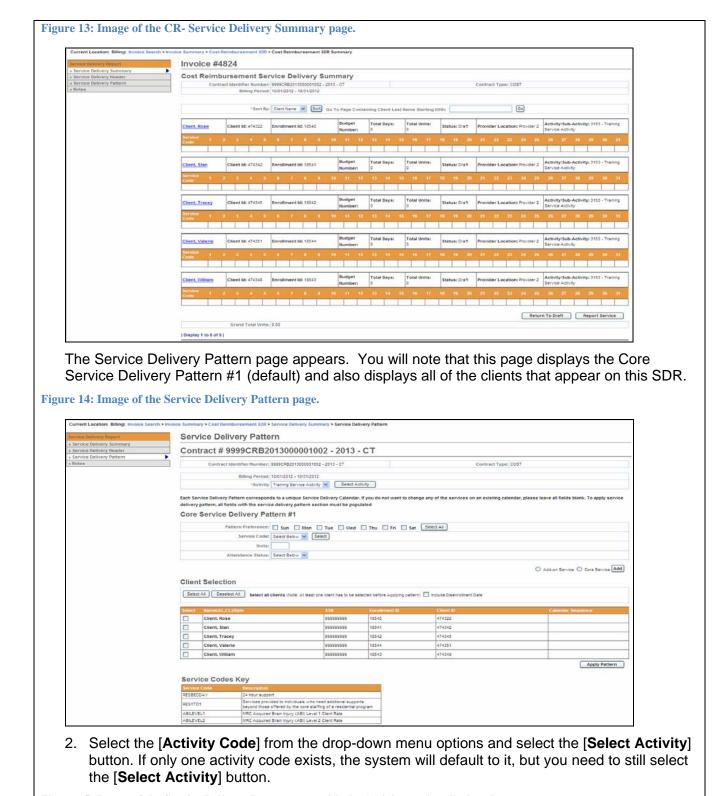


Figure 15: Image of the Service Delivery Pattern page with the Activity section displayed.

/irtual Gateway



Current Location: Billing: Invoice Search > Invo	e Summary > Cost Reimbursement SDR > Service Delivery Summary > Service Delivery Pattern						
Service Delivery Report	ervice Delivery Pattern						
» Service Delivery Summary » Service Delivery Header » Service Delivery Pattern	ontract # 9999CRB2013000001002 - 2013 - CT						
» Notes	Contract Identifier/Number; 9999CR82013000001002 - 2013 - CT Contract Type; COST						
	Billing Period: 1001/2012 - 1031/2012 *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 • vou 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.

•	ds 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 ce delivery pattern section must be populated
Core Service Delivery Pa	ttern #1
Pattern Preference:	Sun 🗹 Mon 🗹 Tue 🗹 Wed 🗹 Thu 🖤 Fri 🗋 Sat Select All
Service Code:	Select Below 🕑 Select
Units:	
Attendance Status:	Select Below 💌
	O Addian Service O Core Service Add

- 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.

Select All Deselect All 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				
	Client, Rose	999999999	18540	474322					
v	Client, Stan	999999999	18541	474342					
	Client, Tracey	999999999	18542	474345					
V	Client, Valerie	999999999	18544	474351					
v	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.





Literit, robe Client dc 1/32/2 Enrolment dc 1/32/2 Enrolment dc 1/32/2 Enrolment dc 1/32/2 Total Days: Number: Total Days: 23 Total Days: 23 <thtotal days:<br="">23 <thtotal days:<br="">23</thtotal></thtotal>	ervice Delivery Report	Invoice #4	824					
Notes Soft Go Total Days: Total Days:<	Service Delivery Header	Cost Reimb	ursement Sei	rvice Delivery Sum	imary			
Service 1 2 3 6 7 9 10 11 12 13 14 15 16 17 18 22 22 23 24 25 27 28 29 30 31 Client, Boxe Client, 474322 Enrollment Id: 18540 Budget Number: Total Units: Status: Draft Provider Location: Provider 2 Activity: Sub-Activity: 3153 - Training Service Activity: Service Activity: 3 4 15 16 17 18 19 20 21 22 23 42 2 2 2 2 3 4 15 16 17 18 19 20 21 22 23 42 2 2 2 2 3 4 10		Contr	act Identifier Number	9999CRB2013000001002 - 2013	3 - CT		Contract Type: COST	
Client.Bose Client Id: 474322 Enrollment Id: 18540 Budget Itumber: Total Days: Total Days: Total Days: Total Days: Provider Location: Provider 2 Activity/Sub-Activity: 3153 - Training Service Scruce 1 2 3 6 7 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 0 1 Client.Stan Client Id: 474342 Enrollment Id: 18541 Budget Tumber: Total Days: Total Days: Total Units: Status: Draft Provider Location: Provider 2 Activity/Sub-Activity: 3153 - Training	lotes		Billing Period	: 10/01/2012 - 10/31/2012				
Service 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 Client Id: <		Client, Rose			Budget Total Day			Activity/Sub-Activity: 3153 - Training
Client, Stan Client ld: 474342 Enrollment ld: 18541 Ilumber: 23 23 Status: Draft Provider Location: Provider 2 Service Activity			2 3 4 5	6 7 8 9 1	0 11 12 13 1	15 16 17	18 19 20 21 22 23 24 25	
Client Isan Client Id: 4/4342 Enrollment Id: 18541 Itumber: 23 23 Status: Draft Provider Location: Provider 2 Service Activity								
		Client, Stan	Client Id: 474342	Enrollment Id: 18541			Status: Draft Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity
Code 1 2 3 4 5 6 7 6 5 10 11 12 13 14 15 16 17 16 15 20 21 22 23 24 25 26 27 20 25 30 31								26 27 28 29 30 31

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, Will	<u>iam</u>	C	lient Id	: 47434	18	Enrollr	nent	ld: 1854	13		Budget Numbe		Total 23	Days:	T 2	otal Ur 3	iits:	Stat	tus: Dra	aft	Provi	der Lo	cation	: Provid	ier 2	Activit Service	•		ty: 315	3 - Tra	ning
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	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	X 1
																									Returr	n To Dr	aft		Report	Servi	ce
			Grand	Total U	Inits:	83.00																									
Display 1 t	:o 5 of		orana	rotare	ninta.	00.00																									

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.

nvoice	Invoice #4824			
Summary Personnel Summary	Cost Reimbursement Servi	ce Delivery Report		
Invoice Assessment	Contract Identifier/Number: 99		Contract Type: COST	
Invoice Notes		01/2012 - 10/31/2012	contract ()por	
Service Delivery Report	bining renou. It	0/2012 - 10/0//2012		
	Activity Code	Total Units	Status	
	3153 - Training Service Activity	83	Reported	
			Add New Cost Reimbursem	ent SDR



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. 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 #4824 Update Invoice Persor Invoice Assessment Invoice Updated Successfully!! Invoice Notes » CR-Service Delivery Report State Agency Name: VG Training Org Corporate Name: Provider 2 endor Customer Code: HHS1002 Invoice Status: Draft Service Contract Number: 9999CRB2013000001002 Service Contract Amendment Number Supporting Documentation Reference Number: Billing Period: 10/01/2012 - 10/31/2012 Invoice Reference Number: October 2012 Supporting Documentation Description Supporting Documentation Type: Invoice Type: Regular Monthly Service Narrative Activity:3153 Training Service Activity Budget:1 1-Direct Care / Program Staff \$100,000.00 \$96,000.00 \$97,000.00 102 Program Director 2-Other Direct Care/Program Resources 204 Staff Training \$50,000.00 \$30,000.00 \$1,000.00 \$29,000.00 390 Facilities Operation. enance, Equipment and 3-Occupancy \$150,000.00 \$132,500.00 \$1,000.00 \$131,500.00 410 Agency and Program Administrative Support \$97,500.00 \$100.000.00 \$500.00 \$97.000.00 1.00 \$400,000.00 \$357,000.00 \$3,500.00 \$353,500.00 y cleaking the box, you keety confirm that by cloking the "Authorce" or "Releast" button below, you are powding data that is complete and accurate in all respects, and that you have been given authority by your organization to submit such data through ENLI's fate submission of this record you determine that it is incorrect, you can submit a supplemental transaction to correct. Rease see the user guide for instructions on submiting supplemental transactions. Edit Invoice Release Invoice Delete Invoice Run CR Invoice Report

Release an Invoice:

If the invoice is ready to be released:

- 1. Access the **Invoice Summary** page of a released invoice.
- 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.

mioice	Invoice #4824						
• Summary	•						
 Personnel Summary 	Update Invoice						
Invoice Assessment							
» Invoice Notes	Invoice Released Success	fully					
» CR-Service Delivery Report						1000-00-00000000	
		srate Name: Provider 2			State Agency flame:		
		omer Code: HHS1002			Invoice Status:	Ready	
		ect Number: 9999CRB201300		Service Co	estract Amendment Number:		
		ling Period: 10/01/2012 - 10/3	11/2012		Invoice Reference Number:	October 2012	
	Supporting Documentation	Number:		Supporting	Documentation Description:		
	Supporting Document	tation Type:			Invoice Type	: Regular	
	Monthly Servic	e Narratives					
	Line Bern Budgel Component						
	102 Program Director	1-Direct Care / Program Staff	1	\$100,000.00	\$97,000.00	\$1,000.00	\$96,000.0
	204 Staff Training	2-Other Direct Care/Program Resources		\$50,000.00	\$30,000.00	\$1,000.00	\$29,000.0
	200 Facilities Operation, Maintenance, Eculoment and Furnishing	3-Occupancy		\$150,000.00	\$132,500.00	\$1,000.00	\$131,500.0
	410 Abenov and Program Administration and Support	4-Administrative Support		\$100,000.00	\$97,500,00	\$500.00	\$97,000.0
	Total		1.00	\$400,000.00	\$357,000.00	\$3,500.00	\$353,500.0
	By checking this h			e" button below, you are providing da you determine that it is incorrect, you it			

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.

oice	Invoice #4824						
ummary	•						
ersonnel Summary	Update Invoice						
nvoice Assessment	Are you sure you want to de	elete this record? Please clici	k "Confirm Delete" to delete th	e record or "Cancel Delete" to c	ancel the operation.		
nvoice Notes		rate Name: Provider 2			State Agency Name:	VG Training Org	
R-Service Delivery Report		mer Code: HHS1002			Invoice Status:		
	Service Contra	ct Number: 9999CRB2013000	001002	Service Co	ntract Amendment Number:		
	Bill	ling Period: 10/01/2012 - 10/3	1/2012		Invoice Reference Number:	October 2012	
	Supporting Documentation	n Reference Number:		Supporting	Documentation Description:		
	Supporting Document				Invoice Type	e: Regular	
	Monthly Service	e Narrative:					
		ning Service Activ	, ,				
	Activity:3153 Trai Line Item Budget Component	ning Service Activ	ity Budget:1	Reimbursable Cost	Balance to Date	Invoice Amount	Current Balance
	Line Item Budget	0	FTE	Reimbursable Cost \$100,000.00	Balance to Date \$97,000.00	Invoice Amount \$1,000.00	
	Line Item Budget Component	Category	FTE				\$96,000.0
	Line Item Budget Component <u>102 Program Director</u>	Category 1-Direct Care / Program Staff 2-Other Direct Care/Program	FTE	\$100,000.00	\$97,000.00	\$1,000.00	\$96,000.0 \$29,000.0
	Line Item Budget Component 102 Program Director 204 Staff Training 390 Facilities Operation, Maintenance, Equipment and	Category 1-Direct Care / Program Staff 2-Other Direct Care/Program Resources	FTE	\$100,000.00 \$50,000.00	\$97,000.00 \$30,000.00	\$1,000.00 \$1,000.00	\$96,000.0 \$29,000.0 \$131,500.0
	Line Item Budget Component 102 Program Director 204 Staff Training 395 Facilities Operation, Maintenance, Equipment and Fornishing 410 Agency and Program	Category 1-Direct Care / Program Staff 2-Other Direct Care/Program Resources 3-Occupancy	FTE	\$100,000.00 \$50,000.00 \$150,000.00	\$97,000.00 \$30,000.00 \$132,500.00	\$1,000.00 \$1,000.00 \$1,000.00	Current Balance \$96,000,0 \$29,000,0 \$131,500,0 \$97,000,0 \$353,500,0

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 > Invo	ice Summary							
Invoice	Invoice #4824							
» Summary								
» Personnel Summary	Update Invoice							
» Invoice Assessment								
» Invoice Notes	Invoice Authorized Succes	sfully!!!						
» CR-Service Delivery Report								
	Corpo	orate Name: Provider 2				State Agency Name:	VG Training Org	
	Vendor Custo	omer Code: HHS1002				Invoice Status:	Passed	
	Service Contra	ct Number: 9999CRB20130	000001002		Service Co	ontract Amendment Number:		
	Bil	ling Period: 10/01/2012 - 1	0/31/2012			Invoice Reference Number:	October 2012	
	Supporting Documentatio	n Reference Number:			Supporting	g Documentation Description:		
	Supporting Document	ation Type:				Invoice Type:	Regular	
	Monthly Servic							
	Activity:3153 Trai	ning Service Act	ivity Budget:1	Rei	imbursable Cost	Balance to Date	Invoice Amount	Current Balance
	102 Program Director	1-Direct Care / Program Stat	ff 1		\$100,000.00	\$97,000.00	\$1,000.00	\$96,000.00
	204 Staff Training	2-Other Direct Care/Program Resources	¹ 0		\$50,000.00	\$30,000.00	\$1,000.00	\$29,000.00
	390 Facilities Operation, Maintenance, Equipment and Furnishing	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 Repor	t						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	Invoice Search			
» Claim Search				
» Invoice Search	At least one search criteria must be entered			
» Accommodation Rate Invoice Search	Contract Number:		Fiscal Year:	2013
» Ready Pay Invoice Search	Activity Name:			
» Explanation of Benefits (EOB)	Activity name.			
» Service Delivery Report Search	Provider Name:			
	Date From:		Date To:	
	PRC/CEC Document ID:		Invoice Reference Number:	
	Invoice Status:	Select Below		
				Search Add Invoice

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.



	Curre	nt Location: Billing: Invoice Search: Add Ir	nvoice				
	Invoic	ce Search	Add Invoice				
	» IIIVO		*Contra	t: 99990CRB2013000001002 - 2013 - CT V Sele	ct Contract Filter: Filter		
							1
	5.	Enter the [*Bil	ling Period Fi	om] date. (Use for	rmat: MM/DD/YYYY o	or select the calendar icor	n)
	6.	Enter the [*Bil	ling Period To	o] date. <i>(Use forma</i>	t: MM/DD/YYYY or se	elect the calendar icon)	
	7.	-	rence number	for internal trackin		able for providers who be used later within a	
	8.	Select the [Inv	oice Type of	Supplemental] ra	dio button.		
	9.	Select the [Sa	ve New Invoid	:e] button.			
Fim	ro ?	7: Image of the Add	I Invoice nage				
rigu	10 2	7. Image of the Aut	a moore page.				
	Curre	nt Location: Billing: Invoice Search: Add Inv	oice				
	Invoice		Add Invoice				
	» invoi	ce Search	*Contract:	9999CRB2013000001002 - 2013 - CT 😽 Select Con	tract Filter: Filter		
			Corporate Name:	Dravidar 2	State Agency Name:	VC Training Org	
			Vendor Customer Code:		Invoice Reference Number:		
			Service Contract Number:		Service Contract Amendment Number:		
			*Billing Period From:	10/01/2012	*Billing Period To:	10/31/2012	
			Supporting Documentation Reference		Supporting Documentation Description:		
			Supporting Documentation Type:	Select Below 💙	Invoice Type:	Regular Supplemental	
			Service Delivery Report:				
						Save New Invoice	
	L						
Su	pp	lemental In	voice - Up	dating a Line	ltem(s)		
		he Invoice Sum voice amount fo		•	the Invoice Amount	t field(s) to indicate the	
	1.	Select the [Ed	it Invoice] but	ton to enter "edit"	mode.		
	2.	Enter the [Invo	bice Amount]	for each line item	that needs to be up	odated.	

3. Select the [Save Invoice] button.

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

Summary Personnel Summary Invoice Assessment Invoice Hotes CR-Service Delivery Report	Update Invoice						
» Involce Assessment » Involce Notes							
= Invoice Notes							
CR-Service Delivery Report	Invoice Updated Successful	alty::::					
	Corpe	orate Name: Provider 2			State Agency Name:	VG Training Org	
	Vendor Custo	omer Code: HHS1002			Invoice Status:	Draft	
	Service Contra	ct Number: 9999CR82013	000001002	Service Co	stract Amendment Number:		
	Bit	ling Period: 10/01/2012 - 1	0/31/2012		Invoice Reference Number:	October Supplemental	
	Supporting Documentation			Supporting	Documentation Description:		
	Supporting Document	tation Type:			Invoice Type	Supplemental	
	Monthly Servic						
	Component						
	102 Program Director	1-Direct Care / Program Sta	ff 1	\$100,000.00	\$96,000.00	(\$500.00)	
	102 Program Director 204 Staff Training	1-Direct Care / Program Sta 2-Other Direct Care/Program Resources		\$100,000.00	and the second se		\$96,500.
		2-Other Direct Care/Program			\$96,000.00	(\$500.00)	Current Balance 596,500. 525,000. \$121,500.
	204 Staff Training 260 Facilities Operation, Nantemance, Ecolomers and	2-Other Direct Care/Program Resources		550,000.00	\$96,000.00 \$29,000.00	(\$500.00) \$0.00	\$96,500. \$28,000,

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 Sear	rch > Invoice Summary > Cost Reimbursement SDR			
Invoice	Invoice #4904			
» Summary				
» Personnel Summary	Cost Reimbursement Ser	vice Delivery Report		
» Invoice Assessment	Contract Identifier/llumber:	9999CRB2013000001002 - 2013 - CT	Contract Type:	COST
» Invoice Notes		10/01/2012 - 10/31/2012	contract type:	0001
» Service Delivery Report	billing Period:	10/01/2012 - 10/31/2012		
	Activity Code	Total Units	Status	
	3153 - 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.

Service Delivery Report	Invoice #4904			
» Service Delivery Summary	•			
» Service Delivery Header	Contract # 9999CRB2	013000001002 - 2013 - CT	•	
» Service Delivery Pattern				
» Notes	Contract Identifier/Number:	9999CRB2013000001002 - 2013 - CT	Contract	Type: COST
	Record Service Delivery 1	or Client #474322 : Rose Clie	nt - 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:			

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

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

Status: Draf	<u>n</u>	Tota	I Days: 1	4	Tota	l Unit	s: 14			Voide	ed Unit	is: 0				Cla	aimed	Total	month	nly amo	ount: S	51,400.	00 <mark>S</mark>	ubmis	sion D	ate:					
Servic Code		1 2	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
RESBE Y Y	EDDA	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

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.

7. 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.

Sunday	Monday					
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		2	3 1 X V DESEEDDAY Draft	4	5 1 X V DECEEDDAY Draff	6
7	RESEDURT Draft	9	IO RESEDUAT Draft	11	12 1 X RESBEDDAY Draft	1 3
14	15 1 X V RESBEDDAY Draft	□ 16 □ - ♥	17 1 X V RESBEDDAY Draft	18	19 1 X V RESBEDDAY Draft	20
21	22 1 X V RESBEDDAY Draft	23	24 1 X V RESBEDDAY Draft	25	26 1 X V RESBEDDAY Draft	27
28	29 1 X V RESBEDDAY Draft	30	31 1 X V RESBEDDAY Draft			
Total Units: 14					Clear Selected	Clear Al
						Characteristic
	14 21 28	RESBEDDAY Draft 7 8 - ¥ 1 RESBEDDAY Draft 14 15 - ¥ 1 Z1 22 - ¥ 1 RESBEDDAY Draft 21 22 - ¥ 1 RESBEDDAY Draft 28 29 - ¥ 1 RESBEDDAY Draft	RESBEDDAY Draft 7 8 9 - 1 X RESBEDDAY Draft 14 15 14 15 14 15 21 22 21 22 21 22 23 - 1 X RESBEDDAY Draft 28 29 30 - Y RESBEDDAY Draft - Total Units : 14 -	RESBEDDAY Draft RESBEDDAY 7 8 9 10 - 1 X RESBEDDAY RESBEDDAY Draft 1 X RESBEDDAY Draft 1 X RESBEDDAY Draft 16 17 14 15 16 17 1 X - M RESBEDDAY Draft RESBEDDAY 21 22 23 24 - 1 X - RESBEDDAY Draft RESBEDDAY Draft 28 29 30 31 - 1 X RESBEDDAY RESBEDDAY Draft RESBEDDAY	RESBEDDAY Draft RESBEDDAY Draft 7 8 9 10 11 - 1 X RESBEDDAY Draft 14 15 16 17 18 - 1 X RESBEDDAY Draft RESBEDDAY Draft - RESBEDDAY Draft 21 22 23 24 - - 22 28 29 28 29 1 X 28 29 RESBEDDAY Draft .<	RESBEDDAY Draft RESBEDDAY Draft RESBEDDAY Draft 7 8 9 10 11 12 • N RESBEDDAY Draft RESBEDDAY Draft • N RESBEDDAY Draft 11 12 • N RESBEDDAY Draft RESBEDDAY Draft 28 29 30 31 RESBEDDAY Draft RESBEDDAY Draft RESBEDDAY Draft RESBEDDAY Draft

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

A system verification message will appear on the page.

9. 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.

Current Location: Billing: Invoice Search > Invo	bice Summary > Cost Re	eimbursement SDF	> Cost Reimburs	ement SDR Su	immary								
Service Delivery Report	Invoice #49	904											
» Service Delivery Summary				_									
» Service Delivery Header	Cost Reimbu	Cost Reimbursement Service Delivery Summary											
» Service Delivery Pattern	Contrac	Contract Identifier Number: 9999CR82013000001002 - 2013 - CT Contract Type: COST											
» Notes		Billing Period: 10/01/2012 - 10/31/2012											
	*Sort By: Client Name 💌 Sort Go To Page Containing Client Last Name Starting With: 60												
	Client, Rose Client Id: 474322		Enrollment Id: 1	Enrollment Id: 18540		Total Day: 14	ys: Total Units: 14		Status: Draft	Provider Location: Provider 2	Activity/Sub-Activity: 3153 - Training Service Activity		
	Service 1 2 Code	3 4 5	6 7 8	9 10	11 12	13 14	15	16 1	18 19 20	21 22 23 24 25	5 26 27 28 29 30	31	
	RESBEDDA Y	X 1 X	1	1 X	1 X1		X 1	1 X	1 X1	X1 X1	X1 X1	X 1	

10. 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.									
		Return To Draft Report Service								
		Grand Total Units: 23.00								
		Display 1 to 10 of 16 Next Set >> page 1 of 2 60								
	Reminder Note: Once the SDR has been reported, you must also remember to Release and Authorize the CR Invoice.									
Frequently Asked Questions (FAQs)										
C	R-SI	DR Frequently Asked Questions (FAQs)								
1.	Но	w 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.	Но	w 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.	Wh	nat codes do I use in the CR-SDR?								
	•	Please refer to your contract manager for assistance.								
4.		e invoice has been paid, but the Agency is now asking that I submit a CR-SDR now. nen 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.		e agency stated that I did not include a CR-SDR with my invoice, but I see the SDR when ook 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.	Му	CR Invoice has been paid, but the agency advised me that the SDR is incorrect. How								
		onwealth of Massachusetts CR-SDR Job Aid April 29, 2013 R5.4.4 v1 ive Office of Health and Human Services Page 18 of 19								



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).
 - 137 Cost Reimbursement Billing
- Additional EIM/ESM Provider Job Aids are found at:
 - Virtual Gateway URL: <u>www.mass.gov/vg/eimesm</u>
 - EIM/ESM Provider User Manuals and Instructional Materials

Need Assistance?

- Email the Virtual Gateway Business Operations Unit for assistance:
 - <u>EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us</u>
- 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