

# Frequently Asked Questions for Vendors of *CareBreaks*

*“Providing a Respite Break for Caregivers Caring For Loved Ones of Any Age”*

## How does CareBreaks work?

- Caregivers submit an application to the Office of Community Services & Catholic Charities.
- If determined eligible, caregivers receive an authorization in the mail designating their income level (1-5) and a dollar amount of service available to them for up to a three month period (quarter).
- When the caregiver selects a vendor, they must notify the *CareBreaks program* of the name of their vendor. An authorization to provide respite services is then sent to the vendor.

## How are CareBreaks funds allocated?

- All CareBreaks funds are contingent on the receipt of annual state and federal grants.
- A specific dollar amount is awarded, quarterly, to eligible caregivers, based on availability of funds. This amount varies based on the income of the care recipient or caregiver. (See attached chart)

## May a vendor request an authorization?

- If a caregiver has requested service and has received an authorization from *CareBreaks*, the vendor must request authorization by calling the *CareBreaks program* directly at (401) 421-7833 ext. 211

## Who keeps track of the dollar allocation to the family?

- Ideally, everyone should; family, vendor and *CareBreaks*
- Vendors must keep track of the use of authorized funds.
- *CareBreaks* is not responsible to pay for any service provided above the amount authorized.

### Who is responsible for the client cost share?

- Clients pay their share of the cost for services based on their income level
- The vendor is responsible for collecting the client's share
- *CareBreaks* pays the vendor the agreed upon rate minus the cost share.

### What are the rates of reimbursement to vendors?

- See attached chart

### How often should we bill?

- A standardized billing form (invoice) is provided by *CareBreaks*
- Invoices must be submitted monthly. Timeliness of billing is crucial to the program.

### Where do I send the invoice and to whom?

- Invoices should be sent to:  
Hector Munoz  
*CareBreaks*  
Office of Community Services and Catholic Charities  
One Cathedral Square  
Providence, Rhode Island 02903
- Or fax 453-6135 (preferred method)

### Do I send worker time sheets, or attendance records with the bills?

- No. The backup for all invoices must be maintained by the vendor and made available for review and/or audit when requested by the *CareBreaks* program.

### How soon will I be paid?

- *CareBreaks* will process bills within 30 days of the receipt of the bill.