IDVR Quarterly CRP Meeting Notes

May 15, 2024, 2:00 pm – 4:00 pm (MST)

Purpose and frequency of the CRP meeting: To examine systematic and programmatic areas; an opportunity to share projects and initiatives and look at ways to improve processes.

Meeting Facilitator: IDVR CRP Manager, Ryan Waddell

Notetaker: Teresa Pinson, Administrative Assistant II

Goals for the meeting: Transparency, improved communication, increase consistency across State service delivery, increased opportunities for all CRPs to participate in meetings with IDVR, systematic CRP topics, not individual CRP issues or specific cases.

Topics

Agency Update

Order of Selection is when a State agency does not have adequate personnel or funds to support all services.

We do project this Order, and this is based on Rule 34CFR361.42 and related to our fiscal funds.

- We are moving forward on an Order of Selection. We are working with the State Rehab Council (SRC) to implement the Order and they are also supporting and advising the agency.
- We are engaged with our WIOA partners and preparing the Order of Selection Policies, Procedures and State plan, which will be implemented upon governmental approval.
- Trainings will be provided to our staff.
- Information updates will be provided to our partners.

Public Meetings, the purpose of public meetings is to inform interested parties as to what the Order is.

- Watch for notices as we anticipate public meetings.
- There are several meetings scheduled to take place the week of June 10th and will provide specific information around the Order.

- Leadership encourages you to attend.

PreETS Individualized WBLEs
Lauren Noble, Transition Manager

This is a general reminder that referrals are for services needed at the time. Please do not advertise any additional services when working with parents or customers.

Ceasing Services with VR Customer
IDVR directs the CRP leadership to stop providing a service.

- The email would go out to the CRP as well and the Vocational Director or management.

Cease-of-Service Notification

It's important that there is adequate notification to everyone when there is a cease-of-service. The reason why it's important to provide this notice is to ensure that everyone is aware when services have ended so we don't continue receiving invoices after the service has ended.

- CRP leadership is responsible for notifying frontline staff when services end.
- If the cease-of-services occurred verbally, (i.e., during a meeting or over the phone) then a follow-up email should be sent out and the Vocational Director needs to be included on the email.
- If there is a change in leadership, please contact the CRP Program Manager and notify him of the change so our records can be updated.
- The primary responsibility for communication with direct CRP providers, is the Director, or the identified personnel noted as the lead.
- As a courtesy, team members can copy the employment personnel they are working with.
- We will send the notice to leadership, with the understanding that there will be communication from the leadership down and we will follow-up to make sure when we have a cease-of-service, it is writing.

Question. Why are providers receiving these notices?

Answer. There are several reasons why; maybe the Counselor is unable to contact the individual, or an employer may decide not to participate, possibly a customer may want to change their goal and move in another direction.

If we don't provide specific information to you when a customer stops services, it's because the CRP is not entitled to receive that information. Also, it does not necessarily mean it has to do with the service provision and it may be the customer's choice and sensitive or confidential information.

Authorizations

- IDVR receives invoice for services beyond date IDVR ended the service.
- Unused/outstanding authorization amounts
- Be clear about unused/outstanding authorization amounts.
- Be responsive when receiving emails from VR staff because we are trying work on outstanding or unused authorization for accounting purposes. Fiscal needs your help with this process.

CRP Invoices

- CRP manual guidance states that CRP invoices shall be submitted no later than the last calendar day of the month following the provision of service (e.g., billing for services provided June 17th must be received by July 31st).
- If it has been over 60-days and IDVR has not made payment on an invoice, please contact us so we can discuss why and to assist in correcting/resolving the issue.
- Contact the Field Chief or the PreETS Transition Manager for non-payment issues.

Late Invoices

- A change has been made in processing late invoices and we will update the CRP manual to reflect this change.
- All late invoices (outside of the timeframe) are not to be sent to the fiscal fax.
- For General invoices, send to the Field Chief at OSC.
- For PreETS invoices send to the Transition Manager at OSC.

- Leadership will work closely with the CRP for a better understanding of late billing issues.

Contracted Services

- Contracted services are handled differently. Please refer to and follow the contract requirements.

CRP Invoice Numbers

- There are inconsistencies and variation when referencing invoice numbers.
  - ✓ The Deputy Administration inquired, that for other CRPs that use authorization numbers, is it possible to have a unique invoice number that relates with the service provided and would show there were multiple invoices for one service. In addition, she stated the issue isn't about carry over, it's about timely billings and service dates that correlate with the date the service was provided. We are monitoring more closely when dealing with service provision.
- IDVR authorizations are used in timeframes.
- Sometimes the services may overlap because it might continue into the next month, but the service provision indicates it was used within the timeframe that we needed to provide a new authorization.
- Follow our guidelines and bill for services that have already occurred and submit the invoice the month after the services were provided.

CRP Submitted Questions

1. Where is VR in terms of the VR rate study and what is the plan for addressing the rate should an increase be found to be needed?

Our understanding is that the Administration can increase the rate without legislative approval.

The rate study is a process and the timeline for analysis is June 2024 and the analyzed data will be provided to VR.

2. We have heard there is limited communication to explain why certain authorizations were paid or partially paid. Can you walk us through the best process for ensuring that CRPs and other vendors are in the loop when there is a billing issue?

Field Services Chief states that we should not be short paying any of your invoices. If we are, then we need to be collaborating with you to resolve.

3. What is the best practice?

The best practice is case by case and we are striving to improve and communicate at the level with you. If you need to be kept in the loop, IDVR communication would be with the Employment Specialist or the Vocational Director.

4. What are the reasons why authorizations might not be paid?

Math error and the hours logged don't add up to the invoice amount. In this case these would be sent back for correction.

Another example is if the documentation does not support what's being billed.

There is no communication noted and the authorized activity is outside of the vocational goal. It must meet the standard.

Another reason why an invoice might only be partially paid might be due to it was an unauthorized activity.

Activity Outside of the Authorized Dates

- You can't provide services or change the scope of service and then notify VR.
- The services need to be paused until we have a new document that is within the parameter and the Counselor will make the determination.
- IDVR does do partial billings and CRPs are required to bill the month following the service.
- Follow IDVR guidance so we can so we can move towards consistency.

Continuing Services

- When there is a service on the first authorization and you are waiting for a new authorization to continue the service, you are to use up all the hours on the original authorization until they are gone, or the authorization has expired.

- Once you have exhausted all hours, and the timeframes are valid, then you can move on to the next authorization's service hours.

Monthly Invoices and Supporting Documentation

- The daily log and the notes are utilized when you are with your client. At the end of the month, we ask that the CRP's take all the notes and the daily activity report and synthesize the information into a Summary Report (you can bill for the time you spend the monthly Summary Report).
- When you submit the invoice, you need to include the monthly Summary Report, and your Daily Activity Log needs to be summarized with all other notes for the month.
- IDVR may move towards standardized forms. If you have an example of an Activity Log or Monthly Summary report, please redact, and send to the CRP Program Manager.

5. With the change in submitting invoices to the financial VRAs, has this proven to be more efficient that the prior process of submitting invoices the VRC/VRA involved with the customer?

Overall, it's been good for the agency and some positive feedback.

6. What is the process for appealing the decision to not pay an invoice?

The Center Manager in your area will decide if there is an error on our side. If you disagree with the Center Manager and it is on the General side, you can call the Field Chief.

It is the CRPs responsibility to fall within the dates. Contact Supervisors if the dates don't match.

7. Due to the nature and cost of group PreETS, do you anticipate individual PreETS referrals through the summer?

Service provisions will be provided to those individuals who qualify for services.

8. Can you update us on the changes that will take place either in the organizational structure of internal controls to ensure that vendor payments are processed correctly and in a timely manner?

We are working hard to track where we are, and we are correcting the issues.

We are paying much closer attention to our outstanding authorizations.

We are doing some structural things and the financial VRAs are monitoring when they are sent for correction.

9. Is it to be the practice that the “actual” time of an intake staffing be used for billing purposes? For example, a counselor chooses the length of the meeting and indicates it was less than one so hour. Is 45 minutes the only time that would be allowed to bill for or is a one staffing to be standard that recognized that some staffing’s may be over an hour, while other are under an hour and an average of one hour is accepted?

The billing is based on the amount of time for staffing and for CRPs to do paperwork, and its actual time.

We can amend an authorization to bill for actual time.

10. When a customer is expected to need long term support, what is the process for the VRC to complete it and to ensure long terms supports are available to the customer? This goes beyond being eligible for long-term support and funding through another source. But we will be able to secure the support needed, (i.e., those on Medicaid self-directed services, and the customer’s Medicaid funds are used to support their services but may not have a budget that allows for this service to be added.

Self-directed individuals may not be able to secure additional funds to cover job coaching as those on waivered supported employment have.

The Counselor determines the need for long-term employment support (LTES) and it could be determined that EES is the source for job coaching supports, but EES denies the person.

The way we ensure is by identifying with a waiver, and Counselors will also work with customers.

There are different plans and if the State plan does not support a waiver, you must show that they’re in need of service.

The customer must sign a release to be referred over to EES.

11. Is LUMA being used fully by IDVR?

We are required to use it and it is up to date.

12. How long does it take for an EES referral?

Two weeks.

13. In the event a VRC is working with a customer who is not being successful in their work attempts and decides to pursue group community supported employment or work services through EES, how is the customer notified that this referral has been completed and received by EES along with any supporting documentation?

Once the customer requests the CCI we provide all of that to them to take with them in to where they are going. We do not track those over time.

14. Is there a release of information signed by the customer prior to this occurring?

Yes

15. Can the CRP bill if a customer shows up unprepared?

Yes, and on the Agency side, we will ensure that we are doing our part.

However, it depends on individual circumstances. For example, if there was an agreement and the issue continues, then we need to be looking at the person's ability.

16. How does IDVR verify the customer.
    - EES notifies the customer.

Next CRP Meeting

- The 3rd Wednesday of every odd numbered month
- July 17, 2024, 2:00 pm to 4:00 pm (MST)
- Please submit meeting topics and questions 2 weeks prior – no later than July 3, 2024.