

Electronic Invoicing

Frequently Asked Questions

For more information, visit the Care 4 Kids website at www.ctcare4kids.com

Q. How will I receive my invoice?

A. Your invoice will be made available to you electronically through the Care 4 Kids provider portal <https://providers.ctcare4kids.com/>.

Q. Can I still receive my invoice in the mail?

A. No, invoices will only be available for viewing and submission electronically to receive payment.

Q. How do I sign my electronic invoice?

A. Providers must type their first and last name on the electronic invoice. An invoice received with an invalid signature will not be processed and will delay payment.

Q. What if I forgot my user ID and need to reset my account?

A. Please request a new PIN through the provider portal <https://providers.ctcare4kids.com> or contact Care 4 Kids directly at 1-888-214-5437.

Q. Will I still receive a remittance notice in the mail?

A. Yes, we will continue to mail you the remittance notice for a brief period until they are added into the provider portal. The provider portal will contain information when that change occurs.

Q. Will Electronic Invoicing change the time it takes for me to receive my payment?

A. Payments will continue to be processed within 15 days of receiving your invoice.

Q. Will I be able to find out the status of my invoice?

A. Yes, the provider portal will define *Open*, *Submitted* and *Paid* invoices.

Open – Invoice not submitted

Submitted – Submitted invoice not processed

Paid – Paid invoice

Q. How long will I be able to view my invoices?

A. Going forward, invoices submitted on the provider portal will be available for viewing for up to 16 months. Invoices will continue to be eligible for payment for 120 days after issuance.

Q. What if I made an error on the submitted invoice?

A. Please click on the *Contact Us* button in the web portal <https://providers.ctcare4kids.com/> or contact Care 4 Kids at 1-888-214-5437.

Q. What if a child listed on my invoice stopped attending care or never attended?

A. Providers will be able to edit and update this information on the electronic invoice.

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Q. How do report additional changes?

A. Providers will be able to report changes by clicking on the *Contact Us* button
<https://providers.ctcare4kids.com/> or contact Care 4 Kids directly at 1-888-214-5437.

Q. Are there any specific browsers I should use when accessing the Care 4 Kids Provider Portal?

A. The recommended browsers are Chrome (version 49 and above), Internet Explorer (version 10 and up), Microsoft Edge, Firefox (version 45 and up), Safari (version 9 and up). It is also recommended to use an iPhone, iPad, Android or Edge device that is less than two years old.