



# Frequently Asked Questions

## **What is the Service Provider Portal?**

The RCEB Service Provider Portal (SPP) provides online vendor access to current and historical authorizations and client information.

## **How do I access the RCEB Service Provider portal website?**

Vendors may access their information by going to the RCEB Service Provider Portal website: <https://esandis.rceb.org:8076/profoundui/genie?skin=SPP>

## **How do I obtain my vendor login credentials for the RCEB Service Provider Portal?**

Each vendor will need to assign a Super User who is responsible for assigning and maintaining specific vendor user information for this site. You must refer to this user for your login assignment and any issues regarding this site. RCEB will forward any pertinent information about SPP to this super user.

## **What types of information can I access from the RCEB Service Provider Portal?**

The RCEB Service Provider Portal provides vendors online access to three primary categories of information, including:

- **Reports** –New, Current, Expiring and Authorizations
- **Staff and Clients** –Vendor and Client listings
- **Forms** – Available by UCI# and Date

## **How long does it take for authorizations to appear on the portal?**

In most cases authorizations will appear on the site within 30 days. However processing delays can occur for various reasons. If you have questions about when the purchase of service request was submitted, please contact your case manager for clarification.

## **Once I see the authorization on SPP, when can I bill?**

Invoices on authorizations are generated on the 25<sup>th</sup> of each month through eBilling.

**Will I be able to print my own reports and forms directly from the RCEB Service Provider Portal?**

In most cases, you will be given the option to email the report, which can then be printed from email.

**What happens if I forget my password, can I reset it?**

You must contact your assigned Super User to reset your password on the RCEB Service Provider Portal site.

**I am the assigned Super User, who can I contact if I need help with the RCEB Service Portal site?**

Please email [spp@rceb.org](mailto:spp@rceb.org) if you have questions about the SPP site.