

This document is intended to serve as a quick reference to guide users through the required gap funding process steps. It is not intended to be a replacement for the Provider Guidance or Portal Guidance, which provide details about program requirements and process steps.

Submit a Gap Funding Reimbursement Request

- Navigate to the Participant's Application Case File
- Scroll down to the Gap Funding Approvals/ Invoices section
- Review the Available Amount for the applicable category to verify funding availability as well as Gap Funding Invoices to verify the charge has not already been submitted
- Ensure applicable supporting documentation (receipts) are saved as an electronic file (e.g. word, pdf, png, etc.)
 - To expedite processing turnaround, save the documents with a name that includes the category and amount of the Gap Funding reimbursement amount
- Click on New Invoice
 - Provide an explanation of the request and indicated whether other community resources were utilized
 - Click Next
 - Click on Add Request to insert a new Gap Funding reimbursement request (by category)
 - Select the applicable category
 - Enter a description of purchase
 - Enter the total amount being requested
 - Enter the Service Date as the date of purchase
 - Click Submit
 - Attach Supporting Documentation
 - Agency Approval
 - For agencies that do not require second-level review prior to submission to the program, enter 'Yes' into the Agency Reviewed field
 - For agencies that do require second-level review prior to submission to the program, bypass this field
 - Click Submit

Submit a Gap Funding Exception Request

- Navigate to the Participant's Application Case File
- Scroll down to the Participant Updates section
- Click New Participant Update
 - Select Type of Request 'Gap Funding Exception Request'
 - Provide an explanation
 - Enter a total amount of request
 - Attach supporting documentation
 - Click Submit
- Monitor your email and/or the Participant's Application Case File for a request determination