



Direct Client Services Fund Reimbursement Procedure

1. TCHC will reimburse providers for eligible DCSF purchases as outlined in the *Direct Client Services Fund Overview* procedure.
2. Reimbursement requests are to be submitted by the case manager in ETO as a DCSF touchpoint. Required information must include:
 - a. Type of funding categories for the reimbursement;
 - b. Total amount of reimbursement for that client; and,
 - c. Supporting documentation, to be uploaded and include:
 - i. Receipt of expenditures;
 - ii. Supporting documentation of expenditure; and,
 - iii. Proof of income.
3. Reimbursement requests must be uploaded no later than 5:00pm on the 5th of the month for the previous month's expenditures. Reimbursement requests uploaded after the 5th of the month will be processed the following month.
4. TCHC will review reimbursement documentation the next business day after the 5th of the month. Approvals, corrections or denials will be communicated to agencies within 2 business days of documentation review.
5. Corrections must be made within 2 business days of notification of errors or missing documentation. If corrections are received after this time frame, the reimbursement will be provided the following month.
6. Approved requests will be processed and reimbursement will be submitted electronically to the provider by the 20th of the month.
7. Total reimbursement amount for the month must be a minimum of \$50 per agency.
8. Reimbursement requests over 60 days will not be accepted.