

Frequently Asked Questions Accounts Receivable Process

The following questions are related to the Accounts Receivable Process after the Fund reimburses costs to the claimant.

- **How long does the claimant have after receiving a reimbursement to pay the vendors who completed the work?**

Fund claimants must pay the vendors for all reimbursed costs within 30 days of receiving reimbursement from the Fund or return the unpaid monies to the Fund.

- **What does the Fund do if proof of payment is not received within 60 days after payment?**

Fund claimants must provide proof of payment for all reimbursed costs within 60 days of receiving reimbursement from the Fund or the Fund will suspend the claimant's claim and initiate its Accounts Receivable Process against the claimant. The Fund will send three (3) Accounts Receivable Notices indicating a delinquent amount to the claimant. Each Notice will be 30 days apart.

- **What does the Fund do if proof of payment still is not provided after the 3 notices?**

If the claimant still does not either return the monies to the Fund or provide proof of payment of all reimbursed costs to the claimant's vendors after the Fund has sent three collection letters, the Fund may take one or more of the following actions:

- 1) Submit the claimant's name to the Franchise Tax Board for a tax offset;
- 2) Refer the accounts receivable to a collection agency; or
- 3) Refer the case to the Attorney General's Office.

- **How does the Fund respond to the Provider's Complaint Form?**

The Fund investigates all vendor complaints to determine whether a claimant has paid the vendor for all costs previously reimbursed by the Fund. If the vendor has not been paid, the Fund will proceed with its Accounts Receivable Process.

- **What happens if the money is returned to the Fund? Can the Fund pay the vendor directly?**

The Fund is a reimbursement program. The Fund cannot pay the vendor directly. The Fund's Accounts Receivable Process is an effort to return monies to the Fund, and is not a substitute for the vendor's own collection efforts.

