

Q&A - TRAINING CONDUCTED ON 2-23-18

Question	Answer
What is the the web address to register?	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
What is the web address to go to the Vendor registration	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
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
Will the power point presentation be available to download after the presentation?	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
We will have several people who need access to this payment system. Will we have one log in for all users or will each user create their own log in?	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.
Will we have access to these slides following the webinar?	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
will we receive a copy of this with transcripts to be able to look at it in the future when we need to do this?	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 website located at http://www.in.gov/fssa/ddrs/5448.htm
Who requires a background check per the new system?	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/ .
Will all the requested information be needed for a University to do business with Voc Rehab? Meaning credentials and some of the documents requested.	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 .

<p>Is the background check just for the provider or all employees working at the provider's office?</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 http://www.in.gov/ai/appfiles/isp-lch/.</p>
<p>Is this PowerPoint available online somewhere or can it be sent out to attendees please?</p>	<p>Yes. 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 website located at http://www.in.gov/fssa/ddrs/5448.htm</p>
<p>Which should be the primary address? Where services are taking place or the billing address? Bosma has two buildings from where services are taking place and the billing address.</p>	<p>Each agency chooses which address they want to select as their 'primary' address.</p>
<p>How do you know what counties you are approved to serve? I assume it is the county that my practice is located, but I have never been told if other counties would be included as my service locations.</p>	<p>Only 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>Counselors typically send authorization for tuition for a client and I invoice Voc Rehab for a semester of approved tuition/fees.</p>	<p>The claims payment system will be used for billing once it is in place later this year. Information is still ongoing the final stages of testing and training will be forthcoming. Currently, vendors must complete the registration process explained in the training as step one.</p>
<p>If you are already set up for electronic payments w/VR, do you have to complete the process again?</p>	<p>Yes. All vendors must register in the new system, however registration requirements differ based on type of vendor (e.g. for a community rehabilitation program providing employment services only). 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>If doing vehicle modifications, do we have to list all the different modifications that we do? Is there a way do upload this all one time for multiple locations?</p>	<p>In the Services/Goods tab, you must select the general category of Vehicle Modifications. You will also be able to upload documents to provide more specific details.</p>
<p>Where can we find the manual that you identified in webinar?</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 website located at http://www.in.gov/fssa/ddrs/5448.htm</p>
<p>Does each staff member go through the full registration process or only the company and each staff attached under that company?</p>	<p>Yes. Any staff member that will be submitting claims needs to go through the full registration process. It is advised that any person using the system complete the training located at http://www.in.gov/fssa/ddrs/5448.htm</p>

<p>On slide 23. You ask if any family members are receiving services from VR or work for VR. Do we click the box for yes or click the box for no? Also, how long should we expect it to take to be Approved or Not Approved?</p>	<p>That particular question is being removed from the registration. Confirmation that the registration is completed and accepted is expected to take 4-6 weeks.</p>
<p>Who's information should be entered for the License and Background Check in the Credentials?</p>	<p>Please refer to the VR Services Manual located at http://www.in.gov/fssa/ddrs/5448.htm for all vendor requirements. Credential Information is located on each service category area. For any additional questions, you may email VRVendor@fssa.in.gov.</p>
<p>Will there be a written summary/recap from today's training sent to us via email?</p>	<p>You will be able to access training materials and the VR Services Manual on the VR Vendor website located at http://www.in.gov/fssa/ddrs/5448.htm</p>
<p>Can only one person fill out the application? Or can multiple people each take a part to fill out?</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, however, there should be only one agency 'SuperUser' that controls the account.</p>
<p>Will this payment system be for VR service billing only, or also include VR billing relative to separate VR projects, like Pre-ETS and Establishment Project?</p>	<p>The Claims Payment System is still in the final stages of testing. Detailed information and training will be forthcoming.</p>
<p>Does the entire registration have to be completed at one time, or can I save the information I have and come back later to complete the rest of the registration?</p>	<p>It can be done either either way, but it is recommended to obtain all of the documentation prior to starting your registration.</p>
<p>How do I find my Vendor Bidder#? If you already have an EFT signed up through Voc Rehab you have to resign up through this? Can you have more than one notification email for the eft Notice?</p>	<p>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 http://in.gov/idoa/files/VendorHandbook.pdf</p>
<p>Can you answer my service location question? It was how do I know what my service locations are? i.e. only th e county I practice in or adjacent counties?</p>	<p>Only 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>You mentioned EFT notices. We currently have EFT emails going to several persons. These will no longer come on the state ACH file, they will come as their own file and to only one person or email address</p>	<p>We require additional information to respond to your question. Please contact the PCG helpdesk at 833-475-3061</p>
<p>Will tutors need to submit a background check?</p>	<p>We will have additional information forthcoming for individuals and VR participants that are not businesses and details regarding how they will be able to register their information in the system in order to receive payment.</p>