

STATE OF ARIZONA  
REHABILITATION SERVICES ADMINISTRATION (RSA)  
MANAGED SERVICE PROVIDER (MSP)  
INFORMATION FOR VR STAFF

**May 2026**

# Agenda

- MSP Introduction
- RSA/VR, MSP, & CRP Roles and Responsibilities
- VR Services Available through MSP
- MSP Process
- Common Issues, Key Tips & Myths
- Need Help?



# MSP Introduction

# ■ MSP Introduction

- Knowledge Services is the Managed Service Provider (MSP)
- The MSP manages the Vendor networks for specific VR services
- The MSP has a total of 20 team members dedicated to serving the AZVRS MSP Program
- The terms MSP, Knowledge Services, Guidesoft, and AZVRS MSP Program are used interchangeably



# **RSA/VR, MSP, & CRP Roles and Responsibilities**

# Roles and Responsibilities

- RSA Administration (including RSA Contracts Unit, Program SMEs, Office of Procurement, etc.)
  - Develops and approves Service Specifications & associated forms
  - Establishes insurance requirements & vendor qualifications
  - Negotiates provider rates
  - Reviews and approves all service providers
  - Coordinates training, guidance, & workflow with Knowledge Services
- RSA/VR Staff:
  - Works with client to identify and plan VR services
  - Submits MSP New Client Referral Form
  - Assists client in choosing appropriate vendor
  - Authorizes services per service specifications
  - Reviews vendor reports/invoices and approves payments to vendors
  - Responds to inquiries from Knowledge Services Team and Vendors within forty-eight (48) hours

# Roles and Responsibilities cont.

- Knowledge Services (MSP)
  - Subcontracts with approved vendor network
  - Processes VR referrals & authorizations, communicates with vendors & RSA staff, validates reporting documentation to facilitate invoicing
  - Provides guidance and assistance to RSA staff and vendor network
  - Validates compliance for vendor network
- Community Rehabilitation Provider (CRP/Vendor/Provider)
  - Subcontracted to provide specific VR services
  - Reviews VR referrals to confirm ability to provide services
  - Coordinates and provides authorized direct client services
  - Documents and submits through the MSP Reporting Packets
  - Communicates client case updates directly to RSA Staff, requests changes to authorizations, etc.

***NOTE: Guidance provided by Knowledge Services Team to RSA Staff and Vendors is per service specifications (already approved by RSA Administration )***



# VR Services Available through MSP

# VR Services

- Audiology Services
- Career Exploration
- Comprehensive Neurorehabilitation Services (Comp Neuro)
- Comprehensive Disability Related Training Services for the Blind and Visually Impaired (Comp BVI)
- Dental Services
- Independent Living Older Blind (ILOB) Rehabilitation Instructional Services (RIS) for Blind and Visually Impaired (BVI)
- Job Development and Retention (JDR)
- Job Training (JT)
- Psychological Services (Psych)
- Rehabilitation Instructional Services (RIS) for Deaf and Hard of Hearing (DHH) & Various Disabilities
- Supported Education
- Trial Work Experience (TWE)
- Tutoring Services
- Vision Services
- Vocational Assessment (VA)
- VR Rehabilitation Instructional Services (RIS) for Blind and Visually Impaired (BVI)
- Work Adjustment Training (WAT)

# VR Services cont.

**SERVICE DOCUMENTATION** consists of:

## Service Specification

- Describes the service, requirements for service provision, timelines, reporting/billing requirements, etc.

## Service-related forms (Exhibits)

- These are generally forms and reports that must be completed by the vendor during provision of the service

## If applicable, Fee Schedule (for Dental Services and Vision Services)

- List of services, associated codes, and their corresponding cost that may be authorized by VR

## LOCATION

Documentation for services under the MSP can be found at the AZVRS State User Portal for RSA Staff

- [https://programs.knowledgeservices.com/azvrs/azvrs\\_state\\_users/](https://programs.knowledgeservices.com/azvrs/azvrs_state_users/)

# Overview of Services

## 1. Audiology Services

- For clients with hearing loss. Services include:
  - Audiology Evaluation
  - Hearing Aid Fitting and Follow-Up

## 2. Career Exploration

- VR service that provides instructions and assistance to clients in researching various career fields, qualifications, and skill requirements for employment in the client's area of interest, as well as current employment outlook and opportunities with local employers.
  - Career Exploration is not intended to be a career counseling, stress management/conflict resolution, job readiness, job training or job searching service and does not include internships.

## 3. Comprehensive Neurorehabilitation Services (Comp Neuro)

- For clients with neurologic disorders (e.g., acquired brain injury, spinal cord injury, stroke, multiple sclerosis, etc.) who need assistance to achieve employment. Services include:
  - Assessment (up to sixty (60) hours)
  - Planned Services:
    - Rehabilitation and Vocational Training
    - Community and Work Integration

# Overview of Services cont.

## 4. Comprehensive Disability Related Training Services for the Blind and Visually Impaired (Comp BVI)

- For Clients where a variety of instructional and rehabilitation services to assist the VR Client in achieving individualized Vocational Rehabilitation goals. The services shall be provided by a multidisciplinary team of specialists who work closely together to provide a VR Client with a comprehensive and integrated program designed specifically to meet the VR Client's individual rehabilitation needs. Services include:
  - Comp BVI Assessment
  - Rehabilitation Instructional Services (“Core Blindness Training”)
  - Assistive Technology (AT) Services
  - Emergency Support Services, if applicable
  - Supplemental Support Services (e.g., Comprehensive Clinical Low Vision Exam, Psychological Counseling, etc.), if applicable for Out of State vendors
  - Educational Support Services (e.g., Supported Education and/or Tutoring Services)
  - Job Training
  - Employment Services (e.g., Career Exploration and/or Job Readiness Training)

# Overview of Services cont.

## 5. Dental Services

- For Clients whose dental issue presents a barrier for employment. Services include:
  - Dental Examination
  - Dental Treatment

## 6. Independent Living Older Blind (ILOB) Rehabilitation Instructional Services (RIS) for Blind and Visually Impaired (BVI)

- For ILOB Clients who need assistance with achieving their independent living goals and functioning more independently in the home and in the community. Services include:
  - ILOB Assistive Technology (AT) Services
  - ILOB Adjustment to Disability (AD)
  - ILOB Orientation & Mobility (O&M) Training
  - ILOB Communication Skills Training (CST)
  - ILOB Daily Living Skills Training (DLST)

# Overview of Services cont.

## 7. Job Development and Retention (JDR)

- For clients who need assistance in obtaining and maintaining competitive employment in integrated work environments. Services include:
  - Job Search Skills Development
  - Job Search Assistance & Job Placement
  - Short Term Job Supports
  - Supported Employment
  - Extended Services (for youth)

## 8. Job Training (JT)

- Provision of a systematic training program, in a disability-friendly environment, that prepares clients for entry-level employment opportunities or career advancement. Services include:
  - One (1) full training curriculum (unique program offered by each vendor)
  - If authorized, One-on-One (1:1) Training Instruction
  - If offered by vendor and authorized, Internship

# Overview of Services cont.

## 9. Psychological Services (Psych)

- Psychological Services provides evaluation, consultation, testing, and other professional services, which may include expert witness provided by licensed psychologists. Service include:
  - Evaluation(s), and if applicable, Post-Assessment Consultation
  - Therapy/Treatment: time-limited and goal-oriented
  - Client Record Review and Consultation Services: review and interpret the content of the client's prior psychological records and address any questions by the referring VRC. This is not a direct client service.

## 10. Rehabilitation Instructional Services (RIS) - Various and Deaf & Hard of Hearing (DHH)

- For clients with deafness or hearing loss and with various disabilities. Time-limited objective-driven instruction and activities to assist clients to prepare for further VR services and achieve their individualized employment goals. Services include:
  - Orientation & Adjustment to Disability services
  - Orientation & Mobility Training services
  - Manual Adaptive Communication Training service

# Overview of Services cont.

## 11. Supported Education

- VR service that provides instruction and assistance to clients in preparing for the education and/or training to achieve employment in their chosen field.
  - Supported Education is not an educational service and does not provide tutoring or remedial education.

## 12. Trial Work Experience (TWE)

- Assessment of client's ability and capacity to perform work duties in a realistic, integrated work setting for the purposes of eligibility decision. Service includes:
  - Short-term unpaid trial work experiences

## 13. Tutoring Services

- Includes tutoring and remedial instruction specifically designed to increase the academic achievement of VR Clients by attaining proficiency in core academic area(s).
  - Service does not include tutoring that are the mandated responsibility of the school

# Overview of Services cont.

## 14. Vision Services

- For clients with vision problems who need vision exam or vision aids to achieve employment. Service include:
  - Eye Exams
  - Eyewear and Optical Devices
    - Eyewear, vision aids and devices
    - Fitting of vision devices

## 15. Vocational Assessment (VA)

- Systematic evaluation of client's vocational potentials and employment-related strengths and limitations to assist client in making vocational decisions. Services include:
  - Basic Vocational Evaluation
  - Moderate Vocational Evaluation
  - Comprehensive Vocational Evaluation
  - Comprehensive Vocational Evaluation Utilizing McCarron-Dial System
  - Post-Service Consultation

# Overview of Services cont.

## 16. VR Rehabilitation Instructional Services (RIS) for Blind and Visually Impaired (BVI)

- For VR Clients who need assistance achieving their vocational or employment-related goals and functioning more independently in the workplace, the home and in the community. Services include:
  - Assistive Technology (AT) Services
  - Adjustment to Disability (AD)
  - Orientation & Mobility (O&M) Training
  - Communication Skills Training (CST)
  - Work-Related Living Skills Training (WRLST)

## 17. Work Adjustment Training (WAT)

- For clients who require extensive preparation for employment. It is training in basic skills that individuals must possess to be successful at work. Work readiness skills are also known as soft skills, employability skills, or job readiness skills.



# MSP Process

# Referral for Service - New Client Referral Form (NCRF)

## Pre- Identified Vendor:

1. VRC submits NCRF
2. MSP posts service information (without Client PII) in VMS for identified Vendor to confirm their availability
  - Vendors have three (3) business days to submit confirmation
3. VRC creates Purchase Request for pre-identified vendor once NCRF has been submitted to MSP

## Open Referral (Non Pre-Identified Vendor):

1. VRC submits NCRF
2. MSP posts service information (without Client PII) in VMS for vendors to confirm their availability
  - Vendors have three (3) business days to submit confirmation
3. MSP sends list of available vendors via encrypted email to VRC.
  - VRC reviews the vendor list with the Client
  - Client may contact Vendors to determine compatibility
  - Client selects Vendor
  - VRC creates Purchase Request for selected vendor

*NCRF is located on the [AZVRS State User Portal](#)*

# Creation of Authorization

4. If applicable, Supervisor approval is obtained prior to RSA Purchasing Unit providing final approval.
  - Supervisors and RSA Purchasing Unit have three (3) business days to approve each Purchase Request
5. Once final approval is obtained, RSA Purchasing Unit emails RSA Purchase Authorization directly to Knowledge Services at [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com) and CC's VR Counselor
6. Knowledge Services emails authorization and NCRF to selected Vendor within one (1) business day
7. Vendor receives authorization and NCRF
  - This is considered the vendor's clearance email to initiate service provision
8. VRC emails supporting documentation directly to Vendor, if applicable, once Vendor is cleared by Knowledge Services

***If an authorization has not been issued for a NCRF within 15 business days, the NCRF will be cancelled***

## ■ Vendor Initiates Service Provision

9. Vendor contacts VRC and VR Client to arrange Client Service Plan (CSP) meeting, if applicable
  - Vendor is responsible for scheduling the CSP meeting with VRC and VR Client within seven (7) business days after receipt of an assignment from the MSP
10. Vendor, VR Counselor and VR Client meet to complete CSP
  - All three (3) parties must be present at CSP - VR Client, VRC and Vendor
11. As needed during provision of service, VRC may amend current authorization to change units and/or service dates (e.g., extend service dates or stop services)
12. If applicable, amended authorization receives Supervisor Approval and/or RSA Purchasing Unit approval, RSA Purchasing Unit emails to MSP Program Team, MSP Program Team sends to Vendor
13. Vendor proceeds to servicing the VR Client
  - Vendors are responsible for initiating service provision within twelve (12) business days after completion of the CSP

# Vendor Reporting and Invoicing

14. Vendor submits complete and accurate Service Summary and Reporting Packet to MSP

- Reporting Packet is due within fifteen (15) calendar days following the end of each calendar month in which service was provided, or as referenced within the applicable Service Specifications

15. MSP reviews documentation within seven (7) calendar days and, if complete and accurate, enters into VMS for invoicing

16. Knowledge Services emails invoice and Reporting Packet to Arizona Industry for the Blind (AIB).

17. AIB uploads reporting documentation into ECF and attaches invoices to authorization within five (5) business days upon receipt

# ■ RSA Processing of Invoices and Reporting Documentation

18. AIB notifies VRC of invoice pending approval via VRC's inFormed Dashboard - Payment Request .

- VRC to complete review and approval within three (3) business days of notification

19. VRC reviews report(s) and invoice(s) and approves (or denies) for payment on the Payment Request Form then select "Okay to Exit."

20. PPU reviews invoice and makes payment if accurate and complete

- If errors are identified, PPU will notify the Purchasing Specialist to issue MSP Unable to Process Payment (UPP) Letter
- Purchasing Specialist must email UPP letter directly to Knowledge Services at [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com)

21. RSA issues check (warrant) to Knowledge Services

22. Knowledge Services remits payment to Vendor

# VR Counselor New Client Referral Form Timeline

- Once a VRC submits the MSP New Client Referral Form (NCRF) for Pre-Identified or Open referrals, authorizations are required to be issued and emailed to [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com) within fifteen (15) business days
- Day One: Date the MSP NCRF was submitted to MSP
- Please note: Extensions will be allowed (for open referrals) if VR Staff have contacted the MSP and indicated steps are being taken to identify a vendor/generate an authorization
- MSP will email VRC on or after the 15<sup>th</sup> business day to notify VR Staff that the referral will be cancelled but can be reopened at anytime by submitting a new MSP NCRF
  - MSP will continue to follow up with VRC weekly for Pre-Identified referrals pending authorizations, and bi-weekly for Open referrals pending vendor selection and authorization

## ■ Referral to Restart Services

If an authorization has expired, and the VR Counselor would like to restart services:

1. Submit a MSP New Client Referral form, selecting “Yes” to “*Is this submission to restart services for a VR Client due to an expired authorization under the MSP?*”
2. VRC creates Purchas Request and if applicable, Supervisor approval is obtained prior to RSA Purchasing Unit providing final approval. Once final approval is obtained, RSA Purchasing Unit emails RSA Purchase Authorization directly to Knowledge Services at [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com) and CC’s VR Counselor.
3. MSP will confirm Vendor is still available to provide services, and once authorization is received, will clear vendor to restart services

Note: Referrals to restart services can only be submitted for: WAT, TWE, JT, RIS (Various or DHH), JDR, Career Exploration, Supported Education, and Tutoring

*Referral to restart services can only be utilized if restarting the same service with the same vendor an authorization previously expired*



# Common Issues, Key Tips & Myths

# Common Issues, Key Tips & Myths

- Local vs Distant Rate
  - Authorization Pricing Tier should be issued based on the county the VR Client **resides**:
    - If the vendor has an office that is owned/leased/rented within the county the VR Client resides, the Local Rate should be utilized
    - If the vendor does not have an office that is owned/leased/rented within the county the VR Client resides, the Distant Rate should be utilized
- Service Information on Authorization
  - Please do not include service specific details under Service Information on the authorization (e.g., Client needs extensive 1:1 support to complete tasks relating to their employment goal, Mock business presentation practicing, Client may need support in other areas not listed, etc.).
    - This information should be documented within RSA MSP New Client Referral Form.
- Sending Authorizations to MSP
  - Once the MSP NCRF has been submitted, VRC creates Purchas Request and if applicable, Supervisor approval is obtained prior to RSA Purchasing Unit providing final approval. Once final approval is obtained, RSA Purchasing Unit emails RSA Purchase Authorization directly to Knowledge Services at [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com) and CC's VR Counselor.
  - Authorizations must be emailed directly from RSA Purchasing to [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com)

# Common Issues, Key Tips & Myths cont.

- Authorizations with Reimbursement for Interpreter Services
  - Interpreter Services should only be authorized only if the Client requires the service.
    - If the Client requires Interpreter Services, VRC must include a placeholder on the original Purchase Request which will be adjusted based on the quote provided by the Vendor.
  - Vendor will provide the quote received from the interpreting services agency to the VR Counselor for review and approval.
    - If approved by the VR Counselor, please amend the authorization to increase the approved/authorized cost for reimbursement
    - Services are required to be pre-approved and authorized prior to services being provided
- Expired Authorizations
  - If an authorization expires prior to an amendment being issued to extend the service end date, VR Counselor is required to submit a new MSP New Client Referral Form and a new authorization is required to be generated
- For services requiring Client Service Plan (CSP)
  - If during service provision additional training areas or objectives are identified and/or changed, a revised CSP is required to be completed

# Common Issues, Key Tips & Myths cont.

## Audiology Services

- The following vendors are not part of the MSP Program, but can be utilized outside of the MSP:
  - Arizona State University (ASU)
  - University of Arizona (U of A)

# Common Issues, Key Tips & Myths cont.

## Authorizations for Dental Services and Vision Services

- Refer to respective [Fee Schedules](#) on the AZVRS State User Portal
- Authorizations must include:
  - HCPCS, V, or CPT code; and
  - Description and cost for each service being authorized (in Service Information field)
  - Service line on authorization for Reimbursement for Interpreter Services (if applicable) and if interpreting services quote provided by vendor has been approved by RSA
- The sum of all services listed in the Service Information should equal the total authorized amount on the Purchase Request
- There should be two (2) separate authorizations issued:
  - One (1) authorization should be issued for Vision Exam (Listed in inFormed as Assessment-Vision) or Dental Exam (Listed in InFormed as Assessment-Dental)
  - One (1) authorization should be issued for Vision Eyewear and Optical Devices (Listed in inFormed as Treatment: Vision Devices/Fitting/Training) or Dental Treatment (Listed in inFormed as Treatment Dental)

# Common Issues, Key Tips & Myths cont.

## Comprehensive Neurorehabilitation (Comp Neuro) Authorization

- Assessment Authorizations to be issued for up to sixty (60) hours/units
- If more than sixty (60) hours are required to complete the assessment, Vendor must request these hours before providing the remainder of the assessment
- Please note: Comp Neuro Assessment is not a Neuropsychological Evaluation
- A “gap authorization” to initiate Planned Services must be issued for a minimum of twenty (20) hours/units once the Vendor notifies VRC that client would benefit from Planned Services
  - “Gap authorization” is needed to avoid service delays when transitioning from Assessment to Planned Services/Treatment
- There should be two (2) separate authorizations issued:
  - One (1) authorization for Assessment (Listed in inFormed as: Assessment-Comprehensive Neurorehabilitation)
  - One (1) authorization for Planned Services (Listed in inFormed as: Treatment-Comprehensive Neurorehabilitation)
- A shortened MSP NCRF is required when clients transitions to Planned Services/Treatment

# Common Issues, Key Tips & Myths cont.

## Job Development and Retention (JDR) Authorization

- Authorizations are created for each of the following JDR training areas:
  - One (1) authorization includes services for Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, Supported Employment and Extended Services.

## Job Training (JT) Authorization

- When authorizing JT services, the entire set of curriculum hours must be authorized
- One-on-one (1:1) hours may be authorized in addition to the curriculum by adding a new line item in the existing authorization
- An Internship may be authorized, in addition to the curriculum by adding a new line item in the existing authorization

# Common Issues, Key Tips & Myths cont.

## Rehabilitation Instructional Services (RIS) - Various and DHH

- RIS services is specific to *instruction*
  - Vendors should only be providing instruction for assisting the Client
- RIS cannot be used for: obtaining a Fingerprint Clearance Card, obtaining social security, securing housing, and/or Independent Living Skills Development.
- Authorization should have the appropriate pricing tier selected if the VR Client is authorized to receive RIS-DHH services or RIS-Various services

# Common Issues, Key Tips & Myths cont.

## ILOB Rehabilitation Instructional Services for Blind and Visually Impaired (RIS BVI)

- RSA recommends the following for ILOB RIS BVI authorizations:
  - All service areas/sub-services be authorized on the Purchase Authorization
  - If a sub-service is not currently planned/authorized, please include within the Purchase Request with one (1) unit and note it is only a hold in case the Client needs that sub-service in the future
  - If the Purchase Authorization does not include a service line for each of the five service areas/sub-services, inFormed will not allow it to be added later
- For Clients that have had an Evaluation deemed necessary, a Consultation Meeting is required to be completed within ten (10) business days after completion of the Evaluation
  - Client, ILOB Staff, and CRP must be present at the Consultation Meeting

# ILOB RIS BVI Purchase Authorization Example



**Service Name:** ILOB RIS BVI Assistive Technology (AT) Services

**Procurement#:** CTR075483

**Service Information:** Assistive Technology Services

**Begin Date:** 07/01/2025    **End Date:** 09/30/2025

**Unit Type Description:** ILOB RIS BVI Assistive Technology (AT) Services - Local (Maricopa, Pima)

**Quantity:** 10    **Unit:** Hour Unit Cost: \$100.00    **Total Cost:** \$1000.00

**Service Name:** ILOB RIS BVI Adjustment to Disability (AD)

**Procurement#:** CTR075483

**Service Information:** Adjustment to Disability

**Begin Date:** 07/01/2025    **End Date:** 09/30/2025

**Unit Type Description:** ILOB RIS BVI Adjustment to Disability (AD) - Local (Maricopa, Pima)

**Quantity:** 15    **Unit:** Hour Unit Cost: \$100.00    **Total Cost:** \$1500.00

**Service Name:** ILOB RIS BVI Orientation and Mobility (O&M) Training

**Procurement#:** CTR075483

**Service Information:** Orientation & Mobility Training

**Begin Date:** 07/29/2025    **End Date:** 09/30/2025

**Unit Type Description:** ILOB RIS BVI Orientation and Mobility (O&M) Training - Local (Maricopa, Pima)

**Quantity:** 10    **Unit:** Hour Unit Cost: \$100.00    **Total Cost:** \$1000.00

**Service Name:** ILOB RIS BVI Communication Skills Training (CST)

**Procurement#:** CTR075483

**Service Information:** *Hold only, no service authorized.*

**Begin Date:** 07/01/2025    **End Date:** 09/30/2025

**Unit Type Description:** ILOB RIS BVI Communication Skills Training (CST) - Local (Maricopa, Pima)

**Quantity:** 1    **Unit:** Hour Unit Cost: \$100.00    **Total Cost:** \$100.00

**Service Name:** ILOB RIS BVI Daily Living Skills Training (DLST)

**Procurement#:** CTR075483

**Service Information:** *Hold only, no service authorized.*

**Begin Date:** 07/01/2025    **End Date:** 09/30/2025

**Unit Type Description:** ILOB RIS BVI Daily Living Skills Training (DLST) - Local (Maricopa, Pima)

**Quantity:** 1    **Unit:** Hour Unit Cost: \$100.00    **Total Cost:** \$100.00

**Total Authorized Amount: \$3700.00**

# Common Issues, Key Tips & Myths cont.

## Comprehensive Disability Related Training Services for the Blind and Visually Impaired (Comp BVI)

- RSA recommends the following for Comp BVI authorizations:
  - One (1) Purchase Authorization generated for all authorized Comp BVI Services
    - This include Residential Day, Comp BVI Assessment, RIS/Core Blindness Training, AT, Educational Support Services, Employment Services, Job Training, AT and Low Vision Product Reimbursement, In-State Travel Reimbursement, etc. authorized on a single Purchase Authorization
    - When authorizing Educational Support Services and/or Employment Services, include which component is being authorized within the Service Description (e.g., Educational Support Services – is Supported Education or Tutoring Services being authorized; Employment Services – is Career Exploration, Work Adjustment Training, Job Search Skills Development, Job Search Assistance, Job Placement, and Retention being authorized)

# Common Issues, Key Tips & Myths cont.

## Psychological Services (Psych) Authorization

- Three (3) unique services are available. Each service must be authorized separately:
  - One (1) authorization for Psychological Evaluation (listed in inFormed as Assessment-Psychology, selecting the accurate type of Psychology Evaluation being authorized in the Unit Type Description), and if applicable, include Post-Assessment Consultation (listed in inFormed as Assessment-Psychology, selecting “Post-Assessment Consultation” in the Unit Type Description)
  - One (1) authorization for Psychological Therapies (listed in inFormed as Treatment-Psychology)
  - VR Client Records Review and Consultation for VR staff will be authorized via agency authorization (listed in inFormed as Administrative Consultation Psychology)

## Psychological Evaluation should be authorized for a minimum of eight (8) hours:

- Each additional component added to an evaluation should increase hours authorized by two (2) per component
  - Example: Psych Eval with Vocational and Educational components (two (2) additional components) should have an authorization generated for twelve (12) hours
  - Example: Psych Eval with Education component (one (1) additional component) should have an authorization generated for ten (10) hours
- Please Note: Neuropsychology Evaluations are separate from Comprehensive Neurorehabilitation Services

Unit Type Description must reflect specific Psych Services that are being authorized, which should align with MSP New Client Referral Form

## Common Issues, Key Tips & Myths cont.

- Vendor Feedback - Referrals:
  - More information is required at time of referral for a vendor to truly confirm their ability to provide services
    - Please avoid submitting referrals that are short, not descriptive, or include vague terms - *Please include as much detailed information as possible.*
  - Client Geography: Landmark or intersection
- Vendor Feedback - Client Service Plan (CSP):
  - Revised CSP is required if there are changes to the employment goal or service objectives previously agreed upon
  - Wet Signature/electronic signature/email approval from the Client, VR Counselor, and Vendor Representative are required to confirm the agreed upon service details
    - Please provide approval within 48 hours of receiving request from Vendor Representative

## Common Issues, Key Tips & Myths cont.

- Myth: Vendors cannot include their own supplementary documentation with a Reporting Packet.
  - Vendors are welcome to include supplementary documentation within their Reporting Packets. Vendors are simply instructed to include “see attached” on the State Exhibit in which the attachment is providing their response.
- Myth: Vendors do not have access to their monthly Reporting Packets once submitted to the MSP.
  - Vendors can access all Reporting Packets submitted through the VMS to obtain up to date information on pending corrections, invoices, and payments.
- Myth: Vendors cannot communicate directly to RSA Staff outside of the MSP
  - MSP promotes communication and keeping relationships established between the vendor community and RSA Staff. The MSP only asks for authorizations and UPP’s to be emailed directly to [AZVRS@knowldgeservices.com](mailto:AZVRS@knowldgeservices.com) for processing.



# Need Help?

# Contact Knowledge Services

## How to contact AZVRS MSP Program Team?

- Email: [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com)

## For escalation assistance:



**Mary Orantes Tamayo**

Delivery Manager

(602) 842-4155

[MaryO@knowledgeservices.com](mailto:MaryO@knowledgeservices.com)



**Christina Kizzee**

Delivery Manager

(602) 910-6107

[ChristinaK@knowledgeservices.com](mailto:ChristinaK@knowledgeservices.com)



**Samantha Villegas**

Director, MSP - HHS Programs

(602) 698-0944

[SamanthaV@knowledgeservices.com](mailto:SamanthaV@knowledgeservices.com)

## ■ Contact DERS/RSA/VR

DERS Contracts at [DERSEContractsAdmin@azdes.gov](mailto:DERSEContractsAdmin@azdes.gov)

- Contract-related questions (e.g., Vendor/Service and Price Setup in inFormed, etc.)

RSA Contract Monitoring at [RSAContractMonitors@azdes.gov](mailto:RSAContractMonitors@azdes.gov)

- Vendor Deficiency form (when the issue with a vendor cannot be resolved through Knowledge Services)

RSA Policy at [rsapolicyquestions@azdes.gov](mailto:rsapolicyquestions@azdes.gov)

- Policy related questions

RSA Purchasing Unit at [rsapurchasing@azdes.gov](mailto:rsapurchasing@azdes.gov)

- Purchasing related questions and support

**Thank you.**