Helpful Tips for Using CommunityCareNB

- This document provides tips for using CommunityCareNB based on common questions we have received.
- New Tips will be added as we discover them so check back regularly.

HELPFUL TIPS	
Tip	**Instructions**
Share key information when you need support	When reaching out for support, including the following information helps us begin our investigation more efficiently. Please include the following in your request for support: **Order #** **Service Confirmation #** **Service Confirmation Item#** **Service Request #** This key information will help support you better.
Check the rate before accepting an offer	When preparing to accept an offered service request it is a good habit to check the rate **before** accepting it. If the rate is correct, proceed with accepting. If the rate is incorrect, decline the offer and add a note to the Social Worker to request they verify and adjust the rate.

Use a unique number for each invoice submitted to GNB	For Service Providers who invoice Social Development using both the VEIS system and CommunityCareNB, please do not reuse invoice numbers across systems. **Example:** If you create an invoice with the number SD12345 and submit in VEIS, **do not** use that same number in CommunityCareNB. The two systems are not able to see that the same number is being used. If unique invoice numbers are not submitted, the invoices will be rejected, and you will be required to resubmit using a different unique invoice number.
Invoice Travel with Client this way	Services Requests have multiple items that fall under 'Other Costs', here are some examples: • Travel with Client • Errands • Parking • Recreation • Sundries • Etc. **This tip is specifically referencing 'Travel with Client' other cost** • If **after** September 1st 2024 you accepted a Service Request **in** CommunityCareNB you might see a cost type called 'Other Costs' which includes Other Cost details (see image).
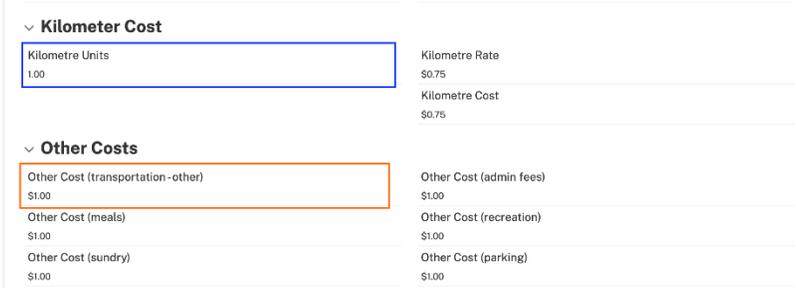
- This is how 'Travel with Client' costs will be indicated in CommunityCareNB. The costs associated to this type of travel can be submitted under the "Other Costs" section using the "Other Cost (transportation – other)" field.

- If **prior to** September 1st you rendered "Travel with Client" services for a client, then you will continue to invoice those kilometres through VEIS.
  - All the related hours and 'Travel to and from' kilometres for the same client can be invoiced through CommunityCareNB*****

*Please note: 'Travel to and from' kilometers will be invoiced through CommunityCareNB using the 'Kilometres' cost type.

- Employee mileage included in a service request should be submitted under the 'Kilometres Units' field of Service Confirmation Items (see image)

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Service N... ⌄	Cost Type ⌄	Units ⌄	Unit Type ⌄	Per ⌄	Rate ⌄
Home Support/Personal Care - Soutien a domicile/Soins personnels	Basic	5	Hour	Month	$29.47
Kilometres - Kilométrage	Kilometre	250	Kilometre	Month	$0.75
Other Costs - Autres coûts	Other	1	Each	Month	$50.00

Other Cost Details
For travel with client.