



Billing Do's and Don'ts

Below please find a listing of billing do's and don'ts when processing and submitting your organization's billing to Valley Area Agency on Aging (VAAA).

Do

1. Bill only for actual units provided.
2. Bill up to allowable units on the Care Plan- only if all units were provided.
3. Bill units on the exact date of service, i.e., mileage or flex schedules.
4. Submit billing to VAAA by the 10th of the month.
5. Contact SC via vendor view for all service authorization changes.
6. Review all units against aide timesheets (must be signed by the participant and caregiver or electronically verified through EVV) before submission to VAAA.
7. Ensure aides understand services must be delivered according to authorization.
8. Save and file all employee timesheets according to contract requirements.
9. Review Vendor View authorizations, schedules, and notices to ensure changes to participants' services and schedules have been addressed to allow for proper billing.

Don't

1. Bill for commute or drive time to different homes.
2. Bill for services if the participant is hospitalized or in the Nursing Home.
3. Submit billing to VAAA for services not provided.
4. Share Vendor Billing login information. All individuals accessing the system must have a unique username and password that is not shared with any other staff.
5. Provide or bill for services when the participant is not in the home. Services are expected to be rendered to the participants, and they must be present to ensure and verify the services provided.
6. Submit billing or provide services that VAAA has not authorized, unless prior approval has been granted. If service delivery requires an extended amount of time past what is authorized, a request for additional units must be made and approved before billing.