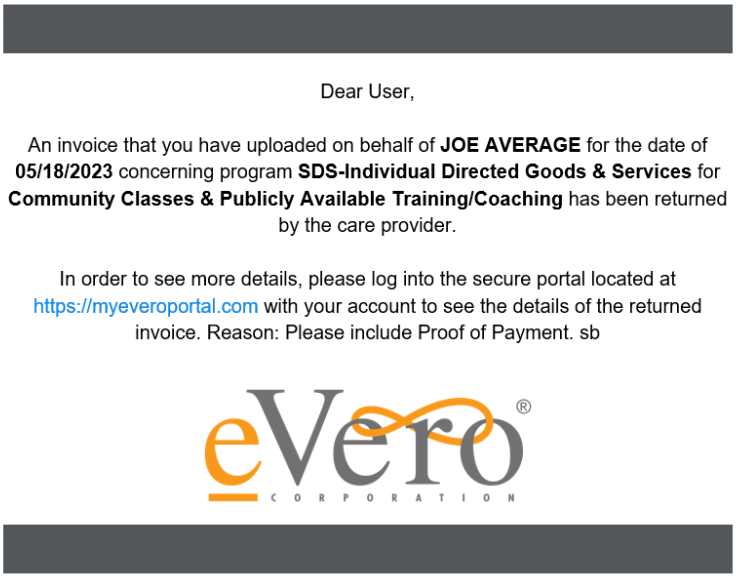
AIM Reimbursement Rejection Resource

What is a 'Rejection' when an invoice for a reimbursement request that has been submitted by the individual or rep has been returned due to not meeting programmatic criteria. Needed corrections will be identified in the following correspondence:

- When an invoice/request is rejected, you will receive a 'do-not-reply' email communication indicating the type of invoice rejected and the rejection reason
    - Clicking the 'do-not-reply' email link will bring user directly to the rejected invoice—this can be modified and updated as needed at any time
    - If additional support is needed user can reach out to SD Coordinator and SD AP Specialist



Dear User,

An invoice that you have uploaded on behalf of **JOE AVERAGE** for the date of **05/18/2023** concerning program **SDS-Individual Directed Goods & Services** for **Community Classes & Publicly Available Training/Coaching** has been returned by the care provider.

In order to see more details, please log into the secure portal located at https://myeveroportal.com with your account to see the details of the returned invoice. Reason: Please include Proof of Payment. sb

eVero® CORPORATION

- Rejection of a reimbursement request may not mean the request cannot be paid
- Two Types of Rejections:
    - Corrections needed
    - Not reimbursable due to programmatic standards

- Once rejected invoices are corrected communications will be provided to AIM team for review and processing

eVeroPortal App and Website utilized by individuals or representatives to submit reimbursement requests. Reimbursement Requests can be submitted on the mobile app or website

Note: this document is designed to show individuals, families, and advocates how to view and re-upload rejected invoices for reimbursement

Self-Direction Team Roles

- Self-Direction Coordinator- Assists with general team communications, documentation, eVero questions
- Self-Direction AP Specialist- Assists with reimbursement requests and policies
- SD Support- Assists with additional team supports as needed
  sdsupport@aimservicesonc.org

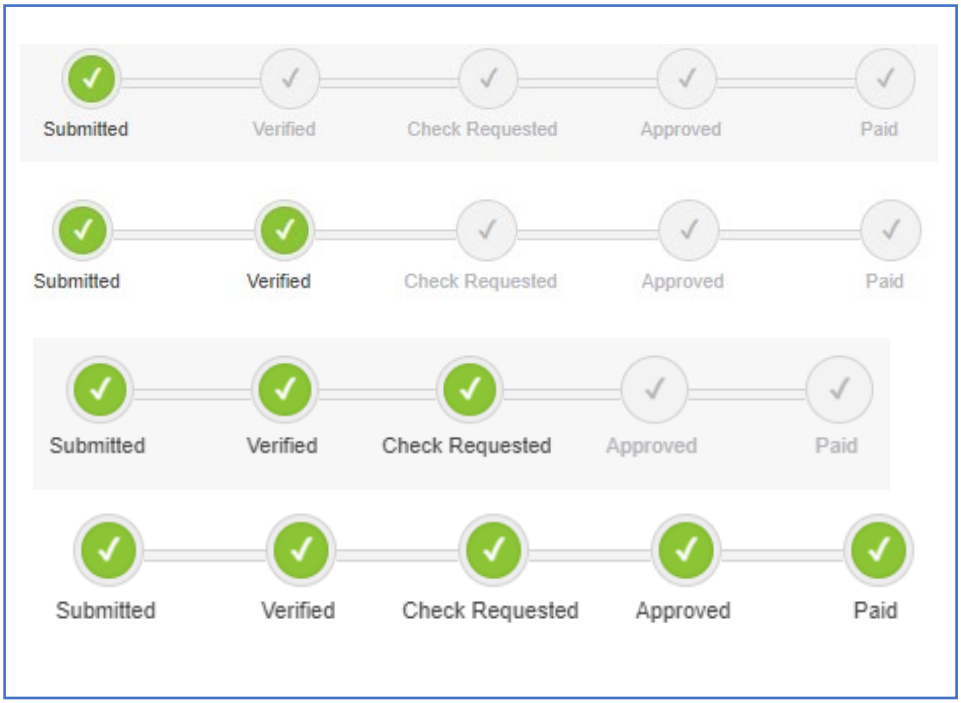
Submission Key:

Submitted- Invoice/request has been entered on eVero app or website for processing (external entry process completed by individual or rep)

Verified- Invoice/request has been verified for payment by team AP Specialist (internal review process (adheres to AIM Reimbursement Policy Schedule)

Check Requested- Invoice/request has been check requested by AIM Team (internal review process (adheres to AIM Reimbursement Policy Schedule)

Approved/Paid- Invoice/request has been approved for payment through an internal payment approval process and externally pushed for payment (adheres to AIM Reimbursement Policy Schedule)

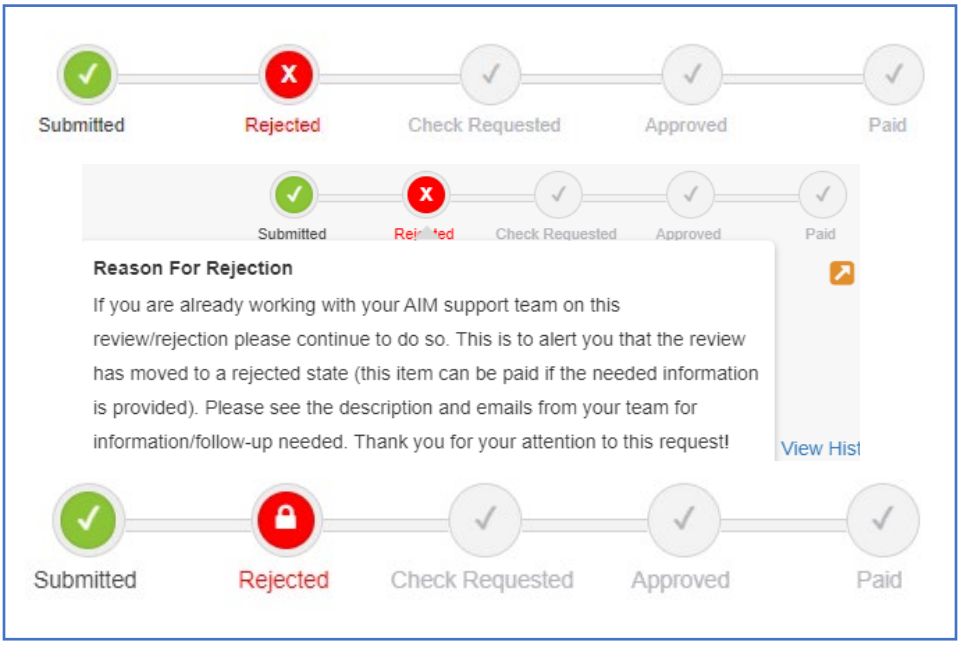


Rejection Key:

Rejected- Invoice/request has been reviewed by team AP Specialist and rejected due to missing programmatic criteria.

Reason for Rejection- Explanation of missing programmatic criteria provided by team AP Specialist; once missing information is provided invoice/request can be resubmitted for payment

Locked Rejection- Not reimbursable due to programmatic standards



AIM Reimbursement Policy:

Any invoice/request with all necessary supporting documentation entered by the 1st of the month will be processed and paid by the 16th, or the next business day.

Any invoice/request with all necessary supporting documentation entered by the 15th of the month will be processed and paid by the 31st, or the last business day of the month.

AIM holds a 60-day reimbursement window from the date of service

Examples:

Submitting by the 1st (example):

Invoice submitted on July 1st (with programmatic criteria met) will be paid on July 16th

Submitting by the 15th (example):

Invoice submitted on July 15th (with programmatic criteria met) will be paid on July 31st

60- Day Reimbursement Window (example):

Date of Service is the 1st of May; submission for reimbursement available until July 1st

R. Jan-25