PASSPORT eCLAIM

<u>**Frequently Asked Questions**</u>

1) Which devices and operating systems does eClaim work on? I am trying to use an iPad or Samsung tablet but I receive an error message that the file is unsupported.
The eClaim system will work on Windows, Macbook, and Android phones as long as you are using the correct Adobe Reader version. Changes are being implemented to allow use from iPads and other devices. Please use Chrome whenever possible.

2) Is it mandatory that we use eClaim?
No, it is not mandatory that you use eClaim. While using an electronic submission method like eClaim or MDP is encouraged, you may still submit your claims by fax, mail, or email. Please only use one method of submitting per claim. If your eClaim is unsuccessful or you are experiencing challenges submitting your eClaim, please do not print the form and submit it by mail, fax, or email. This will delay payment. If you are choosing to mail, fax, or email your claim, please use your barcoded POS Invoice form provided by your Local Passport Agency.

3) Can I add/change a Support Worker, Person Managing Funds, Payee (bank account information), or an email address from the eClaim Site?
No, you cannot add or change information using the eClaim site. Any additions or changes such as adding a Support Worker, Person Managing Funds, bank account information or email address can only be completed by contacting your Local Passport Agency.

4) I get an error message that the Person Managing Funds and Payee is not selected. I can still save the form but when I upload it, I get an error message. How can I fix this?
Selecting a Person Managing Funds and Payee on your eClaim is mandatory and your submission will fail without it. Make sure to select the Person Managing Funds and Payee from a dropdown list on Page 1 before filling out your eClaim.

5) How can I submit for Support Worker hours? Which form do they sign and where do I upload it?
You can add the Support Worker hours to Page 2 of your eClaim. You will need to enter the Support Worker name, start date, end date, number of hours, and hourly rate. Support Worker signatures are required. When completing an eClaim which includes Support Worker hours, a signed copy of Page 2 (downloaded from the 'download' page) is required to be submitted as an attachment.

6) I would like to use eClaim but need to purchase a scanner. Is this eligible?
Yes, a scanner is an eligible expense under the Passport Funding guidelines.

7) When a submission is being reviewed or there are questions about my submission, I cannot see the reasons on the eClaim site. Is it possible to fix the claim or answer questions directly on the eClaim site? I accidently uploaded the wrong receipt and/or made mistakes on my eClaim. Can I fix this after I submit it and it is under review?
You will be contacted by your Local Passport Agency if there are any questions about your eClaim. Once submitted, you are not able to fix or change your submission without contacting your Local Passport Agency.

8) Is there a way to add a page or multiple pages to the document? For example, I have many receipts for page 3, can I add an additional page 3 to the document?
Yes, you can add as many pages as you need to your eClaim by clicking the + button at the bottom of the page.

9) If I order something under Technology of CPS Supplies and Equipment and purchased it in U.S. dollars, do I click 'Out of Province'?
If purchasing something in U.S dollars, you do not need to select 'Out of Province' when completing your eClaim. 'Out of Province' only needs to be selected if a Support Worker, program, or other service provided to the Passport Funding recipient is outside of Ontario.

10)   Can I check my balance through eClaim site?
No, you cannot check your balance through the eClaim site and will need to contact your Local Passport Agency for your balance.

11)   Will I receive quicker reimbursement if I use eClaim rather than faxing or emailing a claim?
Yes, because the eClaim system is automated and you are using a fillable PDF, PassportONE receives your claim with much of the information automatically added which is not the case if emailing or faxing.

12)   When attaching invoices/receipts, which file types are accepted?
Accepted file types are png, jpeg (jpg), bmp, gif, tiff (tif), and pdf.

13)   If I pay my Support Worker a flat rate per month, how can I document this on eClaim?
If paying your Support Worker a flat rate for the month, you can add the 1 hour worked in the hours field and how much you will be paying the Support Worker in the Hourly rate field.

14)   I am entering my name, the Passport Funding recipients name and Client Code correctly when registering, but I still receive the message that the client is not found. How can I fix this?This is a common issue when registering if you are using a different name than what you provided to your Local Passport Agency. For example, if you provided documentation to your Local Passport Agency which included a middle initial and are not using the middle initial to register, you will get an error message. You can resolve this issue by contacting your Local Passport Agency and asking for direction on which name to use.

15)   Is there a step-by-step instruction manual I can refer to after this training?
Yes, a step-by-step manual including screenshots and instructional videos are available for reference at Learn about eCLAIM (passportfunding.ca).