

## Q&A - TRAINING CONDUCTED ON 2-21-18

Question	Answer
What is the difference between a for-profit business and a private business?	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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> .
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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> .
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 <a href="http://www.in.gov/ai/appfiles/isp-lch/">http://www.in.gov/ai/appfiles/isp-lch/</a> .
Will there be a list of all of the required credentials, certifications, documents, etc. for each type of service available before March 1?	Please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for all vendor requirements. Credential Information is located in each service category area. For any additional questions, you may email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a> .
For credential type, I am an occupational therapist (professional) and certified driving rehab specialist (certification), would I check certification?	Please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for all vendor requirements. Credential Information is located in each service category area. For any additional questions, you may email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a> .
Where do we get our Vendor bidder #? I missed something.	You may obtain your vendor bidder number by visiting the IDOA website at <a href="https://www.in.gov/idoa/2464.htm">https://www.in.gov/idoa/2464.htm</a> . For detailed instructions on how to obtain a vendor bidder number please visit <a href="http://in.gov/idoa/files/VendorHandbook.pdf">http://in.gov/idoa/files/VendorHandbook.pdf</a>
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.

<p>When do you expect to actually switch over to this new system and how much will it improve payment turn around time?</p>	<p>The Claim Payment System is currently live, however the claiming functionality is not available at this time. Once it becomes available stakeholders will receive notification and be provided the opportunity to participate in additional trainings specific to this functionality. Currently we do not have a go-live date for this functionality. Yes, the turn-around time for payment will be significantly improved because EFT's payments process on an average of 3-7 days sooner than paper checks. In addition, users will have the ability to view the status of their claims and funds will be disbursed on a regular schedule</p>
<p>Can you repeat what you said about the background check? Where do we get that?</p>	<p>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 <a href="http://www.in.gov/ai/appfiles/isp-lch/">http://www.in.gov/ai/appfiles/isp-lch/</a>.</p>
<p>Back to the county question: I serve clients out of the Richmond and Columbus offices. They have clients in several counties and while I have not provided driving rehab in each of those counties, I don't want the system to limit my perceived coverage are</p>	<p>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.</p>
<p>Regarding statement that all staff providing services must be registered: What sort of credentials would be expected for Employment Consultants? They are not licensed.</p>	<p>This information would not typically be required for individual job coaches or employment consultants. In general, CRPs will need to submit accreditation documents for the employment services program, but not for individual staff.</p>
<p>Regarding vendor rates: as a VR placement services provider, we are paid the VR rates - do we have to actually upload their own rates?</p>	<p>No, any vendor providing services for which VR has established rates will not need to upload rates, including community rehabilitation programs providing employment services.</p>
<p>where can the direct deposit form be found?</p>	<p>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.</p>

<p>If we have multiple campuses (a college), does each campus need to register or do we register as one? All campuses have the same FEIN.</p>	<p>Each campus/business can register independently with different banking information using the same FEIN number. The campus/business must ensure the use of the appropriate business name (or DBA) for their campus. If registering as separate campus/businesses, there will not be view capability to other campus' authorizations and claims. If the business entity (or main campus) needs to see all authorizations and claims, they must have separate logins for each location and reports will be generated for that specific location.</p>
<p>So will all Providers need to have a background check uploaded?</p>	<p>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 <a href="http://www.in.gov/ai/appfiles/isp-lch/">http://www.in.gov/ai/appfiles/isp-lch/</a>.</p>
<p>Under Service and Good we need to put everything down we do with VR?</p>	<p>Yes. Vendors will be able to select from a drop-down list, the types of services provided by the vendor. They will need to select 'add' for each service they provide.</p>
<p>We are a University that have VR patients, such as dentistry, optometry, and speech and hearing. We are all in different areas but under the same TX ID number. How should we register?</p>	<p>Each campus/business can register independently with different banking information using the same FEIN number. The campus/business must ensure the use of the appropriate business name (or DBA) for their campus. If registering as separate campus/businesses, there will not be view capability to other campus' authorizations and claims. If the business entity (or main campus) needs to see all authorizations and claims, they must have separate logins for each location and reports will be generated for that specific location.</p>
<p>I work at a University are all supporting documents required?</p>	<p>Some of the information will be N/A for a University. Please refer to the VR services manual at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for requirements for each category of vendors. A University will need to submit proof of accreditation. Any other unique questions can be forwarded to <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a>.</p>
<p>I would like a PDF file of todays PowerPoint how can I get you my email so you can send it to me.</p>	<p>All training material can be found on the VR Vendor Website at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a></p>
<p>What time frame are you looking at for us vendors to be able to start sending in claims with the new process.</p>	<p>The go-live implementation date for the Claims Payment System is unknown at this time.</p>
<p>Once a vendor has submitted a claim in the system will we be able to track them claim in order to see when payment would be in?</p>	<p>The claims payment system information is still in the final stages of testing and training will be forthcoming.</p>

<p>If we are currently a vendor for VR do we have to submit all of these forms to be uploaded?</p>	<p>All vendors must register in the new system, however registration requirements differ based on vendor type. Please refer to the VR Services Manual at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for specific vendor requirements including vendor credentialing requirements. Some forms are not required for all vendors, based on vendor type.</p>
<p>We have 5 offices that are listed under our 1 Tax ID# but each office has a separate NPI #. Does each office have to be listed separately?</p>	<p>Each business can register independently with different banking information using the same FEIN number. The business must ensure the use of the appropriate business name (or DBA) for their site. If registering as separate businesses, there will not be view capability to other business' authorizations and claims. If the business entity needs to see all authorizations and claims, they must have separate logins for each location and reports will be generated for that specific location.</p>
<p>We use a clearing house when filing our claims. Will we be able to submit claims for VR through our clearinghouse or will we have to use the online claim filing through this new system?</p>	<p>Once the Claims Payment System goes live, all claims must be submitted through the system.</p>
<p>If we already have direct deposit set up do we still need to submit a new direct deposit form?</p>	<p>Yes. This will ensure the banking information is accurate in the new system and ensure funds are deposited in the correct account.</p>
<p>Will vendor bidder numbers be sent to us?</p>	<p>You may obtain your vendor bidder number by visiting the IDOA website at <a href="https://www.in.gov/idoa/2464.htm">https://www.in.gov/idoa/2464.htm</a>. For detailed instructions on how to obtain a vendor bidder number please visit <a href="http://in.gov/idoa/files/VendorHandbook.pdf">http://in.gov/idoa/files/VendorHandbook.pdf</a></p>
<p>If we only list counties where we have clients, does this limit us to only getting referrals for those counties?</p>	<p>If you have the capacity and wish to expand your service area, then you can indicate those counties on the registration.</p>
<p>Is this registration for individuals who are providing services, such as mileage reimbursement, and does not run as a business?</p>	<p>VR clients receiving reimbursement directly from VR will be able to access the system at a later date. Individuals providing any type of service to VR clients must register in the new system, however registration requirements differ based on vendor type. Please refer to the VR Services Manual at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for specific vendor requirements. Some forms are not required for all vendors, based on vendor type.</p>

<p>I am a mom who is taking a VR client back and forth to college so I have no official documentation, certification, etc; what information would I have to upload showing I have been approved by VR to do this.</p>	<p>VR clients receiving reimbursement directly from VR will be able to access the system at a later date. Individuals providing any type of service to VR clients must register in the new system, however registration requirements differ based on vendor type. Please refer to the VR Services Manual at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for specific vendor requirements. Some forms are not required for all vendors, based on vendor type.</p>
<p>Do all individuals within the Provider who will be submitting Claims need to do the Vendor registration or will it have the functionality to add users because we have a number of Case Managers who submit billing for each county?</p>	<p>Each agency can set up their accounts in what works best for that particular agency. There is no limit to the number of staff that can have access to the system and submit claims.</p>
<p>Also, looking back, there was a section on certification training..what does this mean when it meant to add license 3?</p>	<p>Please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for all vendor requirements. License and credential Information is located on each service category area. For any additional questions, you may email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a>.</p>
<p>Will you send out a Q &amp; A answering the questions as I am not understanding any of these and it is not answered in the Chat feature. And, the gentleman speaking is garbled.</p>	<p>All Q &amp; A and training information will be located on the VR Vendor website located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a></p>
<p>What is the Vendor Bidder #? Where do we get this information?</p>	<p>You may obtain your vendor bidder number by visiting the IDOA website at <a href="https://www.in.gov/idoa/2464.htm">https://www.in.gov/idoa/2464.htm</a>. For detailed instructions on how to obtain a vendor bidder number please visit <a href="http://in.gov/idoa/files/VendorHandbook.pdf">http://in.gov/idoa/files/VendorHandbook.pdf</a></p>
<p>What licensure is needed on credentialing field for staff members. If required, what must be put in there?</p>	<p>Please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for all vendor requirements. License and credential Information is located on each service category area. For any additional questions, you may email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a>.</p>
<p>What vendor rates? Are we allowed to set rates? Or will these be entered according to VR standards for services?</p>	<p>Any vendor providing services for which VR has established rates will <b>not</b> need to upload rates, including community rehabilitation programs providing employment services. If you are unsure, please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for all vendor rate requirements. For specific questions, you may email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a>.</p>
<p>Will all Q&amp;A questions and answers be typed out and sent with the power points?</p>	<p>All Q &amp; A and training information will be located on the VR Vendor Portal website located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a></p>

<p>If there are services provided in the school's, do we need all school address loaded?</p>	<p>The question does not provide sufficient information. Please email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a> with additional information.</p>
<p>Will you provide a list of documentation needed?</p>	<p>Please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for all vendor requirements.</p>
<p>Will we be able to work on this, save and come back to complete? Or will it need to be done in one sitting?</p>	<p>Yes, but it is recommended to obtain all of the documentation prior to starting your registration.</p>
<p>I am a blind rehabilitation teacher. We do not have licenses or expiration dates. My only documentation would be my diploma from college. I have taught the blind in Indiana since 1990.</p>	<p>Appropriate documentation would be a copy of your college diploma along with your resume. Please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for more information.</p>
<p>I teach multiple areas of Blind Rehabilitation and charge a flat rate (it is not Medicare or Medicaid) just a rate established between the state and myself, as a personnel vendor, years ago.</p>	<p>If you have set rates already established with VR, you do not need to submit new rates, but would indicate you have previous set rates on your registration.</p>
<p>I have worked with Voc Rehab for 20 years and don't think I have ever had a background check. Do I need to get one now?</p>	<p>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 <a href="http://www.in.gov/ai/appfiles/isp-lch/">http://www.in.gov/ai/appfiles/isp-lch/</a>.</p>
<p>Will this power point presentation and webinar be available at a later date for reference?</p>	<p>All Q &amp; A and training information will be located on the VR Vendor website located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a></p>
<p>Is there any information available about how billing will need to be submitted? Will claims need to be submitted individually or can we submit claims in batches?</p>	<p>The claims payment system information is still ongoing the final stages of testing and training will be forthcoming.</p>
<p>if we have multiple people from our company that need to access this will we all use the same username and password</p>	<p>The system will allow multiple staff to access the system, but only one person should initially register and add additional users to the account.</p>
<p>When you were talking about certifications/licenses and background checks if that for all staff that work with clients or staff using the system? or both?</p>	<p>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 <a href="http://www.in.gov/ai/appfiles/isp-lch/">http://www.in.gov/ai/appfiles/isp-lch/</a>.</p>

<p>Back ground checks for all ES and business office staff? who is involved</p>	<p>Indiana Limited Background checks are required for every employee that will be one-on-one services with a VR participant. The website for obtaining a background check is <a href="http://www.in.gov/ai/appfiles/isp-lch/">http://www.in.gov/ai/appfiles/isp-lch/</a>. If you have an employee you wish to request an exception, please email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a> with details of that request.</p>
<p>how do we know what our Credential Information is?</p>	<p>Please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for all vendor requirements. License and credential Information is located on each service category area. For any additional questions, you may email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a>.</p>
<p>When entering credentials, is this for consultant and what if submissions are going to come straight from accounting department</p>	<p>If only one person is registering for the agency, then they would upload all credentials from the staff providing services, as applicable. Please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for all vendor requirements. License and credential information is located on each service category area. In some cases, individual staff credentials are not required, but an organization's accreditation requirements must be provided, such as is the case with a community rehabilitation program. For any additional questions, you may email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a>.</p>
<p>I do not see clients in my office but travel to their town or the closest location. That location total is maybe 40-50 specific places. Can I cover that by checking the county or do I have to list each specific address.</p>	<p>You only need to check the counties.</p>
<p>You have used a number a terms that I have never seen before. Will there be a legend for such terms?</p>	<p>Please refer to the VR Services Manual located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a> for a list of all acronyms and definitions. If there is a specific term you are unsure of you can email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a></p>
<p>I don't understand the bidding number issue. I have done VR work for 32 years and have always been sent a referral by the VRC.</p>	<p>This is a new VR requirement for all vendors receiving state/federal reimbursement. You may obtain your vendor bidder number by visiting the IDOA website at <a href="https://www.in.gov/idoa/2464.htm">https://www.in.gov/idoa/2464.htm</a>. For detailed instructions on how to obtain a vendor bidder number please visit <a href="http://in.gov/idoa/files/VendorHandbook.pdf">http://in.gov/idoa/files/VendorHandbook.pdf</a></p>
<p>How will I know when a payment claim is approved or if not, why?</p>	<p>The claims payment system information is still ongoing the final stages of testing and training will be forthcoming.</p>

<p>Why will this electronic payment system be better than the Gov Daniels IBM welfare fiasco? VR works with a broad range of businesses, individual providers, clients, etc. who bring an equally broad range of computer savvy or lack thereof.</p>	<p>Our goal is to provide quality service to not only our VR participants but also our VR vendors. We have every confidence this system will provide greater visibility, tracking and speed of vendor payment once the system is fully functional.</p>
<p>Many of your answers seem "we'll get back to you" or "parking lot". This system is complicated and confusing. And so how will you support the questions that will come as we try to register and then submit claims?</p>	<p>Our goal is to provide quality service to not only our VR participants but also our VR vendors. We have every confidence this system will provide greater visibility, tracking and speed of vendor payment once the system is fully functional. The responses we are able to provide at this time are pertaining specifically to the VR vendor registration process. We are unable to address many question about the VR claims payment system at this time, because that phase (phase 2) of the system is still in development. Training will be provided on the claims payment system in the future and a Q&amp;A will be provided.</p>
<p>We have individual bank accounts for each campus but only 1 tax ID. Does each campus need to register in order to get their specific bank information input?</p>	<p>Each campus/business can register independently with different banking information using the same FEIN number. The campus/business must ensure the use of the appropriate business name (or DBA) for their campus. If registering as separate campus/businesses, there will not be view capability to other campus' authorizations and claims. If the business entity (or main campus) needs to see all authorizations and claims, they must have separate logins for each location and reports will be generated for that specific location.</p>