

Should I watch the SPP Tutorial?

Yes, we recommend that you watch this tutorial before you do anything else and again after you are set up with your ID.

What is the difference between SPP and eBilling?

eBilling is where you turn in your invoices electronically. SPP is an online tool that provides your authorizations (contracts) in a .Pdf form that can be emailed to whoever is logged on. The authorization arrives on your desktop sooner than the postal service can deliver a physical copy. SPP also contains a My Reports section that allows you to look up information on your consumers' authorizations without calling someone at SDRC. The My Reports section also contains a payment history report going back 4-5 months that includes adjustments and the date of the original service of the adjustment. For vendors who do not use eBilling, group invoices are available to be emailed to yourself on the SPP. You will continue to process them as if you received paper in the mail.

I used to receive my group invoices on the SPP, but now they are no longer available. What happened?

You signed up for eBilling. Once a vendor signs up for eBilling, they will no longer receive their invoices from SPP.

Where do I turn in my invoices?

eBilling is the system in which you turn in your invoices. If you are not on eBilling, then you continue to follow the same process as you have in the past.

How do I get to eBilling?

Click [here](#)

How do I print a report?

Reports can be printed from the portal, but we recommend you email the report to yourself, which will arrive as an Excel file. Printing, formatting, sorting, and organizing data can be done quite efficiently in Excel.

When I print reports in "My Reports" the font size is too small and difficult to read, is there a way to increase the font or customize the reports?

Please see previous FAQ and email the report to yourself so you may adjust the font size and formatting.

How do I search for a particular consumer?

We recommend you email the report to yourself, which will arrive as an Excel file. Searches on the data can be performed quite efficiently in Excel.

The reports within "My Reports" include all of the vendor numbers. Is there a way to filter by vendor? Can we print just that vendor number?

We recommend you email the report to yourself, which will arrive as an Excel file. Once the file is on your computer, you can delete unwanted data and work with just the data you want to see.

Where do I enter the email address when I email a report to myself?

The email is sent to the email address associated with your logon ID. Your ID was set up with an email address when it was created and must have an email address associated with it, or SPP will not work correctly. Email addresses may be changed by the person with the “Super User” ID.

Why is that one ID so Super?

The “Super User” ID has only one capability that other IDs do not have: the ability to maintain IDs for your company. Please refer to the Super User Documentation on the SPP main page to learn how to use the My Users feature.

Hey, that information is pretty sensitive, and I can email it to myself?

We agree. To comply with HIPAA, we include only the first name and the last initial of the consumer in the report that is emailed so the information is “non-identifying”. The UCI is included so you can verify that you are looking at data on the correct consumer. The authorizations that are emailed are encrypted to protect sensitive information.

If I see a new consumer on the portal, is that contract “live”?

All authorizations seen on the SPP, whether in a report or a downloadable form, are posted, contractual authorizations.

How long do the downloadable “Authorization For Purchase of Service” (Auths) forms stay in the portal?

SDRC’s policy is to maintain the downloadable forms on the SPP for 4 months. If a particular vendor number has a high number of authorizations, that number may experience a shorter range of availability on the SPP.

Now that we no longer receive authorizations in the mail, do we need to keep a hard copy or electronic copy on our files or can we rely on historical information on the Portal? If we need to keep the hardcopy or electronic copy, how long do you suggest we retain them? Are there specific requirements for state audits?

Based on the previous answer, SDRC’s recommendation is to keep an electronic copy of the forms at a minimum. File names can be renamed to make them more meaningful to a particular vendor’s storage system. If electronic copies cannot be maintained, a hard copy is acceptable. Please do not hesitate to discuss this with your auditor if you have additional questions.

How do you see consumer authorization information in “My reports” when the authorization expired two or three months ago (it appears like we can only see open authorizations for this month and last month)?

Only authorizations that expired the previous month are shown in “Open Auths for Last Month” report. Please go back to your current system to look up any authorizations older than two months. Moving forward, the “Auths Expiring This Month” report is available so proactive measures may be taken to ensure authorizations are rolled over properly and in a timely manner.

What reports are available on the SPP?

1. List My Service Providers –This report displays a list of all of the vendor numbers associated with the Tax ID number associated with your Login ID. If you use more than one Tax ID Number with your regional center, not all of your vendor numbers will display in this list.
2. List My Consumers–This report displays all of the consumers that currently have an active authorization in our system. This report is up-to-date at the time it was run. If you see a consumer with an authorization number but do not see the authorization form yet, the authorization is valid and in our system.
3. Open Auths for Last Month –This report displays all of the consumers that had a current authorization for LAST month. The purpose behind this report is to help with billing.
4. RC Staff Lookup –This report displays the service coordinators (SC) by their codes. Since all of the other reports list the SCs by their code to save room and since SCs can change codes, we’ve provided this reference list.
5. Auths Expiring This Month–This report displays a list of the authorizations set to expire at the end of “this” month, “This” month is relative and changes every month. The purpose of this report is to assist vendors in ensuring authorizations are extended in a timely manner so billing and payments for services can occur when expected.
6. New Auths Last 2 Months–This report displays authorizations created in the last 2 months. Again, “Last 2 Months” is relative and changes as the month changes. The report’s purpose has to do with identifying retro-authorizations created a significant amount of time after the services were provided. If services were provided a year earlier, the authorization, even though recently created, would not appear in any other report.
7. Payment Hist-4 Prior Mon–This report displays the entire payment history for the four prior months for all vendor numbers. Again, “Four Prior Months” is relative and changes as the month changes. This report allows the vendor to track payments adjustments with more convenience. Although other payment histories and look ups exist in SPP and e-Billing, this report shows the adjustments when they happened with the date of when the service was provided and can be emailed in an excel format, which has been deemed as highly desirable.

Is there a way on the portal to see consumer contact information (address and phone number), or is printing or emailing the downloadable Auth the only way to obtain contact information?

The contact information is on the downloadable form only.

Someone mentioned something about SPP not working correctly if we are not using the correct web browser with the correct operating system. Huh?

Please use the following web browsers with the particular operating systems. Also, please update your Java by clicking on the following link if you have not done so.

INTERNET BROWSER RECOMMENDATIONS:

- **Mac** = Mozilla Firefox
- **Windows 7** = Mozilla Firefox
- **All lower Windows versions** = Internet Explorer

JAVA PROGRAM REQUIRED:

- Make sure the latest **Java Program** is installed on your computer. Click [here](#) to access it.

I get the following error message when we log in. Is there something we need to do differently, or should we expect to continue receiving this message?

This message is coming from your internet browser so you can expect to continue to receive it. Please click No to continue to the SPP.

