

## **Authorization and Billing Procedures**

### **Before Providing Services to Client:**

- Vendor must obtain written authorization from *CareBreaks* (the Agency) before providing services. Invoices without authorization will not be paid.
- Vendor and caregiver will be notified as to the dollar allocation for the client and the cost share assessment for each fiscal year.
- A confirmation of each authorization will be faxed to vendor and mailed to client.
- The caregiver and vendor are responsible for maintaining an accurate account balance of the authorized dollar allocation throughout the year.

### **To Obtain Authorization:**

- Vendor authorization dates must be within that fiscal year July 1 to June 30.
- Vendor invoice must be for the particular service it was authorized.
- Vendor invoice must be for week ending on Saturday and must be after the authorized date.
- Vendor must remit within 40 days after the client termination date.
- Vendor must not claim more than the specified rates.

### **Monthly Billing Cycle:**

- Invoices must be submitted during the first week of each month following the month of service.
- Vendor will submit invoice on agency approved invoice. Other invoices will not be accepted or paid.
- Invoices should be mailed to:  
**Hector Munoz, Office of Community Services & Catholic Charities, One Cathedral Square, Providence, RI 02903 or preferred method fax 453-6135**
- Vendor is required to keep in file worker time sheets to verify hours billed on invoice.
- Vendors must allow thirty days for invoice processing. Please call *CareBreaks* at 421-7833 Ext.211 if payment is not received in 30 days.
- For overnight facilities, the Agency covers services for Room and Board only.
- Authorized signatures are required to process invoice.
- Vendor will bill according to the enclosed rate schedule.

### **Emergency Respite:**

- Vendors must call to inquire if the Agency has received faxed authorization from the Division of Elderly Affairs (DEA) before billing the Agency.
- If extra days of service are needed, vendors must request a new authorization from the Agency who originally requested the service
- Only home care vendors contracted through bidding with DEA, are eligible to provide emergency in-home respite.
- Client will incur no co-pay cost for stay.
- For emergency respite, the Agency covers services for Room and Board only.

***IMPORTANT NOTE: CareBreaks fiscal year closes June 30<sup>th</sup>. To ensure payment of fiscal year end invoices, Vendor must submit invoices by 8/1. We cannot guarantee payment on invoices received after this date.***