

<p style="text-align: center;">CSG Client Services Guide</p>	<p>Date Issued 12/09/19</p>	<p>Subject Transmittal #38</p>	<p style="text-align: center;">Section 9998</p>
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Updates have been made to the online Client Services Guide located at <http://dese.mo.gov/adult-learningrehab-services/vocational-rehabilitation/client-services-guide-csg>

Note: If the link above does not function, copy the link into a browser window to access the web page.

Section 1900 – Rehabilitation Technology, Modifications & Equipment

Added:

- Section 1910.2 Maintenance and Repair
 - Added a new section under Hearing Aids regarding clients' responsibilities for appropriate care and maintenance.
 - VR may assist with repairs, if not covered by comparable services. Assistance based on financial need.
 - VR does not purchase extended warranties.
- Section 1930.1 Guidance
 - Landlord written approval is required before any home mod can be considered.
- Section 1930.3 Procedure
 - All home modification and modification repairs must have prior written approval. Submit requests through InfoTech.
 - VR may assist with repairs, if not covered by comparable services. Assistance based on financial need.
 - Follow guidance in CSG Section 750 Prior Written Approval, Ownership & Inventory.
- Section 1940.4 Procedure
 - Follow guidance in CSG Section 750 Prior Written Approval, Ownership & Inventory
- Section 1950.6 Procedure
 - Follow guidance in CSG Section 750 Prior Written Approval, Ownership & Inventory
 - Tools, equipment and initial stock are subject to guidance and rules in CSG Section 750.
- Section 1950.7 Authorization and Billing

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- Before paying invoice, contact client to verify receipt of tools/equipment.

Changed:

- Sections have been renumbered.
- Price quotes, price quotations, and estimates have been changed to bids.
- Section 1900.1 Guidance and Definitions
 - Review entire section.
- Section 1900.2, 1940.3 and 1950.5 Maintenance and Repair
 - VR may assist with repairs, if not covered by comparable services. Assistance based on financial need.
- Sections 1900.3, 1910.3, 1920.3, 1930.3, 1940.4 and 1950.6 Procedure
 - Cost Scenario guidance changed.
 - Section 1900.3 Procedure was 1900.3 Ownership. Ownership is now addressed in CSG Section 750 Prior Written Approval, Ownership & Inventory.
- Section 1910.1 Guidance
 - Review entire section.
- Section 1910.3 Procedure
 - Review IPE guidance for Cochlear Implant or Bone Anchored Hearing Aids
- Section 1910.4 Authorization and Billing
 - Guidance regarding hearing aid costs has changed.
- Section 1950.7 Authorization and Billing
 - Changed \$3,000 to \$5,000

Removed:

- Sections 1900.3, 1920.3 and 1940.4 Procedure; Section 1930.1 Guidance; and Section 1950.2 Initial Considerations
 - Removed guidance to search available inventory. Refer to CSG Section 750 Prior Written Approval, Ownership & Inventory
- Section 1910.4 Authorization and Billing

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- Removed bid amounts. More than one written comparable bid is required when the cost exceeds VR guidelines.
- Section 1960 Ownership and Section 1970 Inventory
 - These sections have been removed from Section 1900. The updated sections can now be found under CSG Section 750 along with Prior Written Approval guidance.