

<p style="text-align: center;"><b>CSG</b> <b>Client Services</b> <b>Guide</b></p>	<p>Date Issued  01/21/20</p>	<p>Subject  <b>Transmittal #40</b></p>	<p style="text-align: center;">Section  <b>9998</b></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 700 – Authorizations and Billing

#### Added:

- Section 700.3 Authorizations
  - An amended IPE is required for any service(s) not listed on the plan before an authorization can be issued.
- Section 700.4 Vendor Information and 710.3 Electronic Funds Transfer (EFT)
  - The option to use MissouriBUYS has been added.
- Section 710 Billing Procedures
  - An electronic invoice is permissible.

#### Changed:

- The words price quotes, price quotations and estimates have been changed to bids.
- Section 700.2 Bid Process
  - \$2999.99 is now \$10,000.00.
  - \$3000 has been changed to “that exceed \$10,000.00.”
  - Comparable is now competitive.
  - Removed the use of a case note to explain the reason for a single source price quotation. Instead of a case note, email single source justification to the assistant director of procurement for approval.
- Sections 700.3 Authorizations
  - The exception rule to issuing authorizations prior to the start of VR services has changed. Verbal authorizations in cases of emergency situations has been removed. Substantial Approval is defined.