

Q&A - TRAINING CONDUCTED ON 2-27-18

Question	Answer
How do I find my "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 http://in.gov/idoa/files/VendorHandbook.pdf
Will we be told where to find the direct deposit form that is required?	There isn't an actual direct deposit form. The agency will input their banking information into the appropriate fields which captures their direct deposit information.
Is everyone required to complete a background check? This has not been required previously, to my knowledge.	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/ .
Is it possible to save partial information prior to completing and submitting the entire application?	You can save information and input later, but it is recommended to obtain all of the documentation prior to starting your registration.
Where can the user guide be found?	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
Is this presentation online?	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
When does the system go live	A notification will be sent to the vendor list serve once the system is live.
I understand that registration is possible starting 3/1. When will we be able to utilize the system for billing purposes?	The claims payment system functionality is in development. A notification will be sent to the vendor list serve once the system is live.
What will be timeframe on payments? Still 35 days, or will it be quicker?	Reimbursement is anticipated to happen more quickly once the claims payment system is in place.
Will there be a paper version of this registration? (for consumers who do not have internet but wish to be a vendor).	No, but if a vendor has an accommodation request, they can contact VRVendor@fssa.in.gov and we will assist them in registering.
Why all the documentation now when not needed before?	This is a new system with new requirements. Vendors will need to submit information that is required based on its business classification. For detailed information, please refer to the VR Services Manual located at http://www.in.gov/fssa/ddrs/5448.htm for all vendor requirements.

<p>Are we expected to submit payments with this system? IF so, starting when?</p>	<p>The claims payment system functionality is in development. A notification will be sent to the vendor list serve once the system is live. Once the system is in place, vendors must submit payment through the system.</p>
<p>I work for Spalding University and I believe we currently have one student that uses IN voc rehab. What is a vendor Bidder Number?</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 more than one have access with individual username/password</p>	<p>Each agency can set up the number of accounts needed for that particular agency. There is no limit to the number of staff that can have access to the system. Each user will have their own username and password.</p>
<p>Does the actual entity report need to be uploaded</p>	<p>Yes. You may obtain a free copy of your Business Entity Report by going to the Indiana Secretary of State's website at https://inbiz.in.gov/BOS/Home/Index</p>
<p>As soon as we are registered can we bill right away</p>	<p>No, registering is the first step in the process. The claims payment system functionality is in development. A notification will be sent to the vendor list serve once the system is live.</p>
<p>When you said that we should use a business email account, did you mean that we should set up a new email just for this purpose, or that we should simply use a business email?</p>	<p>If your agency has a general business email account, that may be a good option for an agency to use since employees may retire or change jobs. Using an individual employee email addresses is also acceptable.</p>
<p>What kind of credentialing are you expecting individuals to have? Examples?</p>	<p>Please refer to the VR Services Manual located at http://www.in.gov/fssa/ddrs/5448.htm for all vendor requirements. License and credential Information is located on each service category area. For any additional questions, you may email VRVendor@fssa.in.gov.</p>
<p>Is there a deadline for completing the registration?</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>Who should be registered? Should we register all staff or just staff directly working with the payment system?</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>We are a physician specialty practice, it would be near impossible to provide every possible service and associated fee as services patient specific</p>	<p>If a vendor already has established rates with VR, a medical provider who is reimbursed at Indiana Medicaid rates, the vendor does not need to submit rates. If a vendor is unsure as to whether rates should be submitted, please refer to the VR Services Manual located at http://www.in.gov/fssa/ddrs/5448.htm for all vendor rate requirements. For specific questions, please email VRVendor@fssa.in.gov.</p>

Could you expand on the Limited Background
Check requirement

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