

I. Gap Funding Overview

Gap funding was created to help fill a “Gap” when all other resources/funding have been exhausted in the community. The purpose of Gap funding is to help address barriers and should only be considered after all other community resources have been utilized. To accommodate these needs, each participant is ‘auto-approved’ for spending not to exceed \$100 per category, per year, for each of the following categories:

- Basic Needs
- Clinical Services
- Communication
- Education
- Employment
- Family
- Housing
- Transportation

In addition to the standard categories, which do not require prior approval from the program, providers may request an ‘exception’ for Gap Funding which either exceeds the amount of a standard category approval or provides for funding in an entirely separate category. All ‘Gap Funding Exceptions’ require internal committee review to determine whether the request will be approved.

For complete information on Gap Funding, refer to the [Community Connect Provider Guidance](#).

The following sections describe the steps for managing Gap Funding in the Provider Portal.

A. Review a current participant’s Gap Funding availability

To see what Gap Funding has been utilized by a participant, a provider can navigate to the Participant’s Application Case File and scroll down to the Gap Funding Approvals section:

Gap Funding Approvals							
Category	Begin Date	End Date ↑	Allowed	Approved	Remaining	Pending	Available
Employment	11/10/2022	11/9/2023	\$100.00	\$55.00	\$45.00	\$0.00	\$45.00
Basic Needs	11/10/2022	11/9/2023	\$100.00	\$0.00	\$100.00	\$0.00	\$100.00
Clinical Services	11/10/2022	11/9/2023	\$100.00	\$0.00	\$100.00	\$0.00	\$100.00
Communication	11/10/2022	11/9/2023	\$100.00	\$0.00	\$100.00	\$0.00	\$100.00
Education	11/10/2022	11/9/2023	\$100.00	\$0.00	\$100.00	\$25.00	\$75.00
Family	11/10/2022	11/9/2023	\$100.00	\$0.00	\$100.00	\$0.00	\$100.00
Housing	11/10/2022	11/9/2023	\$100.00	\$0.00	\$100.00	\$0.00	\$100.00
Transportation	11/10/2022	11/9/2023	\$100.00	\$0.00	\$100.00	\$0.00	\$100.00

The following table provides definitions for the different columns shown under the Gap Funding Approvals section.

Allowed	Total amount allowed for the category.
Approved	System calculated subtotal of all Gap Funding invoices approved/ paid for the Gap Funding Category that occur within the begin/end dates for that Approval
Remaining	System calculated subtotal that is Allowed minus Approved <i>This is the amount remaining that can still be reimbursed</i>
Pending	System calculated subtotal of all Gap Funding Invoices submitted that are still Pending for the Gap Funding Category that occur within the begin/end dates for that Approval.
Available	System calculated subtotal that is Allowed minus Approved minus Pending

- In the previous image sample, we can see that the participant has:
 - Standard Approvals in the amount of \$100 for each Gap Funding Category for use from 11/10/22 through 11/9/23
 - Employment Gap Funding in the amount of \$55 that has already been approved/ paid
 - Employment Gap Funding in the amount of \$45 that can be used through 11/9/23
 - Education Gap Funding in the amount of \$25.00 that has been submitted for reimbursement but that has not yet been Approved/Paid
 - Education Gap Funding in the amount of \$75.00 that can be used through 11/9/23

B. Submit a Gap Funding Exception Request

To accommodate instances where a participant would benefit from Gap Funding assistance that either exceeds the \$100 per category threshold or does not fit into any of the standard Gap Funding Categories, providers may submit a Participant Update Form to request additional Gap Funding Approval.

To submit a Gap Funding Exception Request:

- Navigate to the Participant's Application Case File
- Scroll to the Participant Update section and click New Update

Participant Updates						New Update
Update ID ↑	Submit Date	Submitted By	Update Type	Status Reason	Originating Provider	
PU-1052	6/19/2023	Jane Jones	Gap Funding Exception Request	Denied	Test Account A	▼

- In the Participant Update Form, select type of Request 'Gap Funding Exception Request'
- Enter in a reason for request and total amount of request
- Click Submit

Update Type *

Gap Funding Exception Request

Provide an explanation for this change request/notification: *

Total of Request

Submit Date

6/20/2023

All Gap Funding Exception Requests require Gap Funding Committee review. When the review has been completed, the Participant Update form will be updated accordingly, and results will be visible within the Participant's Application Case File as well as within the Participant Update tab of the Portal. In addition, the submitter of the request will receive a system-generated email notification outlining the results of the review. (This is the standard notice generated for all Participant Update Request decisions). Providers should not offer additional Gap Funding services to a participant prior to receiving approval of a Gap Funding Exception Request.

C. [Submit a Gap Funding Invoice](#)

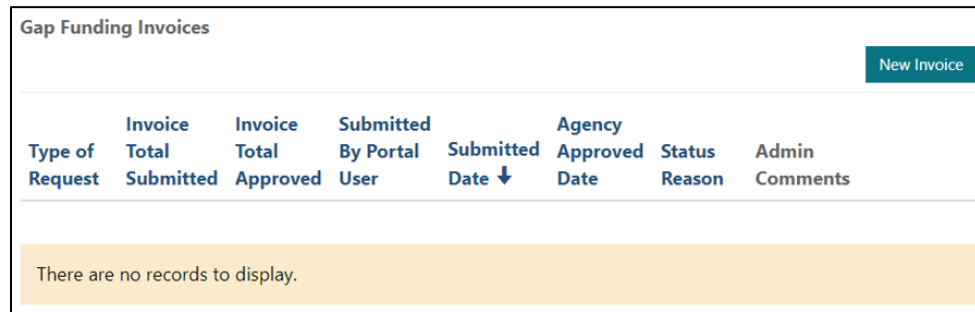
Prior to submitting a Gap Funding Invoice, providers are encouraged to complete the following initial preparatory steps:

- Confirm there is a valid receipt for the service, which includes the vendor, date of purchase, and total amount.
- Save the receipt with a document name that, at a minimum, identifies the Gap Funding Category and Amount (including the app id and the date is also helpful for expediting processing timeframes)
- Review the participant's pending invoices to ensure the charge hasn't already been submitted
- Review the participant's Available Gap Funding for the categories that will be submitted to ensure availability

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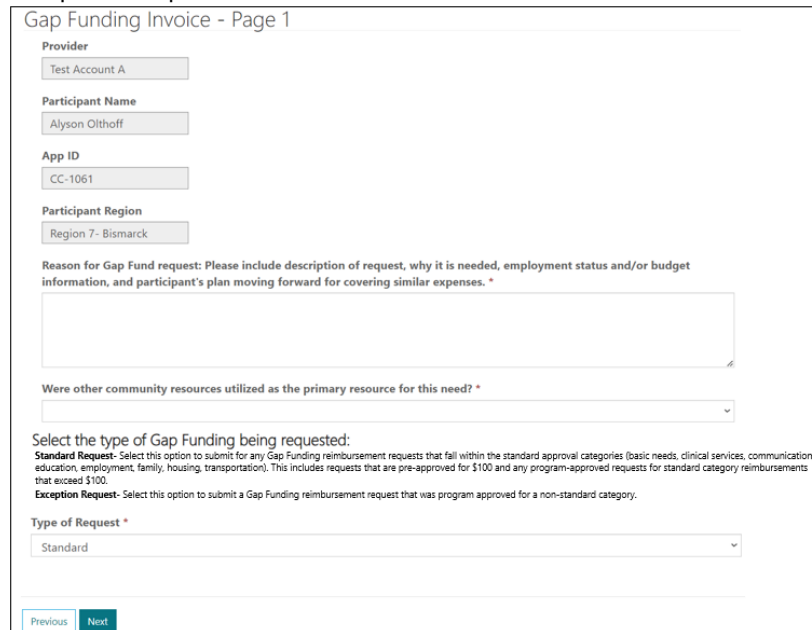
To submit a Gap Funding Invoice, complete the following steps:

1. Navigate to the Participant's Application Case File
2. Scroll to the Gap Funding Invoice section
3. Click on New Invoice



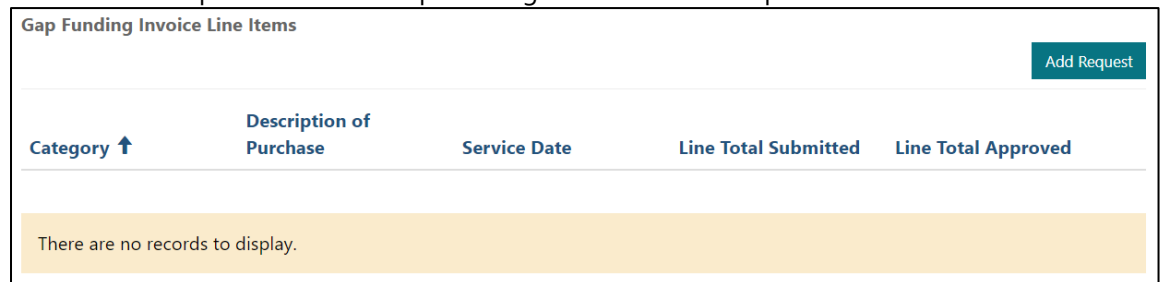
The screenshot shows a table titled "Gap Funding Invoices" with a "New Invoice" button in the top right corner. The table has the following columns: Type of Request, Invoice Total Submitted, Invoice Total Approved, Submitted By Portal User, Submitted Date, Agency Approved Date, Status Reason, and Admin Comments. Below the table, a message states "There are no records to display."

4. Enter the reason for request, identify whether other community resources were utilized, and indicate whether the request is for a Standard Gap Funding or for a previously approved Exception Request and click Next.



The screenshot shows the "Gap Funding Invoice - Page 1" form. It includes the following fields: Provider (Test Account A), Participant Name (Alyson Olthoff), App ID (CC-1061), and Participant Region (Region 7 - Bismarck). There is a text area for the "Reason for Gap Fund request" and a dropdown menu for "Were other community resources utilized as the primary resource for this need?". Below these are instructions for selecting the type of request: "Standard Request" (selected) and "Exception Request". At the bottom, there are "Previous" and "Next" buttons.

5. Click on add Request to insert a Gap Funding reimbursement request



The screenshot shows a table titled "Gap Funding Invoice Line Items" with an "Add Request" button in the top right corner. The table has the following columns: Category, Description of Purchase, Service Date, Line Total Submitted, and Line Total Approved. Below the table, a message states "There are no records to display."

- A unique line should be entered for each unique purchase
- The 'Add Request' feature can be used to include as many reimbursement requests on a single invoice as is applicable for a participant


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6. Select the appropriate Category, provide a Description of Purchase, enter the Service Date as the date the purchase was made, and enter the total amount being requested for reimbursement in the Line Total Submitted field.

Gap Funding Invoice Line Item ID
—

Category *

Description of Purchase

Service Date
 

Line Total Submitted

7. Load supporting documentation (receipts) by clicking Add Document

Upload verification documents
The following file types are accepted: pdf, doc, docx, jpg, jpeg, gif, tiff, png

Click 'Add Document' to add verification document.

- To expedite processing, receipts/attachments should be labeled to include, at a minimum, the category it applies to as well as the total amount of the receipt and the date the purchase was made.
 - Ex: CC1234 Transportation 6.26.2023 \$50

8. Review Gap Funding Invoice Summary

Invoice Total Submitted 75.00	Invoice Total Approved
Submitted Date 6/20/2023	
Submitted By Portal User Jane Jones	
Agency Approved	Status Reason Pending
Agency Approved By	Check Number —
Agency Approved Date M/D/YYYY	Check Date —

9. Complete AGENCY-DIRECTED Gap Funding Invoice review procedures
 To accommodate the variety of agencies that serve Community Connect participants, an Agency Approval field was added that will prevent the Gap Funding Invoice from being submitted to the program until the Gap Funding Invoice has been reviewed in accordance with each agency's guidelines. The next steps depend on the user's agency:

a) *Agencies that DO require second-level Gap Funding Invoice Review*

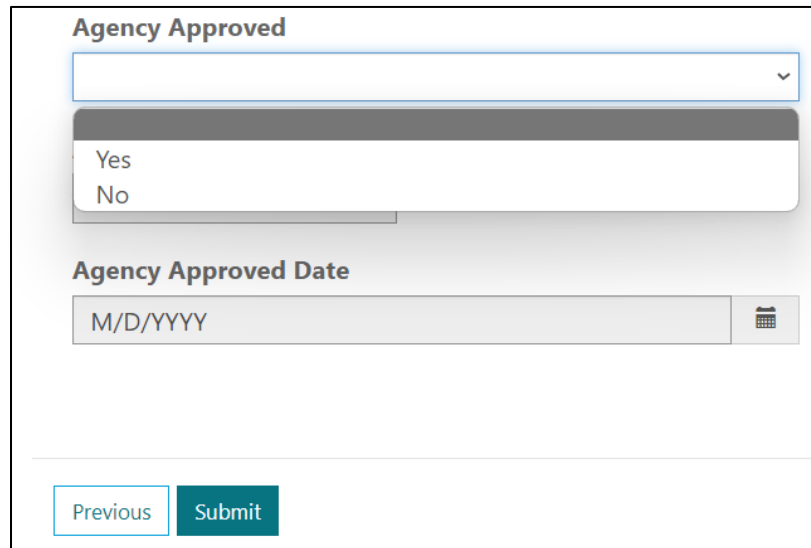
For agencies that require second-level Gap Funding Invoice review prior to the invoice being submitted to Community Connect, the submitter will bypass the Agency Approved field (leave it blank) and then click Submit

Agency Approved
Agency Approved By
Agency Approved Date M/D/YYYY
<input type="button" value="Previous"/> <input type="button" value="Submit"/>

For individuals within that agency who are designated as second-level reviewers, Gap Funding Invoices Requiring Review will be accessible on the Pending Records tab. Users can select Edit from the 'carrot' dropdown and then proceed with updating the Agency Approved field to Yes and then clicking Submit.

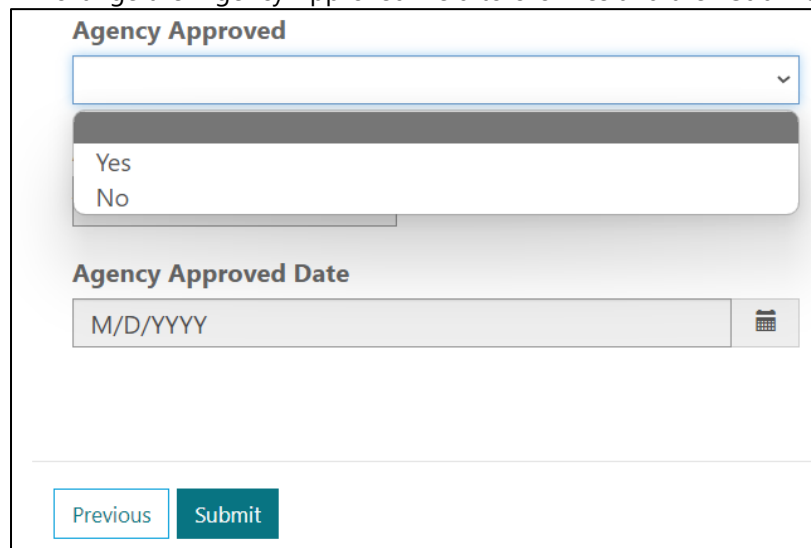
Gap Funding Invoices - Review Required								
Gap Funding Invoice ID ↑	App ID	First Name (App ID)	Last Name (App ID)	Type of Request	Invoice Total Submitted	Invoice Total Approved	Submitted By Portal User	Submitted Date
GFI-1007	CC-7892	Havilah	Testing	Standard	\$72.34			6/8/2023
GFI-1023	CC-1061	Alyson	Olthoff	Standard	\$75.00		Jane Jones	6/20/2023

- Edit
- Deactivate
- View details



The screenshot shows a web form with two main sections. The first section is titled "Agency Approved" and contains a dropdown menu. The dropdown is open, showing two options: "Yes" and "No". The "Yes" option is highlighted in a light blue color. Below this section is another section titled "Agency Approved Date" which contains a date input field with the placeholder text "M/D/YYYY" and a calendar icon to its right. At the bottom of the form, there are two buttons: "Previous" and "Submit".

- b) *Agencies that DO NOT require second-level Gap Funding Invoice Review*
For agencies that do not require second-level Gap Funding Invoice review, the submitter will change the 'Agency Approved' field to click Yes and then Submit.



This screenshot is identical to the one above, showing the "Agency Approved" dropdown menu with "Yes" selected. It also shows the "Agency Approved Date" field and the "Previous" and "Submit" buttons at the bottom.



Gap Funding Invoices that are not marked as 'Agency Approved= Yes' will not be submitted to the Community Program.

D. Edit a Pending Gap Funding Invoice

Portal users can edit a Gap Funding Invoice with a Status of Pending. To edit a pending Gap Funding Invoice, users can access the Gap Funding Invoice from either the Participant’s Application Case File or the Pending Gap Funding Invoices section of the Gap Funding Tab by clicking on the ‘carrot’ dropdown and selecting Edit.

Pending Gap Funding Invoices											
										Search	Export to Excel
Gap Funding Invoice ID ↑	App ID	First Name (App ID)	Last Name (App ID)	Type of Request	Invoice Total Submitted	Invoice Total Approved	Submitted Date	Submitted By Portal User	Status Reason	Admin Comments	
GFI-1016	CC-1061	Alyson	Olthoff	Standard	\$47.75		6/15/2023	Jane Jones	Pending	Reduced allowed on 6	▼ Edit Deactivate View details

E. Review all Gap Funding Invoices Submitted by an Agency

To review all Gap Funding Invoices submitted by an Agency, users can navigate to the Gap Funding tab. This tab is split into two sections:

- Pending Gap Funding Invoices- this view includes all Gap Funding Invoices that are Pending review by the Community Connect Program
- Paid Gap Funding Invoices- this view includes all Gap Funding Invoices that have been Paid

Pending Records	Applications	My Case Load	Releases	Referrals	Care Plans	Case Notes	Outcomes Billing	Gap Funding	Participant Updates	Agency	
Gap Fundings for this provider account are listed below.											
Pending Gap Funding Invoices											
										Search	Export to Excel
Gap Funding Invoice ID ↑	App ID	First Name (App ID)	Last Name (App ID)	Type of Request	Invoice Total Submitted	Invoice Total Approved	Submitted Date	Submitted By Portal User	Status Reason	Admin Comments	
GFI-1016	CC-1061	Alyson	Olthoff	Standard	\$145.25		6/15/2023	Jane Jones	Pending	Reduced allowed on 6	▼
GFI-1017	CC-1061	Alyson	Olthoff	Standard	\$100.00	\$100.00	6/19/2023	Jane Jones	Approved	Reduced approved to	▼
GFI-1021	CC-5085	Charlotte	Swab	Standard	\$55.00	\$55.00	6/20/2023	Jane Jones	Approved		▼
GFI-1022	CC-5085	Charlotte	Swab	Standard	\$25.00		6/20/2023	Jane Jones	Pending		▼
< 1 2 >											
Paid Gap Funding Invoices											
										Search	Export to Excel
Gap Funding Invoice ID ↑	App ID	First Name (App ID)	Last Name (App ID)	Type of Request	Invoice Total Submitted	Invoice Total Approved	Submitted Date	Submitted By Portal User	Admin Comments	Check Number	Check Date

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From either of these views, portal users can complete the following actions:

- Sort by column by clicking on the column header (blue headers only)
- Perform a search using the Search Bar
 - Common searches include participant App ID, Submitted by Portal User Name
- Export to Excel to generate a comprehensive listing that can more accurately be sorted
 - Common reasons include to search by a payment date only or to easily summarize activity by Categories