Purchase of Service (POS) Questions and Answers

1. **What is the typical timeline between Service Coordinator (SC) submission and manager approval?** SCs are trained to submit Purchase of Service (POS) with a two-week lead time, meaning the POS start date is two (or more) weeks away which allows time for the POS to be processed by ACRC's Accounting Department. We understand that in rare situations, a POS with less than a two-week start date needs to be processed to support a client. In this situation, the SC informs their manager who then reviews and expedites the POS.

2. **What specifically are managers looking for or reviewing that may kick back a POS that we could be aware of and help the SC to ensure that the POS is submitted correctly?** Managers review POS to ensure the request is supported by ACRC's POS guidelines.

3. **What are managers reviewing that will take a long time?** ACRC expects Client Service Manages to review and approve POS daily.

4. **Is there a way to understand this better and provide any information or details to the SC during the POS submission process that would make the timing on SC - Manager approval go faster or smoother?** Yes, providing SCs with timely reports (quarterly, semi-annual or annual) is helpful. These reports may be used to assess the need for ongoing services. SCs print POS expiring authorization lists each month. The expiring POS list informs SC about POS that are expiring. Vendors may also contact SCs to inquire about POS status.

5. **What is the process of POS once approved by the manager?** Once the manager reviews and approves the POS it is submitted to ACRC's Accounting Department. POS processor reviews and processes approved POS requests from the respective service code split. Any requests that require clarification or appear to be incorrect are deferred back to the Service Coordinator with notes specifying the necessary clarifications. Once clarifications or corrections are satisfied and resubmitted to Accounting, the POS request is processed.

6. **POS error handling process - What is the regional center's normal practice to resolve POS errors?** ACRC is committed to promptly resolving POS issues so vendors can deliver services to clients. If the error is about an incorrect service code or incorrect number of service hours vendor should promptly contact the SC to inform about the error. ACRCs expectation is for the SC to respond within two business days. If there is no response within

two business days vendor should contact the SCs Manager. Manager names are listed at the bottom of the SC's email signature block or can be found in our organizational chart).

- o Providers can contact their Fiscal Assistant found in the link below for any questions related any invoice errors/questions. Who To Call - Alta California Regional Center

- o For POS related questions, providers can contact pos@altaregional.org

February 2025