



### 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](http://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.



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

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:	<input type="text"/>	Fiscal Year:	<input type="text" value="2013"/>
Activity Name:	<input type="text"/>		
Provider Name:	<input type="text"/>		
Date From:	<input type="text"/>	Date To:	<input type="text"/>
PRC/CEC Document ID:	<input type="text"/>	Invoice Reference Number:	<input type="text"/>
Invoice Status:	Select Below <input type="button" value="v"/>		

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.*

Current Location: Billing: Invoice Search: Add Invoice

**Invoices**

- » Invoice Search

#### Add Invoice

\*Contract:   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 **[Save New Invoice]** button.

Current Location: Billing: Invoice Search: Add Invoice

**Invoices**

- » Invoice Search

#### Add Invoice

\*Contract:   Filter:

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

#### 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.

*Note: DDS/HST brokers should refer to the PV and Route Back-up Sheets for the total invoice amount.*

3. Select the **[Save Invoice]** button.

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: HHS1002	Invoice Status: Draft
Service Contract Number: 9999CRB201300001002	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	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 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
<b>Total</b>			<b>1.00</b>	<b>\$400,000.00</b>	<b>\$357,000.00</b>	<b>\$3,500.00</b>	<b>\$353,500.00</b>

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 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.

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

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

**Invoice #4824**

Cost Reimbursement Service Delivery Report

Contract Identifier/Number: 9999CRB201300001002 - 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.



Home | Clients | Case Management | Billing | Contracts | Credentials | Report | Help | Logout

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

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: 3153-Training Service Activity

Select Activity

The **Cost Reimbursement SDR** page appears with the CR/SDR in **Draft** 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	0	Draft

Add New Cost Reimbursement SDR

4. Select the [\[Activity Code\]](#) link.

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

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

Service Delivery Report

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 [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	10542	0	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	10541	0	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: Tracy	474345	10542	0	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: Valerie	474351	10544	0	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: William	474340	10543	0	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

Grand Total Units: 0.00

Return To Draft Report Service

Display 1 to 5 of 5

### Record Client Attendance – Individual

The SDR has a monthly 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.

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

**Invoice #4824**

Cost Reimbursement Service Delivery Summary

Contract Identifier Number: 9999CR0201300001002 - 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, 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	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 <td>Client Id: 474342</td> <td>Enrollment Id: 10541</td> <td>Budget Number:</td> <td>Total Days: 0</td> <td>Total Units: 0</td> <td>Status: Draft</td> <td>Provider Location: Provider 2</td> <td>Activity/Sub-Activity: 3153 - Training Service Activity</td>	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	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Client, Tracey <td>Client Id: 474345</td> <td>Enrollment Id: 10542</td> <td>Budget Number:</td> <td>Total Days: 0</td> <td>Total Units: 0</td> <td>Status: Draft</td> <td>Provider Location: Provider 2</td> <td>Activity/Sub-Activity: 3153 - Training Service Activity</td>	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	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 <td>Client Id: 474351</td> <td>Enrollment Id: 10544</td> <td>Budget Number:</td> <td>Total Days: 0</td> <td>Total Units: 0</td> <td>Status: Draft</td> <td>Provider Location: Provider 2</td> <td>Activity/Sub-Activity: 3153 - Training Service Activity</td>	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	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 <td>Client Id: 474348</td> <td>Enrollment Id: 10543</td> <td>Budget Number:</td> <td>Total Days: 0</td> <td>Total Units: 0</td> <td>Status: Draft</td> <td>Provider Location: Provider 2</td> <td>Activity/Sub-Activity: 3153 - Training Service Activity</td>	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	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 ]

**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: If a client enrollment is missing or should no longer appear on the SDR, contact your agency contract manager.*
- Select the **[Client Name]** link to view the client SDR calendar.  
*The Record Service Delivery page with the Core Service Delivery Calendar #1 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 # 9999CRB201300001002 - 2013 - CT

Contract Identifier/Number: 9999CRB201300001002 - 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:

Go To Page Containing Client Last Name Starting With:  Go

Previous Client [Return to Summary](#) [Next Client](#)

Apply Service Pattern

Select Dates

[Select All](#) [Deselect All](#)

Select Service

Service Code:  [Select](#)

Unit(s):  Attendance Status:  [Apply](#)

Core Service Delivery Calendar #1

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

Total Units:  [Clear Selected](#) [Clear All](#)

Add-on Service  Core Service [Add](#)

[Save & View Previous Client](#) [Save Changes](#) [Save & View Next Client](#)

Previous Client [Return to Summary](#) [Next Client](#)

Go To Page Containing Client Last Name Starting With:  Go

Service Codes Key

Service Code	Description
RESRECDAY	24 hour support
RESIT01	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

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.



**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."

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 services 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.



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

**Invoice #4824**

Contract Identifier Number: 9999CRB201300001002 - 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	2152 - Training Service Activity
Client, Stan	474342	10541		0	0	Draft	Provider 2	2152 - Training Service Activity
Client, Tracey	474245	10542		0	0	Draft	Provider 2	2152 - Training Service Activity
Client, Valerie	474251	10544		0	0	Draft	Provider 2	2153 - Training Service Activity
Client, William	474248	10543		0	0	Draft	Provider 2	2153 - Training Service Activity

Grand Total Units: 0.00

[Display 1 to 5 of 5]

[Return To Draft] [Report Service]

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.

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

**Service Delivery Pattern**

Contract # 9999CRB201300001002 - 2013 - CT

Contract Identifier Number: 9999CRB201300001002 - 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(AL,DL,Rate)	SN	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	474245	
<input type="checkbox"/>	Client, Valerie	999999999	10544	474351	
<input type="checkbox"/>	Client, William	999999999	10543	474248	

[Apply Pattern]

**Service Codes Key**

Service Code	Description
RESPECDAY	24 hour support
RES1T01	Services provided to individuals who need additional supports beyond those offered by the core staffing of a residential program
ASLEVL1	MRC Acquired Brain Injury (ABI) Level 1 Client Rate
ASLEVL2	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.



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      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.

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.*

**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.



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

**Service Delivery Report**

Invoice #4824

Cost Reimbursement Service Delivery Summary

Contract Identifier/Number: 9999CR201300001002 - 2013 - CT Contract Type: COST  
Billing Period: 10/01/2012 - 10/31/2012

\* Sort By: Client Name [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	18540		0	0	Draft	Provider 2	3153 - Training Service Activity
Client_Sten	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	X	X	X	X			X	X	X	X	X			X	X	X	X	X			X	X	X	X	X			X	X	X
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 you select the "Report Service" button, you cannot edit client attendance on this SDR. You will need to enter and submit a Supplemental CR/SDR.

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	X	X	X	X			X	X	X	X	X			X	X	X	X	X			X	X	X	X	X			X	X	X
Y																															

Grand Total Units: 83.00

[Return To Draft] [Report Service]

[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".

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

**Invoice #4824**

Cost Reimbursement Service Delivery Report

Contract Identifier/Number: 9999CR201300001002 - 2013 - CT Contract Type: COST  
Billing Period: 10/01/2012 - 10/31/2012

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

[Add New Cost Reimbursement SDR]

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.

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: VIG Training Org
Vendor Customer Code: HHS1002	Invoice Status: Draft
Service Contract Number: 9999CR0201000001002	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
104 Staff Training	2-Other Direct Care/Program Resources		\$50,000.00	\$30,000.00	\$1,000.00	\$29,000.00
105 Facilities Operation, Maintenance, Equipment and Supplies	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
<b>Total:</b>		<b>1.00</b>	<b>\$400,000.00</b>	<b>\$357,000.00</b>	<b>\$3,500.00</b>	<b>\$353,500.00</b>

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.



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:	HHS1002	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	\$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 Furnishing	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
<b>Total</b>		<b>1.00</b>	<b>\$400,000.00</b>	<b>\$357,000.00</b>	<b>\$3,500.00</b>	<b>\$353,500.00</b>

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### 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.*

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:	HHS1002	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	\$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 Furnishing	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
<b>Total</b>		<b>1.00</b>	<b>\$400,000.00</b>	<b>\$357,000.00</b>	<b>\$3,500.00</b>	<b>\$353,500.00</b>

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.

3. Select the **[Authorize Invoice]** button. You will receive a confirmation message at the top of the page.



Current Location: Billing: Invoice Search > Invoice Summary

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 **[Run 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.

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.*

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.



Current Location: Billing: Invoice Search: Add Invoice

**Invoices**

Invoice Search

**Add Invoice**

\*Contract: 9999CRB2013000001002 - 2013 - CT  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:	

### 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.

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		\$50,000.00	\$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	\$97,000.00	\$0.00	\$97,000.00
<b>Total</b>		<b>1.00</b>	<b>\$400,000.00</b>	<b>\$353,500.00</b>	<b>(\$500.00)</b>	<b>\$354,000.00</b>

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.

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.



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
RTSS - Trauma 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.

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

**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: 09/30/2013

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.

**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		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.

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.



**Apply Service Pattern**

Select Dates

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

**Core Service Delivery Calendar #1**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<input type="checkbox"/>	<input checked="" type="checkbox"/> 1 RESBEDDAY Draft	<input type="checkbox"/> 2	<input checked="" type="checkbox"/> 3 RESBEDDAY Draft	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 5 RESBEDDAY Draft	<input type="checkbox"/> 6
<input type="checkbox"/> 7	<input checked="" type="checkbox"/> 8 RESBEDDAY Draft	<input type="checkbox"/> 9	<input checked="" type="checkbox"/> 10 RESBEDDAY Draft	<input type="checkbox"/> 11	<input checked="" type="checkbox"/> 12 RESBEDDAY Draft	<input type="checkbox"/> 13
<input type="checkbox"/> 14	<input checked="" type="checkbox"/> 15 RESBEDDAY Draft	<input type="checkbox"/> 16	<input checked="" type="checkbox"/> 17 RESBEDDAY Draft	<input type="checkbox"/> 18	<input checked="" type="checkbox"/> 19 RESBEDDAY Draft	<input type="checkbox"/> 20
<input type="checkbox"/> 21	<input checked="" type="checkbox"/> 22 RESBEDDAY Draft	<input type="checkbox"/> 23	<input checked="" type="checkbox"/> 24 RESBEDDAY Draft	<input type="checkbox"/> 25	<input checked="" type="checkbox"/> 26 RESBEDDAY Draft	<input type="checkbox"/> 27
<input type="checkbox"/> 28	<input checked="" type="checkbox"/> 29 RESBEDDAY Draft	<input type="checkbox"/> 30	<input checked="" type="checkbox"/> 31 RESBEDDAY Draft			

Total Units : 14

Add-on Service  Core Service

[Next Client](#)

- 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.

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 #4904**

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_Rose	Client Id: 474322	Enrollment Id: 18540	Budget Number: 14	Total Days: 14	Total Units: 14	Status: Draft	Provider Location: 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
RESBEDDAY	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	

- 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.

Grand Total Units: 23.00

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

**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](http://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](mailto: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