

## Q&A - TRAINING CONDUCTED ON 2-26-18

Question	Answer
Should we fill out online paperwork that will be left on file if we are not currently doing a job.	If you are a current vendor and will be continuing to provide services, yes, you must register.
Why is this made so hard to get into? I was just able to join this conference now!	We apologize for any technical issues you had while trying to join the conference call training. 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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>
How can I get all the info I missed?	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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>
When will this process begin after registration has been completed?	The Claims Payment System is still in the final stages of testing. Detailed information and training will be forthcoming.
What is the CPS website address info provided?	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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>
I would like PowerPoint copy sent.	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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>
what is the exact link address for the registration website	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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>
Are there certain approved background check companies or reports that are required?	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> .
If a vendor owes any taxes will the application be denied? If taxes are owed will EFT be sent to the IRS or State or is all funding cut off even if tax payments are being made with arrangements	Please email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a> with details of the request.
where is this website for CPS ?	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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>

federal criminal background check?	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 invoices require case numbers & authorization numbers be input into the system?	The Claims Payment System is still in the final stages of testing. Detailed information and training will be forthcoming.
For credentialing; what if we are a group?	For multiple credential upload, please initially upload one credential, then upload another document and select "other" and title "additional credentials". For additional questions, please email <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a> , and 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.
Is there a link to where I register?	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 Portal website located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>
If claims "can" be submitted through the system does that mean it will be the only way to submit them or can we continue with our current claim submission process?	The claims payment system information is still in the final stages of testing. Detailed information and training will be forthcoming. However, once the Claims Payment System is in place, vendors must submit claims through the system.
If we are currently set up with EFT deposits, do we have to complete this again?	Yes, all current vendors must register in the new system.
Do you recommend an accounting staff member to be the primary account holder?	Each organization can set up its accounts in accordance with needs for that particular agency. There is no limit to the number of staff that can have access to the system.
Are claims submitted through this system?	The claims payment system information is still in the final stages of testing and training will be forthcoming. Once the claims payment system is in place, vendors must submit claims through the system.
Is this for employment services only?	No, the system must be used for all VR vendors.
To clarify all vendors who receive payments from FSSA are required to register?	All vendors who received payments from FSSA for provision of services authorized by Vocational Rehabilitation (VR) must use the system.
Will there be a file upload portal for the billing? If so what file types will be accepted?	The Claims Payment System is still in the final stages of testing. Detailed information and training will be forthcoming.
Will the password be coming through the email as plain text or will the email be an encrypted email?	Yes
Will authorizations information for clients be available on the website?	The Claims Payment System is still in the final stages of testing. Detailed information and training will be forthcoming.

<p>Are the PDF documents Text based documents?</p>	<p>A Portable Document Format (pdf) file is a self-contained cross-platform document. In plain language, it is a file that will look the same on the screen and in print, regardless of what kind of computer or printer someone is using and regardless of what software package was originally used to create it. Although they contain the complete formatting of the original document, including fonts and images, PDF files are highly compressed, allowing complex information to be downloaded efficiently.</p>
<p>Will claims be able to be uploaded through a file upload process and what type of file will be accepted if so?</p>	<p>The Claims Payment System is still in the final stages of testing. Detailed information and training will be forthcoming.</p>
<p>What is the deadline for registration to be completed?</p>	<p>There is no deadline for registration, however, we encourage all vendors to start the process early to ensure ample time to complete the process before the claims payment system is in place. This will help to reduce reimbursement delays once the new payment system goes live.</p>
<p>Where do we find our Vendor Bidder Number?</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>For agencies, do we need to submit background check info for all staff who provide VR services.</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>we currently receive EFT payments and notices via email - do we have to re-register thru this system?</p>	<p>Yes, all current vendors must register in the new system in preparation for the implementation of the claims payment system.</p>
<p>For agencies, will any staff providing VR services be able to submit invoices?</p>	<p>Each agency can set up their accounts in what works for that particular agency. There is no limit to the number of staff that can have access to the system.</p>
<p>Does this payment system apply to the State of Indiana DDB records request.</p>	<p>This system is for reimbursement claims from Vocational Rehabilitation Services only.</p>
<p>Can this PowerPoint presentation be printed out?</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 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>What is the web site for the "Welcome to the VR CPS?"</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 Portal website located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a></p>

currently we have an admin that set our original account up will that still be the way that this will work.	Each organization can set up its accounts in accordance with needs for that particular agency and the staff they choose to input and receive information. There is no limit to the number of staff that can have access to the system.
Can we link additional users to the main business account?	Each organization can set up its accounts in accordance with needs for that particular agency. There is no limit to the number of staff that can have access to the system.
We serve multiple counties and have several offices. Would using the corp address suffice?	The pay to address must match the banking information. If you have different billing addresses with different checking account numbers that use the same FEIN, you may set those accounts up as well under a unique business name, i.e. ABC-North, ABC-West, etc.
If we are a vendor that does a service that doesn't require certification or licensure, is there a N/A option to pick in the drop down menu?	The certification/licensure section is optional. Once your registration is submitted, if there are any issues or missing documents, the vendor will be notified.
Will we be allowed to partially register and then submit backgrounds at a later date?	Yes, but it is recommended to obtain all of the documentation prior to starting your registration.
Will vendors that have more than one service location have to set up multiple registrations?	The billing address must match the banking information. If you have different billing addresses with different checking account numbers that use the same FEIN, you may set those accounts up as well under a unique business name, i.e. ABC-North, ABC-West, etc.
Where will you find the link to complete vendors 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 website located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>
When entering does all have to be entered at once or can you come back latter	You can save information and input later, but it is recommended to obtain all of the documentation prior to starting your registration.
Will you be able to allow them to view authorizations but not bill/submit claims	The Claims Payment System is still in the final stages of testing. Detailed information and training will be forthcoming.
Will this presentation be available for review to assist with completion	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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>
When is it expected that the claim/payment system will go live?	The Claims Payment System is still in the final stages of testing. Detailed information and training will be forthcoming.
We are a dog training center that trains service dogs. It will be very intermittent that we are invoicing the state. Does this apply to us?	Yes, if you are a current vendor and will be continuing to provide services, you must register.

<p>I also do not believe we have all the forms and information that is requested for the General info Tab. Where do we get all of that information? We did not have to submit all of that info when we originally became a vendor over a year ago.</p>	<p>This is a new system with new requirements. You will need to submit information that is required based on your business classification. For detailed information, 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 and links to forms and other vendor information.</p>
<p>Because there are so many steps in the registration process, is there a way to get a copy of the power point to follow along with as I register?</p>	<p>Yes, all materials can be accessed on the VR Vendor Portal website at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a>.</p>
<p>When will you publish this information? we are down to just a few days until you start using this system in March?</p>	<p>The first step is for a vendor to complete the registration process. The use of the system to submit claims will not begin until later this year. Vendors can 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 <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a></p>
<p>What number should I call to contact the right person at FSA? We have a lot of specific questions regarding this registration, because we are not a traditional provider.</p>	<p>All service questions need to be in writing to <a href="mailto:VRVendor@fssa.in.gov">VRVendor@fssa.in.gov</a>.</p>
<p>where do you go to complete the registration</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 website located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a></p>
<p>We have provided services to VR for many years and have never undergone a background check. Is this now required?</p>	<p>This is a 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 <a href="http://www.in.gov/ai/appfiles/isp-lch/">http://www.in.gov/ai/appfiles/isp-lch/</a>.</p>
<p>What is the website to start the registration process?</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 website located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a></p>
<p>how would others enter the program</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 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 this just a program for certain people</p>	<p>All vendors submitting claims to Indiana Vocational Rehabilitation Services must register in the system.</p>
<p>What is the website address for more information</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 website located at <a href="http://www.in.gov/fssa/ddrs/5448.htm">http://www.in.gov/fssa/ddrs/5448.htm</a></p>