FAQ's: Frequently Asked Questions

(Services must be documented and verified before VR can pay for any authorized service.)

<u>Discovery and Exploration</u>

1. Can the CRP be paid for Discovery and Exploration if the client accepts a job prior to completion of Discovery and Exploration?

Yes if the service(s) was provided and appropriately documented.

2. Does Discovery and Exploration always include community based work experiences?

Not necessarily. However, discovery and exploration should always provide the client with experiences they can use to make informed choices about work. If Discovery and Exploration is being provided during a Trial Work Experience then community based experiences are required.

3. Is the client/guardian required to sign the Discovery and Exploration Service Plan and Discovery and Exploration Report?

Yes.

4. When should the CRP inform VR about planned activities developed as a part of the Discovery and Exploration Service Plan?

Following the planning conference, the CRP will meet individually with the client and his/her support team to develop specific planned activities to be completed during Discovery and Exploration. As soon as those planned activities have been identified and developed, the CRP should communicate those activities to VR. The planned activities can be communicated via email, fax, mail, or in-person. The CRP should not await VR "approval" on the planned activities as they have already been discussed in the planning conference, but the CRP should rapidly engage the client in those planned activities.

<u>General</u>

1. Do extended services (follow along funding) need to be determined prior to the CRP providing placement/supports?

Yes, upon completion of Discovery and Exploration, the identification and commitment to the provision of extended services (follow along) is required.

2. If a client is referred to VR with a job and they need supports, what milestones get authorized?

The VRC is required to conduct their Comprehensive Assessment. If the employment is appropriate, the VRC should authorize: Job supports, Independent Employment (30), and Successful Employment Outcome(90).

3. How does self-employment work within the SE model?

The Regional Manager Team is required to be consulted in these unique scenarios.

4. Can OJT be provided instead of supports in the SE model?

As these are two mutually exclusive services, OJT would not be provided as part of the SE Model.

5. Whose responsibility is it to secure extended services?

The CRP will identify the extended service provider upon completion of Discovery and Exploration.

The VR/CRP/Client team may look beyond traditional funding and can also identify additional resources such as family support, IRWE, PASS, natural supports on the job, etc.

6. Whose responsibility is it to conduct Benefits Planning and what level of planning is required?

The VR/CRP/Client team is charged to give the client as much information as needed to understand the financial impact of going to work.

7. Are extended services still required if on the job supports were not provided by the CRP as employer did not allow supports?

Yes.

8. If a client relocates to another region; but continues services with the same CRP (ie. different location), would we reauthorize all six outcomes?

No, you would only authorize those milestones/outcomes not already billed.

9. If a client completes a service; but, fails to sign the necessary forms for billing, can services be billed?

If the VRC can verify that the service was provided and the VR District Supervisor

agrees, then a case note explaining the circumstances must be completed prior to VR paying the bill.

10. Can any milestones be billed multiple times during the life of the case?

Only hourly Job Supports could be authorized multiple times to the same CRP.

11. When can a client move from SE to ES/ESP?

Only if paid job supports and extended services are not identified as a client's need upon completion of Exploration.

12. What happens if a client in the SE model accepts a job where job supports are not able to be provided?

The job should be appropriate based upon the client's needs. If these needs are being met, services would continue in the SE model with the SE outcome payments. (Off-site supports would not be billable.)

13. Does VR need to provide the CRP a copy of the clients IPE when referring for services?

Yes

14. What are the accepted ways to obtain a client signature on an amended IPE?

The first (preferred) option is to obtain the client's written signature on the amended IPE. This could be accomplished in person or by fax.

A second option is to send the amended IPE to the client in an email and have the client respond via email that they are in agreement to the change in job goal. The email from the client indicating agreement with the amended job goal would be incorporated into the client record.

Placement

1. When does the employment outcome clock start for people receiving job supports?

Clock begins when job supports fall below 26% of hours worked.

2. When does the employment outcome clock start for people who do NOT receive job supports?

Clock begins the first day on the job.

3. What is needed for the verification of 3 days of employment?

Must be one of the following, **1)** letter from the employer on letterhead, **2)** a copy of a paycheck stub, or **(3)** verification from the Work Number can be submitted.

4. Can the VR counselor serve as the source of independent verification of employment on behalf of a CRP?

If the methods referenced in question # 3 above has been exhausted then VR staff may verify billable placement. A written request from the CRP documenting unsuccessful attempts to reach the client or employer is required for verification.

5. If IPE is written after the job started, can the CRP bill placement?

Yes, placement can be billed; HOWEVER, the billable placement date CANNOT be prior to the client's signature date on the IPE and 3 paid dates of employment must follow.

6. If a temporary job has been approved by the VR District Supervisor, when would placement be considered as beginning?

After three days of paid employment.

7. Are there a minimum number of hours required to constitute a placement?

No, the placement should meet the individualized need of the client.

Supports and Successful Outcome

1. Can you bill coaching prior to billing placement?

Coaching can be billed prior to the billing of placement as long as there has been a signed IPE and agreement from the team on the placement.

2. Can you bill coaching if client loses the job in less than 3 days of paid employment?

Yes, as long as there has been a signed IPE and the team agreed to the placement.

3. If IPE is written after the job started, can the CRP bill supports?

Supports cannot be billed for any services provided which precede the client's signature date on the IPE. Only those supports provided on or after the signed IPE are billable.

4. What if there are different job coaches providing job supports, is more than one form required?

Yes, a SE Daily Job Supports form is required for each job coach who has provided supports within the month.

5. What if a client refuses to sign the SE daily support log?

If this occurs, a meeting should be scheduled with the VRC, CRP and client as soon as possible to discuss this refusal.

6. How does the CRP report the client has achieved independent employment?

A variety of methods can be used: phone call, email, etc. Timely notification is required prior to sending the monthly progress report.

7. What are examples of activities that are not billable for off-site support?

Examples of activities that are not billable would include provider meetings or staffing; phone calls to discuss support strategies or client progress; completion of agency or VR paperwork or reports; or travel time to these activities.

8. Is there another form of documentation that would suffice for incentive payment billing other than the pay check stub?

The paycheck stub is still the appropriate means for documentation of incentive payments. Exceptions should be taken to the Regional Managers team.

9. When obtaining documentation for incentive payments, when should the client's pay check stub be requested?

Best case practice is to obtain the stub as close to 90 days of employment as possible and should be reflective of a typical work week.

Financial

1. Can a CRP continue services even though MVR's authorization dates have expired or money is no longer available?

The authorization serves as MVR's commitment to pay for services. The CRP and VRC share responsibility in communicating about the needs of the client when services are expected to continue. An amendment must be issued prior to continuation of the service(s).

2. What is The Work Number?

This is an employment verification service provided through Equifax and serves as acceptable means of verifying clients' placement. There is a fee associated with this service. www.theworknumber.com

3. When is a CRP required to provide a pay check stub?

The pay check stub is an acceptable form of independent verification for placement and quality incentive payments. For placement services, the pay check stub must show that the client has been on the job working three days.

4. Are Monthly Progress Reports required even if a milestone payment is not being billed for a particular month?

The CRP Agreement requires reports on clients' monthly progress regardless of whether a milestone is being billed. It is acceptable for a CRP to email the Monthly Progress Report to the VRC provided the subject is clearly identified as "Monthly Progress Report".

5. Does MVR require signatures and dates on MVR forms?

Yes. Forms must be completed prior to obtaining client (or guardian) signatures. Signatures must be individuals who can attest to provision of services.

6. The Discovery and Exploration Service Plan currently only requires a "Date of Report". How does this relate to the service start and end dates on the corresponding invoice?

The invoice dates of service should reflect when the service activities occurred. The Date of Report on the Discovery and Exploration Service Plan should be on or after the invoice end date of service. The CRP and the client (or guardian) must sign on or after the Date of Report.

7. The State of Missouri allows two years for vendors to bill after a service has been provided. If an invoice is received prior to the two-year limit, however cannot be approved for payment because required documentation was not submitted or the invoice lacks required elements, can MVR pay if the vendor provides the required information after the two year limit?

No. The invoice must be payable prior to the two year limit. In addition, if the VRC is unable to complete the verification of service, MVR is unable to pay the invoice. As a result, timely billing is encouraged.

8. When a CRP provides transportation monies to a client, does the signed verification require a date of the client's signature?

The CRP Agreement currently does not require a date, however, if a date is provided, MVR staff must verify the date is accurate.

9. What happens when MVR staff are verifying a client's signature on verification of service for transportation monies and they don't match other signatures of the client in the MVR case file? What is MVR's responsibility in this situation?

MVR must verify the service prior to making payment. The CRP may be asked to obtain a copy of the cancelled check to review the signature and/or the client may be contacted to verify receipt of the monies. *Note that the timing of the billing impacts the ability to contact the client for verification.*

10. Can MVR pay for maintenance or transportation services if the CRP is unable to provide a receipt?

No. The receipt is required to verify the purchase. *Copies of receipts are acceptable.*

11. Can MVR reimburse a CRP for sales tax?

Tax exemptions should be utilized by a CRP when purchasing items on behalf of a client.

12. Do CRP's need to sign their invoices before submitting to MVR?

No because they are using a vendor provided invoice form.

13. Can MVR pay for job supports if MVR's IPE is not signed by the client?

The Rehabilitation Act prevents MVR from paying for services supported by a plan if the plan is not signed by the client, so job supports would not be payable in this situation.

14. When is it appropriate for a CRP to bill for job supports over a lunch break?

Job Supports can only be billed when a service has been provided. If a job coach provides supports to a client during a lunch break, a CRP may bill for that time. If the job coach is taking a break during that time, then he/she is not providing a service during that time; and thus, a CRP may not bill. Note that total coaching hours cannot be greater than the total hours worked for that month.

15. If a CRP pays for placement maintenance such as a fingerprinting check that produces a report, does MVR need a copy of the report along with the invoice and receipt?

Yes. This is information that should be shared with the VRC for case management purposes.