

CSG Client Services Guide	Date Issued 09/09/11	Subject <i>Transmittal # 15</i>	Transmittals
			Section 9998

The following updates are being made to the online Client Services Guide located at <http://dese.mo.gov/vr/csg.htm>. For those of you who have a paper copy of the guide, please update it accordingly.

Revisions/Additions are shown in red as follows:

1100.3.1 Purpose/Initial Considerations (continued)

- If medical, surgical, psychiatric or therapeutic treatment services are provided, or the client is being fitted with hearing aids or a prosthetic/orthotic device as the primary service, the case should be placed in Status 16 – Physical and Mental Restoration.
- VR is not a primary **insurance or** health care provider. **Co-pays and deductibles are considered client contributions and are the responsibility of the client.** Therefore the above services should only be authorized after the counselor has:
 - made a thorough search for all comparable services/benefits ([CSG 630 - Comparable Services](#)), and
 - utilized all available existing medical record information
- Medical/psychological diagnostic services:
 - are not based upon financial need
 - may be provided at any stage of the rehabilitation process if required for a more thorough understanding of the client's capacities and limitations in regard to an employment outcome
- Non-diagnostic medical services are based upon the determination of financial need.
- When considering the provision of physical restoration services, document the following:
 - Will services provided correct the disability?
 - Is the condition stable or slowly progressive?
 - Will the client be able to retain work, or will it enhance vocational potential?
 - Does the client meet financial guidelines?
 - Has a search for all comparable services to include Medicare and/or Medicaid been completed?
 - If surgery is being recommended, has the appropriate process for approval been followed?
 - If multiple bids are required, have they been obtained?