

Services and expenses that can be claimed for reimbursement

- The types of services that you can claim for reimbursement are listed in your current funding document (*Conditional Funding Agreement* or *Funding Commitment Letter*).
- You may only invoice up to the maximum number of hours listed in your current funding document. It is recommended that you track the number of hours that you use during the funding period as CDS will not repay you for more hours of services than shown in your current funding document.
- Do not vary from the approved use of services listed in your current funding agreement. It is not allowed to save up hours from one month to the next, because unused hours are not available for future use. Please talk to your case manager if you want to change the way you use your services.
- Note that respite services delivered to school-age children during school hours are not eligible for repayment.
- Note that you cannot claim services while your child is hospitalized, out of province, or no longer in your care. Please tell your case manager if you are in these situations.

What is needed to make a claim for reimbursement

You must submit an invoice form and supporting documents to make a claim for repayment. CDS has different forms and requirements for supporting documents for claiming self-managed services and transportation expenses.

- To claim self-managed services, send:
 - *Self-Managed Services Invoice Form*, and
 - *Service Log forms* for every child for whom you are claiming services
- To claim transportation expenses, send:
 - *Transportation Assistance Invoice Form*,
 - *Confirmation of Attendance form*, and
 - if approved in your funding documents, receipts for meals, accommodations, or fares on public transportation. Gas receipts are not needed for mileage claims.
- Invoice forms and supporting documents must be completed in full. Incorrect and incomplete invoice forms and supporting documents may be returned to you to be corrected and completed.
- Invoice forms must be signed by the parent/guardian who signed the *Conditional Funding Agreement*.
- *Service Log forms* must indicate what service was received and when, as well as the name and phone number of the person who provided the service. Your worker must sign the form for each time they delivered services to your family.

Self-Managed Services Invoicing Guidelines (continued)

- For households with two or more CDS-eligible children:
 - Send your self-managed services claims for all your CDS-eligible children on the same *Self-Managed Services Invoice Form*. You must still submit separate *Service Log* forms for each child.
 - To claim transportation expenses, you must submit separate *Transportation Assistance Invoice Forms* for every child.

When to submit a claim

- Claims must be submitted monthly, and no later than 10 working days following the end of the month during which services like respite were received or you have eligible transportation expenses.
- A separate invoice form is required for each calendar month. Please do not claim services and expenses received in more than one calendar month on the same form.
- Ensure that your invoices are sent on time because late claims may not be repaid. Contact your case manager if you can't submit your claim on time.

Where to send a claim

- Send your claim documents to the CDS finance team for the region where you live. Claims can be sent by email and fax. They can also be mailed or dropped off at a CDS office.
- When sending your paperwork electronically, make sure that the digital copies are readable and shown in full.

Additional Information

- Keep all records, including monthly invoice forms and supporting documents, plus receipts, for six years as required in the *Conditional Funding Agreement*.
- CDS may occasionally check with your workers to confirm the dates and times that services were received.
- To sign up for direct deposit, submit the *Vendor Direct Deposit Payment form* and a void cheque or direct deposit authorization form from your bank or credit union when sending your claim documentation to CDS.
- Contact your case manager if you have any questions about your approved services and the status of your claims, to ask for copies of invoice forms or other CDS documents, or to report any name or address changes. CDS forms and documents are also available at www.manitoba.ca/fs/cds/forms.html.

**This document is available in alternate formats upon request
Ce document est offert dans d'autres formats sur demande**