

VOCATIONAL REHABILITATION VENDOR REGISTRATION

FREQUENTLY ASKED QUESTIONS

QUESTIONS

ANSWERS

1

What are the different business classifications?

The Business Classification selection on the registration form has been updated and will indicate 3 different selections. 1) Community Rehabilitation Program, 2) Public Service Provider or 3) Other Private Service Provider. Definitions for each classifications are included in the VR Services Manual located on the VR Vendor website <http://www.in.gov/fssa/ddrs/5448.htm>.

2

Is the background check for all employees providing that service?

Indiana Limited Background checks are to be uploaded for each employee that will be providing one-on-one services with VR participants. If a background check is not available, the agency must provide a document as to when the information will be available or justification for a request to waive the background check. The website for obtaining a background check is <http://www.in.gov/ai/appfiles/isp-lch/>.

3

If services do not require certification or licensure, is the credential step skipped?

License and credentials area optional fields. If you or your agency is required to have a credential that is not uploaded, you will be contacted by VR staff during the approval process. Please review the VR services manual for information on vendor requirements for each service at <http://www.in.gov/fssa/ddrs/5448.htm>.

4

Where do I get a Vendor Bidder Number?

You may obtain your vendor bidder number by visiting the IDOA website at <https://www.in.gov/idoa/2464.htm>. For detailed instructions on how to obtain a vendor bidder number please visit https://www.in.gov/idoa/files/Proc_BidderProfileCreationGuide.pdf

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When we select counties we vendors currently serve, is that where we currently have clients or does it include where we are willing to travel?

Select counties you are currently serving. Vendors can add additional counties as they wish to expand services. If you have the capacity and wish to expand your service area, then you can indicate those counties on the registration.

6	Regarding vendor rates, as a VR placement services provider, we are paid the VR rates - do we have to actually upload their own rates?	No, any vendor providing services for which VR has established rates will not need to upload rates, including community rehabilitation programs providing employment services.
7	Where can the direct deposit form be found?	There isn't an actual direct deposit form. The vendor will need to input their banking information into the appropriate fields as part of the registration process, which captures the direct deposit information.
8	I work at a University. Are all supporting documents required?	Some of the information will be N/A for a University. Please refer to the VR services manual at http://www.in.gov/fssa/ddrs/5448.htm for requirements for each category of vendors. A University will need to submit proof of accreditation. Any other unique questions can be forwarded to VRVendor@fssa.in.gov .
9	Will this PowerPoint presentation and webinar be available at a later date for reference?	All Q & A and training information will be located on the VR Vendor website located at http://www.in.gov/fssa/ddrs/5448.htm
10	We have individual bank accounts for our agency/campus but only one federal tax ID (FEIN). Does each campus need to register in order to get their specific bank information input?	A campus or agency can register independently with different banking information using the same FEIN number. When registered independently, users will only be able to view their account and not other campus'/agencies. They need to ensure they use the appropriate business name (or DBA) for their separate location such as ABC-East, ABC-West, etc.
11	Do previous approved vendors need to complete this process? Did any information get integrated? What is credential information used for?	All vendors must register in the new system, however registration requirements differ based on vendor type. Please refer to the VR Services Manual at http://www.in.gov/fssa/ddrs/5448.htm for specific vendor requirements including vendor credentialing requirements.
12	What is the web address for the Voc Rehab website to start the vendor application?	You will be able to access all links to include access to the VR Claims Payment System/Vendor Registration, trainings and the VR Services Manual on the VR Vendor Portal website located at http://www.in.gov/fssa/ddrs/5448.htm

13

When will service vendors be able to utilize the system for billing purposes?

All VR vendors including employment service providers (CRPs) must complete the vendor registration process in the Claim Payment System. Additional features including authorizations and invoice submission are forthcoming and additional information and trainings will be available for vendors to learn how to utilize the system for billing purposes.

14

Is there a deadline for completing vendor registration in the Claim Payment System?

Currently, there is no deadline to complete vendor registration. However, we encourage all vendors to start the process early since the approval process will take some time. Completing the vendor registration process in a timely manner will lessen the risk of delayed vendor payments due to registrations awaiting approval.

15

Will there be a paper version of the VR vendor registration for those without internet capability?

Currently, there is no paper option but if a vendor has an accommodation request, they can contact VRVendor@fssa.in.gov for assistance in completing vendor registration.

16

When entering information to complete the vendor registration can a user start the process and complete it later?

Yes, a user can start the vendor registration process and save all data entered by clicking on the UPDATE button found in the General Information tab and continue the process later. It is encouraged to gather all required documentation prior to starting your registration process.