How to Submit CARE/FERA Electronic Applications on sce.com

Document description: This document will describe in detail how Capitation Fee agencies can assist qualified SCE customers to enroll on either the CARE or FERA discount programs via the new on-line enrollment form located at: http://www.sce.com/careandfera.

Background: Before November 15, 2007, the only way a customer could apply for the CARE or FERA program was to mail in a paper enrollment application for manual processing, which could take several days.

With the addition of the on-line enrollment form, qualified customers as well as participating Capitation Fee agencies now have the ability to access and submit CARE/FERA applications electronically on sce.com as long as they have access to the world wide web. Capitation agencies that provide their unique source codes online will get credit for all submitted applications that are approved for either the CARE or FERA program.

Online Application

The enrollment form can be accessed by clicking the “Sign Up Now” button located at http://www.sce.com/careandfera.

CARE/FERA Home Page:

Forms are also available in the following languages.

Spanish :  http://www.sce.com/es/RebatesandSavings/incomequalified/CAREFERA
Vietnamese: http://www.sce.com/vi/RebatesandSavings/incomequalified/CAREFERA

Enrollment Process Summary

First the agency should verify with the customer that he/she is not currently receiving the CARE/FERA discount before attempting to enroll the customer. This can be verified by looking at the customer’s current rate schedule (i.e., D-CARE, D-FERA) located on their latest bill. If the customer is not currently on CARE or FERA and qualifies for either program based on their current income and household size, the agency should proceed through the on-line enrollment process. Note: The online form can be used to “switch” current FERA customers to CARE if they meet the CARE income guidelines.
The agency should assist the customer with filling out the paper application. The customer of record must sign the completed application as per the normal process. The information from the application should then be used to input into the online form. When an enrollment submission passes all of the validations (i.e., is income qualified and is rate eligible), the system accepts the application and displays a confirmation page that includes a tracking number. The tracking number can be used to go back at a later time to view the status of the submission. In addition, an auto email is sent to those customers who supplied a valid email address. If a valid source code was entered on the form, the system will recognize that the submission came from a Capitation Fee Agency and give credit accordingly.

**Exceptions**

- If a customer does not qualify for either the CARE or FERA program based on the income and household information provided, the application cannot be processed online.
- If a customer does not or cannot provide a service account number (i.e., 3-XX-XXXX-XX), the application cannot be processed online. The application should be mailed to SCE for processing.

**IMPORTANT NOTE:** Agency personnel should not call SCE’s call center in an attempt to acquire any customer information, including service account numbers. Failing to adhere to this policy can result in the termination of the Capitation Fee agreement.

**Terms and Conditions/Electronic Signature**

The “Terms and Conditions” located at the bottom of the enrollment form is the same verbiage that the customer must agree to and sign on the bottom of the paper application. Checking the “Terms and Conditions” checkbox means that the agent has verified the customer’s signature on the application and is submitting the electronic form with their consent, in essence, submitting an electronic signature on behalf of the customer.

**After Enrollment is Submitted**

The agency must collect the paper applications for all online application submittals. All collected applications processed online must be submitted to Southern California Edison (SCE) for quality control and storage purposes to:

**Southern California Edison**
CARE Program
Attention: Jon Galvan
6040 N. Irwindale Ave Suite B
Irwindale CA 91702

Completed applications must be submitted to SCE no later than 14 business days following the online submission. When submitting paper applications to SCE, provide a total count of applications and sort them by the date of online submission. Failure to comply with this policy may result in an agency losing its ability to participate in SCE’s CARE Capitation Program. If the online submission is not successful, the agency can mail the application to SCE at the PO Box on the back of the application itself:

**CARE/FERA**
Southern California Edison
PO Box 9527
Azusa, CA 91702

A customer service representative can then determine eligibility.
Enrolling a Customer On-line - Detailed Steps

Step 1: Verifying A Customer Service Account

Verify Account Screen:

After clicking on the “Sign Up Now” button located on the CARE/FERA homepage, the Verify Account screen is presented as the first step in the process. The system will verify if the customer’s account is active and eligible to apply for either the CARE or FERA program once the correct information is input. Detailed instructions are located on the left side of the form. Note: The customers’ first name (e.g., Norman), last name (e.g., Smith) and service account number (e.g., 3-xxx-xxxx-xx) should be entered exactly as it appears on their bill. If accurate information is not provided, the user will not be allowed to proceed to the enrollment form.

Mandatory Fields:

- First Name (Enter the customer’s first name as it appears on their bill)
- Last Name (Enter the customer’s last name as it appears on their bill)
- Service Account Number (e.g., 3-xxx-xxxx-xx)

Command Buttons:

- Verify Customer Information (should be clicked when customer first and last name and service account number is input in the correct format)
- Clear (clears contents and allows customer/agency to start over)

Warning and Error Messages on the “Verify Account” Screen:

The system will generate error or failure messages if the information provided in the “Verify Account” screen cannot be validated. Below is a list.

- When the customer/agency does not enter information in a required field: “Required info is missing or incorrect”
- When Service Account Number is not entered in the correct format: “Please enter Service Account Number in 3-XXX-XXXX-XX format”
- When Customer First or Last Name is not entered in the correct format: “Please enter Customer Name as it appears on your SCE bill”
- When the system is unable to verify the customer’s information: “We are unable to verify your information. For further assistance, please call (800) 447-6620 at your earliest convenience” Do not call this number, this number is ONLY for Customers to call when they are enrolling themselves. An agency CANNOT call SCE on behalf of the Customer.
Please note that the customer’s name must be entered exactly as it appears on their SCE statement (e.g., Smith, Norman). Last name must be entered first. The service account number, beginning with a “3” should be entered. If the account number provided begins with a “2” the application should be mailed to SCE for processing.

- When the account rate is not eligible to enroll online: “Your service account rate is not eligible to apply on-line for either the CARE or FERA discount programs. Please call 1-800-447-6620 for eligibility information” An agency CANNOT call SCE on behalf of the Customer.

- When a service account is not active: “This service account is not active and is not eligible. Please click the ‘Edit’ button and use an active service account”

**Note:** If a customer is currently participating in the CARE or FERA program and is due for recertification, the Recertify Form will be presented (and not the Enrollment Form). If the customer continues to qualify for either program, the user should enter in the application information on the Recertify Form. Agencies are not paid a fee for recertifications.
Step 2: Enrolling A Customer

Enrollment Form:

The Enrollment Form will be presented to those customers who are currently not participating on CARE. Note: For customers who are currently participating on the FERA program, the application will allow them to switch to CARE if income qualified for CARE.

Mandatory Fields:

- Source of Income
- Number of Adults
- Number of Children
- Total Annual Household Income (Income can be omitted only if customer participates in any public assistance programs listed; otherwise, this information must be filled out.)
- “I Agree to the Terms and Conditions” checkbox

Optional Fields:

- Public Assistance Programs (Agency should check all state programs the customer is participating in.)
- Email address Note: Agency should enter the customer's email address if provided by the customer. If a valid email address is provided, the system will generate a notice confirming the successful enrollment submission for either the CARE or FERA program.
- Telephone Number
- TTY User checkbox
- Source Code (agency must enter in their 8 digit source code number in this field to receive credit for enrollments)

Command Buttons:

- Submit - Click on “Submit” when all the mandatory
Information is correctly entered on the form and the customer has read and agreed to the Terms and Conditions. The agency representative can read the information to the customer and get his/her verbal consent to check the “Terms and Conditions” checkbox. A paper application should also be signed by the customer and kept on file at the Agency location.

- **Cancel** – Customer/Agency should click on “Cancel” when the customer does not want to submit the enrollment form.

- **Note**: If a customer is currently participating in the FERA program and now qualifies for CARE, the agency should input the application information into the enrollment form.

**Warning and Error Messages on the after Enrollment Form is Submitted:**
The system will generate error or failure messages if the information provided in the “Enrollment Form” cannot be validated. Below is a list.

- When the customer is not income qualified for CARA or FERA: “This service account is not eligible for either the CARE or FERA discount program based on the income information provided”
- When the customer tries to submit an application after successfully submitting one: “This Service Account cannot be enrolled to the CARE or FERA program because an enrollment request is already pending”
- When the system is down and cannot process the submission: “We’re sorry. The system is not available to provide your information at this time. Please try again later. Thank you.”
Step: 3 Receiving Confirmation After Completion

Confirmation Message:

When an application has been successfully submitted a **Confirmation Message** is displayed and a tracking number is provided.

Step 4: Checking Enrollment Status

Status Inquiry Page:

Usually within fifteen minutes, but can be up to 24 hours after submission of an online enrollment, an agency/customer can check the status by accessing the **Status Inquiry Page** at the following link.

https://www.sce.com/statusinquiry/trackrequest.aspx

**Mandatory Fields:**

- Customer Name
  AND
- Tracking Number
  OR
- Service Account Number

The table on the left shows the specific statuses along with the message displayed to the customer.

If you have any questions please email [CAREANDFERACAP@sce.com](mailto:CAREANDFERACAP@sce.com)