ICM Service Provider Portal

Portal Frequently Asked Questions (FAQ)

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Access and Navigation Frequently Asked Questions (FAQ)

Q: I am an individual providing services. Does the "Business BCeID" apply to me? Do I need to register my business name with the BC Corporate Registry?

> **A**: The "Business BCeID" type of BCeID is required for accessing the Portal because the ministry requires that your personal or business organization's unique identity must be verified. Even though you do not have a registered business, you are acting in a business capacity as an authorized representative of the business. Business BCeID may be used by representatives of companies, partnerships, sole proprietorships or organizations including municipalities and not-for-profit societies. An individual providing services who does not have a registered company is typically considered a "Sole Proprietorship".

> You do not need to register your business name with the BC Corporate Registry if you are a Sole Proprietorship, Partnership, First Nations Government, Local Government or Public Institution. If you are a company or society you must be in good standing with the BC Corporate Registry.

Q: What if I have forgotten my BCeID or password?

> **A:** If you have forgotten your BCeID or password, please contact the BCeID Help Desk at 1-888-356-2741 (8:30 a.m. – 5:00 p.m., Monday to Friday, excluding statutory holidays). Or go directly to the BCeID website at www.bceid.ca and click Logon. From the Logon screen, you can request your information by clicking Forgot My BCeID or Forgot My Password.

Q: I am using one of the search tools in the Portal, do I put my name in as the "Contact"?

> **A**: If you hover over the information icon, it will describe what this field means. The "Contact" is the child.

Order Frequently Asked Questions (FAQ)

Q: I was informed that a Request to Pay Service Providers/Suppliers form was submitted and approved but I cannot locate the Order in the Portal. What do I do?

> **A:** Please contact the Autism Funding Branch.

Q: There are approved Orders with remaining amounts for children who are no longer receiving services with me, how do I get them cancelled?

> **A**: The parent/guardian should inform the Autism Funding Branch of any changes to their funding such as child ending services with you. If the child is no longer receiving services, do not bill for those Orders. The parent/guardian may contact the Autism Funding Branch to request the Orders be cancelled. You may notify the Autism Funding Branch that services have ceased to have it noted on the child's account.

Q: Can I see Orders for products such as equipment?

> **A**: In the Portal you can see all Orders and Order lines for all products and services approved with you. You cannot submit invoices in the Portal for products such as equipment.

Invoice Frequently Asked Questions (FAQ)

Q: I'm creating an invoice but I don't see any buttons and I can't scroll. What is causing this?

> **A**: The most likely cause of this issue is trying to use the Portal on a mobile device (such as a phone or tablet) or using a browser that isn't supported for the Portal. To use the Service Provider Portal, it is recommended you use one of the following operating systems and Internet browsers:

> **Operating Systems:**
> • Windows Vista (32 bit)
> • Windows 7 (32 bit)
> **Browsers:**
> • Internet Explorer (version 7 or later; system is currently optimized for IE 8)
> • Google Chrome (version 22)
> • Firefox (15)

Q: I got an error message when submitting an Invoice, how do I know if it was received?

A: To see if the Invoice just completed was submitted successfully go to the My Invoices/Payments screen and search for the Invoice. If the invoice is in "Ready for Approval", "Approved" or "Paid" Status then it was received successfully by the ministry. It if is in another Status, such as "Pending" or "Cancelled", then it has not been received by the ministry.

In the Search Invoices section:

- Choose "Autism" in the Program Type field, and enter the Invoice number in the Invoice # field

Q: How do I print Invoices?

A: There is no print feature built into the Portal so you will use the print features on your internet browser. You may want to use Print Preview before printing and adjust the print settings so the Invoice prints on one page.

You can print from the Confirmation page when you submit an Invoice or search for the Invoice at any time. The best view to print from is the Invoice Detailed view as it shows all the Order Lines associated to the invoice. To see this view, search for the invoice and then click on the Invoice Number in the Search Results section of the My Invoices/Payments screen.

Q: How can I practice creating an Invoice?

A: The Portal is used for transactions so there is no ability to complete a practice Invoice.

Q: I have submitted the Invoice and need to make changes to it. How can I get it back?

A: Contact the Autism Funding Branch as soon as possible. We may be able to return the Invoice to you for revision.

Q: Is there any difference in what I can see or bill for between submitting paper invoices versus Portal Invoices? Is there any risk that I would be able to bill too high of an amount?

> **A**: There is no difference in what you can see or what you can bill for by using the Portal to submit Invoices instead of submitting a paper Invoice.
>
> In accordance with Freedom of Information and Protection of Privacy legislation, individuals authorized to access the Portal are able to see information pertaining to all the children for whom your organization is authorized to provide services. This information is the same as what you currently receive in paper format (eg. the name of the individual receiving service or the amount and types of service authorized).
>
> Parents choose a service provider which provides the type of service they require, and notify the Autism Funding Branch using a Request to Pay Service Providers/Suppliers form. After the form is reviewed a letter is sent to both the parent and the service provider that includes a billing number. Invoices in the Portal cannot be completed for more than the amount approved based on the Request to Pay.
>
> There are validations in the Portal to calculate amounts correctly. All Invoices are reviewed by ministry staff prior to being approved for payment.

Q: I got a notification that the parent/guardian has requested to sign the invoice before it is submitted and I cannot continue. Can this be done in the Portal?

> **A**: No. As the parent/guardian has requested to sign the invoice, please submit an invoice by mail, fax or email.

Q: I am trying to submit an Invoice for an Order Line that I know I haven't billed on yet but I can't find it on Step 2 of the Create Invoice process to add it to the Invoice. What do I do next?

> **A**: If the Order Line is already associated to another Invoice and an amount is saved, you may not be able to add the Order Line to another Invoice. Check for any other pending Invoices and either complete or Cancel those invoices.
>
> If this does not resolve the issue, and you have been informed that the Order Line is approved for the child, please call the Autism Funding Branch.

Q: Can I add more than one "Dates of Service" to the Invoice?

> **A**: Yes. After adding a date of service, click the "Add new date" button again to repeat the steps and add another date. Only one date displays on the final Invoice screen, but all Dates of Service for the Invoice can be viewed in the "Order and Invoice Summary Report".

Q: Where can I find information about payments and other Autism Funding program information?

A: Please visit the Autism Funding Branch website. There is information in the Information for Service Providers page.

Q: The Invoice Status is "Paid" but I have not yet received a payment, what does this mean?

A: When you submit an Invoice to the Ministry, it will be a few business days before the status changes to "Paid". Invoices will be in "Paid" status once they are approved by the payment system and the payments generated a few days later. This means that you can see the date the payment will be made in advance of it being sent to you. The date of the payment is in the "Payment Date" field when looking for invoices.

If there are no payment details on the Invoice yet, they are usually populated one business day after the status changes to Paid. If there are payment details on the Invoice, the payment will be made on the Payment date. For Electronic Funds Transfer (EFT) the funds will be transferred to your account on the Payment Date but your bank may require additional time to display the payment to you. For Cheque (CHQ) payment, please allow up to 10 business days for Canada Post mailing times.

Q: I received a payment from the Autism Funding Branch but I don't know what invoice it is for, is there a way to look it up in the Portal?

A: In the My Invoices/Payments tab, you can search using the Payment #. This is number will be on the remittance statement you received with the payment.

If you cannot locate an Invoice after entering this Payment number you can call the Autism Funding Branch for assistance.

User Administration Frequently Asked Questions (FAQ)

Q: My Organization changed managers. We created the new BCeID for the new manager but the new manager cannot login to the Portal. How do we get Portal access for the new manager?

A: Adding a new User in BCeID does not automatically give that user access to the Portal. The person who is the Delegated Administrator for the Portal for your organization can log into the Portal and follow the instructions for Adding Portal Access for a User. If the person who is the Delegated Administrator has also changed, please contact the ministry program.

Q: Does BCeID require the additional users to go into an office to show identification?

A: As you are creating additional users under your existing BCeID account, the process is simpler than creating a new BCeID account. If you have any questions about the process, please contact the BCeID Help Desk listed on their website (www.bceid.ca).

Q: If I add a new user to the Portal, what can they see and do?

> **A**: When you give a User access to the Portal for your organization the User can see and do everything in the Portal that you can, except adding and removing other users. The User can see all Orders, Invoices and Payments and the User can create and submit Invoices.

Q: I added a new user to the Portal but the new User cannot log into the Portal. What does this mean?

> **A**: The user cannot access the Portal until their Status is "Active". If you have clicked the "Activate" button when adding the new User and the Status is "Authorized" this means that the access request requires ministry review. The access should be set up in a few days. If there is a status other than "Active" or "Authorized" you may have to click the "Activate" button again. If you require additional support in this area, please contact the ministry program.