



CEDA

Community and Economic Development
Association of Cook County, Inc.

www.cedaorg.net

Auto Provider Registration Packet

CEDA's Family Support and Community Engagement

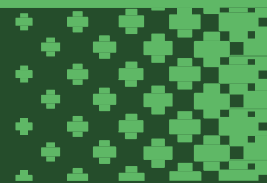


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Dear community businesses,

The Community and Economic Development Association of Cook County, Inc. (CEDA) is one of the largest private, nonprofit Community Action Agencies in the country, serving residents throughout Cook County, Illinois. **We serve more than 300,000 people and more than 150,000 households every year.**



CEDA offers a variety of programs and services in the areas of community and economic development, education, emergency assistance, employment and training, energy conservation and services, health and nutrition, and housing. We learned from our 2021 Community Needs Assessment how important auto repair needs are to so many individuals and families that currently do not have the means to obtain or gain access to these services.

We invite you to partner with us in providing these vital services to the community. Your participation in this program will help reduce barriers that hinder families striving for self-sufficiency. In the process, your business will help give people hope and a chance to realize their full potential.

Please visit our website at cedaorg.net to download our Community Needs Assessment and review all the services we provide to families. Enclosed you will find more information on our Auto Repair Program, policies, procedures, and a Provider Registration Packet with instructions on how to become a vendor.

Our mission is to empower individuals, families, and communities facing poverty to secure a better quality of life. We hope you will partner with us in this endeavor.

Sincerely,



Harold Rice, Jr.
CEO/President

Program Purpose

The purpose of CEDA Family Support and Community Engagement (FsACE) Auto Repair Program is to help Suburban Cook County residents with low incomes to get auto repair services they need to obtain or sustain employment, education, or health management. This is done by giving them access to auto repair service through a network of licensed and insured providers. The assistance provided by this program is funded by CEDA's Community Services Block Grant (CSBG).

How the Program Works

Intake

Individuals interested in CEDA FsACE programs, must complete an intake process with CEDA which determines their eligibility to receive services. Eligible customers must live within suburban Cook County and meet program income guidelines.

Referral Form Issuance

Eligible customers interested in auto repair services will receive a Referral Form from CEDA and identify a vendor of their choosing from the provider list. Customer will then schedule an estimate appointment with the provider to determine the services needed.

Estimate Appointment

During the estimate appointment, customer will present their CEDA Referral Form, valid ID, and customer contribution (if applicable) to the provider. The customer contribution is similar to a co-pay and further explained on page 10.

We ask that providers conduct a comprehensive assessment of the services needed. Auto providers must complete a ½ mile test drive and CEDA's Multi-Point Vehicle Inspection Form for every vehicle (see inspection form on page 10). Providers can bill CEDA for inspection services. A service estimate and the inspection form should be sent to CEDA to continue voucher processing. **Please note: CEDA is a tax exempt organization and documentation including estimates and billing should reflect this status.**

Voucher Issuance

Once the service estimate and vehicle inspection form are sent to CEDA, a voucher will be issued to the customer for services. The voucher will indicate the services to be provided, the vendor selected, the customer contribution amount, and the approved amount for services to be paid by CEDA. (see voucher example on page 9)

1st Service Appointment

Once a customer obtains a voucher, they are required to schedule the first service appointment with the provider within 14 days.

During the first service appointment, the customer will bring their voucher, a valid photo ID, and if applicable a customer contribution or good faith effort towards the service (if not paid at the estimate appointment).

Providers must copy the photo ID provided by the customer and ensure the correct person is accessing the service. In addition, the provider will collect the customer's contribution if applicable.

At the first service appointment, the provider will perform the services approved on the voucher.

Completing Service / Billing

If necessary, the customer will schedule another appointment to complete the services. However, all voucher services must be completed within 45 days of the first service appointment date. When all services for the customer have been rendered, the provider bills CEDA (further explained on pages 12-13). Once all billing documents are submitted, CEDA pays the provider directly within 45 days.

Provider Eligibility

In order to achieve the purpose of this program, CEDA partners with auto repair providers who meet the following criteria:

- Licensed businesses in the State of Illinois
- Provide services to customers in a location within the State of Illinois
- License must be in good standing with the State of Illinois and possess a history free of disciplinary actions
- Providers must also have a minimum of three (3) years' experience

(Information on provider registration available on page 16)

Covered Services

This program issues auto repair vouchers to customers as a means to access and secure vehicle repairs. *(See voucher example on page 9)*

For this program, examples of allowable auto repairs are defined as the repair or replacement of: **(This list is not meant to be all inclusive.)**

- Tires
- Axle
- Radiator
- Windshield, windows and mirrors
- Starter
- Batteries
- Replacement of a Gas Gauge
- Catalytic Converters
- Brakes, Rotors
- Alternator
- Fuel Leaks and Lines
- Radiator
- Belts and Plugs
- Head Lights, brake Lights
- Steering Column, Ignition
- Heat

For this program, Auto Repair “Service” is defined as both labor and parts.

A customary diagnostic or estimate for services can be included with the repair costs.

The auto repairs are the **ONLY** procedures that are considered covered services for the use of a valid CEDA FsACE Auto Repair Voucher.

Under most circumstances, the voucher does not cover:

- Towing
- Storage Fees
- Deductibles
- Preventative or routine maintenance
- Non-emergency repairs/parts
- Retail parts or products
- Replacement or repair of accessories (CD Players, radios, etc.)
- Any cosmetic repairs/services

If you as the provider believe that another procedure is necessary to complete repairs, please contact the CEDA FsACE **Regional Manager** listed on the voucher to get prior approval.

Please note: The auto repair program cannot be used to pay for services that were performed before the date the voucher was issued.

Auto Repair Voucher

1. Payment for covered services can be up to \$2,000 per household (HH)

*****Vouchers are issued based on eligibility for a one-time event per person***

2. Customers must bring a valid photo identification card *and* their voucher to receive services. Please Note: A copy of the photo ID and voucher must be submitted with your invoice upon completion of services.

3. Dates of service must correspond with the dates of service indicated on the voucher. In other words, the customer must have an appointment scheduled with an auto repair provider within fourteen (14) business days of the date listed on the FsACE Auto Repair Voucher. Keep in mind that all related repairs associated with the voucher must be completed within 45 business days from the 1st appointment date.
4. The voucher issued will show the auto repair business to which it is made. All billing and invoicing will have the exact same provider information listed.
5. Only approved auto repair providers can provide services to customers through this program. Services provided by a non-approved business will **not be paid** by the customer nor CEDA.
6. If a voucher was issued incorrectly and needs to have the provider information corrected, please contact CEDA FsACE regional office to request a corrected voucher. Furthermore, approved vouchers and customer service plans cannot be revised without direct approval from CEDA FsACE management staff.
7. Service or parts must be rendered or received by the customer before CEDA FsACE auto repair assistance can make payment to the provider.
8. In cases where the customer has automobile insurance that would cover the services or repairs, any insurance must be billed PRIOR to applying the value of the voucher.
9. Vouchers are valid for individual repairs or services only and are not transferable to others.
10. If the same customer (or another household member) needs services for a different problem, that person will need to contact the CEDA FsACE Auto Repair Program to determine eligibility. If approved, a new voucher for service will be issued.

Auto Repair Voucher (EXAMPLE)

CEDA Family Support and Community Engagement (FsACE)
FsACE AUTO SERVICE PROGRAM VOUCHER

Customer Name Jacqueline Jones	Date of Birth 03/15/73	FsACE Service 4/1/20XX
Address 123 Main Street	Park Forest IL 60466	Customer Contribution Required \$ 25.00
Phone (708) 555-5555	Email jones123@gmail.com	FPG% from STARS Intake 0.00%
Case Manager Virginia Thompson	Intake Site South	

CONTACT INFORMATION

Date 4/1/20XX Voucher No. SA-XX-05

Make Honda Model Accord Year 2010 VIN 1G1Y2Z3J9P5800001

<u>Jacqueline Jones</u> <i>Authorized Recipient</i> <u>123 Main Street</u> <i>Address</i> <u>Park Forest, IL 60466</u> <i>City, ST Zip</i> <u>(708) 555-5555</u> <u>03/15/73</u> <i>Phone DOB</i>	<u>ABC Auto Repair, Inc.</u> <i>Auto Repair Provider</i> <u>53 South Village Road</u> <i>Address</i> <u>Richton Park, IL 60471</u> <i>City, ST Zip</i> <u>(708) 973-5444</u> <u>(708) 973-5445</u> <i>Phone Fax</i>
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SERVICE DISCLAIMER

This voucher is non-transferrable and has no cash value. The authorized recipient must provide valid Driver's License with this voucher. This voucher is valid when an appointment for service is within 14 business days of the date on this voucher. All services and products must be completed within 45 business days from the first appointment date, or by December 31, 2024, whichever comes first. [Note: CEDA reserves the right to request an earlier completion date if required by the funding source]. The voucher can only be used for the authorized provider listed above. The FsACE Auto Repair Program will authorize up to \$2,000 per household for allowable auto repair services, however each household member will have a separate voucher. There is only one authorized service recipient per voucher.

All costs beyond the value of this voucher are the responsibility of the service recipient and must be collected by the provider prior to submitting this voucher for payment. CEDA FsACE has referred the service recipient, but does not assume responsibility or liability for the auto repair service that may be provided. Utilization of this voucher is deemed acceptance of this release of liability by the service recipient and/or provider.

#N/A

SERVICE REQUESTED


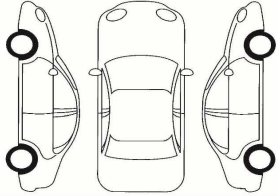
Requesting Case Manager Virginia Thompson Region South

Jacqueline is in need of auto repair assistance. Per the estimate, she is in need of front and rear brakes, 2 outer rods, and a wheel alignment.	Approved Voucher Amount Not to Exceed \$2,000.00
BEFORE repairs are started, the customer must pay the Customer Contribution of	\$25.00


I certify that the above service request meets the authorized criteria for services as outlined by the CEDA FsACE Auto Repair Program and that the service event is new and has not been previously completed by another automobile repair provider.

<u>Jane Doe</u> <i>Signature</i>	<u>Jane Doe</u> <i>Printed Name</i>	<u>4/1/20XX</u> <i>Date</i>
<u>Jane Doe</u> <i>FsACE Regional Manager</i>	<u>South</u> <i>Region</i>	<u>(708) 639-6669</u> <i>Phone</i>
		<u>jdoo@cedaorg.net</u> <i>Email</i>

Vehicle Inspection Form

		FsACE TRANSPORTATION ASSISTANCE PROGRAM MULTI-POINT VEHICLE INSPECTION	
Customer Name: _____			
Vehicle Year/Make/Model: _____			
VIN #: _____		Mileage: _____	
Test Drive (Minimum 1/4 mile test drive required for all vehicles)		Exterior Inspection <i>Please indicate areas of exterior damage or wear</i>	
Observations: <i>(including engine performance, road handling, braking, steering/alignment, transmission, shocks/suspension, road noise, and tire balance.)</i>			
Battery Performance	Interior/Exterior	OK	REQUIRES ATTENTION
Checked and OK	Head Lights, Tail Lights, Brake Lights, Turn Signals, Hazard Lights, Exterior Lamps		FLUID LEVELS
May Require Attn. Soon	Windshield Washer Spray, Wiper Operation, Wiper Blades, Windshield Condition		OK
Requires Immediate Attn.	Parking Brake		REQUIRES ATTENTION
	Horn Operation		Engine Oil
	Air Filters		Brake Fluid
			Transmission
			Coolant
			Power Steering
Tire Condition	FRONT LEFT	FRONT RIGHT	REAR LEFT
Checked and OK			
May Require Attention Soon			
Requires Immediate Attention			
Rotation Needed?	YES	NO	
Alignment Needed?	YES	NO	
Balancing Needed?	YES	NO	
Brake Condition	FRONT LEFT	FRONT RIGHT	REAR LEFT
Checked and OK			
May Require Attention Soon			
Requires Immediate Attention			
Notes:			
SYSTEM CHECKS	Checked and OK	May Require Attention Soon	Requires Immediate Action
Fuel System			Comments
Brake System			
Exhaust System			
Electrical System			
Steering / Suspension			
Belts/Hoses/Mounts			
Transmission/Drive Axle			

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		FsACE TRANSPORTATION ASSISTANCE PROGRAM MULTI-POINT VEHICLE INSPECTION	
STOP CRITICAL OBSERVATIONS STOP			
Is the engine in need of repair or replacement?	YES	NO	
Is the transmission in need of repair or replacement?	YES	NO	
Does the vehicle have water damage?	YES	NO	
URGENT PROVIDER NOTE: If you answered YES to any of the three questions above, DO NOT REPAIR the vehicle, please advise the customer to return to CEDA for further instructions.			
ENGINE LIGHT OBSERVATION			
If engine light is on, will the cost of removing all codes exceed the voucher amount?	YES	NO	
Are repairs related to clearing engine codes the most urgent and critical safety concern?	YES	NO	
PROVIDER SERVICE RECOMMENDATIONS <i>Please list safety repairs in the order of urgency and include costs associated.</i>			
Name of Vehicle Repair	Part Number(s)	Cost of Parts	Labor Cost
1)		\$	\$
2)		\$	\$
3)		\$	\$
4)		\$	\$
5)		\$	\$
6)		\$	\$
7)		\$	\$
8)		\$	\$
9)		\$	\$
10)		\$	\$
TOTAL		\$	\$
Additional Provider Comments:			
<small>Thank you for being a provider in CEDA's FsACE Transportation Assistance Program. We appreciate your partnership.</small>			

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Service Expiration / Void or Closed Vouchers

(TIME SENSITIVE)

1. All 1st appointments must be made within 14 business days of the date on the voucher
2. All services must be completed within 45 business days from the 1st appointment date, or the end of the calendar year, whichever comes first.
3. If the customer fails to make an appointment within 14 business days from the voucher issuance date, the voucher is void and cannot be used (please refer customer back to CEDA FsACE).
4. If the customer fails to make a scheduled appointment and does not re-schedule within (2) weeks, the voucher will be closed (not available for future use) and you can submit for payment at that time by submitting the voucher and invoice for processing with an explanation to CEDA FsACE.

Customer Contribution

All customers are required to provide a modest financial contribution towards their services before the financial assistance from a program can be applied. This customer contribution is similar to a co-pay and must be collected by the auto repair provider at the time of service. The customer contribution amount will be listed on the auto voucher. In some instances, this amount may be zero.

The customer's payment must be reflected on the provider's invoice for services.

Fees for Services

CEDA FsACE Auto Repair Program encourages the use of sliding scale fees for services, when possible, for those that are income eligible according to the auto repair provider's own fee policy. We track and appreciate these contributions as they allow the program to assist more qualified recipients in suburban Cook County.

An auto repair provider will be expected to utilize their usual and customary fee structure if a sliding scale does not exist. CEDA FsACE Auto Repair Program requests that providers honor any coupons, discounts or advertised specials they offered at the time of service for covered services prior to applying the value of the voucher.

Billing for Services

Please read the voucher carefully. The voucher indicates that the customer is responsible for the portion of the repairs that exceeds the amount listed on the voucher. Please be mindful that we serve low-income families. It is not in the best interest of the customer or the auto provider to exceed the voucher amount.

Keep in mind that excessive payment arrangements can create a financial hardship for our customers.

Any agreed upon payment plan between the provider and customer for more than \$300.00 over the voucher amount **must get prior approval** from FsACE. The payment arrangement and approval must be submitted with the original invoice and voucher for processing.

When submitting billing for payment, please indicate the customer's contribution or other payment on the invoice billing the same way you report a payment by another insurance carrier. **Please note: CEDA is a tax exempt organization and documentation including estimates and billing should reflect this status.**

- **Please submit only one (1) invoice per customer.**
- **Invoices must be submitted within (30) business days from the completion of the work.**

If you are discounting services or providing a service at no cost, please indicate this on the invoice as well, so we can capture the actual cost and all discounted or donated services.

Billing invoices submitted for non-covered services will be denied and the individual may not be billed for these services.

If the customer fails to make an appointment within 14 business days from the voucher issuance date, the voucher is void and shouldn't be used (please refer client back to CEDA FsACE).

If the client fails to make a scheduled appointment and does not re-schedule within (2) weeks, the voucher will be closed (not available for future use) and you can submit for payment at that time by submitting the voucher and invoice for processing with an explanation to the CEDA FsACE Auto Repair Program.

Customers must present their **voucher** and a **valid photo ID** to get services. Providers must **copy the customer's ID** and **retain the original voucher** to submit with the invoice for payment. CEDA cannot pay for services rendered without a voucher.

The date of service and itemized eligible services rendered must exactly match the corresponding information on the voucher.

Any additional services provided for the customer that are not covered by the voucher should be billed directly to the customer, separate from the procedures being billed to the CEDA.

How to Bill for Services

To submit billing, the provider will email the following documents to **csbginvoice@cedaorg.net**

1. Auto Repair Voucher
2. Copy of customer's valid ID (*provided at the time of service*)
3. Any payment arrangement agreement (*if applicable*)
4. Billing Invoice
(*please ensure CEDA's tax exempt status is reflected*)
(*please note customer's contribution if applicable*)

Billing that is mailed or faxed will not be processed.

Sending invoice documentation to an email other than **csbginvoice@cedaorg.net** will significantly delay payment processing.

Billing is processed quickly by CEDA. As long as your billing is prepared as described above and emailed to **csbginvoice@cedaorg.net** payment can be expected within 30 to 45 days.

All invoices must be submitted no later than 30 business days from the date of completed service.

Referrals

Referring Customers to Auto Repair Specialists

If the customer requires a referral to an auto repair specialist, the provider will need to provide that referral in writing to the customer with all the specialist contact information. The customer will need to notify the FsACE Auto Repair Program to secure an additional voucher to be used with the specialist.

Referring Customers to Auto Providers

CEDA does not make direct referrals to any business, but rather offers customers an option to choose from a directory of providers willing to participate in our program or a provider of their choosing, who has submitted the necessary documents to become an approved provider.

Referring Customers to CEDA

We welcome customer referrals from service providers. If you would like to refer an individual or household to the CEDA FsACE Auto Repair Program, please provide the customer with CEDA's Information and Referral phone number, which is (312) 795-8948.

Contact Information

For questions regarding **voucher or payment processing**, please contact the FsACE Regional Manager listed on the service voucher.

For questions regarding **auto repair program policies and procedures**, please email csbgvendorinfo@cedaorg.net.

Provider Registration

Providers interested in participating in the program would submit the following documents via email to **sfreeman@cedaorg.net**.

- 1. Provider Registration Form** (see page 17)
- 2. Statement of Understanding** (see page 18)
- 3. W9 Form** (see page 19)
- 4. Vendor Add Form** (see page 20)
- 5. Current Business License**
- 6. General Liability Insurance**

**W9 and Vendor Add Forms are needed to process payments*

Upon receipt and review of the documents, providers will receive notification of their status within one to two weeks. Approved providers will be added to our provider list, which is given to each customer to select a provider.



2024 AUTO REPAIR PROVIDER REGISTRATION FORM

Please print legibly. This information will be entered on the provider list.

LEGAL BUSINESS NAME: _____

NAME OF BUSINESS (if legal name is different): _____

BUSINESS LICENSE# _____ CITY/VILLAGE OF REGISTRATION: _____ FEDERAL ID# (TIN) _____

NAME OF OWNER: _____

NAME OF MANAGER: _____

STREET ADDRESS: _____

CITY _____ ZIP CODE: _____

COUNTY: _____ MULTIPLE LOCATIONS (please submit a separate form for each location that will participate.)

TELEPHONE NUMBER:(_____) _____ FAX NUMBER:(_____) _____

WEBSITE: _____

EMAIL: _____

REPAIR SPECIALITY: _____

LANGUAGES SPOKEN: _____

HOURS OF OPERATION: (Please indicate the specific times your business opens and closes)

Monday _____ Tuesday _____ Wednesday _____ Thursday _____ Friday _____

Saturday _____ Sunday _____

COSTS: (According to registration documents)

*** Please Note: A multi-point vehicle inspection is mandatory for all vehicles. Form is provided by CEDA.

Standard Inspection: \$ _____ In-Depth Inspection: \$ _____ (in-depth includes electrical)

METHOD OF PAYMENT ACCEPTED:

CASH PERSONAL CHECK MONEY ORDER VISA MASTERCARD AMEX

THIRD PARTY DRAFT (INSURANCE CO.) OTHER: _____

Would you like to limit the number of referrals made to your business? YES* NO

* If yes, please indicate the limit: _____ per month _____ per year

Contact information for the manager of this location:

Name: _____ Phone:(_____) _____ Email: _____

Contact information for the administrator of accounts receivable:

Name: _____ Phone:(_____) _____ Email: _____



2024 PROVIDER STATEMENT OF UNDERSTANDING

I, _____ certify that I have read the attached
(Provider Name) and (Name of Practice or Business)

Provider Registration Packet and understand and will comply with all program policies and procedures including the following;

_____ **(Please initial here as your acceptance to all of the following)**

1. Billing Procedures and Timelines

- Billing packets must contain all supporting documentation, including a copy of the customer’s ID, customer voucher (retain a copy for your records), invoice, and if applicable, an approved payment arrangement.
- CEDA is a tax exempt organization and documentation including estimates and billing should reflect this status.
- A client’s contribution or Good Faith Effort, which is similar to a co-pay, must be collected by the provider before the financial assistance of this program can be applied. Additionally, the customer’s payment must be reflected on the provider’s invoice for services.
- Invoice must be submitted within 30 days of service completion. Only one (1) invoice per voucher is accepted.

2. Vouchering Policies and Procedures

- An appointment must be made within 14 days of the voucher date.
- The service must be completed within 45 days of the first appointment date.
- The service must comply with the estimate or service plan.
- For void and closed vouchers, see program guidelines.

3. Approval Guidelines

- If service is anticipated to exceed beyond the (45) day time-frame, you must have an approved CSBG Extension of Service Authorization from CSBG on file.
- If service costs exceed voucher amount, follow program specific guidelines.

I understand that failure to comply with all program policies and procedures included in the Provider Registration Packet, may result in non-payment for services and/or termination of program partnership.

(Date)

(Printed Name)

(Signature)

Please note: This form must be completed for each doctor or business owner registering for the program.



Community and Economic Development Association
Of Cook County, Inc.

Vendor Add/Change Form

This information will be used by CEDA to process vendor payments. Failure to provide the requested information may delay or prevent the receipt of payments. If you are a new vendor, a signed W-9 form should accompany this form. If Action Requested is "Change", please note the reason for the change.

Action Requested (check one)		
NEW	CHANGE	CANCEL


If "Change" is selected, note reason for change:

Vendor Information
VENDOR NAME:
VENDOR ADDRESS:

Contact Information
PRIMARY CONTACT NAME:
E-MAIL ADDRESS:
PHONE NUMBER:
FAX NUMBER:

Vendor Mailing Address
COMPANY NAME:
STREET:
CITY, STATE, AND ZIP:

Remittance Address (if same as Mailing leave blank)
COMPANY NAME:
STREET:
CITY, STATE, AND ZIP:

Vendor Authorization	
SIGNATURE:	
TITLE:	
DATE:	

*** For CEDA Use Only ***

UPDATED BY:	DATE:
VALIDATED BY:	DATE: