

Extend-A-Family Kingston Passport Program Managing your Passport Funding

A Guide for Individuals Self-Administering their Passport Funding

Instructions for How to Invoice the Passport Agency

This guide is to help you understand what you need to do to be reimbursed for your expenses.

Invoicing

- A sample invoice has been included with your new invoice package. Please reference this if you need support completing your submissions.
- A blank invoice form is attached with your client code. Please use **only** this invoice provided by the Passport Agency. You may copy this invoice for all future use. If you require more blank invoices, please contact your Passport Agency.
- **Invoices must be fully completed.** We cannot process invoices that are incomplete or missing required information. Incomplete invoices will be returned to you and your payment will be delayed.
- Use one invoice per worker. You must include on every invoice information about each worker who provides you with a service. We are looking for basic information such as the worker's name and dates that services were provided. Workers must be registered in order for invoice to be processed. Workers must sign off on the invoice for support provided.
- Invoices can be faxed to directly to PassportONE at 1-855-814-2403 or emailed to invoices@familyservicetoronto.org . Invoices can also be mailed or dropped off in person to Extend-A-Family Kingston offices in Napanee or Kingston.
- Passport is a reimbursement program. Invoices must be submitted after the last date of service listed on the invoice.

Processing

- If you are new to the program, please allow **30 business days** from the date all your banking information is received for payment to be deposited into your bank account.
- Reimbursement payments should be received within 7 business day however, please allow **30 business days** from the date your invoice is received by the Passport Agency for payment to be deposited into your bank account.

Change to Banking Information

If you need to change your banking information, Extend-A-Family Kingston will require a signed/dated letter requesting that banking information to be changed. Attach to this letter either:

1. A void cheque with the name of the primary caregiver, or person acting on behalf of a person with a developmental disability printed by the bank.

OR

2. A direct deposit form printed by your bank containing the primary caregiver's (or person acting on behalf of a person with a developmental disability) name and banking information.

Name Change for Contract Administrator

- **If you change your name, you must notify Extend-A-Family Kingston office and provide government-issued documents as proof of identity.**
 - Acceptable ID includes birth certificate, marriage certificate or a valid driver's license.
- As this information needs to be verified, you will need to bring the originals with you to our office to meet with us in order for a "True Certified Copy" to be placed in your file.
- Please allow 30 business days for the change to take place.

Contact Information & Changes to Information

- **Please contact your Passport Agency** for information about the Passport program, if your address changes or if you have questions about what expenses are considered eligible under Passport.

Please visit our website for helpful information, forms and instructional videos at www.eafkingston.com/passport or contact our office at 1-855-237-6737.