TCRC's e-BILLING SYSTEM - *GETTING STARTED*

Enter: https://ebilling.dds.ca.gov:8366

Click on: **Launch Application**

Enter: **username (typically first initial followed by last name: lburton)**

Password – the *first* time you log in your password is the word: protected

****** Before you do anything else – CHANGE YOUR PASSWORD ******

- From Home/Dashboard screen – click **MY PROFILE**.

  You can make any other changes to your profile you want – **but be sure to change your password.** Otherwise your information is **not** secure.

  Double click on the black dots in the password box – type in your new password. Remember this is case sensitive. Click on **UPDATE** (lower left hand corner). Because the password is encrypted it will still show as black dots – this is ok.

  Passwords expire every 90 days with minimal notice!! To avoid being locked out, please calendar a reminder to change your password every 60 days.

  Verify all appropriate vendor #s/SPN (SPN = service provider number) are assigned to you.

  If any numbers are missing or if an incorrect vendor number (SPN) is assigned to you send an e-mail to ahannah@tri-counties.org with your name and the SPN that needs to be added/deleted.

HOW TO ACCESS YOUR INVOICE:

- From the **Home Tab/Dashboard** screen – **Service Provider Selection** (Service Provider = Vendor)

  Select the SPN (Service Provider # = Vendor #) you wish to work on by clicking on it.

  Hint: to change the SPN in focus – return to HOME Tab and click on the # you want.

- Click on the **INVOICES** tab at the top left of the screen.

- Click on the **SEARCH** button on right side of screen to see if you have any invoices pending.

  Note: leave search criteria blank to pull up ALL pending invoices.

- Click on the **EDIT** button to the right of the invoice.

  NOTE: if you click on the invoice without hitting EDIT – you are in "view" mode and the system will NOT save your data. You must hit EDIT.

- Click on the first line of the invoice – and enter attendance data on the calendar.

  NOTES:
  There are 4 calendar types – depending on the type of service provided. If you believe your calendar type is incorrect – please e-mail zarif@tri-counties.org ***right away.***

  The system will not allow you to bill for more than what has been authorized.

  The system will not allow you to bill on a day that is prior to the start date of the authorization or after the end date of the authorization.

  Depending on the type of service you are billing for – you may be required to either scan or fax additional back-up information.

- Enter appropriate info to the right of the calendar – No Service, defer, etc…

  NOTE: defer means you cannot bill for that person at this time. It could be that you do not have all the timecards, or that the authorization was set up incorrectly. If you require a corrected invoice you must e-mail a Request for Correction form to ahannah@tri-counties.org . (Invoices will not automatically generate)

- When complete – click on **UPDATE** or **UPDATE NEXT** (update next takes you to the next line of the invoice). Once you've completed all lines – click on **CLOSE**.

  NOTE: you may have to scroll down to see the Update button.

- After viewing to ensure that all lines are correct – click on **SUBMIT. You will get a message stating that you submitted successfully. You are done!!!**

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ADDITIONAL BACK-UP REQUIRED:

FAX: **805-456-0316**
E-MAIL: **ahannah@tri-counties.org**

- **Pharmacies** – must provide a copy of the pharmacy statement detailing the prescription dispensed.

- **Purchase reimbursements** – must provide a copy of receipts

- **Behavioral services** – must provide DDS form DS 5862 – Parental Verification Form

FREQUENTLY ASKED QUESTIONS

When I get to the invoices tab nothing pulls up – and I don't know the invoice number. What do I enter?

You don't need to enter anything – leave the search criteria blank. Just click on the SEARCH button and all available invoices will pull up automatically.

When I hit SEARCH in the invoice screen I get the message "correct invalid fields" – what do I fill in there?

Nothing – this is likely a problem with your browser. Do the following:

Select "Tools" / "Internet Options" from the Internet Explorer menu.
Click the "Advanced" tab.
Click "Reset" and then "Reset" again when the confirmation window appears.
Click "Close" and then "OK" on the next two message windows.
Now close all Internet Explorer windows you have open.
Reopen Internet explorer and log back into the eBilling system.

I entered all the attendance information but the UPDATE button is greyed out – it won't let me save what I've entered.

That's because you are in the "view" mode. When you first click on SEARCH – when you've identified the invoice you need to work on – click on EDIT.
If you just click on the invoice directly you are viewing the invoice and any info you enter will not be saved. You must EDIT the invoice in order to save your data.

I've entered the attendance data but the system won't let me submit.

You need to enter info on each line of the invoice before the SUBMIT button will function. There will be a little red ball next to each name that requires completion. For those that you did not provide services for – you'll need to enter NO SERVICES. Once all lines are complete the SUBMIT button will work.

I've got the calendar with the in and out times – is the worker's name required?

YES! Your invoice cannot be paid without the workers' names listed on the invoice.

I don't have a standard rate (example: pharmacy) – what do I enter in the calendar?

For any vendor who doesn't have an hourly/daily/monthly rate – the unit rate should be listed as $1.00. Therefore you would enter the dollar amount you are billing for on the date of service.

How do I know when payments will be made?

Current transmission dates will be posted under the "Bulletin" section on the E-Billing home page. It is important to remember that funds will be automatically credited to your account within 48 business hours from the date of the transmission to the bank.

Will I still receive a copy of the EFT (electronic funds transfer) remittance?

No, you can now access payment information on line so a hard copy will no longer be mailed to you.

What's the best way for me to see what I've been paid for?

Select the REPORTS tab and select the EFT Detail Report.

There's an e-Bill on my screen for someone I've already been paid for – how do I get rid of it?

Submit the e-Bill with either Defer or No Services selected.

What if I have other questions – who do I contact?

Contact Zari Foosherian at zarif@tri-counties.org **or** *Anita Hannah at ahannah@tri-counties. Be specific about your question and always include your vendor number.*