



knowledge services

STATE OF ARIZONA
REHABILITATION SERVICES ADMINISTRATION (RSA)
MANAGED SERVICE PROVIDER (MSP)
FOR COMPREHENSIVE NEUROREHABILITATION SERVICES (COMP NEURO)
PROGRAM TRAINING

February 11, 2020

Agenda

- Introductions
- RSA Initiative Overview and Objectives
- Knowledge Services Overview
- Industry Definitions
- Process Overview
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- Vendor Performance Standards
- Service Specifications
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■ RSA Initiative Overview and Objectives

The VR program procured a contract for a Managed Service Provider (MSP) to provide various disability related services to VR clients. The ongoing implementation of WIOA has required VR programs to think differently about how services are provided to clients and expand the capability to serve individuals with the most significant disabilities.

■ RSA Initiative Overview and Objectives

Several methods of procurement were considered and the concept of a Managed Service Provider (MSP) resonated as a solution that would help us meet several key outcomes:

- Provide an option to have open and continuous opportunities to add to the network of service providers in order to best serve the needs of VR clients across the state.
- Provide transparency in the selection of service providers and ensure client informed choice throughout the selection of service providers.
- Reduce counselor administrative time researching and arranging for available service providers.
- Contract consolidation.

About Knowledge Services

Serving those who serve others

- Founded in 1994 - Certified WBE
- Workforce Management Experts
 - Managed Service Provider (MSP)
 - Vendor Management System (VMS) – dotStaff™
 - Employer of Record (EOR) / Payrolling
 - Managed Programs
 - Staffing / Recruiting
- Proven MSP Program Expertise
 - 50 enterprise-wide programs in Government, Healthcare, Banking / Finance, Retail, Food Services, Entertainment
 - MSP for State of Indiana, Maine, Arizona, Tennessee, Florida, Utah, Ohio, Mississippi, Missouri, Nevada, North Dakota, & Rhode Island
 - All Labor Categories including Statement of Work
 - Gig Workforce



■ Industry Definitions

- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's project and service deliverables and vendors.
- dotStaff™ is Knowledge Services' **Vendor Management System (VMS)** which is an internet-enabled project sourcing, milestone and invoicing application that enables us to procure and manage a wide range of projects and services in accordance with the organization's processes and rules.

■ Terminology

- Guidesoft Inc., dba Knowledge Services
- MSP
- dotStaff™/VMS
- Posting/Bid
- Rates for Services
- Vendor: Supervisor / Representative / Personnel
- MSA
- MSP New Client Referral Form
- Electronic Service Summary
- Comprehensive Neurorehabilitation Services Assessment Report
- Comprehensive Neurorehabilitation Services Monthly Progress Report
- Comprehensive Neurorehabilitation Services Job Placement Report
- Comprehensive Neurorehabilitation Services Service Closure Report

■ Vendor Community Engaging the MSP

When to engage the MSP?

- New Clients
- Escalation
- Questions regarding Vendor/Vendor Personnel
- Authorizations received outside of the MSP Program Team
- Invoice and/or payment questions

How to engage the MSP?

- Call the MSP Program Team
- Email the MSP Program Team

■ MSP New Client Referral Process

1. VR Counselor and VR Client meet
 - Meeting is to determine if service is needed
2. If services are approved, VR Counselor submits MSP New Client Referral Form to MSP Program Team
3. MSP Program Team creates posting in dotStaff™ to send to appropriate Vendors
4. Vendors submit confirmation of ability to service VR Client in dotStaff™
 - Vendors have 3 business days to submit confirmation in dotStaff™

■ Knowledge Services Coordination with Vendor Network

5. MSP Program Team provides VR Counselor with list of Vendors who can service VR Client
6. VR Counselor reviews Vendor list with VR Client
7. If applicable, VR Client contacts Vendors to determine compatibility
8. VR Client selects Vendor
9. VR Counselor creates or amends Individualized Plan for Employment (IPE) with Comprehensive Neurorehabilitation Services as a service

■ Vendor Selection and Creation of Authorization

10. VR Counselor selects the correct “Vendor” option in the dropdown from LIBERA

11. VR Counselor tasks Purchasing Tech (PT) to create RSA Purchase Authorization #1 in LIBERA

- No verbal authorizations allowed

12. PT creates RSA Purchase Authorization #1 in LIBERA

13. PT emails RSA Purchase Authorization #1 to AZVRS@knowledgeservices.com, MSP Program Team emails RSA Purchase Authorization #1 and MSP New Client Referral Form to selected Vendor

- VR Counselor will email supporting documentation to Vendor, once Authorization has been sent to Vendor from MSP Program Team

14. MSP Program Team accepts the selected Vendor in dotStaff™

■ Vendor Selection and Creation of Authorization (cont.)

15. Vendor contacts VR Client to schedule the Assessment within seven (7) business days of receiving MSP New Client Referral Form and RSA Purchase Authorization from the MSP Program Team.
16. Vendor and VR Client meet to conduct the Assessment.
 - The Assessment may take up to sixty (60) hours, including Post-Assessment Consultation. If more than sixty (60) hours are required, request these hours from the VR Counselor for an amended RSA Purchase Authorization to be issued.
17. VR Counselor, once confident client can move forward with further Comprehensive Neurorehabilitation Services, does the following:
 - VR Counselor to complete the shortened MSP New Client Referral Form.
 - VR Counselor completes an IPE for twenty (20) hours.
 - Once IPE is signed, VR Counselor tasks PT a “PT Task – New Vendor Authorization Form”.
 - PT creates RSA Purchase Authorization #2 and emails to AZVRS@knowledgeservices.com.
 - MSP sends RSA Purchase Authorization #2 and MSP New Client Referral Form to Vendor.

■ Vendor Selection and Creation of Authorization (cont.)

18. Vendor to conduct a Post-Assessment Consultation within seven (7) business days of Assessment completion between the VR Client and/or VR Client Guardian, VR Counselor, and Vendor.
19. After Post-Assessment Consultation, VR Counselor to amend/increase RSA Purchase Authorization #2 to match the full Comprehensive Neurorehabilitation Services Assessment Report recommendations:
 - VR Counselor amends IPE
 - Once IPE is signed, VR Counselor tasks PT a “PT Task – Amended Vendor Authorization Form”
 - PT amends RSA Purchase Authorization #2 and emails to AZVRS@knowledgeservices.com
 - MSP sends amended RSA Purchase Authorization #2 to vendor to continue services
20. Vendor proceeds to servicing the VR Client, once amended RSA Purchase Authorization is received through the MSP.
 - Vendors are responsible for initiating service provision within twelve (12) business days after completion of the Post-Assessment Consultation and receipt of a second RSA Purchase Authorization.

■ Vendor Service and Invoicing Process

21. Vendor submits complete and accurate Assessment Report (J1) on the electronic Service Summary within seven (7) business days upon completion of the Post-Assessment Consultation
22. Vendor submits complete and accurate Monthly Progress Report, Job Placement Report, and Service Closure Report (forms applicable to each client) on the electronic Service Summary as required to MSP Program Team
 - Only one monthly Reporting Packet per authorization per month
 - Reporting Packets must be submitted by the 15th calendar day of the following month
23. MSP Program Team reviews documentation and adds to dotStaff™ for invoicing
 - Post-Employment Services: VR clients who have had their cases successfully closed but have returned to VR for additional services in accordance with VR policy without a new or revised Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1) being required.

■ Vendor Service and Invoicing Process (cont.)

24. MSP Program Team sends invoice and supporting documentation to AIB

25. AIB receives and processes required report(s) into ECF and invoice(s) into LIBERA

26. AIB tasks VR Counselor to review invoice in LIBERA

27. VR Counselor reviews required report(s) and invoice(s) and approves for payment in LIBERA

28. VR Counselor acknowledges task as complete in LIBERA and enters ready-for-payment date on RSA
Purchase Authorization in LIBERA

29. State remits payment to Knowledge Services

30. Knowledge Services remits payment to Vendor

■ Review of New Reporting Documents

- Electronic Service Summary
- Comprehensive Neurorehabilitation Services Assessment Report
- Comprehensive Neurorehabilitation Services Monthly Progress Report
- Comprehensive Neurorehabilitation Services Job Placement Report
- Comprehensive Neurorehabilitation Services Service Closure Report

■ Vendor Code of Conduct

- Requirements found in the Vendor Code of Conduct detail the appropriate professionalism and customer service expectations for Vendor Personnel providing services under the MSP Program.
- Vendor Companies providing services under the MSP Program are required to submit a signed Code of Conduct, to verify each company understands the Code of Conduct requirements.
- Vendors are required to have a signed copy in the personnel file of all Personnel (currently active and future new hires) of the Code of Conduct prior to being cleared to provide services under the MSP Program.
 - Please keep the signed copy in your personnel files to be available upon request by RSA or Knowledge Services

■ Vendor Personnel Compliance

[Vendor Personnel Compliance Form](#)

- One form to provide the following:
 - Central Registry
 - Fingerprint Clearance Card
 - E-Verify
 - Affirmation of Qualifications

- Vendors are responsible for all vetting of personnel and maintaining documentation
 - Documentation for Vendor Personnel can be requested at any time by RSA or Knowledge Services

■ Process for Adding New Personnel

1. Vendor completes [Vendor Personnel Compliance Form](#) found on the Vendor Portal
 - MSP Program Team provides completed form to DERS Central Registry
2. MSP Program Team runs Fingerprint Clearance Card Number on the DPS website
3. MSP Program Team emails DERS Central Registry Results to Vendor
4. MSP Program Team notifies Vendor via email if the Vendor Personnel is cleared to begin working with Clients

■ Vendor Performance Standards

Performance Standard #1 (Acceptance Rate): At a minimum, eighty percent (80%) of the VR Clients referred for services shall be accepted by the Vendor.

Performance Standard #2 (Submission of Assessments): At a minimum, ninety-five percent (95%) of Assessments shall be submitted to the MSP within seven (7) business days after completion of the Post-Assessment Consultation.

■ Vendor Performance Standards (cont.)

Performance Standard #3 (Completion Rate): At a minimum, ninety percent (90%) of the VR Clients accepted by the Vendor shall successfully complete the specific service objectives outlined in the *Comprehensive Neurorehabilitation Services Assessment Report* (Exhibit J1). VR Clients who withdraw from the Vendor's program due to medical or personal reasons shall not be counted toward this standard.

Performance Standard #4 (Reporting): At a minimum, ninety percent (90%) of the initial Reporting Packets submitted through the MSP's program will be complete and accurate as defined by the MSP.

■ Service Specifications – Reporting Misconduct

5.3 *Submit to the MSP and the referring VR Counselor:*

5.3.1 A notification of any unusual incident verbally within one (1) business day of the occurrence, followed by a thorough written report of the unusual incident within three (3) business days of the occurrence. Unusual incidents include, but are not limited to:

1. Death of a client;
2. Alleged neglect, abuse, mistreatment or exploitation of a client (by anyone);
3. Disappearance of a client. The Vendor shall report a missing client to law enforcement officials and ADES/RSA as soon as the Vendor suspects that the client may be missing;
4. Suicide attempt(s) by the client;
5. Sexual abuse against a client, including consensual sexual activity;
6. Inappropriate sexual behavior toward a client;
7. Any threat to the physical or emotional well-being of an individual or Vendor's staff member by a client, and
8. Any unexplained client absence

■ Process Timeline Reminders

- Vendors have 3 business days to confirm their ability to provide service in dotStaff™
 - Pre-Identified vs. Open
 - Once the dotStaff™ bid has been submitted and the MSP Program Team has received the RSA Purchase Authorization from RSA, MSP Program Team will send both the MSP New Client Referral Form and RSA Purchase Authorization to the Vendor clearing Vendor to schedule the Assessment
- Comprehensive Neurorehabilitation Services Assessment Report is due to the MSP Program Team within seven (7) business days upon completion of the Post-Assessment Consultation
- Comprehensive Neurorehabilitation Services Monthly Reporting Packets are due to the MSP Program Team by the 15th day of the following calendar month
 - Vendors should *not* send the Monthly Reporting Packet or Supporting Documentation directly to AIB or VRC
 - Once approved by the MSP Program Team, a milestone is entered into dotStaff™ which will generate an invoice
 - Vendor's can access dotStaff™ → View Milestones to obtain updates on each invoice status

■ Common Questions

- Where can I find the Exhibits to utilize within each Monthly Reporting Packet?
 - All Comprehensive Neurorehabilitation Services Exhibit can be found on the [Vendor Portal](#).
- Will I be able to maintain a relationship with VR Counselors?
 - Yes, but please note the following:
 - RSA Purchase Authorizations must be sent to vendors directly from the MSP Program Team (verbal authorizations are not valid)
 - No Monthly Reporting Packets should be sent outside of the MSP Program Team
- What happens to my existing VR Clients?
 - All incumbent Clients receiving services today will continue to receive the current services being provided, as authorized by RSA

■ AZVRS MSP Vendor Website

[Vendor Registration and Information Portal](#)

Site includes:

- Master Services Agreement (MSA)
- Required Certificate of Insurance (COI) information
- W-9 Form
- Vendor Information and Authorization Routing Form
- Service Summary and Exhibits
- Vendor Code of Conduct
- Vendor Personnel Compliance Form
- MSP Program FAQ
- Training Presentations
- dotStaff™ Vendor Guide

■ Next Steps - Vendors

1. Vendor's sign MSA with Knowledge Services in addition to the Service Specifications.
2. Vendor submits new proposed Comprehensive Neurorehabilitation Services rates to the MSP Program for RSA approval.
3. Vendor's complete the [Vendor Personnel Compliance Form](#) and the [Code of Conduct](#).
4. Vendor's train each Vendor Representative on new MSP Program processes, requirements, and expectations.
5. Complete Vendor Information and Authorization Routing Form found on [Vendor Registration and Information Portal](#) (Vendor Portal).

Questions

Contact Us

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Thank you