

The Regional Center eBilling Rejection Checklist

The reasons eBilling gets kicked back — and the pre-submission check that gets you paid the first time.

A rejected eBilling entry isn't a denial — it's delayed cash and rework. Almost every rejection traces back to a handful of mismatches between your invoice and the authorization. Run this check before you submit and most of them disappear.

| Match your invoice to the authorization — exactly

Pull up the authorization “contract” and confirm every field matches what you're billing.

- Vendor number** correct
- Service code** matches the authorization
- Sub-code** correct (or correctly omitted) where one applies
- Dates of service** correct
- Units of service** correct and consistent with your documentation

| Stay inside the authorization

- Units billed do **not** exceed the remaining authorized units
- Service dates fall **within** the authorization's effective period
- You're billing the correct authorization period / billing cycle

| Bill on time

- Submitted promptly — don't sit on it
- Submitted before your Regional Center's fiscal-year close / final-opportunity window
- Within any per-RC submission limit (some cap at one year from the date of service)

| Back every unit with documentation

- A signed service note supports each billed unit (records sufficient to verify units billed — §54326(a)(3))
- Attendance data submitted where required (e.g., DS 1964) for applicable services
- Documented units = logged units = billed units

| Get the math & the calendar right

- Units × rate calculated correctly; rounding handled per your RC's rules
- No duplicate billing (same service, same date, already submitted)
- No billing for non-billable days where a holiday/service-day rule applies

The 12 reasons eBilling gets kicked back

1. Service code doesn't match the authorization
2. Wrong or missing sub-code
3. Incorrect vendor number
4. Units billed exceed remaining authorized units
5. Service date outside the authorization's effective dates
6. Billed units don't match documented units
7. Insufficient documentation to support the units
8. Missing required attendance data (e.g., DS 1964)
9. Submitted after the fiscal-year close / submission window
10. Duplicate billing
11. Rate or units math error
12. Billed a non-billable/holiday day where the rule applies

60-second pre-submission check: Does the invoice match the authorization on vendor number, service code, sub-code, dates, and units? Are the units inside what's left and inside the date range? Is each unit backed by a signed note? Are you inside the billing window? Yes to all four — submit.

Stop hand-checking every line before you submit.

CareAutomate turns signed, hours-checked service notes into submission-ready eBilling records — units drawn against the authorization, dates and documentation already matched, no re-keying into the portal.

[Book a 20-minute walkthrough →](#)

A practical field guide, not legal advice. eBilling rules, submission windows, rounding, and service-day requirements vary by Regional Center and change over time — always confirm against your Regional Center's eBilling portal, desk guide, and the current Title 17 requirements before submitting. © CareAutomate — Regional Center vendor software for California DDS providers.