

#### SUPPORT SERVICES

This guide will show businesses how to register for payments and submit invoices to Aveanna Healthcare Support Services using the QuickBase system.

## **Registering for Payments in QuickBase**

- 1) Navigate to the QuickBase Aveanna Business Registration Portal: Use the link below to enter the Business Portal.
  - https://premierhealthcareservices.quickbase.com/db/bt3i2dqxc?a=td
- 2) Begin registration: Click on the "New Business" button on the left corner.

Aveanna Business Registration Portal	🕒 Q ?   Sign in
iii My Apps	
Home Businesse Documents Business Innoices	
Business Reg Portal > Business Dashboard	
New Business New Document New Business Invoice Aveanna Healthcare Business Entry Guide Welcome, Business! This guide will assist you in adding your details to the Aveanna Healthcare Quickbase app. Follow these steps carefully to ensure	e your information is accurately
entered into our system. Step 1: Navigating to the Business Section	
Once logged in, locate the Business Table on top of the screen. 2. Click on the "Businesses" to access the business section of the Quickbase app.	
Step 2: Adding Business Details	
<ol> <li>Once in the businesses section, look for the "New Business".</li> <li>Click on the button to begin adding your business details.</li> </ol>	
Step 3: Entering Business Information	
<ol> <li>Fill out all required fields accurately. Required fields are typically marked with an asterisk (*) or indicated as mandatory.</li> <li>Ensure that you enter all relevant information, including:</li> <li>Business name</li> <li>Contact person</li> <li>Contact information (email, phone number, etc.)</li> <li>Address</li> <li>Tax ID or business ID (if applicable)</li> </ol>	

3) Fill-out the "Business Details" form: Use the fields to enter the required information for registration.

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# My Apps				
home Businesses Documents Busin	\$ ess Invoices			
Businesses > Add Business				Save V Cancel ····
✓ Business Details				
Business Name *			Business Address * Search	Q
EIN/Tax ID *				
DBA (Doing Business As)			Street address 1	
Contact Name *			Street address 2	
Contact Email *	Contact Phone *		City	
	+1 (201) 555-0123	ext. 1234	ZIP code State	
				~

- Enter the Business Name.
- Enter EIN/Tax ID number.
- Enter DBA (Doing Business As) information (if applicable).
- Enter the Business' Contact Name.
- Enter Business' Contact Email.
  - NOTE: Email must be accurate as it will be used to alert the business of the progress and important updates for service.
- Enter the Business' Contact Phone number.
- Enter or Search for Business' Address.
  - **NOTE:** This is required.
- 4) Complete registration: Click the "Save" button to submit the registration.

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Businesses > Add Business				Save V Cancel ····
✓ Business Details				
Business Name *			Business Address * Search	Q
EIN/Tax ID *				
DBA (Doing Business As)			Street address 1	
Contact Name *			Street address 2	
Contact Email *	Contact Phone *		City	
	• +1 (201) 555-0123 ext.	1234	710 - 4	
			ZIP code State	~

#### Result

Business will receive an email confirming the registration information and necessary documentation needed from sender mailbox: **notify@quickbase.com.** 

notify@quickbase.com	٢	Reply	Reply all	🤌 Forwa
This Message Is From an External Sender This message came from outside your organization.				
Duickbase Logo				
Hello Test Vendor,				
We are pleased to inform you that we have received a referral for Test Chent 1234367 who will be receiving services from your business.				
To begin your registration with Aveanna, we kindly request you to provide us with your basic information by clicking here.				
Required documents: 1. <u>W-9</u>				
2. ACH Direct Deposit				
3. Business License				
Please <u>click here</u> to submit the required documents. If you are a non-profit organization/corporation, please email us at <u>savendorservices@aveanna.com</u> for further guidance.				
If you have already registered and have been approved, please disregard this email, and submit your invoice by clicking here.				
Thank you, The Aveanna Team				
This is an automated notification from a Quickbase app. If you feel that you should not be receiving these notifications, please contact the app's manager and ask to	be re	moved from	the notification	on list.

# **Attaching Documentation in QuickBase**

- NOTE: A W-9 and Business License is **REQUIRED** for all Businesses.
  - If you **DO NOT** have a Business License, please contact the Aveanna Support team for assistance at <u>ssvendorservices@aveanna.com</u>.
- 1) Navigate to the QuickBase Aveanna Business Registration Portal: Use the link below to enter the Business Portal.
  - https://premierhealthcareservices.guickbase.com/db/bt3i2dgxc?a=td
- 2) Begin document upload: Click on the "New Document" button.

Aveanna Business Registration Portal	Q ?   Sign in
III My Appa	
Home Businesses Documents Business invoices	
Business Reg Portal > Business Dashboard	
New Business Mew Bocument New Business Invoice Aveanna Healthcare Business Entry Guide	
Welcome, Business! This guide will assist you in adding your details to the Aveanna Healthcare Quickbase app. Follow these steps carefully to ensure your information entered into our system.	is accurately
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Step 3: Entering Business Information	
<ol> <li>Fill out all required fields accurately. Required fields are typically marked with an asterisk (*) or indicated as mandatory.</li> <li>Ensure that you enter all relevant information, including:         <ul> <li>Business name</li> <li>Contact person</li> <li>Contact information (email, phone number, etc.)</li> <li>Address</li> <li>Tax ID or business ID (if applicable)</li> </ul> </li> </ol>	

Fill-out the "Add Document" form: Use the fields to enter the required information for document upload.

Aveanna Business Registration Portal	Q ?   Sign in
III My Apps	
Home Businesses Documents Business Invoices	
Documents > Add Document	Save v Cancel ····
Business Name *	Document Type *
	Select one Q V
Business EIN *	File Attachment *
	1 Upload file
	or drag and drop

- 3) Enter Business Name.
- 4) Enter Business EIN.
- 5) Use the drop-down menu to select "Document Type".

Aveanna Business Registration Portal	🕒 Q 💡   Sign in
III My Apps	
Home Businesses Documents Business Invoices	
Documents > Add Document	Save V Cancel ····
Business Name *	Document Type *
Title Boxing ×	Exact price of the search the sea
Business EIN • O	ACH Authorization Form
23-1234567 ×	W-9
	Business License

6) Attach document file: Click the "Upload file" button and attach the corresponding document.

Aveanna Business Registration Portal	🕒 Q ?   Sign in
III My Apps	
Home Businesses Documents Business Invoices	
Documents > Add Document	Save 🗸 Cancel …
Business Name *	Document Type *
Title Boxing ×	W-9 X V
Business EIN *	File Attachment *
23-1234567 ×	

7) Upload document: Click the "Save" button to upload the document.

Aveanna Business Registration Portal	🕒 Q ?   Sign in
III My Apps	
Home Businesses Documents Business Invoices	
Documents > Add Document	Save v Cancel …
Business Name *	Document Type • 0
Title Boxing ×	W-9 X V
Business EIN *	File Attachment
23-1234567 ×	254.8 KB   Invalid date

• NOTE: If Step 6 is completed successfully screen will show attachment in "File Attachment" field as seen above.

# Result

Business will receive an email confirmation of document upload from sender mailbox: notify@quickbase.com.



• NOTE: Repeat steps 1-7 for all other documents.

## **Uploading an Invoice in QuickBase for Payment**

- Navigate to the QuickBase Aveanna Business Registration Portal: Use the link below to enter the Business Portal.
  - NOTE: Once the business has been added, they will receive the email below. They can click on the link in the email of access the Business Registration Portal or navigate to: <u>https://premierhealthcareservices.quickbase.com/db/bt3i2dqxc?a=td</u>
  - IMPORTANT: Business will need the client UCI#. The Client UCI# can be found in the original referral email.



2) Begin invoice upload: Click on the "New Business Invoice" button.

Aveanna Business Registration Portal	🕒 Q ?   Sign in
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Home Businesses Documents Business Invoices	
Business Reg Portal > Business Dashboard	
New Business New Document New Business Invoice Aveanna Healthcare Business Entry Guide	
Welcome, Business! This guide will assist you in adding your details to the Aveanna Healthcare Quickbase app. Follow these steps carefully to ensure your inform entered into our system.	nation is accurately
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<ol> <li>Once in the businesses section, look for the "New Business".</li> <li>Click on the button to begin adding your business details.</li> </ol>	
Step 3: Entering Business Information	
1. Fill out all required fields accurately. Required fields are typically marked with an asterisk (*) or indicated as mandatory.     2. Ensure that you enter all relevant information, including:     - Business name     - contact person     - contact person     - contact formation (email, phone number, etc.)     - Address     - Tax ID or business ID (if applicable)	

Fill-out the "Invoice Details" form: Use the fields to enter the required information for invoice upload.

- 3) Enter Business Name.
- 4) Enter Business EIN.
- 5) Enter the UCI number.
- 6) Use the dropdown menu to enter the Service Month.
- 7) Use the dropdown menu to enter the Service Year.
- 8) Enter the Invoice Number.
- 9) Enter the Invoice Amount.
- 10) Enter Service Description. For example, "boxing classes".
- **11)** Use the Upload File button to attach the Invoice.

Aveanna Business Registra	tion Portal		
II My Apps			
n 823 Home Businesses Doc	ments Business Invoices		
Business Invoices > Add Bu	iness Invoice		
$\sim$ Invoice Details			
Business Name *			
Business EIN *			UCI*
Sonvice Month*		Sanica Vaar	
Select one		Q V Select one	~
Invoice Number *			
Invoice Amount*			Service Description
\$ 0.00			
File Attachment *		t Upl or drag	oad file 0

• NOTE: If Step 10 is completed successfully screen will show attachment in "File Attachment" field as seen below.

12) Click the "Save" button to upload the invoice.

Aveanna Business Registration Portal				Q ?   Signi
iii My Apps				
home Businesses Documents Business Invoices				
Business Invoices > Add Business Invoice				Save V Cancel
$\sim$ Invoice Details				
Business Name *			0	
Title Boxing			×	
Business EIN*	0	JCI •	٥	
23-1234567	×	1234567	×	
Service Month*	Service Year		0	
Sep ×	~ 2024		x v	
Invoice Number*			0	
1			×	
Invoice Amount*	0	Service Description	0	
\$ 150.00	×	boxing classes	×	
File Attachment* Screenshot 2024-07-17 at 1.06.18 PM.png 114.56 KB   Invalid date			0 2	

# Result

Business will receive an email confirmation of invoice upload from sender mailbox: notify@quickbase.com.

N	notify@quickbase.com (3) < Reply < Reply all < For	ward 🛛 🔗 🧾 📰 Tue 5/7/2024 10:
	This Message Is From an External Sender This message came from outside your organization.	
	₽ Quickbase Logo Hello Test Vendor.	
	The invoice submitted for Test Client 1234567 has been successfully received. Thank you for your timely submission.	
	Our system is undergoing a review of the invoice, after which it will be forwarded to the client's family for approval.	
	Upon approval by the client's family, Aveanna will initiate the necessary review and processing of payment. It is important to note that payment will be processed once the client's family, Aveanna will initiate the necessary review and processing of payment. It is important to note that payment will be processed once the client's family, Aveanna will initiate the necessary review and processing of payment. It is important to note that payment will be processed once the client's family, Aveanna will initiate the necessary review and processing of payment. It is important to note that payment will be processed once the client's family.	lient has approved
	Payment processing will take place within 3-4 weeks of when the invoice is approved.	
	Thank you, The Aveanna Team	
	This is an automated notification from a Quickbase app. If you feel that you should not be receiving these notifications, please contact the app's manager and ask to be removed from the notification list.	

• **NOTE:** An email will be sent to the Client upon invoice submission prompting for the approval.



## Troubleshooting

- 1. If you encounter any issues during the referral entry process, contact the Aveanna Support team for assistance at <a href="mailto:ssvendorservices@aveanna.com">ssvendorservices@aveanna.com</a>.
- 2. Ensure that you have a stable internet connection throughout the referral entry process to prevent data loss or submission errors.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingü.stica. Llame al 1-888-255-8360 (TTY: 711). 注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-888-255-8360 (TTY: 711)。 Aveanna Healthcare, LLC does not discriminate on the basis of race, color, religion, national origin, age, sex, sexual orientation, gender identity or expression, disability, or any other basis prohibited by federal, state, or local law. © 2024 Aveanna Healthcare, LLC. The Aveanna Heart Logo is a registered trademark of Aveanna Healthcare LLC and its subsidiaries.