



Provider Onboarding

Top 5 Denial Reasons

1. No Individual Tied to Business

- **Who Does This Apply To?** Specialized Services, FT Tutoring, Annual Home Ed Eval, PT Tutoring, Choice Navigator, Job Coaching/Pre-Apprenticeship
- **What Will You See?** Action Required - Thank you for your submission. We are unable to approve your request as there are no individuals tied to the business for this service. Please ensure an individual is tied to the business. If the individual is approved, please resubmit this catalog submission for review.
- **Why Am I Receiving This?** In order for a business to bill for a service, there must be an individual tied to said business that has approved for the specific service category.
- **What Are the Steps to Resolve?**
 - Ensure there's a credentialed individual tied to the business that has been approved for the service being submitted.
 - Resubmit the original service catalog submission (for the business).

2. Need More Information - credentials, info on program, fees, etc.

- **Who Does This Apply To?** Contracted Public School Services, FT Tutoring, Home Ed T&F, PT Tutoring, Specialized After School Ed Program, Specialized Summer Ed Program, Choice Navigator
- **What Will You See?** Action Required - Thank you for your submission. In order to review your service catalog, please resubmit and provide the following documentation: (required documentation will be listed here)
- **Why Am I Receiving This?** The original service provider submission did not include documentation as outlined in this [Checklist](#).
- **What Are the Steps to Resolve?**
 - Carefully read what information is being requested and upload the documentation required.
 - Resubmit the original service catalog submission (for the business).

3. Home Ed Program Online

- **Who Does This Apply To?** Home Ed
- **What Will You See?**
 - **Online Location:** *Denied - Thank you for your submission. This service catalog submission is being denied as the program is held in a non-physical location. Per the Home Education Instructional Program Agreement, a physical location is a requirement in order to meet the criteria of a Home Education Program.*
 - **Why Am I Receiving This?** The program does not meet the physical location criteria for the home education category.
 - **Note:** Due to recent updates to the Home Education criteria, previously denied Home Ed Providers (we no longer deny Home Ed providers based on the prior full-time and nonresidential criteria) may be eligible under this new guidance. Providers previously denied (for being full-time and/or residential) should resubmit, if they believe they are now eligible according to the updated criteria.

4. Need Hourly Rate

- **Who Does This Apply To?** Part Time Tutors
- **What Will You See?** *Action Required - Thank you for your submission. In order to process this request, please provide the tutor's hourly rate.*
- **Why Am I Receiving This?** In order for us to process your request, we need to confirm the hourly rate meets the criteria for a part time tutoring service.

5. Need Subject Area

- **Who Does This Apply To?** Part Time Tutors
- **What Will You See?** *Action Required - Thank you for your submission. In order to process this request, please provide the following documentation: the subject area(s) that will be tutored.*
- **Why Am I Receiving This?** In order for us to process your request, we need to confirm the tutor's credentials align with the subject matter being taught.