

# Welcome to the ICM Service Provider Portal

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## Welcome!

Welcome to the British Columbia ICM Service Provider Portal. Service providers are key and valued partners in the delivery of service to British Columbia's children and families. As such, we are continuously looking for ways to improve how we work together to deliver vital services to the individuals and families we serve.

## What is the Portal?

The Service Provider Portal is a secure interface for Service Providers to access self-service options such as creating and submitting invoices to Medical Benefits electronically and viewing the status of authorizations and payments.

The Portal will provide you with:

- The ability to create an invoice and submit it electronically, replacing the need to send email or paper invoices and increasing the speed with which payment may be generated. Invoices may also be printed off for your records.
- Access to view School Aged Extended Therapies processed by the Medical Benefits, allowing you to create Invoices as soon as the Orders are approved.
- Access to view the status of your payments, including payments related to email or paper invoices. The payment details include the payment amount and the payment date. You will continue to receive payments in the same manner, either by Electronic Funds Transfer (EFT) deposited directly to your bank account, or by cheque via Canada Post.

The Portal is available for access 24 hours per day, 7 days per week. Ministry support is available Monday through Friday from 8:30 a.m. – 4:30 p.m., excluding statutory holidays.

## Visibility and Privacy

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 (e.g. the name of the individual receiving service or the amount and types of service authorized).

You will not be able to see the same detailed information as ministry staff for those individuals, nor can you see information associated with individuals for whom you are not authorized to provide services and/or equipment.

**For more information on visibility and privacy in the ICM system, please see:**

- **The Personal Information and Integrated Case Management brochure**  
<http://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/organizational-structure/ministries-organizations/social-development-social-innovation/icm-information.pdf>

## Getting Started

### Computer System Requirements

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:**

- Browsers: Internet Explorer (version 11)
- Google Chrome (version 58+)
- Firefox ESR 32bit (45 +)

If you are not currently using one of the above browsers, you can download and install them by clicking the related icon or going to the related URL and following the instructions:

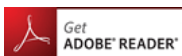
**Google Chrome** [https://www.google.com/intl/en\\_uk/chrome/browser/](https://www.google.com/intl/en_uk/chrome/browser/)



**Firefox** <https://www.mozilla.org/en-US/firefox/new/>



You will also need **Adobe Acrobat Reader** (version 7 or higher). You can download Acrobat Reader at <http://get.adobe.com/reader/otherversions/>



## BCeID Requirements and Registration Assistance

To access the Service Provider Portal, your organization must have a Business BCeID (which is different from a Basic or Personal BCeID).

If you already have a Business BCeID, you can use your existing Business BCeID and password.

If you do not have a Business BCeID, go to [www.bceid.ca](http://www.bceid.ca) to begin the registration process:

- Select the Register for a Business BCeID link on the main page and then select Start Registration and follow the instructions.
- You may be required to verify your identity and residential address by presenting Identification Documents at a BCeID Point of Service location.

## Request Access to the Service Provider Portal

Once you have a Business BCeID, you will need to complete and submit the [Service Provider Portal Access Request](#) form (CF3001) to the Medical Benefits. The form can be submitted by mail, fax or by email to:

Email: [MCF.ServiceProviderPortal@gov.bc.ca](mailto:MCF.ServiceProviderPortal@gov.bc.ca)

Mail: PO Box 9763 STN PROV GOVT  
Victoria, BC V8W 9S5

Fax: 1 250 356 2159

You will be notified by email when your access has been granted. The email will be sent from a generic do-not-reply address so you may need to review your email settings and verify these types of emails are accepted. To follow up on your request for access to the Portal, you may email [MCF.ServiceProviderPortal@gov.bc.ca](mailto:MCF.ServiceProviderPortal@gov.bc.ca).

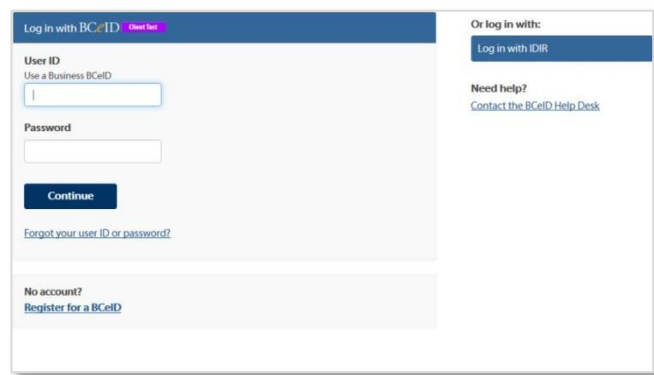
## Navigating the Service Provider Portal

### Log in to the Service Provider Portal

Go to [https://icm.ext.gov.bc.ca/epsportal\\_prd](https://icm.ext.gov.bc.ca/epsportal_prd) to log in.

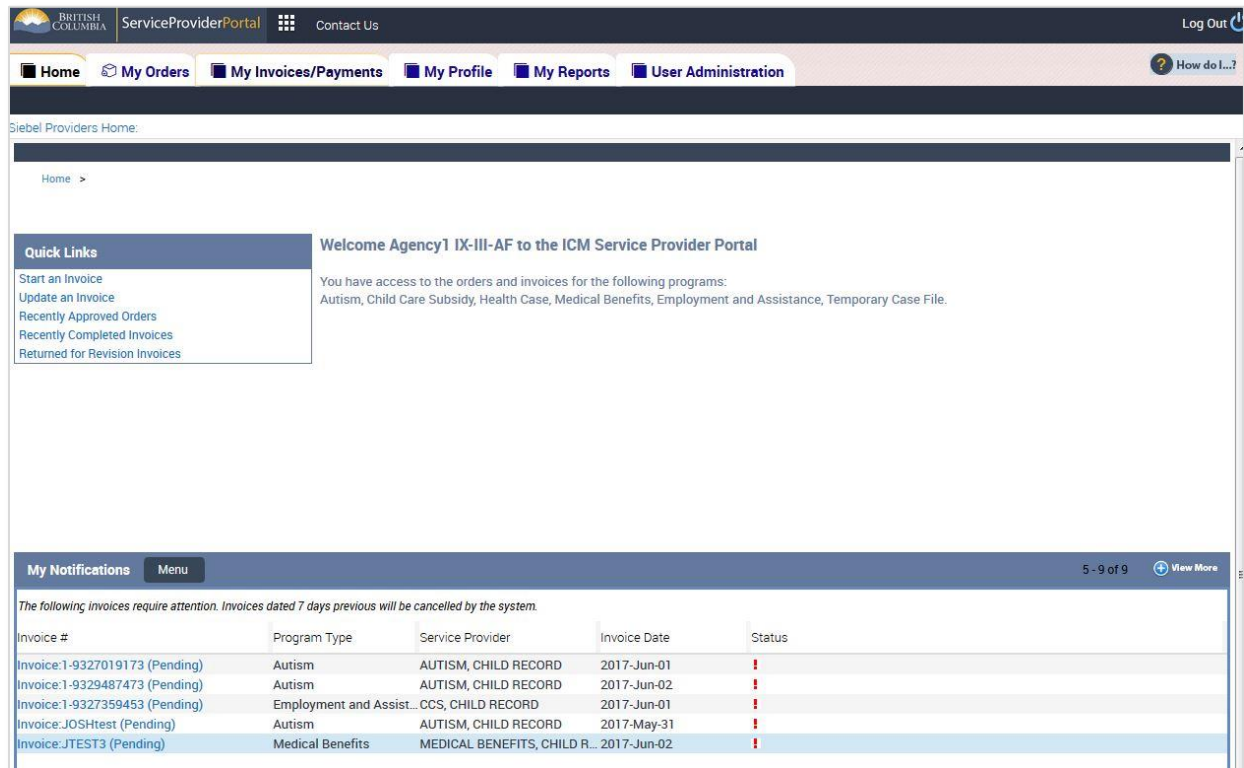
Enter your Business BCeID user name into the User ID field. Enter your Business BCeID password into the Password field; press 'Next' to continue.

You will then see a second log-in screen with account messages such as password re-set attempts and your logon history.

The screenshot shows the login interface for the Service Provider Portal. It features a main login area with fields for 'User ID' (with a prompt 'Use a Business BCeID') and 'Password', followed by a 'Continue' button and a link for 'Forgot your user ID or password?'. To the right, there is an alternative login option 'Or log in with: Log in with IDIR'. Below the main login area, there is a section for 'No account? Register for a BCeID'. A 'Need help? Contact the BCeID Help Desk' link is also present.

## Your Home Screen

Once you have logged onto the Portal using your Business BCeID user ID and BCeID password, you will be taken to the Home Screen.



The screenshot shows the 'ServiceProviderPortal' interface. At the top, there's a navigation bar with links: Home, My Orders, My Invoices/Payments, My Profile, My Reports, and User Administration. Below this, a 'Quick Links' sidebar lists: Start an Invoice, Update an Invoice, Recently Approved Orders, Recently Completed Invoices, and Returned for Revision Invoices. The main content area displays a welcome message for 'Agency1 IX-III-AF' and lists the programs accessible: Autism, Child Care Subsidy, Health Case, Medical Benefits, Employment and Assistance, and Temporary Case File. At the bottom, a 'My Notifications' section shows a table of pending invoices that require attention, with a note that invoices dated 7 days previous will be cancelled.

Invoice #	Program Type	Service Provider	Invoice Date	Status
Invoice:1-9327019173 (Pending)	Autism	AUTISM, CHILD RECORD	2017-Jun-01	!
Invoice:1-9329487473 (Pending)	Autism	AUTISM, CHILD RECORD	2017-Jun-02	!
Invoice:1-9327359453 (Pending)	Employment and Assist...	CCS, CHILD RECORD	2017-Jun-01	!
Invoice:JOSHtest (Pending)	Autism	AUTISM, CHILD RECORD	2017-May-31	!
Invoice:JTEST3 (Pending)	Medical Benefits	MEDICAL BENEFITS, CHILD R...	2017-Jun-02	!

The Welcome message located in the centre of your screen informs you of:

- What information you can access in the Portal and for which program(s).
- Important information or current notices.

### Welcome Agency1 IX-III-AF to the ICM Service Provider Portal

You have access to the orders and invoices for the following programs:  
Autism, Child Care Subsidy, Medical Benefits.

## Quick Links

The Home screen of the portal includes Quick Links, located on the left hand side, providing shortcuts to commonly used tasks:

- Start an Invoice.
- Update an Invoice.
- Recently Approved Orders – lists your orders sorted by approval date.
- Recently Completed Invoices – lists your recently completed invoices.
- Returned for Revision Invoices – lists your invoices that have been returned for revision.



## My Notifications

My Notifications are located in the centre of your screen and contain:

- Invoices requiring action – you can access the invoice by clicking on the Invoice Number.

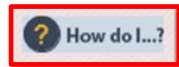




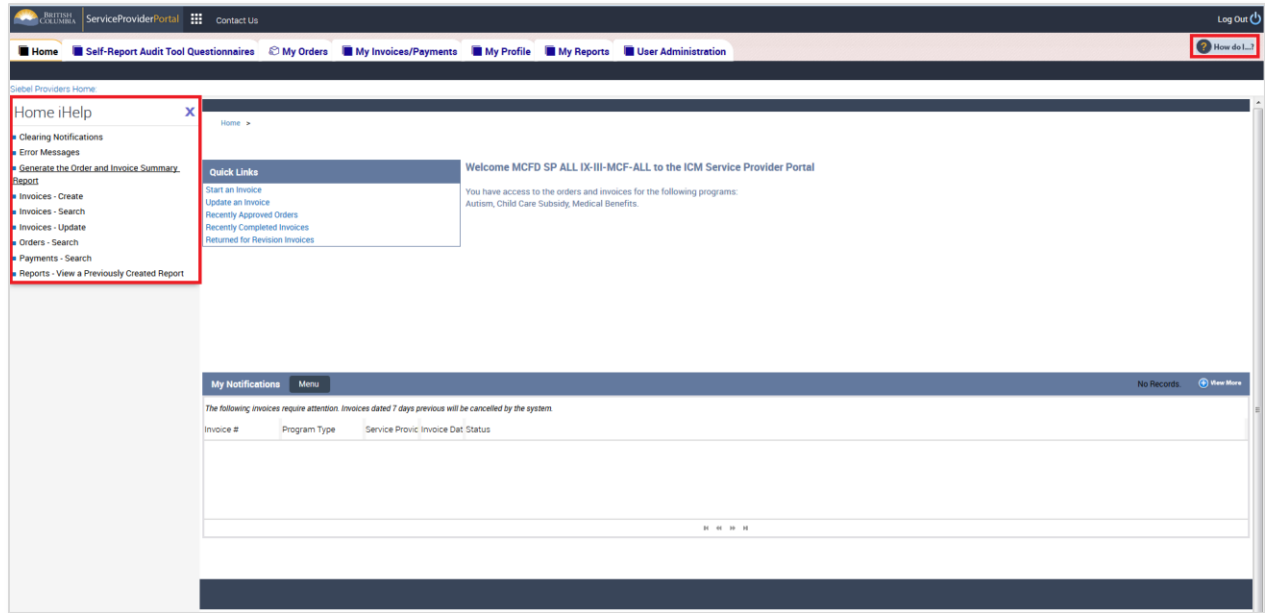
## iHelp and Information Icons

### Accessing iHelp

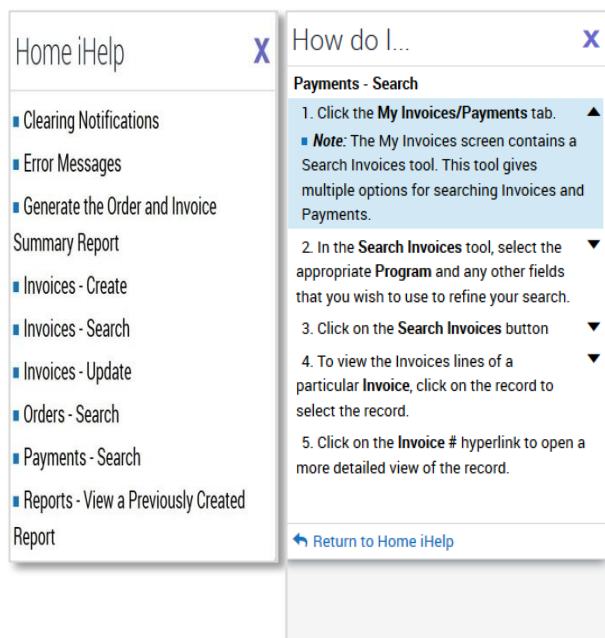
The Portal has iHelp topics that can be accessed by clicking the “How do I ...?” icon located along the top far right corner of your Home Screen.



This contains a list of iHelp topics and step-by-step instructions for completing various tasks in the Portal. The iHelp will open in a sidebar and you can keep working in the Portal with the iHelp sidebar open.



By accessing iHelp, you can find step-by-step instructions on the following topics:

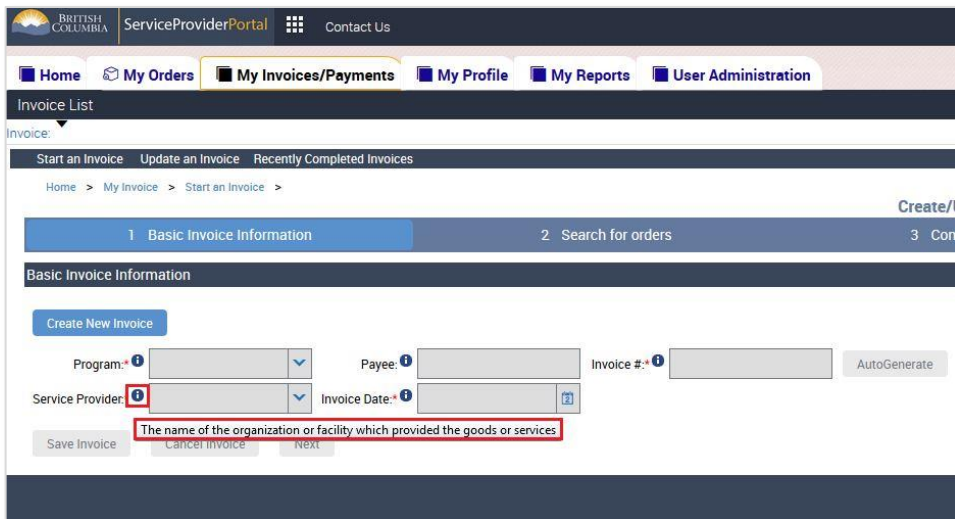


- Clearing Notifications
- Running the Order and Invoice Summary Report
- Creating an Invoice
- Searching for an Invoice
- Updating an Invoice
- Searching for an Order
- Searching for a Payment



## Information Icons

Some views in the Portal include information icons  which display text to assist you when you hover over the icon.



## Screens/Views

Across the top of the screen are five tabs that provide easy navigation to:

- Home
- My Orders - Orders are products and services that have been approved by the Ministry and enable you to create invoices to receive payment.
- My Invoices/Payments - To receive a payment for services provided, service providers must submit an Invoice each month.
- My Profile – Contains service provider and facility information.
- My Reports – Allows you to view reports that have been previously created.
- User Administration – Allow the addition and modification of portal users.



Some of the screens have additional quick links to common tasks in the dark blue bar under the screen titles. Below is a navigation trail showing the path you have taken to get to the current screen. You can click one of the previous screen names to quickly navigate back to that screen.

## Searching, Viewing and Sorting

The My Orders and My Invoices/Payments screens have Search sections. In these sections, only the Program Type (Medical Benefits) is a required field but you can use the other fields to help refine your search.

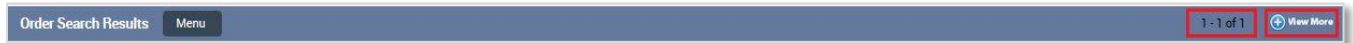


Search Orders form with fields: Program Type, Order #, Contact Last Name, Service Provider, Status, Contact First Name. Buttons: Clear, Search Orders.



Search Invoices form with fields: Program, Invoice #, Contact Last Name, Service Provider, Invoice Date From, Invoice Date To, Contact First Name, Payment Amount. Buttons: Clear, Search Invoices.

The Search Results displays up to five records but more may exist. The title bar of this section will indicate how many records are displayed and how many there are in total (example: “1 - 5 of 10 +” means there are 5 records displayed but over 10 in total). You can see the next set by clicking the arrow to the right. There is also a “View More” button in this section so you can see more records on one screen. This option to view more records also appears in the some of the Create an Invoice screens.



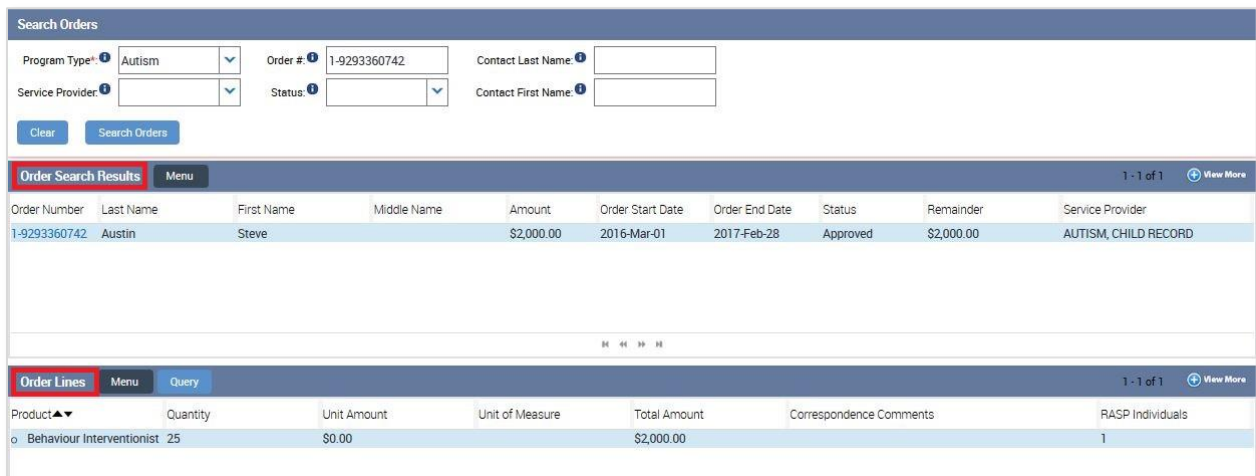
Order Search Results header with Menu button and pagination: 1 - 1 of 1, View More.

The records may be sorted by any field by clicking the up or down arrows in the column title. The green arrow indicates how the records are sorted.

Order Search Results Menu 1 - 1 of 1									
Order Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-9293360742	Austin	Steve		\$2,000.00	2016-Mar-01	2017-Feb-28	Approved	\$2,000.00	AUTISM, CHILD RECORD

Columns can also be resized to display more information such as longer names. Simply hover on the edge of the column and click and drag the column to resize.

Below the search results is a line details section. This shows details about whichever line is selected in the search results section. To select a record to view details, click the order number.



Search Orders form with filters: Program Type: Autism, Order #: 1-9293360742, Contact Last Name: , Service Provider: , Status: , Contact First Name: . Buttons: Clear, Search Orders.

Order Search Results header with Menu button and pagination: 1 - 1 of 1, View More.

Order Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-9293360742	Austin	Steve		\$2,000.00	2016-Mar-01	2017-Feb-28	Approved	\$2,000.00	AUTISM, CHILD RECORD

Order Lines header with Menu, Query buttons and pagination: 1 - 1 of 1, View More.

Product	Quantity	Unit Amount	Unit of Measure	Total Amount	Correspondence Comments	RASP Individuals
o Behaviour Interventionist	25	\$0.00		\$2,000.00		1

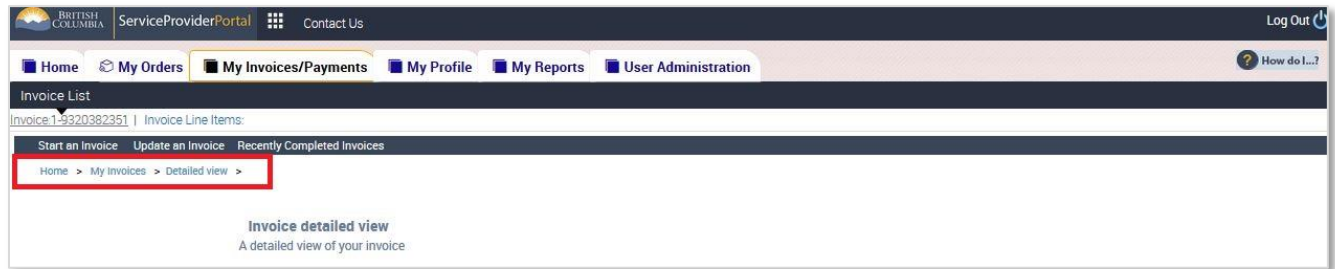
To view more details about the record, click on the Order or Invoice Number. This navigates you to a detailed view.

## Navigating Through Screens

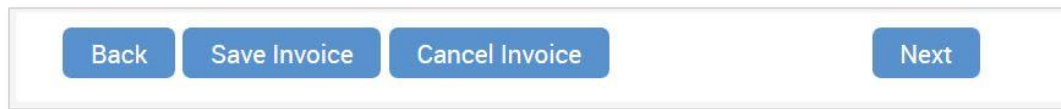
It is **NOT** recommended to use the browser's Back arrow to return to the previous screen, or press any buttons while the system is processing, as either will lead to an error message.



To return to a previous screen, use the navigation trail or click on one of screen links or quick links to return to those areas.



In the Create/Update an Invoice process, use the buttons at the bottom of the screens to navigate through the process or to Save or Cancel the Invoice.



## How to Search for Orders

### About Orders

Parents choose the services and the service providers they need, and the service providers notify Medical Benefits using a Request for School-Aged Extended Therapies form. After the form is reviewed a letter is sent to both the parent and the Service Provider that includes an authorization number.

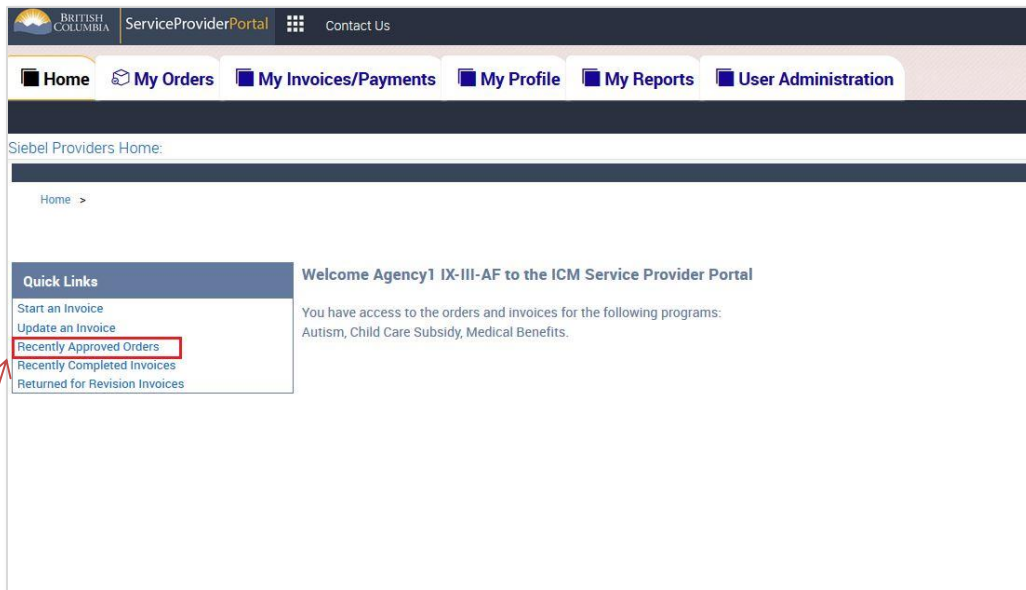
The authorization number is called an "Order" in the Service Provider Portal.

The Orders are visible in the Service Provider Portal as soon as they are approved by the ministry so you can view the details and submit invoices without waiting for mail correspondence.

You do not need to create an Invoice to see if an Order for Medical Benefits Funding is approved, you can search for Orders separately.

## Quick Links

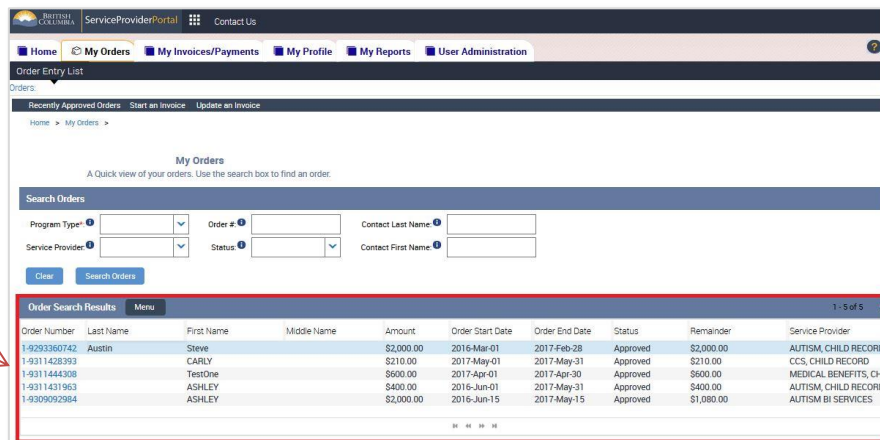
The Home screen of the Portal has Quick Links to view “Recently Approved Orders.”



Clicking the

### Recently Approved Orders

link will navigate you to the My Orders screen and will display all of your approved Orders with the most recently approved ones on top.



## My Orders screen

This screen allows you to view details about the Order, Order Lines and attached Invoices.

The Order shows information including the child’s name, the total amount approved, the amount remaining and the start and end dates of the Order. The Order Lines show details about the Order including the Product (type of service), daily or hourly amount and the total amount for each type of service.

When you navigate to the My Orders screen, there will be no results displayed until you enter what you want to see in the “Search Orders” section. You must enter the Program Type but all other fields are optional.

## Order Entry List

Orders:





[Recently Approved Orders](#)   [Start an Invoice](#)   [Update an Invoice](#)

[Home](#) > [My Orders](#) >

**My Orders**

A Quick view of your orders. Use the search box to find an order.

## Search Orders

Program Type: 	Order #: 	Contact Last Name: 
Service Provider: 	Status: 	Contact First Name: 

Clear
Search Orders

## Order Search Results

Menu

No Records. [View More](#)

Order Number	Last Name	First Name	Order Start Date	Order End Date	Status	Remainder
[Navigation icons]						

### Order Lines

Menu

No Records. [View More](#)







Product▲▼	Total Amount

## Searching for Orders

In the My Orders screen you can search for Orders by entering details in the Search Orders section. You must enter the Program Type but all other fields are optional.

- **Order #:** This is a system-generated number, known as the Authorization Number.
- **Contact First Name/Contact Last Name:** The “Contact” is the child; the child’s first and/or last name must be entered exactly as it appears on the letter from the Medical Benefits Program if you wish to use this field to search. (You cannot search using a nickname as only the legal name of the child is attached to the Order.)
- **Service Provider:** This is the individual or organization providing the services.
- **Program Type:** This is the ministry program. In this case, “Medical Benefits”.
- **Status:** You can view Orders that are Approved and Closed. You can create invoices from Approved Orders. Closed orders may be system-closed due to being fully paid, or they may have been closed by the ministry for various reasons.

**Search Orders**

Program Type* 	<input type="text"/>	Order #: 	<input type="text"/>	Contact Last Name: 	<input type="text"/>
Service Provider: 	<input type="text"/>	Status: 	<input type="text"/>	Contact First Name: 	<input type="text"/>

Example searches:

- To see just the most recently approved Orders: click the “Recently Approved Orders” link on the Home screen or at the top of the My Orders screen.
- To see the details of a Billing Number: choose “Medical Benefits” in the Program Type field, and enter the Billing Number the Order # field.
- To see the order history for a child (Approved and Closed Orders): enter the name in the Contact First Name and/or Contact Last Name fields, and choose “Medical Benefits” in the Program Type field.

After you’ve selected what you are searching for, click the ‘Search Orders’ button.



## Order Search Results

The Order Search Results will display Orders that match your search. There are two sections in this view: Order Search Results and Order Lines. The Order Lines show details about whichever Order is selected.

- Order Search Results: The Order shows information including the child's name, the amount approved, the amount remaining and the start and end dates of the Order.
- Order Lines: The Order Lines show details about the Order including the product (type of service), daily or hourly amount and the total amount for each type of service.

Search Orders

Program Type: Autism

Order #: 1-9293360742

Contact Last Name:

Service Provider:

Status:

Contact First Name:

Clear

Search Orders

Order Search Results

Menu

1 - 1 of 1

View More

Order Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-9293360742	Austin	Steve		\$2,000.00	2016-Mar-01	2017-Feb-28	Approved	\$2,000.00	AUTISM, CHILD RECORD

Order Lines

Menu

Query

1 - 1 of 1

View More

Product	Quantity	Unit Amount	Unit of Measure	Total Amount	Correspondence Comments	RASP Individuals
Behaviour Interventionist	25	\$0.00		\$2,000.00		1

## Viewing Order details

The Order Search Results displays up to five orders but more may exist. The title bar of this section will indicate how many Orders are displayed and how many there are in total (example: "1 - 5 of 10 +") means there are 5 Orders displayed but over 10 in total). You can see the next set by clicking the arrow to the right. There is also a 'View More' button in this section so you can see more Orders on one screen.

Order Search Results

Menu

1 - 1 of 1

View More

The Orders may be sorted by any field by clicking the up or down arrows in the column title. The green arrow indicates how the Orders are sorted.

Order Number	Last Name	First Name	Middle Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider
1-9293360742	Austin	Steve		\$2,000.00	2016-Mar-01	2017-Feb-28	Approved	\$2,000.00	AUTISM, CHILD RECORD

To view Order Line details for an Order, click the order number.



To view more details about the Order, such as invoices attached to the Order, click on the Order Number. This navigates you to the “Order Detailed View” that allows you to see details including Invoices the Order has been associated to. You can then click the “Invoice Number” from here to see more details about the Invoice.

Order Search Results								Menu		1 - 5 of 10+		View More	
Order Number	Last Name	First Name	Middle Name	Amount	Remainder	Order Start Date	Order End Date	Status	Service Provider				
1-9331469422	05TEST05	05TEST05		\$5,000.00	\$5,000.00	2017-Jun-01	2017-Jun-01	Approved	MEDICAL BENEFITS				
1-9331432074	05TEST05	05TEST05		\$327.55	\$327.55	2017-Apr-01	2018-Mar-31	Approved	AUTISM, CHILD				
1-9331372558	05TEST05	05TEST05		\$1,200.00	\$1,054.00	2017-Apr-01	2018-Mar-31	Approved	AUTISM, CHILD				
1-9331288390	03TESTCHILD03	03TESTCHILD03		\$3,500.00	\$3,500.00	2017-Jun-01	2017-Nov-30	Approved	MEDICAL BENEFITS				
1-9330970973	03TESTCHILD03	03TESTCHILD03		\$450.00	\$450.00	2017-Jun-01	2018-Jun-01	Approved	MEDICAL BENEFITS				

### Order detailed view

A detailed view of your order

**Order Overview**

**Program Type:** Medical Benefits ▼  
**Program Area:** MEDICAL BENEFITS, C  
**Payee:** BENFITS, MEDICAL  
**Status:** Approved ▼  
**Case Number:** 1-9319961492

**Order Number:** 1-9330970973  
**Amount:** \$450.00  
**Remainder:** \$450.00  
**Order Start Date:** 2017-Jun-01 📅  
**Order End Date:** 2018-Jun-01 📅  
**Approval Date:** 2017-Jun-02 📅  
**Received Date:** 2017-Jun-02 📅

**Last Name:** 03TESTCHILD03  
**First Name:** 03TESTCHILD03  
**Middle Name:**

**Correspondence Comments:**  
  
**Additional Comments:**

**Order Lines** Menu Query 1 - 1 of 1 View More

Product	Quantity	Unit Amount	Unit of Measure	Total Amount	Frequency	Correspondence Comments
o Foot- Bilateral Orthos...1				\$450.00		


**Invoice Lines** Menu Query No Records. View More

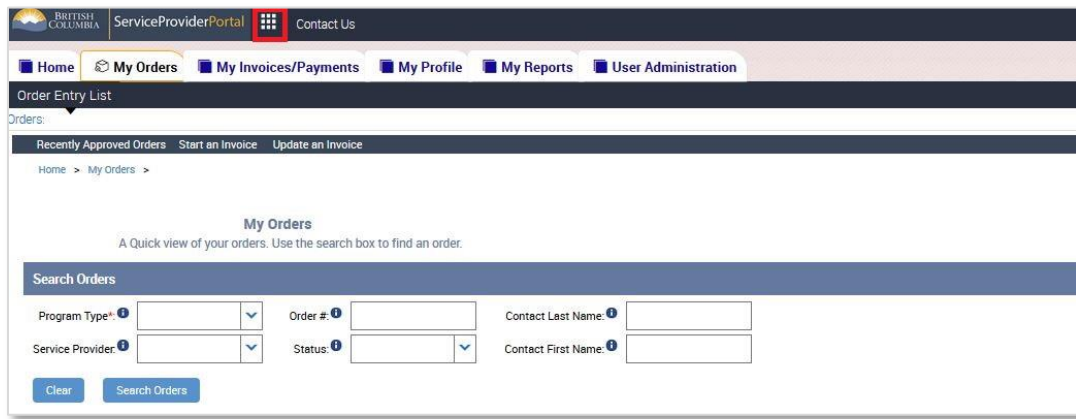
Order Contact Name	Invoice Number	Total
--------------------	----------------	-------

## Reports

There is one report available called the “Orders and Invoices Summary Report”. This report allows you to see all the details of the Order and Order Lines and all the invoices attached. The report includes information such as the Dates of Service billed on each Invoice.

If you wish to view this report:

1. Navigate to the My Orders screen. Complete the fields in the “Search Orders” section with the Orders you would like to see and click “Search Orders”.
2. At the top of the page is the  icon. Clicking this will display two options.



BRITISH COLUMBIA ServiceProviderPortal Contact Us

Home My Orders My Invoices/Payments My Profile My Reports User Administration

Order Entry List

Orders:

Recently Approved Orders Start an Invoice Update an Invoice

Home > My Orders >

**My Orders**  
A Quick view of your orders. Use the search box to find an order.

**Search Orders**

Program Type:  Order #:  Contact Last Name:

Service Provider:  Status:  Contact First Name:

Clear Search Orders

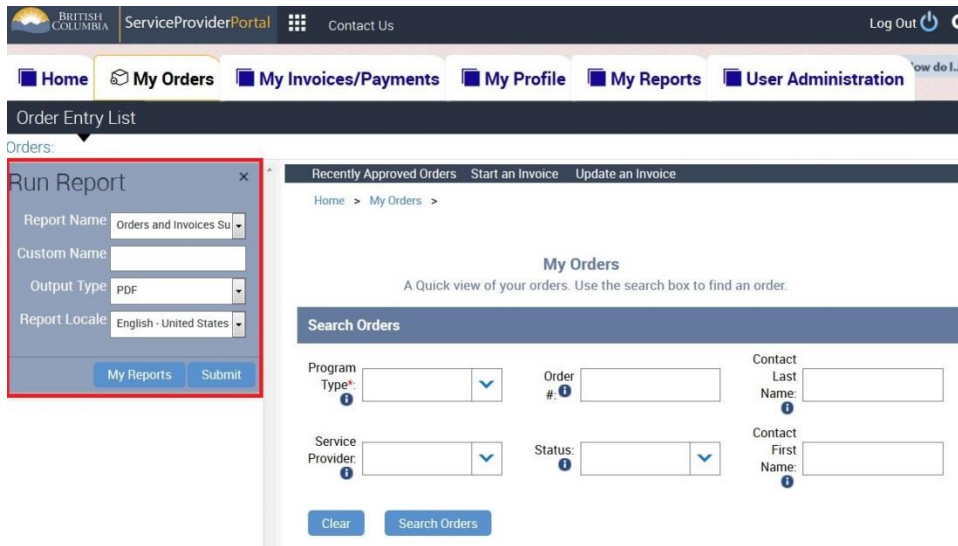
3. Select the button indicated by the red square. This is the “Reports” button.



BRITISH COLUMBIA ServiceProviderPortal Contact Us Log Out

Home My Orders My Invoices/Payments **Reports** My Profile My Reports User Administration

Order Entry List




The screenshot shows the 'Service Provider Portal' with a navigation bar including 'Home', 'My Orders', 'My Invoices/Payments', 'My Profile', 'My Reports', and 'User Administration'. The 'My Orders' page is active, displaying a 'Search Orders' form with fields for Program Type, Order #, Service Provider, Status, Contact Last Name, and Contact First Name. A 'Run Report' modal box is open, showing a 'Report Name' dropdown set to 'Orders and Invoices Summary', 'Custom Name', 'Output Type' set to 'PDF', and 'Report Locale' set to 'English - United States'. The modal has 'My Reports' and 'Submit' buttons.

4. The “Run Report” box is now displayed. Clicking on the **Submit** button will generate the report. To navigate to the report from within the “Run Report” box, click the **My Reports** button.

5. Once the “Status” of the report has updated to “Success”, you can click on the report name to open the report.

**Note:** Sometimes the status will not show as “success” while remaining on the same page. Simply click to any other heading tab at the top of the screen and then click back into “My Reports”.

The report shows all of the approved order information and invoices created on the order.



The screenshot shows the 'Orders and Invoices Summary Report' page. It includes the British Columbia logo and a 'Child Care Subsidy' section. The report table displays the following data:

Child.....	Parent/Guardian.....	Program Type...	Child Care Subsidy
Order Number	Status	Effective Start Date	Effective End Date
1-9337212187	Approved	2017-Jun-01	2017-Jun-30
		Service Provider	Amount
		CCS, CHILD RECORD	\$210.00
		Half Days	Full Days
		0	20
		Product	Parent Portion
		L2 - LG	\$0.00

## How to Create and Update Invoices

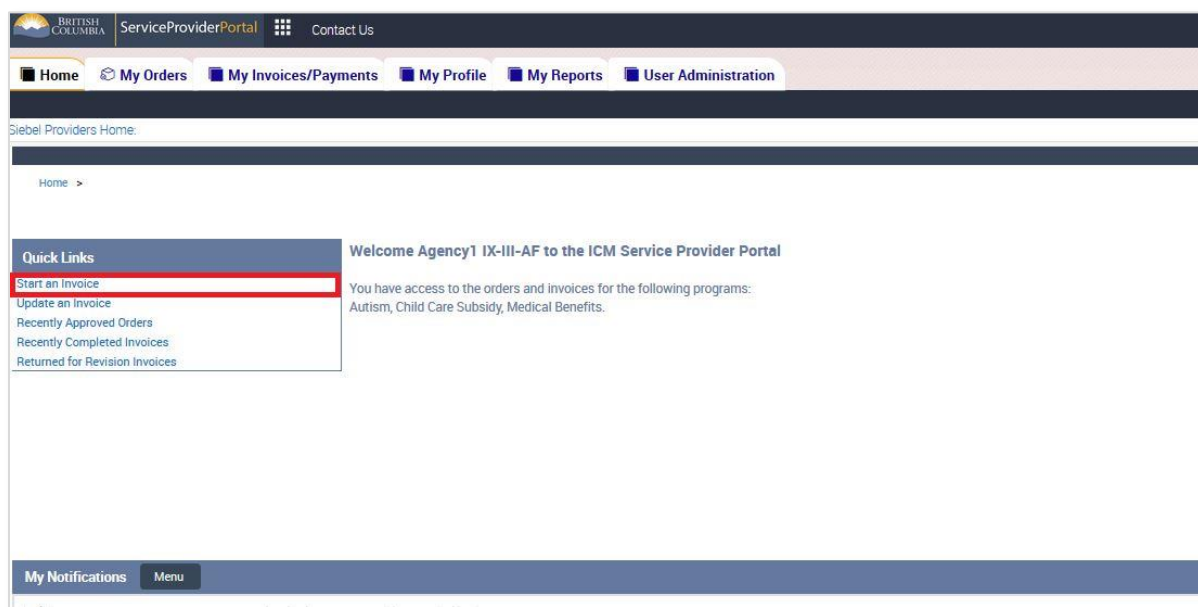
### About Invoices

Parents choose the services and the service providers they need, and notify Medical Benefits using a Request for School-Aged Extended Therapies form. After the form is reviewed, a letter including an authorization number is sent to both the parent and the Service Provider.

To receive a payment for services provided, Service Providers must submit an Invoice. The Invoice may be submitted electronically in the Service Provider Portal or by mail, fax, or email. Medical Benefits will process the payment and either mail a cheque, deposit payment directly to the service provider's bank account or contact the service provider if further clarification is required.

### Creating an Invoice

The Home screen of the Portal has "Quick Links" for common Invoice functions and searches including "Start an Invoice".

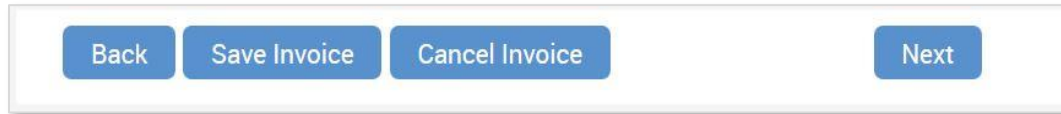


Clicking the "Create an Invoice" link creates a new Invoice and navigates you to the first step in the Create/Update an Invoice process.

## Create/Update an Invoice Process

### Navigation

When you create a new Invoice or update an existing Invoice you will be navigated to the Create/Update an Invoice five step process. Use the buttons at the bottom of the screens to navigate through the process or to Save or Cancel the Invoice.



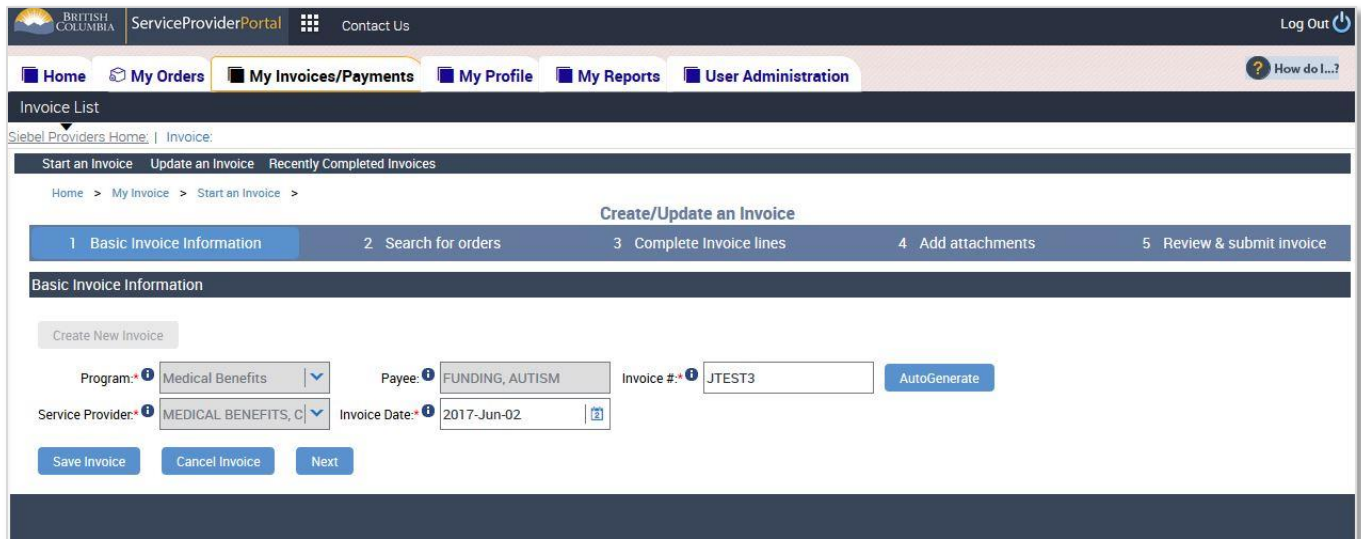
Note: The Invoice is automatically saved when you click 'Next'. The 'Save Invoice' button only needs to be used if you want to save your progress and return to the Invoice at a later time to complete it.

It is **NOT** recommended to use the browser's Back arrow to return to the previous screen, or press any buttons while the system is processing as either will lead to an error message.



## 1: Basic Invoice Information

This step captures the Basic Invoice Information including the Program, Service Provider, and the unique Invoice number.



- **Program:** The ministry case type associated to the Invoice (Medical Benefits).
- **Payee:** The organization or individual to receive payment from the ministry. The payee cannot be changed in the Portal; it is set by the ministry based on your organization structure.
- **Service Provider:** The Service Provider.
- **Invoice #:** The Invoice Number must be unique to your organization on each invoice. You can enter a number you determine or click the 'AutoGenerate' button to have a unique number entered for you.
  - **Note:** You can enter your Invoice number from your accounting program here as long as it is a unique number for each invoice. The Invoice Number can include both numbers and letters.
- **Invoice Date:** This is the date of the Invoice and defaults to the date it was created. You only need to change this date if you require a different date recorded for your own accounting reasons.
- **Comments:** This is an optional field if you have information you wish to communicate to the ministry. Updates (such as address change, etc.) should be communicated to the ministry by calling Medical Benefits.

After completing the required fields, click 'Next'.



## 2: Search for Orders

This step allows you to add Order Lines to the Invoice. An Order represents approved funding for the child and the Order Number is commonly known as the “Authorization Number” by Service Providers.

Service Provider Portal | Contact Us | Log Out

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Invoice List

Order Search: Start an invoice | Update an invoice | Recently Completed Invoices

Home > My Invoice > Start an Invoice >

Create/Update an Invoice

1 Basic Invoice Information | **2 Search for orders** | 3 Complete Invoice lines | 4 Add attachments | 5 Review & submit invoice

Search for orders

**1** Search for the orders you would like to add to your invoice

Order Search

Order Number:  Child Last Name:  Child First Name:   
 Service Provider:  Order Start Date From:  Order End Date To:

**2** View your orders search results  
 Select an order to view its corresponding order line(s) below

Order Search Results | Menu | 2 of 6 | View More

Order #	Status	Last Name	First Name	Order Start Date	Order End Date	Amount	Remainder	Service Provider	Indirect Services Remainder
1-9331289390	Approved	03TESTCHILD03	03TESTCHILD03	2017-Jun-01	2017-Nov-30	\$3,500.00	\$3,500.00	MEDICAL BENEFITS, CHILD RECORD	\$0.00
1-9330970973	Approved	03TESTCHILD03	03TESTCHILD03	2017-Jun-01	2018-Jun-01	\$450.00	\$450.00	MEDICAL BENEFITS, CHILD RECORD	\$0.00
1-9330873477	Approved	03TESTCHILD03	03TESTCHILD03	2017-Jan-01	2018-Jan-01	\$3,840.00	\$3,572.80	MEDICAL BENEFITS, CHILD RECORD	\$320.00
1-9330124538	Approved	03TESTCHILD03	03TESTCHILD03	2017-Jan-01	2017-Jan-01	\$500.00	\$500.00	MEDICAL BENEFITS, CHILD RECORD	\$0.00
1-9311444308	Approved	MBTest	TestOne	2017-Apr-01	2017-Apr-30	\$600.00	\$560.00	MEDICAL BENEFITS, CHILD RECORD	\$480.00

**3** Select all the order lines you would like to add to the Invoice

Order Lines | Menu | Add Order Lines | Query | 1 of 1 | View More

<input type="checkbox"/>	Order Number	Product	Unit Amount	Unit of Measure	Total Amount	Start Date	End Date	Quantity	Approval Date
<input checked="" type="checkbox"/>	1-9330970973	Foot- Bilateral Orthoses			\$450.00	2017-Jun-01	2018-Jun-01	1	2017-Jun-02

**4** View the lines you have added to the Invoice

Invoice Lines | Menu | Remove Invoice Lines | Query | No Records | View More

<input type="checkbox"/>	Order #	Order Contact Name	Product	Total
--------------------------	---------	--------------------	---------	-------

Back | Save Invoice | Cancel Invoice | Next



## Section 1: Search for the orders you would like to add to your invoice

Order Search

Order Number:

Child Last Name:

Child First Name:

Service Provider:

Order Start Date From:

Order End Date To:

Clear

Search Orders

Searching for Orders is not a required step; it is a tool that can be used if you are looking for a specific child or Order to add to the Invoice. Searching using the Order Number (known as the Authorization Number) is recommended as all the previous Orders are also visible in this view and it is important to select the current Order for the Invoice.

- Order Number:  
Commonly known as the Authorization Number.
- Child Last Name/Child First Name: The child's legal name.

Search for orders

1 Search for the orders you would like to add to your invoice

Order Search

Order Number: 1-9293360742

Child Last Name:

Child First Name:

Service Provider:

Order Start Date From:

Order End Date To:

Clear

Search Orders

If you have entered information here and want to clear it, click 'Clear' and then 'Search Orders' again to see all available Orders.

- Note: Only one child can be added to an invoice.

## Section 2: View your order search results;

This section displays all the approved Orders. If there is more than one Order, you can select the required Order by clicking on the order line. The order number currently selected will be highlighted in blue.

2 View your orders search results

Select an order to view its corresponding order line(s) below

Order Search Results

Menu

2 of 6 View More

Order #	Status	Last Name	First Name	Order Start Date	Order End Date	Amount	Remainder	Service Provider	Indirect Services Remainder
1-9331288390	Approved	03TESTCHILD03	03TESTCHILD03	2017-Jun-01	2017-Nov-30	\$3,500.00	\$3,500.00	MEDICAL BENEFITS, CHILD RECORD	\$0.00
1-9330970973	Approved	03TESTCHILD03	03TESTCHILD03	2017-Jun-01	2018-Jun-01	\$450.00	\$450.00	MEDICAL BENEFITS, CHILD RECORD	\$0.00
1-9330873477	Approved	03TESTCHILD03	03TESTCHILD03	2017-Jan-01	2018-Jan-01	\$3,840.00	\$3,572.80	MEDICAL BENEFITS, CHILD RECORD	\$320.00
1-9330124538	Approved	03TESTCHILD03	03TESTCHILD03	2017-Jan-01	2017-Jan-01	\$500.00	\$500.00	MEDICAL BENEFITS, CHILD RECORD	\$0.00
1-9311444308	Approved	MBTest	TestOne	2017-Apr-01	2017-Apr-30	\$600.00	\$560.00	MEDICAL BENEFITS, CHILD RECORD	\$480.00

### Section 3: Select the order lines you would like to add to the Invoice

After selecting the required Order in Section 2, the available Order Lines will display in this section. To add an Order Line to the invoice, click the checkmark icon next to the desired order line to select it, or click a check marked order line to deselect it.



#### 3 Select all the order lines you would like to add to the Invoice

Order Lines	Menu	Add Order Lines	Query	1 - 1 of 1 View More					
<input checked="" type="checkbox"/>	Order Number	Product	Unit Amount	Unit of Measure	Total Amount	Start Date	End Date	Quantity	Approval Date
<input checked="" type="checkbox"/>	1-9330970973	Foot- Bilateral Orthoses			\$450.00	2017-Jun-01	2018-Jun-01	1	2017-Jun-02

- If you have multiple rates for the services you provide, you may have an Order Line for each rate. If there are not separate Order Lines for each rate, you may need to contact Medical Benefits to have the Order Lines adjusted.
- Some Products and Services are not supported for Portal Invoices such as equipment. Please submit invoices for these products and services by mail, fax, or email.

### Section 4: View the lines you have added to the Invoice

After you click Add for Order Lines in the previous section, they will display in this section as Invoice Lines.

#### 4 View the lines you have added to the Invoice

Invoice Lines	Menu	Remove Invoice Lines	Query	1 - 1 of 1 View More					
<input checked="" type="checkbox"/>	Order #	Order Contact Name	Unit Amount	Unit Of Measure	Product	Quantity			
<input checked="" type="checkbox"/>	1-9330970973	03TESTCHILD03 03TES...			Foot- Bilateral Orthoses				

If an Invoice Line needs to be removed from the Invoice, click the 'Remove Invoice Lines' button located on the right of the Invoice Lines section.

Remove Invoice Lines

After adding all the required Order Lines to the Invoice, click 'Next'.

### 3: Complete Invoice Lines

This step allows you to complete the date(s) and total hours you provided service for the client.

- **Note:** If you need to remove an Invoice Line from the invoice, you can click the 'Back' button at the bottom of the screen. It is **NOT** recommended to use the browser's Back arrow to return to the previous screen, or press any buttons while the system is processing as either will lead to an error message.

British Columbia

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Create/Update an Invoice

1 Basic Invoice Information

2 Search for orders

3 Complete Invoice lines

4 Add attachments

5 Review & submit invoice

Complete Invoice Lines

1 Select a line to view the Invoice line in Step 2

Order Lines

Menu

Query

1 - 1 of 1

View More

Order Number	Order Contact Name	Remainder
1-9330970973	03TESTCHLD03 03TESTCHIL	\$450.00

30

40

50

60

Invoice Lines

Menu

Remove

Query

1 - 1 of 1

View More

Line #	Total	Line Completed
1	\$0.00	

30

40

50

60

2 Complete Invoice Information for each Invoice Line

Please review any notifications to help you complete all the required information

Invoice Lines

Instructions:

If invoicing for Therapy services, and there is travel, report writing or consultation, add an additional line in Step 2 of the Invoice Wizard. On Step 3 for the added invoice line, check the Indirect Services box, and provide a detailed breakdown of these charges in the Comments field. Comments are not required for Direct Therapy services. \*\*\* Invoicing for Medical Equipment, provide a description of the item or repair, including the model number if applicable, in the Comments field.

Product Description:

Foot, Bilateral Orthoses

Quantity:

Unit of Measure:

Unit Amount:

Total:

\$0.00

Including PST

Indirect Services:

Date of Service:

(Click icon to select date in format YYYY-MM-DD)

Comments:

Save and Validate

3 Amount of Tax

Once all invoice lines have been validated, if applicable, provide the total tax amount for this invoice.

Invoice GST

GGT:

\$0.00

Save Tax Amount

Back

Save Invoice

Cancel Invoice

Next

### Section 1: Select a line to view the Invoice line in Step 2

This section displays all the Order Lines attached to the Invoice as Invoice Lines and their completion status. You cannot select or change information in this section directly, the changes are made in Section 2 below and then the details automatically update into this section. The Order Lines on the left show the Order Lines you added to the Invoice and the amount remaining on the Order. The Invoice Lines on the right will show the amounts you are billing on the Invoice for services provided.

1 Select a line to view the Invoice line in Step 2

Order Lines						Invoice Lines		
Order Numb	Order Contact Name	Remainder	Order Start Date	Order End Date		Line #	Total	Line Completed
1-9293360742	Steve Austin	\$2,000.00	2016-Mar-01	2017-Feb-28		1	\$0.00	

The Order Line / Invoice Line highlighted in blue is the active line being worked on in Section 2 below. After that line is completed, the Total amount will be updated, the “Line Completed” field will be updated, and the next Order Line / Invoice Line will be highlighted.

1 Select a line to view the Invoice line in Step 2

Order Lines						Invoice Lines		
Order Number	Order Contact Name	Remainder	Order Start Date	Order End Date		Line #	Total	Line Completed
1-9293360742	Steve Austin	\$450.00	2016-Mar-01	2017-Feb-28		3	\$500.00	✓
1-9293360742	Steve Austin	\$450.00	2016-Mar-01	2017-Feb-28		4	\$625.00	
1-9293360742	Steve Austin	\$450.00	2016-Mar-01	2017-Feb-28		5	\$475.00	

The “Line Completed” field will have one of three symbols when it is completed (it will be blank if not completed):


- ✓ This means the Invoice Line information entered is valid.
- ⚠ This means the Invoice Line information entered is valid, but it will require additional review by the ministry before approval.
- ✗ This means the Invoice Line is not valid and the Invoice cannot be submitted with the details entered in Section 2. Review the Notification in Section 2 for details.

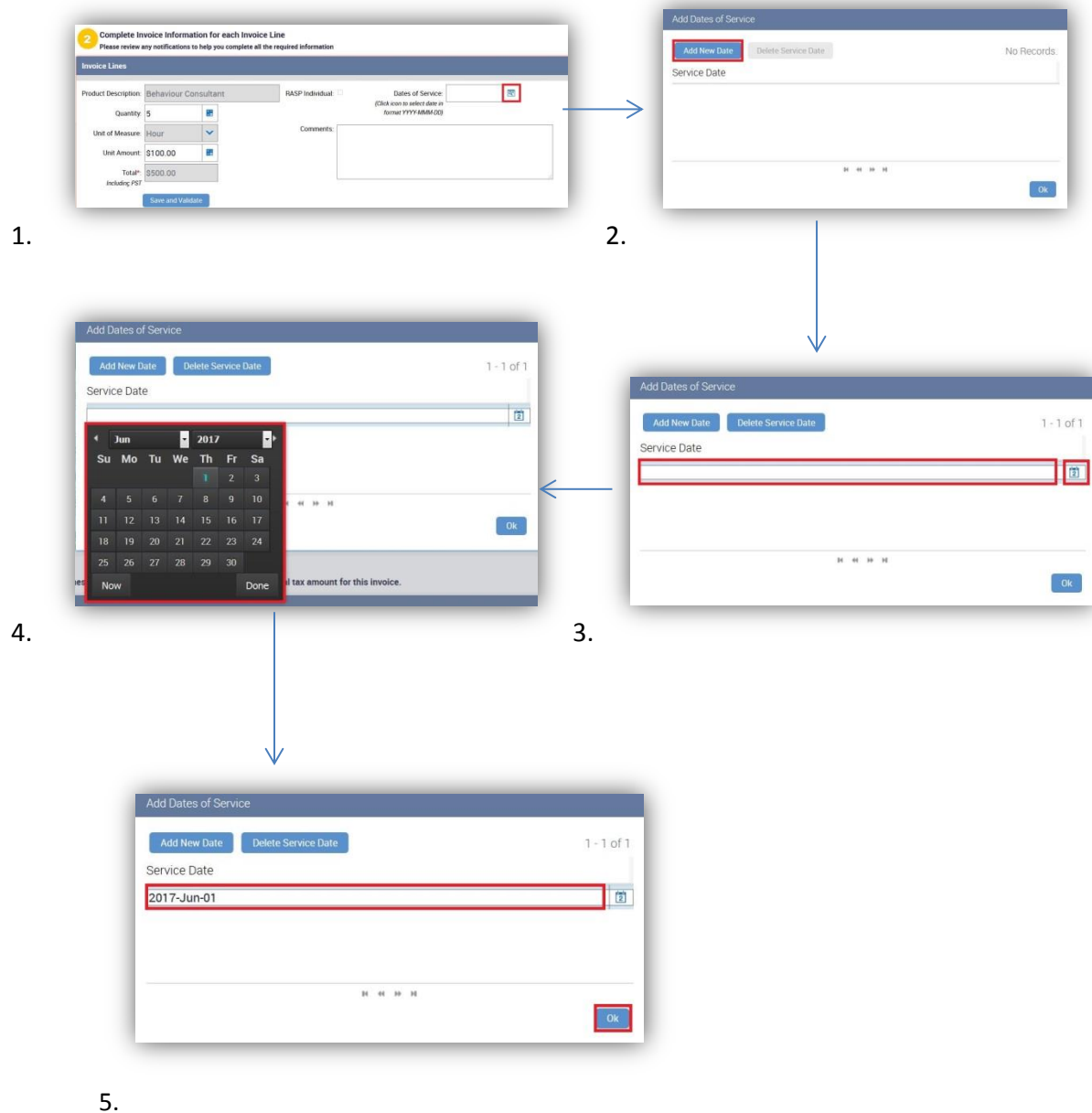
Note: The Order Lines and Invoice Lines tables in this section sometimes are not aligned, especially when there are multiple lines.

## Section 2: Complete Invoice Information for each line

This section allows you to enter the Dates of Service and the Quantity (total number hours or days of service for all Dates of Service entered) for each Invoice Line.

### Dates of Service

The Dates of Service are required for each Invoice Line. Click the  button to select the Date of Service.





1. Click the icon in the “Dates of Service” box.

Add New Date

2. Click the button.



3. A line appears for the date. Click the calendar icon , which brings up the calendar.

4. Choose the date of service. Alternatively you can enter the date without clicking the calendar icon. Enter dates manually by typing in the format: “year-month-day”. (I.e. January 31, 2015 would be typed as 2015-01-31). The date will automatically populate once you click off the service date line.

Delete Service Date

**NOTE:** You can click the button if the date needs to be removed.

Ok

5. Repeat if there are more dates to add. Click the button once all of the service dates have been added.



## Invoice Lines

The hourly or session rate is automatically populated in the Unit Amount field. You can change this amount if necessary but you cannot increase it above the amount Approved on the Order Line. You must type the total number of hours or sessions for this Invoice Line in the Quantity field and the Total amount will be calculated automatically.

You must enter any related comments in this screen. For example, if the 'Indirect Services' button is checked, you will need to provide detail as to what the indirect service was, such as Travel or Report Writing.

2

Complete Invoice Information for each Invoice Line

Please review any notifications to help you complete all the required information

Invoice Lines

Instructions:

If invoicing for Therapy services, and there is travel, report writing or consultation, add an additional line in Step 2 of the Invoice Wizard. On Step 3 for the added invoice line, check the Indirect Services box, and provide a detailed breakdown of these charges in the Comments field. Comments are not required for Direct Therapy services. \*\*If invoicing for Medical Equipment, provide a description of the item or repair, including the model number if applicable, in the Comments field.

Product Description:

Physiotherapy

Indirect Services:

☐

Dates of Service:

2017-Apr-01

(Click icon to select date in format YYYY-MM-DD)

Quantity:

1

Unit of Measure:

Hour

Unit Amount:

\$1.00

Total\*:

\$1.00

Including PST

Comments:

Save and Validate

The Notification section will update if there is an error or other notice.

2

Complete Invoice Information for each Invoice Line

Please review any notifications to help you complete all the required information

Invoice Lines

The sum of all invoice lines is greater than the remainder on the order. Please lower the invoice line amount and validate again.

After you have completed the details in this section, you click the  button.

1

Select a line to view the Invoice line in Step 2

Order Lines

Menu

Query

1 - 3 of 3

View More

Order Number	Order Contact Name	Remainder	Order Start Date	Order End Date
1-9293360742	Steve Austin	\$2,000.00	2016-Mar-01	2017-Feb-28
1-9293360742	Steve Austin	\$2,000.00	2016-Mar-01	2017-Feb-28
1-9293360742	Steve Austin	\$2,000.00	2016-Mar-01	2017-Feb-28

Invoice Lines


Menu

Remove

Query

1 - 3 of 3

Line #	Total	Line Completed
3	\$500.00	<input checked="" type="checkbox"/>
4	\$0.00	<input type="checkbox"/>
5	\$0.00	<input type="checkbox"/>

You will notice the "Invoice Lines" window in the top right corner has updated with a  next to the successfully completed order line. The next order line will automatically select.

Continue the process for each order line.



### Section 4: Amount of Tax

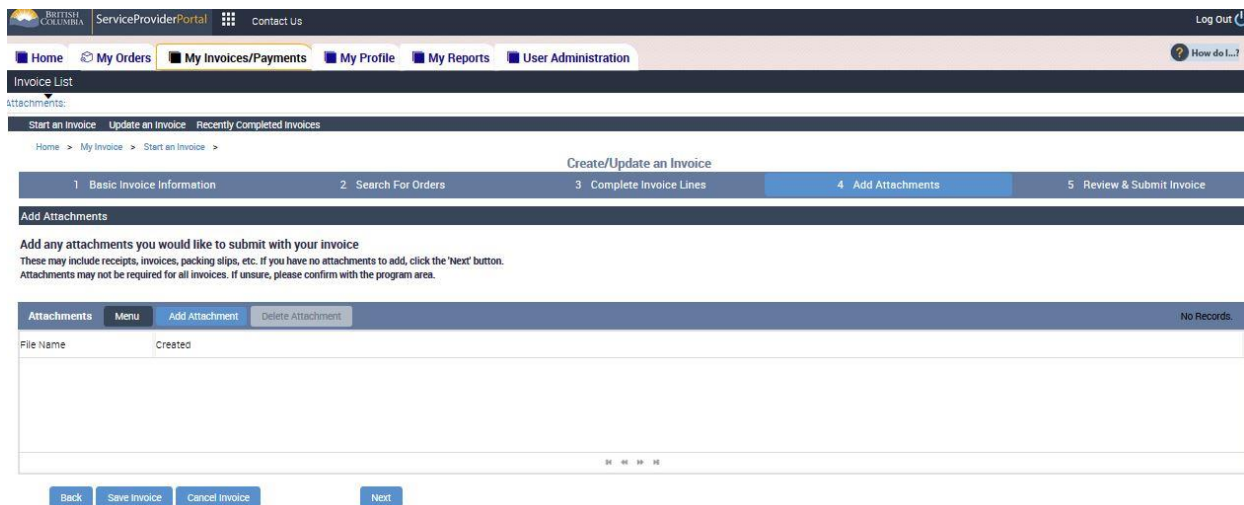
The GST amount for the entire invoice can be added in this section (if applicable). You must type the amount and then click the 'Save Tax Amount' button. The amount entered will be displayed in the final step of the invoice process.




Once all Invoice Lines are completed, click the  button.

### 4: Add Attachments

In Step 4 "Add Attachments" of the Portal Create/Update an Invoice process, there is an option to add an attachment to submit to the Ministry with your Invoices. If no attachments are required, click 'Next'.

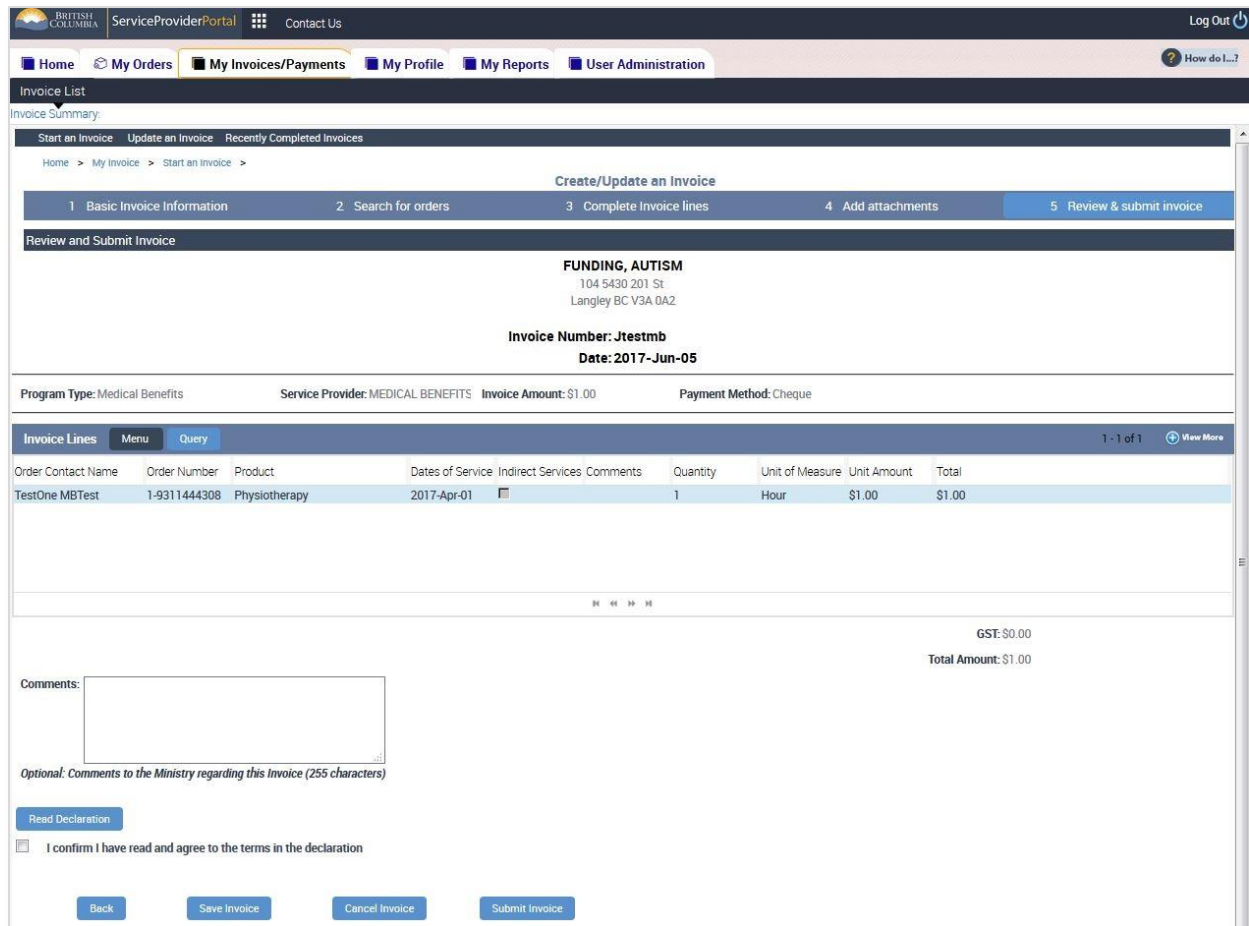


To add an attachment click the  button, and select the file that you wish to attach.

To delete an attachment, highlight the file you want to delete and click the  button.

## 5: Review & Submit Invoice

This step allows you to review all the details of the invoice prior to submitting it to the ministry. If the Invoice Line Total amounts or the GST amounts are not correct, use the [Back](#) button at the bottom of the screen to return to previous steps and update the information.



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Invoice List

Invoice Summary:

Start an Invoice Update an Invoice Recently Completed Invoices

Home > My Invoice > Start an Invoice >

Create/Update an Invoice

1 Basic Invoice Information 2 Search for orders 3 Complete Invoice lines 4 Add attachments 5 Review & submit invoice

Review and Submit Invoice

**FUNDING, AUTISM**  
104 5430 201 St  
Langley BC V3A 0A2

Invoice Number: Jtestmb  
Date: 2017-Jun-05

Program Type: Medical Benefits Service Provider: MEDICAL BENEFITS Invoice Amount: \$1.00 Payment Method: Cheque

Invoice Lines Menu Query 1 - 1 of 1 View More

Order Contact Name	Order Number	Product	Dates of Service	Indirect Services	Comments	Quantity	Unit of Measure	Unit Amount	Total
TestOne MBTest	1-9311444308	Physiotherapy	2017-Apr-01			1	Hour	\$1.00	\$1.00

GST: \$0.00  
Total Amount: \$1.00


Comments:

Optional: Comments to the Ministry regarding this Invoice (255 characters)

Read Declaration

☐ I confirm I have read and agree to the terms in the declaration

Back Save Invoice Cancel Invoice Submit Invoice

- Note: Only one of the Dates of Service saved for each Invoice Line is displayed in this view. To review all of the dates for an order line click the date of service on the desired order line, and then click the  button.

When you are ready to submit the Invoice, click the box to confirm you have read and agree to the terms in the declaration. The declaration can be read by clicking the 'Read Declaration' button. Click 'Submit' if you are ready to submit the Invoice.

Comments:

*Optional: Comments to the Ministry regarding this Invoice (255 characters)*

[Read Declaration](#)

☒ I confirm I have read and agree to the terms in the declaration

[Back](#) [Save Invoice](#) [Cancel Invoice](#) [Submit Invoice](#)

**Declaration:**

I hereby certify that I, or a partnership, society, corporation or other organization for which I am an authorized signatory (the "Supplier") has provided the goods or services described in this invoice to or for the person or persons identified in the invoice in accordance with all applicable Government of British Columbia legislation, policy, practises, procedures and guidelines and that the information in this invoice is true and complete. I further certify that the Supplier is not claiming payment for the goods or services from any other person and will not be reimbursed by any other person for the cost of the goods or services. I acknowledge and agree that at the request of the Government of British Columbia the Supplier will provide complete and accurate records to support the Supplier's claim for payment for the goods or services described in this invoice. I further acknowledge and agree that any overpayment related to this invoice is a debt due to the Government of British Columbia that the Supplier is liable to repay on demand.

After submitting the invoice, you will see a Confirmation screen indicating your invoice has been successfully submitted. You can print this screen for your records but you are able to search for the Orders and Invoices in other views if you want to print this information later.

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**Invoice List**

[Start an Invoice](#) [Update an Invoice](#) [Recently Completed Invoices](#)

**Your invoice has been successfully submitted.**

**FUNDING, AUTISM**  
104 5430 201 St  
Langley BC V3A 0A2

**Invoice Number: Jtestmb**  
**Date: 2017-Jun-05**

Program Type: Medical Benefits    Service Provider: MEDICAL BENEFITS    Invoice Amount: \$1.00    Payment Method: Cheque

Order Contact Name	Order Number	Product	Dates of Service	Indirect Services	Comments	Quantity	Unit of Measure	Unit Amount	Total
TestOne MBTest	1-9311444308	Physiotherapy	2017-Apr-01	<input checked="" type="checkbox"/>		1	Hour	\$1.00	\$1.00

GST: \$0.00  
**Total Amount: \$1.00**

[Close](#)

If you see an error message instead of this Confirmation screen, the invoice has likely been submitted but you can confirm this by searching for the Invoice. 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. If it is in another Status, such as “Pending” or “Cancelled”, then it has not been received by the ministry.

## Cancel or Update Invoice

Invoices created and not submitted or cancelled are saved in a “Pending” state. These invoices may have Order Lines attached to them, which may prevent you from billing these Order Lines on another Invoice.

After you submit an invoice through the Portal, it will be validated by ministry staff. The ministry cannot change information you have entered on invoice lines. This is to preserve the financial integrity and audit trail of the record. If changes need to be made, the ministry program will electronically return the invoice through the Portal and send you an email or call you explaining the revisions required.

“Pending” and “Returned for Revision” Invoices are displayed on the Home screen in the My Notifications section. You can also search for a specific Invoice using the “Update an Invoice” quick link on the Home screen or at the top of the My Invoices/Payments screen.

You can locate the invoice two ways:

- From the My Notifications on the home screen: Click on the Invoice Number.

From the “Update an Invoice” link: enter details in the Search Invoices section and click ‘Search Invoices’. When the Invoice is located, click ‘Update’.

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Invoice List

Invoice

Start an Invoice **Update an Invoice** Recently Completed Invoices

Home > My Invoices > Update an Invoice >

Update an Invoice

1 Search for an invoice you would like to update

**Search Invoices**

Program:  Invoice #:  Contact Last Name:  Payment #:

Service Provider:  Invoice Date From:  Contact First Name:  Payment Amount:

Status:  Invoice Date To:

Clear Search Invoices

2 View your Invoice search results and Select the Invoice you would like to update

**Search Results** Menu **Update Invoice** 1 - 1 of 1 View More

Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By
testMB2	\$0.00		Pending !						SERVICE PROVIDER MEDICAL BENEFITS, CH...	2017-Jun-05	AFAGENCY1_Q001

This will navigate to Step 1 of the invoice creation process.

- To Cancel the Invoice, click 'Cancel Invoice' at the bottom of the screen.
- To Update the Invoice, enter invoice details and click 'Next' to navigate through screens that are already fully completed.

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Siebel Providers Home:

Home >

**Quick Links**

- Start an Invoice
- Update an Invoice
- Recently Approved Orders
- Recently Completed Invoices
- Returned for Revision Invoices

Welcome Agency1 IX-III-AF to the ICM Service Provider Portal

You have access to the orders and invoices for the following programs:  
Autism, Child Care Subsidy, Health Case, Medical Benefits, Employment and Assistance, Temporary Case File.

**My Notifications** Menu 4 - 8 of 8 View More

The following invoices require attention. Invoices dated 7 days previous will be cancelled by the system.

Invoice #	Program Type	Service Provider	Invoice Date	Status
Invoice:1-9327019173 (Pending)	Autism	AUTISM, CHILD RECORD	2017-Jun-01	!
Invoice:1-9329487473 (Pending)	Autism	AUTISM, CHILD RECORD	2017-Jun-02	!
Invoice:1-9327359453 (Pending)	Employment and Assistance	CCS, CHILD RECORD	2017-Jun-01	!
Invoice:JOSHtest (Pending)	Autism	AUTISM, CHILD RECORD	2017-May-31	!
Invoice:testMB2 (Pending)	Medical Benefits	MEDICAL BENEFITS, CHILD R...	2017-Jun-05	!

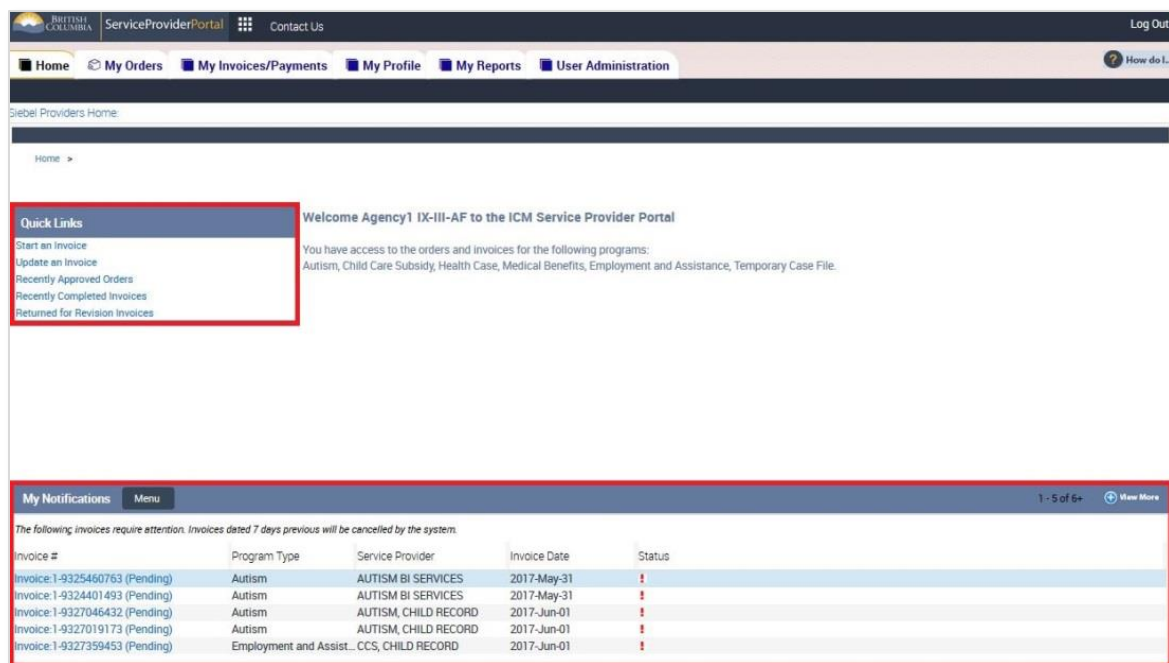


If you need to update an Invoice that has already been submitted to the ministry, please contact Medical Benefits to have the invoice Returned for Revision.

## How to Search for Invoices

### Quick Links

The Home screen of the Portal has Quick Links for common Invoice functions and searches including: Create an Invoice, Update an Invoice, Recently Completed Invoices, and Returned for Revision Invoices. The Home screen also includes the My Notifications section which includes invoices that are not complete.



**Quick Links**

- Start an Invoice
- Update an Invoice
- Recently Approved Orders
- Recently Completed Invoices
- Returned for Revision Invoices

Welcome Agency1 IX-III-AF to the ICM Service Provider Portal

You have access to the orders and invoices for the following programs:  
Autism, Child Care Subsidy, Health Case, Medical Benefits, Employment and Assistance, Temporary Case File.



**My Notifications**

The following invoices require attention. Invoices dated 7 days previous will be cancelled by the system.

Invoice #	Program Type	Service Provider	Invoice Date	Status
Invoice:1-9325460763 (Pending)	Autism	AUTISM BI SERVICES	2017-May-31	!
Invoice:1-9324401493 (Pending)	Autism	AUTISM BI SERVICES	2017-May-31	!
Invoice:1-9327046432 (Pending)	Autism	AUTISM, CHILD RECORD	2017-Jun-01	!
Invoice:1-9327019173 (Pending)	Autism	AUTISM, CHILD RECORD	2017-Jun-01	!
Invoice:1-9327359453 (Pending)	Employment and Assist...	CCS, CHILD RECORD	2017-Jun-01	!

Clicking the “Recently Completed Invoices” link will navigate you to the My Invoices/Payment screen and will display all of your paid Invoices (both created in the Portal and those submitted by mail, fax or email).

When you submit an Invoice to the Ministry in the Portal, 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.

British Columbia Service Provider Portal
Contact Us
Log Out

Home
My Orders
My Invoices/Payments
My Profile
My Reports
User Administration
How do I...?

Invoice List

Start an invoice
Update an invoice
Recently completed invoices

Home > My Invoices >

### My Invoices

A Quick view of your invoices. Use the search box to find an invoice

#### Search Invoices

Program: 
Invoice #: 
Contact Last Name: 
Payment #:

Service Provider: 
Invoice Date From: 
Contact First Name: 
Payment Amount:

Status: 
Invoice Date To:

Clear
Search Invoices

Click on the Invoice # to view invoice details

#### Search Results

Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By	Created Date
1-9352052453	\$39.38		Cancelled					Service Provider	AUTISM, CHILD RECORD	2017-May-31	AFAGENCY1_QQQTWSG...	2017-Jun-08
1-9352143826	\$0.00		Cancelled					Service Provider	CCS, CHILD RECORD	2017-Jun-08	DACHILD0_QQQTPRGG...	2017-Jun-08
1-9352149963	\$125.00		Cancelled					Service Provider	AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQQTWSG...	2017-Jun-08
1-9353075373	\$50.00	2017-Jun-09	Paid					Service Provider	AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQQTWSG...	2017-Jun-09
1-9353112133	\$25.00		Cancelled					Service Provider	AUTISM, CHILD RECORD	2017-Jun-09	AFAGENCY1_QQQTWSG...	2017-Jun-09

#### Invoice Lines

Order Number	Order Contact Name	Status	Product	Quantity	Unit Amount	Unit Of Measure	Total	Service From	Service To	Dates of Service	RASP Individual	Comments
1-9331372558	05TEST05 05TEST05	✓		2	\$25.00	Hour	\$50.00	2017-Apr-01	2018-Mar-31	2017-Jun-08		06/08/2017

## My Invoices/Payments screen


This screen allows you to view details about the Invoice and Payments.

The Invoice shows information including the amount of the Invoice, the Status of the invoice, and payment details. The Invoice Lines show the individual Total amounts and hours or days claimed for each child.

When you navigate to the My Invoices/Payments screen, there will be no results displayed until you enter what you want to see in the Search Invoices section. You must enter the Program Type but all other fields are optional.

**Note:** You can also rearrange the “Search Results” and “Invoice Lines” columns to appear how you would like. Simply click on a column and drag it to where you would like it to be.




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How do I...?

Invoice List

Invoice

Start an Invoice
Update an Invoice
Recently Completed Invoices

Home > My Invoices >

My Invoices

A Quick view of your invoices. Use the search box to find an invoice

Search Invoices

Program\*
Service Provider\*
Status\*

Invoice #
Invoice Date From:
Invoice Date To:

Contact Last Name:
Contact First Name:

Payment #:
Payment Amount:

Clear
Search Invoices

Click on the Invoice # to view invoice details

Search Results

Menu

No Records. View More

Invoice #	Invoice Amount	Status	Payment Method	Payment Number	Payment Date	Payment Amount

10
41
39
38

Invoice Lines

Menu

Query

No Records. View More

Order Number	Order Contact Name	Product	Total

## Searching for Invoices

In the My Invoices/Payments screen you can search for Invoices by entering details in the Search Invoices section. You must enter the Program Type but all other fields are optional.

- Service Provider: The Service Provider.
- Program Type: This is the ministry program. In this case, “Medical Benefits”.
- Invoice #: This is the Invoice Number attached to the Invoice.
- Status: You can search for any status. “Ready for Approval” means it was successfully submitted to the ministry. “Approved” means it was approved by the ministry and waiting for the payment system. “Paid” means it has been approved by the payment system and the payment will be generated a few days later.
- Invoice Date From/Invoice Date To: You can use this date range to search for invoices created on a specific date or in a date range; the date must be entered in YYYY-MMM-DD format, or selected using the calendar. The Invoice Date on an Invoice defaults to the date you created the Invoice unless you change the date while working on the Invoice.
- Payment #: If you receive a payment or remittance statement, you can use the Payment Number on that statement to look up details about the payment.
- Payment Amount: The amount of the payment.



The screenshot shows the 'Search Invoices' form. It has a title bar 'Search Invoices' in a blue header. Below the header, there are several input fields arranged in a grid. The first row contains 'Program #' (a dropdown menu), 'Invoice #' (a text field), 'Contact Last Name:' (a text field), and 'Payment #' (a text field). The second row contains 'Service Provider:' (a dropdown menu), 'Invoice Date From:' (a text field with a calendar icon), 'Contact First Name:' (a text field), and 'Payment Amount:' (a text field). The third row contains 'Status:' (a dropdown menu) and 'Invoice Date To:' (a text field with a calendar icon). At the bottom left of the form are two buttons: 'Clear' and 'Search Invoices'.

Example searches:

- To see only “Paid” invoices: click the “Recently Completed Invoices” link on the Home screen, and select “Paid” as the Status. Click “Search Invoices”.
- To see if the Invoice just completed was submitted successfully: choose “Medical Benefits” in the Program Type field, and choose “Ready for Approval” in the Status field. (Note: if there are no results you may want to try again with “Approved” in the Status field).
- To see all invoices paid for a year: choose “Medical Benefits” in the Program Type field, enter the beginning date of the year in the Invoice Date From field and the end date of the year in the Invoice Date To field, and choose “Paid” in the Status field.

After you’ve selected what you are searching for, click the ‘Search Invoices’ button.

## Invoice Search Results

The Invoice Search Results will display Invoices that match your search. There are two sections in this view: Search Results and Invoice Lines. The Invoice Lines show details about whichever Invoice is selected.

**Invoice Search Results:** The Invoice shows information including the amount of the Invoice, the status of the Invoice, and payment details.

**Invoice Lines:** The Invoice Lines show details about each individual Order Line claimed including the child's name, product (service provided), number of hours and the total amount.

Search Results Menu 1 - 5 of 9 View More											
Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By
1-9324401493	\$0.00		Cancelled ❌						Service Provider AUTISM, CHILD RECORD	2017-May-31	AFAGENCY1_QQQTWS
1-9324401493	\$0.00		Pending !						Service Provider AUTISM BI SERVICES	2017-May-31	AFAGENCY1_QQQTWS
1-9325460763	\$0.00		Pending !						Service Provider AUTISM BI SERVICES	2017-May-31	AFAGENCY1_QQQTWS
1-9325460883	\$52.50		Ready For Approval ➡						Service Provider AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQQTWS
1-9327019173	\$25.00		Pending !						Service Provider AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQQTWS

Invoice Lines Menu Query 1 - 1 of 1 View More											
Order Number	Order Contact Name	Status	Product	Quantity	Unit Amount	Unit Of Measure	Total	Service From	Service To	Dates of Service	RASP Individual
1-9293360742	Steve Austin	✓	Behaviour Inter... 2		\$25.00	Hour	\$50.00	2016-Mar-01	2017-Feb-28	2017-Feb-15	

### Viewing Invoice details

The Invoice Search Results displays up to five records but more may exist. The title bar of this section will indicate how many Invoices are displayed and how many there are in total (example: "1 - 5 of 10 +" means there are 5 Invoices displayed but over 10 in total). You can see the next set by clicking the arrow to the right. There is also a 'View More' button in this section so you can see more Invoices on one screen. The Invoices may be sorted by a field by clicking the up or down arrows in the column title. The green arrow indicates how the Invoices are sorted.

Search Results Menu 1 - 5 of 9 View More											
Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By
1-9324401493	\$0.00		Cancelled ❌						Service Provider AUTISM, CHILD RECORD	2017-May-31	AFAGENCY1_QQ
1-9324401493	\$0.00		Pending !						Service Provider AUTISM BI SERVICES	2017-May-31	AFAGENCY1_QQ
1-9325460763	\$0.00		Pending !						Service Provider AUTISM BI SERVICES	2017-May-31	AFAGENCY1_QQ
1-9325460883	\$52.50		Ready For Approval ➡						Service Provider AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQ
1-9327019173	\$25.00		Pending !						Service Provider AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQ

To view Invoice Line details for an Invoice, click the invoice line.

To view more details about the Invoice, or to print the Invoice, click on the Invoice Number. This navigates you to the “Invoice Detailed View” that allows you to see details including all the Order Lines associated to the Invoice. You can then click the ‘Order Number’ from here if you want to see more details about the Order.

Search Results										Menu		10 - 14 of 14		View More	
Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By				
1-9331597659	\$450.00	2017-Jun-02	Approved 					Service Provider	MEDICAL BENEFITS, CH...	2017-Jun-02	CGWRK30				
JTEST3	\$1.00		Cancelled 					Service Provider	MEDICAL BENEFITS, CH...	2017-Jun-02	AFAGENCY1_QQQTWS				
JTESTmedben	\$0.00		Cancelled 					Service Provider	MEDICAL BENEFITS, CH...	2017-Jun-05	AFAGENCY1_QQQTWS				
JtestMB2	\$0.00		Pending 					Service Provider	MEDICAL BENEFITS, CH...	2017-Jun-05	AFAGENCY1_QQQTWS				
Jtestmb	\$1.00		Ready For Approval 					Service Provider	MEDICAL BENEFITS, CH...	2017-Jun-05	AFAGENCY1_QQQTWS				

### Invoice detailed view

A detailed view of your invoice:

**Invoice**

Program Type: Medical Benefits

Type: Service Provider

Service Provider: MEDICAL BENEFITS

Payee: FUNDING, AUTIS

Status: Ready for Approv

Invoice Number: Jtestmb

Invoice Date: 2017-Jun-05

Invoice Amount: \$1.00

GST: \$0.00

Payment Method: Cheque

Approval Date:

Period: Jun 2017

Organization: FUNDING, AUTISM

Created By: AFAGENCY1\_QQ

Created Date: 2017-Jun-05

Comments

Remittance Description

**Invoice Lines**

Order Number
Order Contact Name
Status
Product
Quantity
Total
Service From
Service To
Dates of Service
Comments

1-9311444308
TestOne MBTest
Physiotherapy
1
\$1.00
2017-Apr-01
2017-Apr-30
2017-Apr-01

To navigate back to the Invoices screen, use the links at the top of the screen (sometimes referred to as “Bread Crumbs”).

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My Invoices/Payments
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How do I...?

Invoice List
Invoice: 1-9320382351 | Invoice Line Items:

Start an Invoice
Update an Invoice
Recently Completed Invoices

Home > My Invoices > Detailed view >

### Invoice detailed view

A detailed view of your invoice:

## Payments

You will continue to receive payments in the same manner, either by Electronic Funds Transfer (EFT) deposited directly to your bank account, or by cheque via Canada Post.

To view Payments, you will need to locate the Paid Invoice. In the My Invoices/Payments screen you can search for Invoices by entering details in the Search Invoices section. You must enter the Program Type but all other fields are optional.

The Search Results will provide you with a list of your Paid Invoices and more detailed information, such as the Payment Method, Payment Number, Payment Date, and Payment Amount.

Search Results		Menu												28 - 30 of 30+		View More
Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By	Created Date				
1-9352052453	\$39.38		Cancelled ❌					Service Provider	AUTISM, CHILD RECORD	2017-May-31	AFAGENCY1_QQQTWSG...	2017-Jun-08				
1-9352143826	\$0.00		Cancelled ❌					Service Provider	CCS, CHILD RECORD	2017-Jun-08	DACHILDD_QQQTPRGG...	2017-Jun-08				
1-9352149963	\$125.00		Cancelled ❌					Service Provider	AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQQTWSG...	2017-Jun-08				
1-9353075373	\$50.00	2017-Jun-09	Paid ✔️					Service Provider	AUTISM, CHILD RECORD	2017-Jun-01	AFAGENCY1_QQQTWSG...	2017-Jun-09				
1-9353112133	\$25.00		Cancelled ❌					Service Provider	AUTISM, CHILD RECORD	2017-Jun-09	AFAGENCY1_QQQTWSG...	2017-Jun-09				

You can also use the “Recently Completed Invoices” link from “Quicklinks” or at the top of the page in the My Invoices/Payment tab to quickly see a list of recently paid invoices.

## How to Add New Users

### About User Administration

When access to the Service Provider Portal is setup, one user is assigned the role of “Delegated Administrator”. This user has the ability to add, modify and remove access to the Portal for users in their organization.

### BCeID Requirements

In order to add a new User to the Portal, they need to be added to the existing BCeID for your organization. Log into BCeID ([www.bceid.ca](http://www.bceid.ca)) and add the new user under the “Manage Accounts” section. For support with this process, please contact the BCeID Help Desk phone number listed on their website.

### User Administration in the Portal

The Delegated Administrator for your program can add, modify and remove access to the portal for users in your organization in the User Administration view of the My Profile screen.

### Navigating to the User Administration Screen

Click the “User Administration” tab at the top of the screen. From there, 2 screens are available:

- Modify user
- Add user

### How to add a user to the Portal

To add a user, click on the ‘Add User’ link, located under the User Administration Tab.

### 1 Select a user to modify access

You will then be navigated to the Add user screen, pictured below. The Add User Administration view displays all the BCeID users set up on your BCeID account.

### 1 Select a user from the list below.

BCeID Users						
Last Name	First Name	Legal Name	Login	Mobile Phone #	Email	User Type
						Business
						Business
						Business
						Business
						Business

### 2 Select a Service Provider/Facility this user needs to access.

Service Providers						
Service Provider	Doing Business As	Corporate Registry #	Parent Account	Address	City	Postal Code
AUTISM, CHILD RECORD	AUTISM, CHILD RECORD			5516 198 St	Langley	V3A 0A6
CCS, CHILD RECORD	CCS, CHILD RECORD			4093 216 St	Langley	V3A 0A1
FUNDING, AUTISM	AUTISM BI SERVICES			5430 201 St	Langley	V3A 0A2
MEDICAL BENEFITS, CHI...	MEDICAL BENEFITS, CHI...			5464 203 St	Langley	V3A 0A4

### 3 Select the Program to add to this user.

Program Areas	
<input type="checkbox"/>	Program Area
<input checked="" type="checkbox"/>	Temporary Case File
<input type="checkbox"/>	Child Care Subsidy
<input type="checkbox"/>	Medical Benefits
<input type="checkbox"/>	Health Case
<input type="checkbox"/>	Employment and Assistance

### 4 Submit the Request to Ministry

[Submit](#)



1. To add a user, highlight the BCeID user from the first table.

### 1 Select a user from the list below.

BCeID Users						
Last Name	First Name	Legal Name	Login	Mobile Phone #	Email	User Type
						Business
						Business
						Business
						Business
						Business

2. Select the Service Provider you want the BCeID user to have access to:

### 2 Select a Service Provider/Facility this user needs to access.

Service Providers						
Service Provider	Doing Business As	Corporate Registry #	Parent Account	Address	City	Postal Code
AUTISM, CHILD RECORD	AUTISM, CHILD RECORD		FUNDING, AUTISM	5516 198 St	Langley	V3A 0A6
CCS, CHILD RECORD	CCS, CHILD RECORD		FUNDING, AUTISM	4093 216 St	Langley	V3A 0A1
FUNDING, AUTISM	AUTISM BI SERVICES			5430 201 St	Langley	V3A 0A2
MEDICAL BENEFITS, CHI...	MEDICAL BENEFITS, CHI...		FUNDING, AUTISM	5464 203 St	Langley	V3A 0A4

3. Select the program areas you wish the BCeID user to have access to in the portal.

### 3 Select the Program to add to this user.

Program Areas	
<input type="checkbox"/>	Program Area
<input checked="" type="checkbox"/>	Temporary Case File
<input type="checkbox"/>	Child Care Subsidy
<input type="checkbox"/>	Medical Benefits
<input type="checkbox"/>	Health Case
<input type="checkbox"/>	Employment and Assistance

4. Click the Submit Button. The user will not have access to the Portal until the request is processed by the ministry. You will receive an email once your request has been processed.

## Modifying Portal Access for a User

1. To modify a user's access to the portal, Navigate to the Modify screen under the User Administration tab.

[Home](#)
[My Orders](#)
[My Invoices/Payments](#)
[My Profile](#)
[My Reports](#)
[User Administration](#)

Modify users   Add Users

Modify users:

### Select a user to modify access

Please click on Modify to change the program areas

[Portal Users](#)
[Query](#)
[Deactivate](#)
[Modify](#)
[Cancel Modify](#)

Last Name	First Name	User Id	Email	Status	Mobile Phone #
				Active	
				Inactive	
				Pending Approval	
				Active	
				Inactive	

### 2 Portal User's current Service Provider

To Modify Portal User's Service Provider create a new Add User Request

Service Provider	Doing Business As	Corporate Registry #	Parent Account	Address	City	Postal Code
AUTISM, CHILD RECORD	AUTISM, CHILD REC...		FUNDING, AUTISM	5516 198 St	Langley	V3A 0A6

### 3 Select the Programs the User needs access to

Program Areas
<input type="checkbox"/> Program Area
<input checked="" type="checkbox"/> Temporary Case File
<input type="checkbox"/> Child Care Subsidy
<input type="checkbox"/> Medical Benefits
<input type="checkbox"/> Health Case
<input type="checkbox"/> Employment and Assistance

### 4 Submit the Request to Ministry

[Submit](#)

2. All the current Portal users associated to your organization will be listed in the first table. Select the one you wish to modify, and Click the 'Modify' button. A warning message will pop up stating that the user's access to the portal will be temporarily suspended until the request is complete.
3. Select which program for which you wish to modify the user's access.
4. Click the Submit button. Your request will be sent to the Ministry for processing.

### Removing Portal Access for a User

1. To remove a User's access to the Portal, navigate to the modify access view under the User administration tab.
2. Highlight the Portal user, and click the "Deactivate" button. Only those with a status as 'Active' can be deactivated. A warning message will pop-up stating that deactivating will remove the user's Portal access immediately.
3. Click 'Ok', and the portal user's access will be removed immediately.

Portal Users    Query <b>Deactivate</b> Modify    Cancel Modify				
Last Name	First Name	User Id	Email	Status
TEST	AF	ATEST4_QQQT...	@gov.bc.ca	Active
DACHILDTESTA	TEST	DACHILDA_QQ...	@gov.bc.ca	Inactive
DACHILDTESTB	TEST	DACHILDB_QQ...	@gov.bc.ca	Pending Approval
TEST	CHILDUSER1	TESTACCOUNT...	@gmail.com	Active
DACHILDD	TEST	DACHILDD_QQ...	@gov.bc.ca	Inactive

Once you have deactivated a user in your BCeID account, they will not be able to access the Portal. You will need to follow the 'Add user' process to reactivate them.

### Changing the Delegated Admin

If you need to change the Delegated Admin for your organization, please contact the ministry program. The existing Delegated Admin will be able to follow the steps above to add the new user, but they will not be able to give them the Delegated Admin role to be able to add and remove users. There can be only one Delegated Admin for your business.

## Portal Frequently Asked Questions (FAQ)

### 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 also 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](http://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’m searching for an Order; 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 for School Aged Extended Therapies form was submitted and approved but I cannot locate the Order in the Portal. What do I do?

**A:** Please contact Medical Benefits.

Toll Free in BC 1-888-613-3232

Greater Victoria area only (250) 387-9649

Service Provider Portal-specific questions can be emailed to:

[MCF.ServiceProviderPortal@gov.bc.ca](mailto:MCF.ServiceProviderPortal@gov.bc.ca)

**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 should inform Medical Benefits 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. You or the parent may contact Medical Benefits to request the Orders be cancelled.

**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 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. If it is in another Status, such as “Pending” or “Cancelled”, then it has not been received by the ministry.

In the Search Invoices section:

- Choose “Medical Benefits” 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 Medical Benefits 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 (e.g. the name of the individual receiving service or the amount and types of service authorized).

Parents choose the services they need and the service providers, and notify Medical Benefits using a Request for School Aged Extended Therapies form. After the form is reviewed a letter is sent to both the parent and the service provider that includes an authorization number. Invoices in the Portal cannot be completed for more than the amount approved based on the Request for School Aged Extended Therapies.

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'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 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 11)
- Google Chrome (version 58+)
- Firefox ESR 32bit (45+)



**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 Medical Benefits.

**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; to view all Dates of Service added, click on the MVG beside the Date of Service and a popup screen will show all dates added. All Dates of Service for the Invoice can also be viewed in the "Order and Invoice Summary Report".

**Q:** Where can I find information about payments and other Medical Benefits information?

**A:** Please visit the Medical Benefits website at:

<http://www2.gov.bc.ca/gov/content/health/managing-your-health/healthy-women-children/child-behaviour-development/special-needs/complex-health-needs/at-home-program>

**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.

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 Medical Benefits 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 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 Medical Benefits 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 Admin 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 Admin 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](http://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.

## Medical Benefits Contact Information

Telephone Numbers	Toll Free in BC 1-888-613-3232 Greater Victoria area only (250) 387-9649
Fax Number	(250) 356-2159
Mailing Address	Medical Benefits PO Box 9763 Stn Prov Govt Victoria BC V8W 9S5
At Home Program Website	<a href="http://www2.gov.bc.ca/gov/content/health/managing-your-health/healthy-women-children/child-behaviour-development/special-needs/complex-health-needs/at-home-program">http://www2.gov.bc.ca/gov/content/health/managing-your-health/healthy-women-children/child-behaviour-development/special-needs/complex-health-needs/at-home-program</a>
Medical Benefits Website	<a href="http://www2.gov.bc.ca/gov/content/health/managing-your-health/healthy-women-children/child-behaviour-development/special-needs/complex-health-needs/at-home-program/medical-benefits">http://www2.gov.bc.ca/gov/content/health/managing-your-health/healthy-women-children/child-behaviour-development/special-needs/complex-health-needs/at-home-program/medical-benefits</a>
Portal Information	<a href="http://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/information-for-service-providers/service-provider-portal">http://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/information-for-service-providers/service-provider-portal</a>
Portal Login Link	<a href="https://icm.ext.gov.bc.ca/epsportal_prd">https://icm.ext.gov.bc.ca/epsportal_prd</a>
Email	Service Provider Portal-specific questions can be emailed to: <a href="mailto:MCF.ServiceProviderPortal@gov.bc.ca">MCF.ServiceProviderPortal@gov.bc.ca</a>
Program Email	<a href="mailto:MCF.MedicalBenefitsProgram@gov.bc.ca">MCF.MedicalBenefitsProgram@gov.bc.ca</a>

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