

CRP Billing, next steps:

Now you have submitted billing to the VRC, the VRC will review the invoice and documentation submitted. If there are no issues with the documentation or invoice, the VRC will notify support staff to complete the payment process. In this case, there is nothing else for you, the CRP, to do, until the next time you need to bill.

There is potential that there are errors in your billing that will be caught by various VR staff who “touch” that documentation before it is paid.

If there is an error in your billing that needs correcting before full invoiced payment can be made, you will be notified and asked to submit changes.

1. Login to Madison.
2. Click on “Unread Alert Notes” under **CRP Alert Notes** and a new screen will open.
3. Click on the name of client and another new screen will open revealing the note. Read the note. You can see in this example, there was documentation, a resume, missing that needs to be submitted before payment can be

The left screenshot shows the 'CRP Alert Notes' section with 'Unread Alert Notes' highlighted (1). Below it is a table of notes:

Consumer	Note Date	Note Type	Note Sub Type	Subject
CHARMING, CINDERELLA	10/31/2025	CRP Billing	To CRP-Needs Correction	October JSA Documentation, PO#199662
CHARMING, CINDERELLA	09/30/2025	CRP Billing	Create Service Delivery	September JSA Documentation, PO#199665

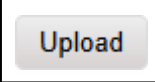
The right screenshot shows the details of a note for 'CINDERELLA CHARMING' with a note text highlighted (3):

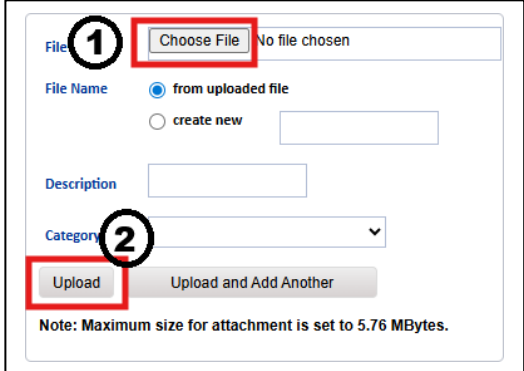
On 11/17/2025 at 2:35 PM, Harrison Ford wrote: Hi Lacey, Here are my invoice and JSA case notes for Cinderella for October. These are ready for payment. Thank you! Lacey

On 11/17/2025 at 3:38 PM, LACEY CONZELMAN wrote: Hi Harrison, Thank you for submitting your billing. I am prepared to pay it, however the case documentation says that you completed Cinderella's resume but it was not included with the documentation you submitted. Please send the resume. Thank you, Lacey

Complete the changes that the VRC has requested. In most instances where there are corrections needed with CRP Billing, a new or corrected document will need to be attached to the note.

4. Click [Add Attachment](#) to upload your documents. A new window will open.
5. Click “Choose File” and find the document you are attaching, usually case notes or job plan.
 OPTIONAL: “Description” type what the document is you are attaching.
 For example, “I&P job plan” or “December 25 JSA notes.”
 OPTIONAL: In “Category” select “Other.”

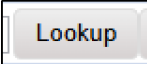
6. Click the Upload Button 



Now you need to write a note back to the VRC informing them you have made the corrections.

7. Type your response to the referring VRC. For example: “Hi Lacey, I have made the requested corrections and uploaded the resume we completed for your review and payment. Thanks, Harrison.”
8. Click “Append Text to Note.”
9. Change Note Sub-Type to “Ready for Review.”

10. In “Notes Recipients Grid,” click Remove [Remove](#) from the line with your name.

11. Click Lookup  to add the referring VRC as a note recipient. A new window will open called “Worker Search Popup.”

12. Type the first 3 letters of the referring VRC’s last name into the “Search Text:” text box

13. Click the Search button. 

14. Double click on the name of the person that that you want to assign the referral to.

Worker Search Popup

Search by: Last Name Search Text: con

Search

1 record(s) returned

MEMBER ID	Worker	Title	User ID	Active
470	CONZELMAN, LACEY	PROGRAM OFFICER	Yes	

Cancel

CINDERELLA CHARMING CRP Notes
Last Updated by CS3240@mt.gov
at 11/17/2025 3:38:23 PM

An asterisk (*) indicates a required field

Note Details

Note By: Ford, Harrison

Note Date: 10/31/2025

Division: DET

Program: OPPORTUNITY RESOURCES INC

Note Type: CRP Billing

Note Sub-Type: Ready for Review

Description/PO Number(s): October JSA Documentation, POW19682

CRP Note

On 11/17/2025 at 2:35 PM, Harrison Ford wrote: Hi Lacey, Here are my invoice and JSA case notes for Cinderella for October. These are ready for payment. Thank you! Lacey

On 11/17/2025 at 3:38 PM, LACEY CONZELMAN wrote: Hi Harrison, Thank you for submitting your billing. I am prepared to pay it, however the case documentation says that you completed Cinderella's resume but it was not included with the documentation you submitted. Please send the resume. Thank you, Lacey

On 11/18/2025 at 10:45 AM, Harrison Ford wrote: Hi Lacey, I have made the requested corrections and uploaded the resume we completed for your review and payment. Thanks, Harrison

New Text

Append Text to Note

Status: Alert

Date Completed

PO

Attachments

Add Attachment

Attachments Grid

Document	Description	Category	Action
test JSA case notes Oct 25.docx	C.Charming Oct 25 JSA notes	Other	Remove
test JSA Invoice Oct 25.docx	C.Charming Oct 25 JSA Invoice	Other	Remove
test Resume.docx			Remove

Note Recipients

Add Note Recipient: Lookup Clear

Note Recipients Grid

Name	Date Sent	Date Read	Status	Date Signed	Action
CONZELMAN, LACEY	11/18/2025		Unread		Remove

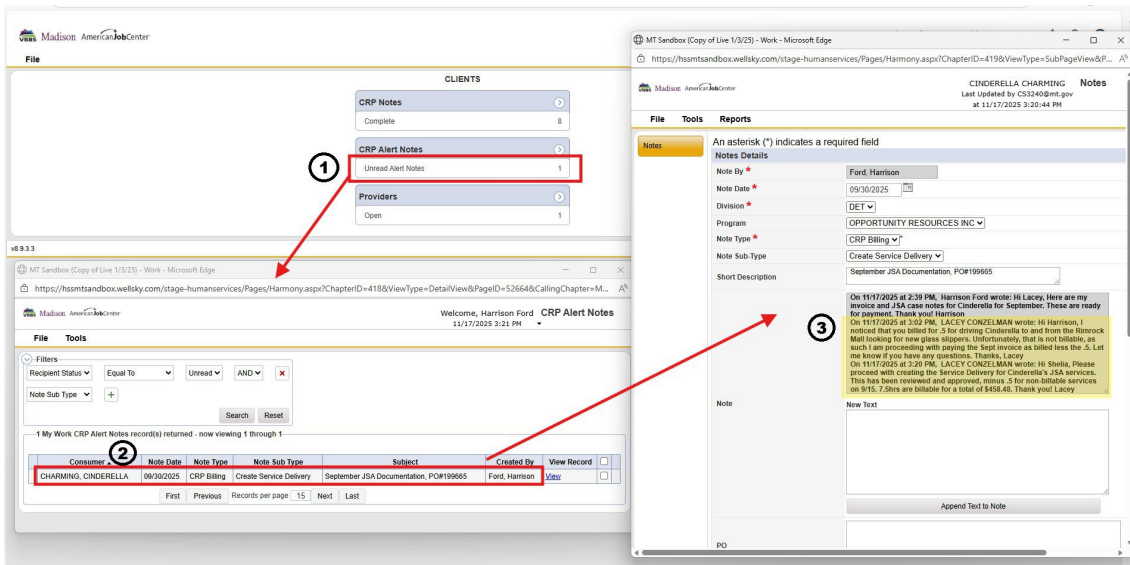
15. From the file menu, click "Save and Close CRP Notes."

File Tools Reports

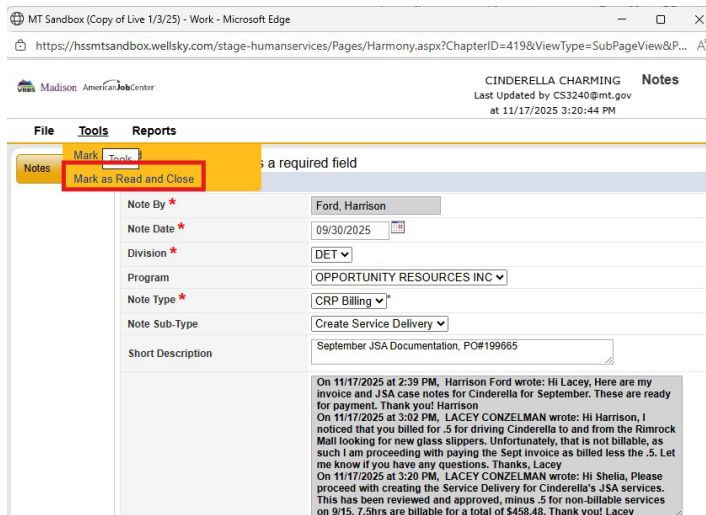
- File
- Spell Check
- Save Notes
- Save and Close Notes
- Save and Add Another
- Print
- Close Notes

If there is an error in your billing that cannot be corrected and will result in a reduced payment from what was invoiced, you will be notified.

1. Login to Madison.
2. Click on “Unread Alert Notes” under **CRP Alert Notes** and a new screen will open.
3. Click on the name of client and another new screen will open revealing the note. Read the note. You can see in this example, from the text that VRC is communicating to the CRP that the billing is approved minus .5 which was non-billable. You can see the VRC is also communicating with her support staff that the billing is approved minus .5 and asking her to proceed with payment.



4. Now that you have read the note and understand what will be happening with your billing, select “Mark as Read and Close” from the tools menu.



If all billing submitted is not billable and no payment will be made, you will be notified.

Same as above, you will be notified by an alert note.

The screenshot shows the 'CRP Notes' application interface. At the top, there is a navigation bar with 'File' and 'Tools' menus. Below this, a breadcrumb trail includes 'History', 'Spell Check', 'Unlock Record', 'Print', and 'Close CRP Notes'. A 'Tools' menu is also visible. The main content area is titled 'CRP Notes' and contains a form with the following fields:

- Note By ***: Ball, Lucille
- Note Date ***: 11/25/2025
- Fund Code ***: DET
- Program**: LIVING INDEPENDENTLY TODAY & TOMORROW - LIFTT [Details](#)
- Note Type ***: CRP Billing *
- Note Sub-Type**: To CRP-No Billing Accepted
- Description**: Billing notes and invoice attached for November
- Note**: On 11/25/2025 at 1:32 PM, SHEILA NELSON wrote: Hello Anna, please see my billing notes and invoice for November. On 11/25/2025 at 1:37 PM, SHEILA NELSON wrote: Hello Lucille, none of the time you have submitted is billable as it was not prior authorized.
- Status ***: Complete
- Date Completed**: 11/25/2025
- PO**: 1987870

Are there going to be reports?

Yes, those will come a little later. Stay tuned.