

Q&A - TRAINING CONDUCTED ON 2-22-18

Question	Answer
Profit, Non-profit, Private. Explain "Private". All businesses are either For-profit or Non-profit., and They are either Private or Public.	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 .
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.
What sort of credentials would be expected for Job coaches and Employment Consultants? They are not licensed.	Current CRPs will need to submit current accreditation documents for their employment services program, but not for individual staff.
What type of supporting documentation will a higher education institution, billing tuition & fees be required to submit? It seems like most of the list is n/a except for W-9?	Correct, 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 .
A higher education institution would be responsible for billing multiple services/goods - but billings are happening in different departments. Is that one registration for IU as a whole or one registration for billing office?	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.
Before we register, we want to know what will be expected of us as vendors. Will we be required to submit our invoices through this system or will paper invoices mailed to VR counselors still be accepted?	Currently, claims will be processed in the same manner. Once the new Claims Payment System goes live, all claims will be submitted electronically through the system.
Is this registration only to register the vendor/business - and later in the process we will be able to create individual user accounts for our employees?	This registration is for all businesses that receive reimbursement payments directly through VR. Each business/vendor can create or lock individual user accounts for each employee they grant system access.
Will users be able to have access to more than one vendor location?	The claims payment system information is still in the final stages of testing and training will be forthcoming.
Will users submitting invoices be able to have access to more than one vendor location?	The claims payment system information is still in the final stages of testing and training will be forthcoming.

<p>Will higher education institutions be required to input tuition and fee rates?</p>	<p>No, rates for tuition and fees will not be required as part of the registration. The VR Services Manual located at http://www.in.gov/fssa/ddrs/5448.htm outlines service types that require rates to be included with the registration submission.</p>
<p>Can you clarify the comment about one or multiple locations with same tax-id? Is that one or multiple registrations</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>Does this system apply to a university billing on a cost reimbursable grant award?</p>	<p>The claims payment system will be used for billing for individualized VR client services. Activates provided through contracts awarded by VR will not be billed through the claims payment system.</p>
<p>When will we be able to access the User Manual?</p>	<p>The VR Services Manual and detailed training to register for the CPS system is located at http://www.in.gov/fssa/ddrs/5448.htm</p>
<p>For the user registration, do we only have 1 registration for each business?</p>	<p>Each organization can set up their accounts according to the needs of that particular entity. There is no limit to the number of staff that can have access to the system.</p>
<p>should i update all this information now? or can I not do it until march 1?</p>	<p>You cannot upload any information until the vendor registration goes live. A notification will be send through the VR vendor list serve once the registration process is open.</p>
<p>For the password updates, what do we do when we do not have Indiana VR all that often?</p>	<p>The vendor should attempt to reset their own password on the public home screen where login credentials are entered. If they need additional assistance, vendors can contact the PCG Helpdesk.</p>
<p>We would need to update every time</p>	<p>Question is unclear. Please contact the PCG Helpdesk.</p>
<p>Will individual staff from an agency be able to register also to see claims paid and unused funds?</p>	<p>The claims payment system information is still ongoing the final stages of testing and training will be forthcoming.</p>
<p>How does this new system improve on getting paid by VRS? Will it be quicker?</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 turn-around time for payment will be significantly improved. 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>Do previous approved vendors need to complete this process? Did any information get integrated? What is credential information used for?</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 http://www.in.gov/fssa/ddrs/5448.htm for specific vendor requirements including vendor credentialing requirements.</p>
<p>Does this process accommodate out of state vendors that have been previously approved by Indiana VRS?</p>	<p>Yes. 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.</p>
<p>Can vendors have two different accounts with the same tax ID? We have two different divisions within our company that provides different services for VR.</p>	<p>Each division can register independently with different banking information using the same FEIN number. They need to ensure they use the appropriate business name (or DBA) for their separate location such as ABC-East, ABC-West, etc. 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>When going in to enter the information, does it have to be completed all at the same time or can it be entered at different times?</p>	<p>Yes, but it is recommended to obtain all of the documentation prior to starting your registration.</p>
<p>Not sure whether this applies to our school corporation...however, we receive a check from Public Consulting Group. Does this relate to that check...do we now need to register so that it is received by EFT?</p>	<p>This is a system to be used only by vendors who submit claims directly to Vocational Rehabilitation Services for reimbursement of services provided to VR participants.</p>
<p>We have different divisions of our facility that all work under different NPI numbers and perform different services. Can we have multiple registrations?</p>	<p>Each division can register independently with different banking information using the same FEIN number. They need to ensure they use the appropriate business name (or DBA) for their separate location such as ABC-East, ABC-West, etc. 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>I may have missed the question but what is the website address to register.</p>	<p>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 located at http://www.in.gov/fssa/ddrs/5448.htm. The actual CPS link is not currently live. Once it goes live, the link will be posted on the VR Vendor Portal website.</p>
<p>Should I have our bookkeeper take this training as she will be dealing with more of this on a day-to-day input?</p>	<p>Yes. Any staff member that will be submitting claims are advised to review the training. All trainings and the VR Services Manual on the VR Vendor Portal located at http://www.in.gov/fssa/ddrs/5448.htm.</p>
<p>I currently have an EFT into a savings account. Does EFT have to go into checking account?</p>	<p>The banking information provided through the registration process is where the funds will be deposited.</p>