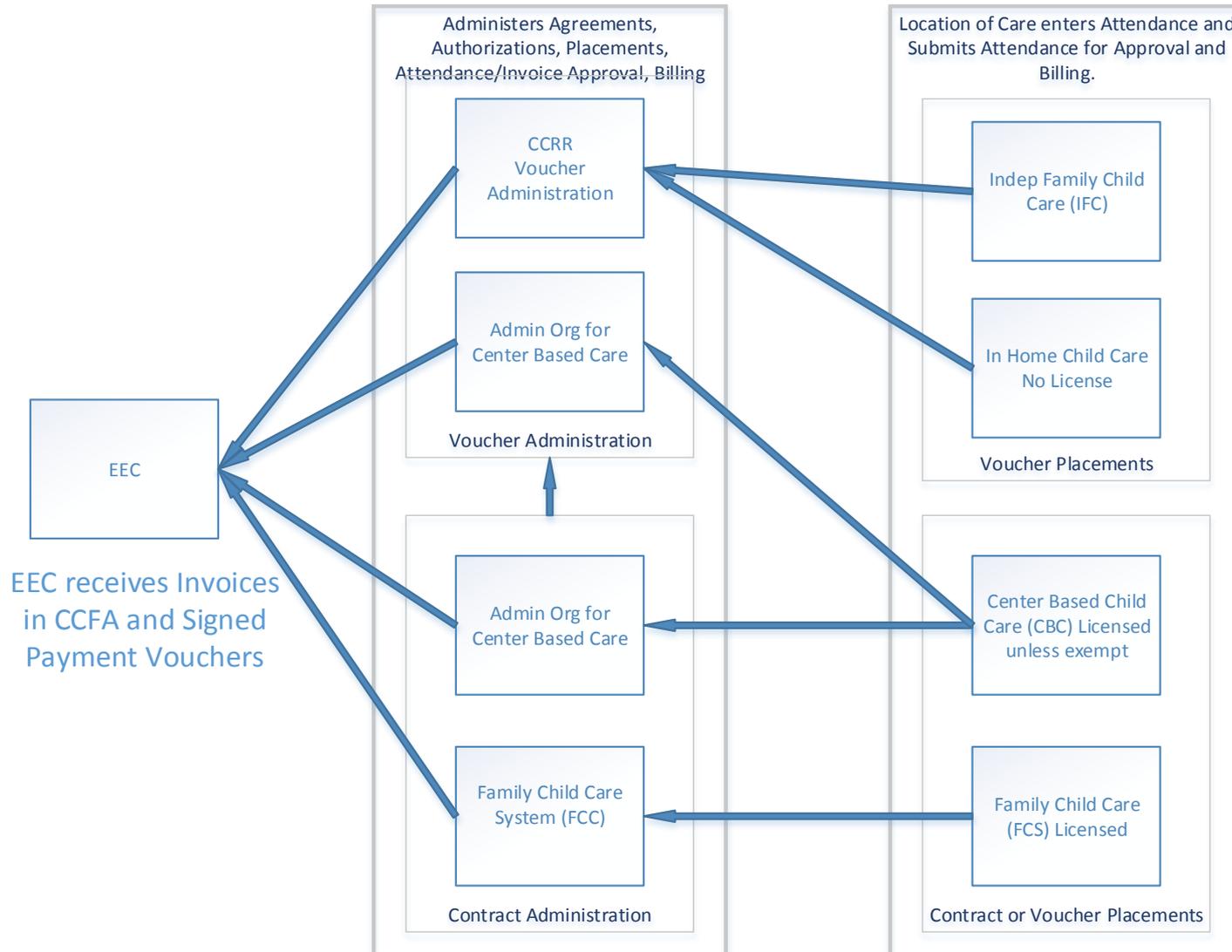




IN-PERSON TRAINING OVERVIEW

- **Intro (5 mins)**
- **Attendance Overview (5 mins)**
- **Demo and Discussion (45 mins)**
- **Break (10 mins)**
- **Billing Process Overview (5 mins)**
- **Subsidy Administrator Review/Approve Invoices and Submit Monthly Billing, Billing Reports (60 min)**
- **Common Issues (10 min)**
- **Q&A (15 min)**

CCFA User Community



- **Provide information related to frequently asked questions and issues regarding attendance and placements**
- **Provide an overview of billing**
- **Demonstrate the Steps in Billing**
- **Discuss Available Billing Reports**
- **We may not have time to take all questions. Please email your general questions that did not get asked to Danielle.M.Norton@massmail.state.ma.us.**
- **If you have specific issues with your records, take another look based on the information provided. Make sure to create a Help Desk Ticket**

- **Webinars to be scheduled for February**
- **Recorded Short Videos**
 - We have identified 50 topics for short videos to cover many topics including
 - Simple how to for Intake, Authorization, Placement, Attendance, Billing
 - Troubleshooting for each area
 - Error Messages
 - Organization and Relationship Management
- **Please send us your suggestions**
- **Look for notices in your email!**