

Service Provider Portal (SPP) User Training Guide

A practical guide to accessing client information, reviewing authorizations, viewing reports, and retrieving forms.

Important: Authorization Requirements

Do not provide services without a valid Purchase of Service (POS) authorization. A referral is not a valid authorization and does not guarantee payment.

Before providing services, confirm that the POS authorization covers the applicable service dates, service code, and number of units to be rendered.

Services provided without a valid POS authorization covering the dates and units of service rendered will not be paid.

If an appropriate authorization is not in place, contact the assigned Service Coordinator, or have the client contact their Service Coordinator, before services begin.

The Service Provider Portal updates overnight to reflect active authorizations.

How to Use This Guide

Follow the sections in order if you are new to the portal, or use the headings to find a specific task.

1 | Sign In to the Portal

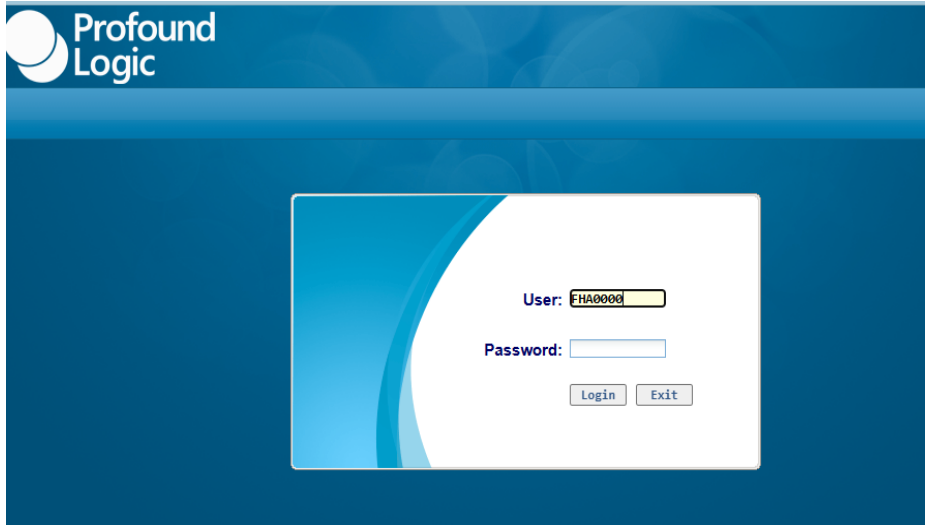
1. Open the SPP portal using the following link:

<https://esandis.altaregional.org:8076/profoundui/genie?skin=SPP>

2. Enter your User ID: the letter F followed by your vendor number (example: FHA0000).

Enter the password you created when signing up for the portal.

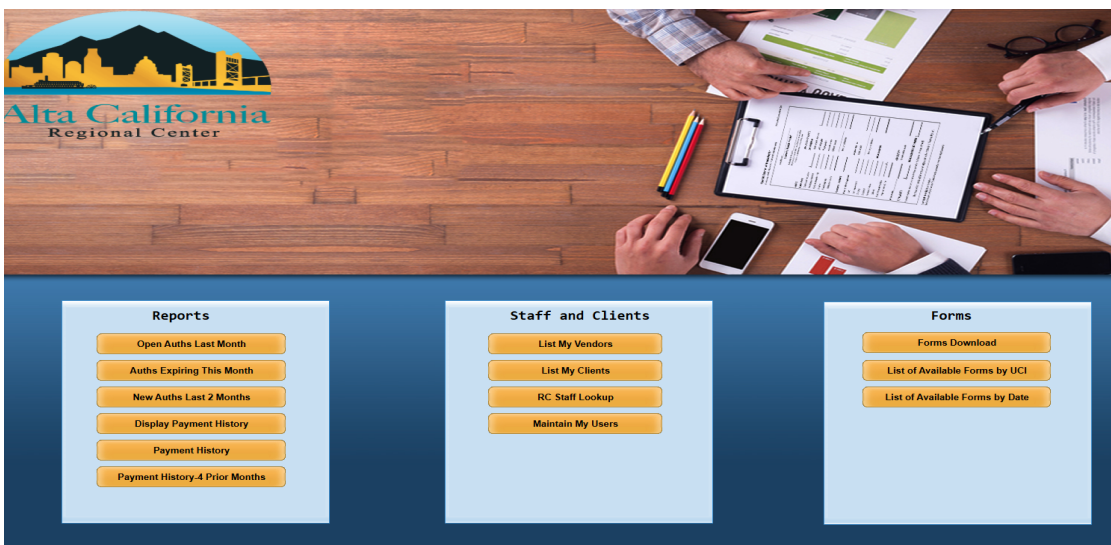
3. Select Login to access the portal.



2 | Understand the Home Page

The portal home page provides access to features based on your user permissions.

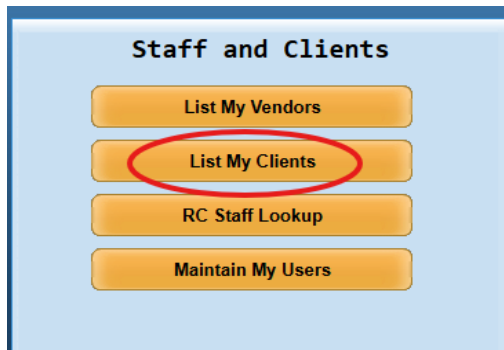
The main areas are Reports, Staff and Clients, and Forms.



3 | View Client Information and Authorizations

Step 1 · Open Your Client List

Under Staff and Clients, select List My Clients to view your client list.



Step 2 · Review List of Clients

Review the client list for the assigned Service Coordinator (SC) code.

10/27/26 11:49:14				Consumer List							PAGE 1	
	UCI#	First Name	Last Name	SC	AUTH#	Svc	Sub	Units	UT	Auth Start	Auth Stop	
				VT5	27090174	915	260	1.00	M	2026/07/01	2027/07/31	
				VT5	27090177	915	260	1.00	M	2026/07/01	2027/07/31	
				VT5	27090176	915	260	1.00	M	2026/07/01	2027/07/31	
				VT5	27090178	915	260	1.00	M	2026/07/01	2027/04/30	
				VT5	27090175	915	260	1.00	M	2026/07/01	2027/05/31	
COUNT 5												
FINAL TOTALS												
COUNT 5												

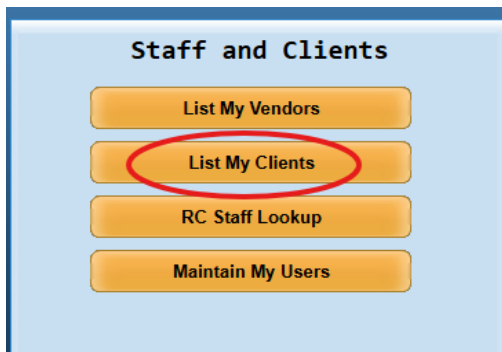
Step 3 · Find the Assigned Service Coordinator

Return to Staff and Clients and select RC Staff Lookup. Match the SC code from the client list to find the Service Coordinators name, phone number, and email address. If you cannot locate a client or identify the SC code, contact your regional center for assistance.

	VT4	TERWILLIGER, CHYNNA	916-290-4158	CTERWILLIGER@ALTAREGIONAL.ORG
	VT5	ELLIOTT, SEAN	916-978-4193	selliott@altaregional.org
	VT6	CUIN, DESIREE	916-978-4204	dcuin@altaregional.org
	VT7	WOODS, JURUSHA	916-978-4205	jwoods@altaregional.org
	VT8	SMITH, AMY	530-295-4799	asmith@altaregional.org
	VT9	BELETE, SAMRAWIT	916-290-4204	SBELETE@ALTAREGIONAL.ORG
	V0A	GARCIA, HANNAH	530-295-4798	HGARCIA@ALTAREGIONAL.ORG
	V0B	MUMMERT, BRANDI	530-295-4796	bmummert@altaregional.org
	V0C	SNYDER, AMANDA	530-295-4785	asnyder@altaregional.org
	V0E	MCCRAY, WENDI	530-295-4788	WMCCRAY@ALTAREGIONAL.ORG
	V0F	ROLLINGS, AMMIE	530-295-4787	AROLLINGS@ALTAREGIONAL.ORG
	V0G	PRASAD, VARSHA	530-650-4888	vprasad@altaregional.org
	V0H	BLAINE, STACY	530-295-4794	sblaine@altaregional.org
	V0J	LAMERE, CANDICE	530-295-4790	clamere@altaregional.org
	V0K	COSETTI, MELISSA	530-295-4795	MCOSETTI@ALTAREGIONAL.ORG
	V0M	SALVATORI, ANNE	530-442-5284	asalvatori@altaregional.org
	V0Z	BELLER, HEATHER	530-442-5286	hbeller@altaregional.org
	W0A	ALEJANDREZ, ALEXA	916-978-6448	aalejandrez@altaregional.org
	W0B	HANN, CONNER	916-290-4236	chann@altaregional.org

Step 4 · View All Authorization Comments and Changes

Under List My Clients to see all authorization comments, changes, and the Change Date (the date the authorization was last modified), select Exit, then Email Report. Open the emailed report to review the complete details. Please download this report daily in order to keep track of all authorization updates/and or changes.



Would you like to Email the report you just viewed?

 Email Report

Exit Without Emailing

A	B	C	F	G	H	M	N	P	R
Resource #	UCI	First	Auth#	Service Code	Sub-code	Comment #1	Comment #2	Comment #2	Change Date
			27858673	952	TDS	TDS INTAKE, MAX 42HRS/MO. EFF 8/22 DECR TO	20 HRS/MO		10/01/26
			27218495	952	TDS	SEP JOB DEVELOPMENT- INDIV - MAX 20 HRS/MO.			10/01/26
			27961542	952	TDS	MAX 10 HOURS	EFF 10/26, INCR TO 15 HRS/MO	EXT TO 12/31/26	10/09/26
			27240398	952	IJO	SEP JOB COACHING- INDIV - MAX 10 HRS/MO.			10/01/26
			27009443	952	TDS	TDS SERVICES MAX 30 HRS PER MONTH.	EFF 09/26 DECR TO 15 HRS PER MONTH.		10/09/26
			27182268	952	TDS	20HRS FOR TDS PER MONTH.			10/01/26
			27159099	952	IJO	JOB COACHING MAX 20 HOURS PER MONTH.			10/01/26
			27213099	952	PIPW	PIPW MAX \$25,607.95 TOTALREMAINING AMOUNT TO	REPLACE AUTH 26189712.		10/01/26
			27223002	952	TDS	TDS- MAX 20 HR/PER MONTH.			10/16/26
			27150340	952	IJO	SUPPORTIVE EMPLOYMENT 20 HRS/MONTHLY.			10/01/26
			27758376	952	TDS	TDS MAX 20 HRS/MO	EFF 6/22 INCR 25 HRS/MO		10/01/26

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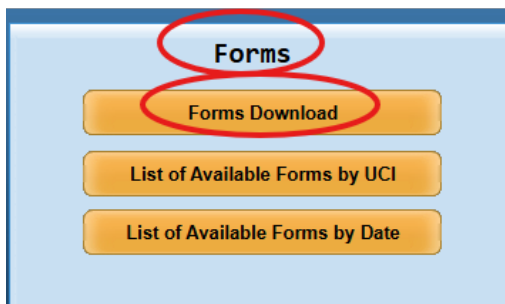
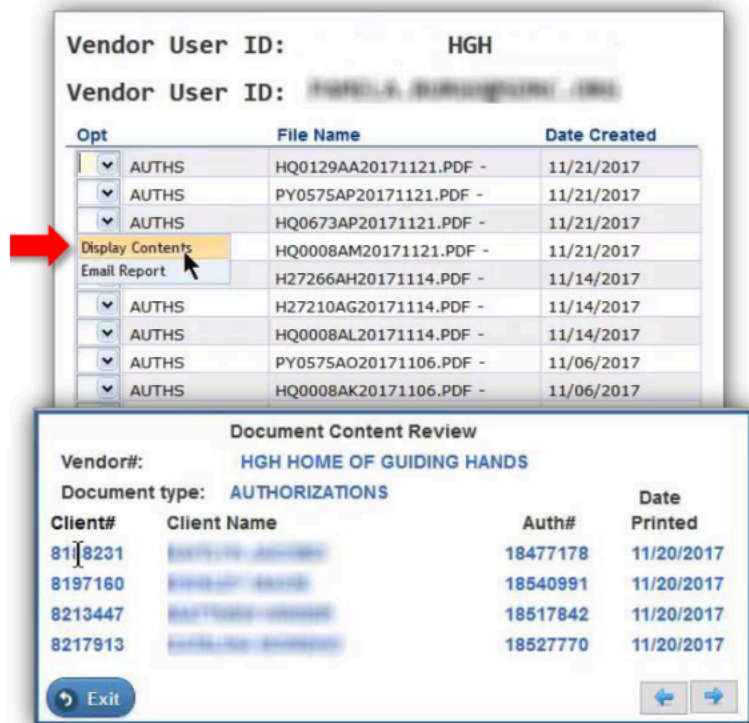
If an appropriate authorization is not in place, contact the assigned Service Coordinator, or have the client contact their Service Coordinator, before services begin.

The Service Provider Portal updates overnight to reflect active authorizations.

4 | Access and Email Authorization Forms

The Forms Download section provides another way to access POS authorizations and email encrypted PDF copies to yourself.

1. From the portal home page, select Forms Download in the Forms section.
2. Confirm your vendor number and select Continue.
3. To email an authorization PDF, select the down arrow and choose Email Report. Use your Encryption Password to open the emailed attachment.
4. To see which authorizations are included in a PDF, select the down arrow and choose Display Contents.
5. Select Exit until you return to the portal home page.



Important Change to Authorization Emails

The automatic authorization emails previously sent to vendors at the end of each day will cease. Providers can now access their authorizations through the portal and email PDF copies to themselves as needed.

5 | Open and Navigate Reports

1. From the home page, locate the **Reports** section.
2. Select the orange button for the report you want to view. Available reports vary by access level.
3. Review the report title and use **Prev** or **Next** to move through its pages.
4. When finished, select **Continue**.



6 | Email or Print a Report

1. After selecting Continue, choose **Email Report** or **Exit Without Emailing**.
2. To print a report, first email it to yourself, then open the emailed attachment.
3. Allow the request to process, then check your email inbox.

Privacy Notice: Emailed reports display only the client's first name.

The client's last name is excluded to help protect confidential information.

Would you like to Email the report you just viewed?

 **Email Report**

Exit Without Emailing

7 | Review Payment History

1. From **Reports**, select **Display Payment History**.
2. Enter a custom payment date range or use the default dates.
3. Select **Continue**, then **Click to View Report**.
4. To see payments for a specific invoice, open its down-arrow menu and select **Display Details**.
5. When finished, select **Exit** until you return to the home page.

Online Vendor Payment History

Enter Service Provider to review payments

Service Provider...:

Review payments starting with this date...:

and

Review payments ending with this date.....:

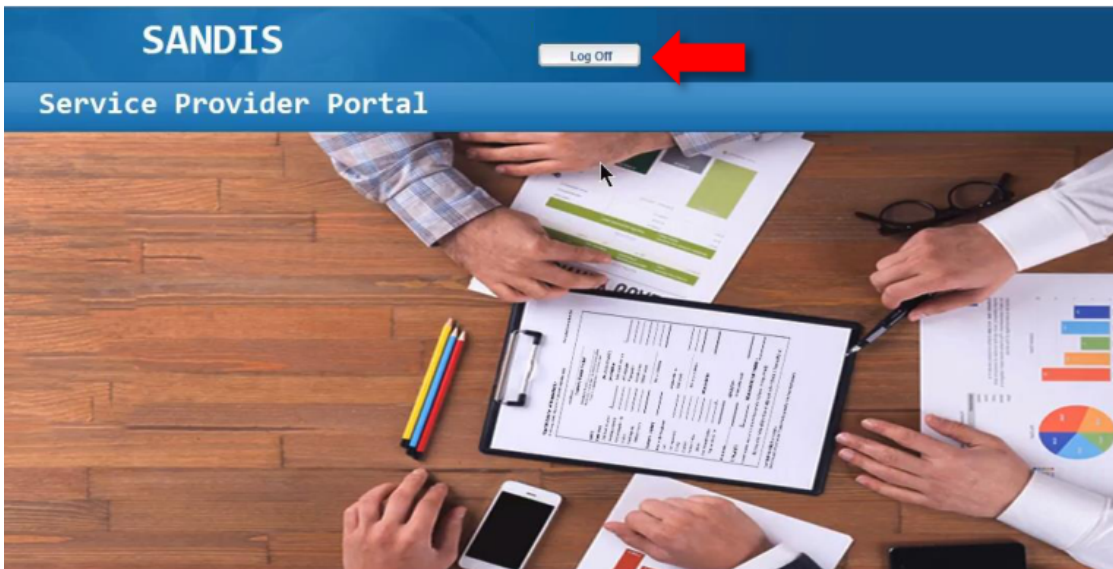
[Click to view report](#)

Invoice Number	Check Number	Date	Sv Subcode	Date	Count	Units	Amount
1691134	0000000	11/15/2017	915/L4I	10/2017	6	6	33400.15
Display Details	0000000	11/08/2017	915/L4I	11/2017	2	2	2052.74
1692894	0000000	11/08/2017	400/P&IO	11/2017	2	2	264.00
1693868	0000000	11/15/2017	400/P&IU	11/2017	1	1	132.00

Invoice#:	1691134	Check#:	0000000	Check Date:	11/15/2017
Svc/Subcode:	915/L4I	Svc Date:	10/2017	Count:	6
Units:	6	Amount:	33400.15		
UCI#	Last Name	Start Date	End Date	Units	Amount
6240108		10/01/2017	10/31/2017	1	6422.00
6247658		10/01/2017	10/31/2017	1	5395.63
6255810		10/01/2017	10/31/2017	1	5395.63

8 | Log Out

When you are finished using the Service Provider Portal, select **Log Off** at the top of the page.



Before You Provide Services: Quick Check

- Confirm an active POS authorization is present.
- Verify that the authorization covers the service dates and service code.
- Verify that enough authorized units are available.
- Review authorization comments and the last Change Date for updates.
- Contact the assigned Service Coordinator if authorization coverage is missing or unclear.

Reminder: A referral is not a valid POS authorization. Portal information updates overnight.