

Attachment D – Billing for Services

Missouri Vocational Rehabilitation (MVR) receives both federal and state funds. MVR must ensure all federal and state invoice requirements have been met prior to remitting payment. CRPs must submit all vendor requested payments and required verification of service documentation through the MVR Vendor Portal.

Initial user access to the portal website is granted by MVR, as requested by each CRP, by emailing PortalSupport@vr.dese.mo.gov and including the name, company, title, email address, and phone number of the user. Once the access request is received, MVR will notify the vendor contact (signatory, program, and/or financial contact listed on the most current CRP agreement) who must verify the staff is authorized to access client personal identifiable information, request payments, and authorizations/contracts. After verification is received from the vendor contact, the user will receive two emails with login information. Each user must create and use their own individual log in when accessing the vendor portal.

Vendors are responsible to notify MVR immediately should any user access need to be terminated. Any incidence of unauthorized access by a vendor requested user is the sole responsibility of the vendor. MVR must be notified within 24 hours should incidence of unauthorized access occur.

The following outlines the service billing requirements for requested payments within the vendor portal.

I. Requested Payment Requirements

- A.** Requested payments for authorized services must be submitted through the MVR Vendor Portal on an open authorization. When an authorized vendor portal user creates a New Vendor Requested Payment, the Authorization Number, Line Number, Participant Name, Case ID, Service, and Description will auto-populate from the open authorization line. The requester will be required to provide the following information to complete each request:
 - 1. Invoice Number (vendor provided and unique; must not include personally identifiable information of client)
 - 2. Invoice Date
 - 3. Service Start Date
 - 4. Service End Date
 - 5. Amount Requested
 - 6. Applicable reports for verification of service(s), if applicable
 - 7. Itemized list required for textbooks, supplies, and uniforms, if applicable
- B.** Services must occur within the authorization begin and end dates and shall not exceed the amount indicated on the authorization.
- C.** Requested Payments must be submitted through the vendor portal for payment within one year from the service end date.
- D.** (Successful) Employment Outcome payments for students currently enrolled in a secondary school setting cannot be made prior to the student's exit from high school.
- E.** The CRP should indicate "Final Billing" in the comments box on requested payments to notify MVR staff when a remaining balance on a line item may be cancelled.
- F.** CRP agrees that MVR shall not be billed for services charged to any other state/ federal agency or other entity providing comparable services.

II. Verification of Services

- A. MVR must receive all required supporting documentation from the CRP, as outlined in the CRP Service Billing Matrix, before a vendor requested payment will be processed. These matrices can be found on the CRP SharePoint. Access must be obtained through the VR CRP Director.
- B. The CRP may develop and submit their own forms; however, the form must contain all of the same content as the MVR form.

III. Service Billing Requirements

A. Employment Services (ES):

1. Services may be billed in applicable milestones based upon the following outcomes:
 - a) Employment Plan Completion – Payable upon completion of the CRP **Employment Plan**. The **Employment Plan** must be signed by the client (guardian, if applicable).
 - b) Job Placement – Billing documentation must include the **Placement Form** and verification of three (3) days worked by the VRC. **Monthly Progress Reports** should also be current.

Any exceptions to the above must be reviewed and approved by the MVR regional manager team.

- c) Thirty (30) Day Retention – Payable upon thirty (30) days of continuous employment, receipt of the **Monthly Progress Report**, and VRC verification with the client, guardian, family member and/or employer.
- d) Employment Outcome – Payable upon the ninetieth (90th) day on the job, VRC verification with the client, guardian, family member and/or employer with receipt of the following:
 - (i) **Employment Verification** form and
 - (ii) Copy of client's pay stub dated at least thirty (30) days after employment start date, letter or email from the client's employer, or verification by The Work Number.
- 2. If the CRP developed a job with an employer who is requesting On-the-Job Training (OJT) fees, job placement will not occur until OJT has ended.
- 3. If the CRP is the employer, client/VRC/CRP must choose the most appropriate service, either ES or OJT, not both.
- 4. If the client has an existing job or has obtained a job prior to services being provided by the CRP, the placement milestone will not be paid.

B. Employment Services Plus (ESP):

1. Services may be billed in applicable milestones based upon the following outcomes:
 - a) Employment Plan Completion – Payable upon completion of the CRP ***Employment Plan***. The ***Employment Plan*** must be signed by the client (guardian, if applicable).
 - b) Job Placement – Billing documentation must include the ***Placement Form*** and verification of three (3) days worked by the VRC. ***Monthly Progress Reports*** should also be current.

Any exceptions to the above must be reviewed and approved by the MVR regional manager team.

- c) Thirty (30) Day Retention – Payable upon thirty (30) days of continuous employment, receipt of the ***Monthly Progress Report***, and VRC verification with the client, guardian, family member and/or employer.
 - d) Employment Outcome – Payable upon the ninetieth (90th) day on the job, VRC verification with the client, guardian, family member or employer with receipt of the following:
 - (i) ***Employment Verification*** form and
 - (ii) Copy of client's pay stub dated at least thirty (30) days after employment start date, letter or email from the client's employer, or verification by The Work Number.
2. If the CRP developed a job with an employer who is requesting On-the-Job Training (OJT) fees, job placement will not occur until OJT has ended.
3. If the CRP is the employer, client/VRC/CRP must choose the most appropriate service, either ESP or OJT, not both.
4. If the client has an existing job or has obtained a job prior to services being provided by the CRP, the placement milestone may not be paid.

C. Trial Work:

1. Services may be billed in applicable milestones based upon the following outcomes:
 - a) Trial Work Discovery and Exploration Service Plan – Payable upon receipt of the ***Discovery and Exploration Service Plan***. The ***Discovery & Exploration Service Plan*** must be signed by the client (guardian, if applicable).
 - b) Trial Work Discovery and Exploration Final Report – Payable upon completion of Discovery and Exploration activities, meeting with client, CRP and VRC, and receipt of the ***Discovery and Exploration Final Report***. The ***Discovery & Exploration Final Report*** must be signed by the client (guardian, if applicable).

D. Supported Employment (SE):

1. Services may be billed in applicable milestones based upon the following outcomes:
 - a) Discovery and Exploration Service Plan – Payable upon receipt of the ***Discovery and Exploration Service Plan***. The ***Discovery & Exploration Service Plan*** must be signed by the client (guardian, if applicable).
 - b) Discovery and Exploration Final Report – Payable upon completion of Discovery and Exploration activities, meeting with client, CRP and VRC, and receipt of the ***Discovery and Exploration Final Report***. The ***Discovery & Exploration Final Report*** must be signed by the client (guardian, if applicable).
 - c) Employment Plan Completion – Payable upon completion of the CRP ***Employment Plan***. The ***Employment Plan*** must be signed by the client (guardian, if applicable). This milestone is only payable when Discovery & Exploration is not provided.
 - d) Job Placement – Billing documentation must include the ***Placement Form*** and verification of three (3) days worked by the VRC. ***Monthly Progress Reports*** should also be current.
 - e) Job Supports – Payable upon completion and receipt of the ***SE Job Supports Daily Time Log*** and ***SE Monthly Job Supports Report*** form, which includes job support hours and specific off-clock activities completed. The CRP must either (1) collect daily signatures from the client on the SE Job Supports Daily Time Log or (2) obtain client signature on the SE Monthly Job Supports Report. The ***Monthly Progress Report*** (or former “Employment Plan Review” narrative) must also be attached.
 - (i) Once job supports fall below ten percent (10%), the client will move to Employed status.
 - (ii) Total hours billed for job supports cannot exceed the hours authorized.
 - (iii) Total hours billed can exceed more than 100% of hours worked (on-clock + off-clock).
 - (iv) If multiple clients are being supported at the same time by a single job coach, billing must be prorated based on the number of hours each client received job supports.
 - (v) Request for additional job support hours beyond what is authorized must be received and approved prior to the service being provided.
 - f) Independent Employment (30 day) – Payable upon thirty (30) days after paid job supports end, receipt of the ***Monthly Progress Report***, and VRC verification with the client, guardian, family member or employer.
 - g) Employment Outcome – Payable upon the ninetieth (90th) day, VRC verification with the client, guardian, family member or employer, with receipt of the following:
 - (i) ***Employment Verification*** form and

- (ii) Copy of client's pay stub dated at least thirty (30) days after client is moved to Employed status (job supports below 10%), letter or email from the client's employer, or verification by The Work Number.
- 2. If the client has an existing job or has obtained a job prior to services being provided by the CRP, the milestone authorization for placement may not be paid.

E. Customized Employment (CE):

- 1. Services may be billed in applicable milestone payments based upon the following outcomes:
 - a) Discovery Stage 1: Individual Profile – Payable upon receipt of the ***CE Individual Profile Report***. The ***Individual Profile Report*** must be signed and dated by the client (guardian, if applicable).
 - b) Discovery Stage 2: Vocational Profile – Payable upon receipt of the ***CE Vocational Profile Report***. The ***Vocational Profile Report*** must be signed and dated by the client (guardian, if applicable).
 - c) Discovery Stage 3: Career Portfolio – Payable upon receipt of the ***CE Career Portfolio Development Report***, along with required attachments. The ***CE Career Portfolio Development Report*** must be signed and dated by the client (guardian, if applicable).
 - d) Discovery Stage 4: Employer Exploration – Payable upon receipt of the ***CE Employer Exploration Report***. The ***CE Employer Exploration Report*** must be signed and dated by the client (guardian, if applicable).
 - e) CE Job Development and Negotiation – Payable upon receipt of the ***CE Employment Plan*** signed and dated by client (guardian, if applicable).
 - f) CE Job Placement
 - (i) CE Job Placement – Payable upon receipt of both the ***Customized Employment Job Task Analysis*** form and ***CE Customized Job Proposal Form***, signed and dated by the client (or guardian, if applicable) and verification of three (3) days worked by the VRC. ***Monthly Progress Report*** should also be current.
 - (ii) CE Job Placement (Micro-Enterprise) – Payable upon receipt of both the ***CE Micro-Enterprise Job Task Analysis*** form and ***CE Job Proposal Form***, signed and dated by client (or guardian, if applicable) and verification of client's first transaction/sale. ***Monthly Progress Report*** should also be current.
 - g) CE Job Supports – Payable upon completion and receipt of the ***SE Job Supports Daily Time Log*** and ***SE Monthly Job Supports Report*** form, which includes job support hours and specific activities completed. The CRP must either (1) collect daily signatures from the client on the SE Job Supports Daily Time Log or (2) obtain client signature on the SE Monthly Job Supports Report. The Monthly Progress Report must also be attached.

CE Job Supports (Micro-Enterprise) – Payable upon the client completing their first transaction/sale along with submitting required documentation above.

- (i) Once job supports fall below ten percent (10%), the client will move to Employed status.
 - (ii) Total hours billed for job supports *cannot* exceed hours authorized.
 - (iii) Total hours billed *can* exceed more than 100% of hours worked (on-clock + off-clock).
 - (iv) If multiple clients are being supported at the same time by a single job coach, billing must be prorated based on the number of hours each client receives job supports.
 - (v) Request for additional job support hours beyond what is authorized must be received and approved prior to the service being provided.
- h) CE Independent Employment (30 day) – Payable upon (30) days after paid job supports end, receipt of the Monthly Progress Report, and VRC verification with the client, guardian, family member or employer.
 - i) CE Employment Outcome – Payable upon the ninetieth day (90th), VRC verification with the client, guardian, family member or employer, with receipt of the following:
 - (i) Employment Verification form,
 - (ii) Copy of **CE Long-Term Support Plan** signed and dated by client or (guardian, if applicable) and
 - (iii) Copy of client's pay stub dated at least 30 days after client is moved to Employed status (job supports below 10%), letter or email from the client's employer, or verification by The Work Number /Micro-Enterprise: documentation of client making minimum wage.

E. Individual Placements with Supports (IPS):

- 1. Services may be billed in applicable milestones based upon the following outcomes:
 - a) Employment Plan Completed – Payable upon completion of the **Employment Plan** and signed by the client (guardian, if applicable).
 - b) Job Placement – Billing documentation must include the **Placement Form** and verification of three (3) days worked by the VRC. **Monthly Progress Reports** should also be current.
 - c) Stabilization – Billable after client has been on the job a minimum of thirty (30) days and client/team agree with job match via face to face meeting or conference call, documentation of supports (on/off-clock supports) provided during the thirty (30) day period, and Electronic Medical Record (EMR) case notes (completed by Employment Specialist) or Employment Specialist progress notes accepted.

d) Employment Outcome – Payable upon the ninetieth (90th) day on the job, VRC verification with the client, guardian, family member or employer and VR with receipt of the following:

- (i) **Employment Verification** form and
- (ii) Copy of client's pay stub dated at least thirty (30) days after employment start date, or letter or email from the client's employer, or verification by The Work Number.

2. If the client has an existing job or has obtained a job prior to services being provided by the CRP, the placement milestone may not be paid.

F. Employment Skills Training (EST):

1. For EST scheduled in terms, request for payment will be submitted to MVR after the start of the instructional period.
2. For clients exiting an EST program early, the following refund policy will apply:
 - a) Within the first week of each instructional period, the CRP may retain ten (10%) percent of the tuition.
 - b) Within the second and third week of each instructional period, the CRP may retain (20%) percent of the tuition.
 - c) After the beginning of the fourth week of each instructional period, but prior to twenty- five (25%) percent of each instructional period, the CRP may retain twenty-five (25%) percent of the tuition.
 - d) After completing twenty-five (25%) percent of the instructional period, but prior to completing fifty (50%) percent of it, the CRP may retain fifty (50%) percent of the tuition.
 - e) After completing fifty (50%) percent of the instructional period, the CRP may retain one hundred (100%) percent of the tuition.
 - f) For short courses, where there is a conflict in (b), (c), and (d) above, the CRP shall retain the greater amount.
3. For EST scheduled in weeks, request for payment will be submitted in weekly increments.
4. For clients exiting an EST weekly program early, the last week of attendance will be the last week of training paid.
5. The CRP will submit current **Monthly Progress Reports** to the appropriate VR office.
6. Books, tools, and supplies shall be itemized with prices separate from tuition, and attached to the provider's request for payment.

G. Employer-Based Transition Training (EBTT)/Project SEARCH

1. Payment for the first three milestones will be based on the individual's successful acquisition and progression of skills identified through a task analysis, and the ability to meet performance expectations of the host business.
 - a) Employer-Based Transition Training #1: First Training Milestone
 - (i) Documentation required for CRP billing:
 - (a) **EBTT/Project SEARCH Monthly Progress Reports** signed by client (guardian, if applicable).
 - b) Employer-Based Transition Training #2: Second Training Milestone
 - (i) Documentation required for CRP billing:
 - (a) **EBTT/Project SEARCH Monthly Progress Reports** signed by client (guardian, if applicable) and
 - (b) **Individual Employment Plan** signed by client (guardian, if applicable).
 - c) Employer-Based Transition Training #3: Third Training Milestone
 - (i) Documentation required for CRP billing:
 - (a) **EBTT/Project SEARCH Monthly Progress Reports** signed by client (guardian, if applicable) and
 - (b) Youth Resume.
2. Payment for milestones 4-6 is based upon the following outcomes:
 - a) Employer-Based Transition Training #4: Job Development/Job Placement
 - (i) The IPE must be provided to the CRP.
 - (ii) Billing documentation must include the **Placement Form** and verification of three (3) days worked by the VRC.
 - (iii) Documentation required for CRP billing:
 - (a) **Placement Form** and
 - (b) Verification of three (3) days worked by the VRC.
 - b) Employer-Based Transition Training #5: Employment Stabilization (30 Day Retention)
 - (i) Payable after thirty (30) days on the job with the same employer.
 - (ii) Documentation required for CRP billing:
 - (a) Receipt of the **Monthly Progress Report** and
 - (b) VRC verification with the client, guardian, family member and/or employer.
 - c) Employer-Based Transition Training #6: Employment Outcome
 - (i) Payable after ninety (90) days on the job, VRC verification with the client, guardian, family member or employer required.
 - (ii) Documentation required for CRP billing:
 - (a) **Employment Verification** form and
 - (b) Copy of client's pay stub dated at least thirty (30) days after employment start date, letter or email from the client's employer, or verification by The Work Number.

H. Summer Work Experience (SWE)

Services may be billed in milestone payments based upon the following outcomes:

1. Workplace Readiness Training Plan – Payable upon receipt of the ***WRT Plan*** signed by the client (guardian, if applicable). The signature date should be on or prior to the student starting at their site.
2. Work-Based Learning Experience Hourly Wage – Payable after the end of each pay period or the end of SWE program. Billing documentation must include a pay stub or employer payroll records which includes hours worked and amount paid.
3. Short-Term Supports Report – Payable upon receipt of the ***Short-Term Supports Report*** signed by the client and host business.
 - i. CRPs can be paid fifty percent (50%) of the milestone if, a student completes less than sixty (60) hours.
 - ii. CRPs can be paid for the full milestone, if a student completes sixty (60) or more hours.

I. Maintenance and Transportation (i.e. maintenance, uniforms, placement maintenance, transportation)

1. Maintenance and/or transportation for clients may be billed, if authorized, on a weekly or monthly basis on or after the first day services begin. The CRP must provide documentation signed and dated by the client stating the client took possession of the funds and submit with the request for payment to MVR.
2. Uniforms/clothing for clients may be billed, if authorized, . The CRP must provide documentation signed and dated by the client stating the client took possession of the funds/items and submit with the request to MVR for payment.
3. Placement maintenance for clients requiring relocation for a job or job seeking may be billed, if authorized, . The CRP must provide documentation signed and dated by the client stating the client took possession of the funds and submit with the request for payment to MVR.

J. Other Services (i.e. food handler's license, TB tests, and background checks)

1. **Service(s):** The CRP must provide an itemized receipt, and documentation signed and dated by the client that the service was received and submit with the request for payment to MVR.
2. **Good(s):** The CRP must provide an itemized receipt and the client must sign and date documentation upon receipt of good(s) stating he/she took possession of the goods and submit with the request for payment to MVR.

K. Exceptions

Any exception(s) to these services will be submitted and reviewed by the MVR regional manager team to make the final decision.

IV. Overpayment

When it is discovered by either party to this Agreement that MVR has overpaid the CRP, the CRP shall issue a refund to MVR within sixty (60) days of discovery of the overpayment.