

**Support Services Webinar
Chat Questions & Answers**

Q: Providers allowed to bill 1415 per child for transportation?

A: No.

Q: SA can be emailed to vendor. Will Regional Accounting accept an electronic signature on the SA?

A: Electronic approval on SA will suffice. Original signature is needed on the invoice.

Q: Utilities & Rent not paid through SHINES. Use manual SA....

A: These can be put on Shines SA. DIS will cover in training.

Q: Will we have to send the invoice and service authorizations to regional accounting-paper copies?

A: Yes, will have to send paper copies.

Q: In our region we have a person in each county responsible for reviewing SAs before they are sent to RA. So, with the new policy, is it correct that each case manager will now send the invoices to RA themselves?

A: Follow the procedure in your Region/County for review and approval of invoices. Please meet with Regional Accounting so that they are aware of your process and provide accounting with a signature page of all staff authorized to sign and approve invoices.