

Exhibit J

Comprehensive Neurorehabilitation Services Service Specifications

The following are requirements for all Vendors providing this service. The MSP shall ensure that these are met by each Vendor/Subcontractor as stipulated in section 6.11 of the contract. Failure to meet the service or performance standards may result in corrective action, up to and including suspension and or removal from the Managed Service Provider's Network of Subcontracted Vendors.

1.0 SERVICE DESCRIPTION

- 1.1 Comprehensive Neurorehabilitation Services (Comp Neuro) are provided to Vocational Rehabilitation (VR) Clients, who are adults and high school youth, with various neurologic disorders (e.g., acquired brain injury, spinal cord injury, stroke, multiple sclerosis, and other neurologic disorders), who are medically stable, and who require intensive cognitive, behavioral, executive functioning, and physical rehabilitation, by a multidisciplinary team of neurorehabilitation specialists, working closely together under the direction of a neuropsychologist or psychologist to provide an integrated, seamless and uninterrupted spectrum of focused clinical and vocational services in order to retain, maintain, or secure employment, in a competitive, integrated environment.
 - 1.1.1 These services include assessment for planning and implementation of neurorehabilitation services, focusing on the neuropsychological or cognitive aspects of neurobehavioral disorders, with a comprehensive program designed specifically to meet the VR Clients' individual rehabilitation needs and prepare them for competitive employment in an integrated setting. Through the provision of these services, VR assists VR Clients in optimizing and enhancing their ability to function in their everyday environment, to improve their quality of life and independence in order to prepare for, obtain and maintain employment.
 - 1.1.2 VR does not assume responsibility for general or acute medical care. All comparable services and benefits that are available from any source to meet, in whole or in part, the cost of the VR Client's neurorehabilitation care shall be utilized, unless to utilize these services or benefits would significantly delay an employment outcome.
- 1.2 Comprehensive Neurorehabilitation Services consist of:
 - 1.2.1 Assessment to clarify and measure the VR Client's capacity to participate in and benefit from these services, from education, and from work, as well as to plan the implementation of these services to the individual VR Client's situation and needs. The process also offers insight into the VR Client's potential for rehabilitation. The assessment shall be conducted and supervised by a neuropsychologist, and it may include occupational and physical therapists and a physician; speech and language pathologists; recreational therapists; rehabilitation technicians/therapy assistants, social workers/case managers and vocational specialists.
 - 1.2.2 Rehabilitation and Vocational Training Services, provided by a neurorehabilitation team supervised by a neuropsychologist or a physician, to prepare the VR Client to seek out, secure and maintain employment. The team may include occupational and physical therapists, speech and language pathologists, social workers, recreational therapists, rehabilitation technicians/therapy assistants, social workers/case managers and vocational specialists, and shall be tailored to the unique needs of each VR Client.
 - 1.2.3 Community/Work Integration Services are used to instruct and train VR Clients in community and work reintegration activities. These services may include but are not limited to work tasks analysis and modification, use of and safe access to transportation, employment search training and placement assistance, and other services to assist a VR Client in achieving their vocational goals that will lead toward a successful employment outcome.

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- 1.3 Eligibility for individuals to receive this service is determined by the designated VR Counselor. Referrals for this service are based on the VR Client's individual service needs and informed choice in conjunction with their VR Counselor.
- 1.4 This service is not intended to provide any other service not herein specified.
- 1.5 Definitions: Terms are defined in Exhibit C3.

2.0 SERVICE REQUIREMENTS

The Vendor shall:

- 2.1 General Requirements
 - 2.1.1 Provide all services in a manner that is culturally relevant and linguistically appropriate to the population to be served;
 - 2.1.2 Communicate, either directly or through the assistance of professional services, in modes of communication accessible to those who have limited speaking ability (e.g., Deaf/Hard of Hearing through American Sign Language) or in the native language of VR Clients for whom English is not their primary language, and use all other appropriate and effective modes of communications used by VR Clients (e.g., Spanish language, American Sign Language, etc.).
 - 2.1.3 If the Vendor does not have the capacity/capability to communicate directly, the Vendor shall utilize the assistance of professional interpreting services (e.g., Services to Deaf or Hard of Hearing require staff certified in ASL. Services to the Deaf-Blind require staff certified in Tactile Sign Language, etc.).
 - 2.1.4 Make reasonable accommodations under the Americans with Disabilities Act of 1990, as amended, to give people with disabilities an equal opportunity to benefit from program, services, and activities; and
 - 2.1.5 Provide all services only after receiving a written authorization from the RSA System of Record through the MSP. Verbal authorizations, or any authorization not issued by the RSA System of Record, are not valid.
 - 2.1.6 Not provide services or make any changes to service level provision (e.g., increase or decrease of units of service) without a written authorization from the MSP for the change at least three (3) business days prior to the expiration of the existing RSA Purchase Authorization. Authorizations from the VR Counselor or other ADES personnel are not valid.
- 2.2 Service Provision - Provide services as follows:
 - 2.2.1 Review and be familiar with the referral information and disability-related issues submitted by the referring VR Counselor prior to the assessment with the VR Client.
 - 2.2.2 Provide an assessment to recommend neurorehabilitation planning which will support an employment outcome in a competitive, integrated setting as follows:
 1. Schedule appointments with the VR Client for a thorough assessment within seven (7) business days after receipt of an assignment from the MSP, which may take up to sixty (60) hours including the Post-Assessment Consultation. If more than sixty (60) hours are required to complete the assessment, request these hours before providing the remainder of the assessment.
 2. Conduct the assessment and prepare a Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1) in order to describe/relate the VR Client's potential for competitive, integrated employment and capacity to benefit from the Vendor's program.
 - a. The Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1) shall also include recommendations for neurorehabilitation services, an estimate of the length of time in months required for neurorehabilitation services, an estimate of the number of

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units needed for each neurorehabilitation discipline, assistive technology devices and services that would facilitate the VR Client's employment, and any other relevant data.

- b. The assessment shall include at least one (1) situational assessment. If the VR Client fails the situational assessment and a recommendation is made that the VR Client will not benefit from participating in Comprehensive Neurorehabilitation Services then, a second situational assessment shall be provided to confirm the VR Client is unable to benefit from services and a second Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1) shall be prepared.
 - c. While conducting the assessment, if the examiner suspects or detects abnormalities or irregularities in the VR Client's condition which requires medical treatment, the Vendor shall recommend referral to an appropriate medical professional.
 - d. As requested by the VR Counselor, provide ongoing updates on the VR Client assessment progress.
- 2.2.3 Conduct a Post-Assessment Consultation within seven (7) business days of assessment completion, between the VR Client and/or the VR Client's Guardian/Representative, the VR Counselor and the specialists who will participate in the VR Client's program, to review and discuss the results of the assessment and the recommendations made for Comprehensive Neurorehabilitation Services.
- 2.2.4 Based upon the written assessment report, including the Post-Assessment Consultation, the referring VR Counselor shall issue a new or an amended Planned Services authorization through the MSP for agreed-upon Comprehensive Neurorehabilitation Services after consultation with the VR medical or neuropsychology consultants, or staff specialists as needed.
1. Comprehensive Neurorehabilitation Planned Services shall not be provided without a new or amended RSA Purchase Authorization to provide Comprehensive Neurorehabilitation Planned Services to the VR Client.
- 2.2.5 Provide Vocationally-Related Rehabilitation Training Services (Planned Services) as follows:
1. Upon completion of the Post-Assessment Consultation and receipt of a Planned Services authorization from the MSP, initiate service provision within twelve (12) business days.
 2. Provide the VR Client with instructional material as appropriate (textbooks, CD, or other format), employing appropriate techniques as necessary to complete the specific service objectives stated in the Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1).
 3. Services shall be provided in the Vendor's facility or at appropriate locations in the community.
 4. Utilize modified equipment, fixtures, materials or any other aids deemed necessary in order to meet the physical, mental or sensory needs of the VR Client.
 5. Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences.
 6. Employ the following areas of training as appropriate:
 - a. Throughout the process, assist the VR Client in developing basic skills and behaviors necessary for obtaining and maintaining employment. Communicate to the VR Client the following as needed:
 - 1) The ability to communicate verbally and in writing using the correct and polite behavior, and to interact in appropriate fashion with others as demonstrated by consistently exhibiting proper and acceptable conduct in all settings (e.g., training classroom and/or work) when asking for help; starting conversations with classmates or coworkers; or communicating thoughts and feelings (e.g., to justify decisions or support position), properly disclosing strengths and weaknesses, etc.;
 - 2) Management of symptoms or the effects of disability, including toleration of stress and dealing with time pressure/multi-tasking by using medications as prescribed without interfering with work task completion; managing

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- assignments, meeting deadlines and prioritizing tasks; recognizing stressors and applying relaxation techniques while managing negative feelings; screening out and managing internal distractions; screening out and managing environmental stimuli (e.g., blocking out sounds, sights, or odors) which may interfere with focusing on work tasks, etc.;
- 3) Understanding the importance of and how to maintain a groomed and neat appearance as demonstrated by consistently selecting appropriate attire (e.g., clothing and/or uniform), and displaying good personal hygiene (e.g., bathing, using deodorant, as well as oral cleanliness), etc.;
 - 4) Understanding expectations for attendance and punctuality as demonstrated by arriving to training and/or work at the scheduled start time and staying for the scheduled hours;
 - 5) Learning and understanding job duties by remembering the routine, following instructions, and learning new tasks, etc.;
 - 6) Responding appropriately to work instructions and accepting direction and supervision by completing the work tasks or delivering products timely and as instructed;
 - 7) Maintaining physical and mental work stamina/pace by working the scheduled hours without breaks, taking only scheduled breaks, sustaining concentration, managing and organizing time, and completing the assigned tasks in allotted times, etc.;
 - 8) Developing problem-solving skills and strategies to be able to resolve conflict, respond appropriately to unfamiliar tasks, problems, or changes of job duties in the workplace;
 - 9) Understanding the income reporting requirements of the Social Security Administration and completing the necessary paperwork;
 - 10) Building and utilizing natural supports at work and in the community to secure long term successful job retention.
- b. Cognitive Rehabilitation: Remediating and providing compensatory strategies for acquired cognitive difficulties within a holistic approach which addresses emotional, motivational, and other non-cognitive aspects of functioning, in addition to cognitive aspects. Cognitive rehabilitation goals may be incorporated across speech-language rehabilitation, occupational rehabilitation, and psychological services.
 - c. Speech-Language Rehabilitation: Remediating difficulties in the area of speech and language. This involves many facets of communication which affect a VR Client's ability to effectively and efficiently interact with others in their lives.
 - d. Occupational Rehabilitation: Assisting the VR Client to develop new skills to compensate for cognitive and physical deficits. Rehabilitation may occur in the clinic, home, work, or community settings.
 - e. Physical Rehabilitation: Assisting the VR Client to work toward the highest level of motor function possible.
 - f. Psychological Services: Assisting the VR Client to cope with the psychological effects of disability, which can occur in both individual and group settings, with VR Clients, VR Clients and significant others, or just significant others.
 - g. Other Neurorehabilitation services, including the use of assistive technology, not listed above, that will equip the VR Client with the abilities and skills to have and function at the highest possible levels.

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- 2.2.6 Provide Community/Work Integration Services as recorded in the Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1) as follows. These services may include, but are not limited to:
1. Job seeking skills training (e.g., resume writing, job interviewing, completion of job application, etc.).
 2. Job development and placement, to include assisting the VR Client in developing the skills needed to locate employment that is consistent with the VR Client's abilities and skills.
 - a. Assisting the VR Client in making contacts with employers and locating an individual job site with or on behalf of the VR Client.
 - b. Prepare a Job Placement Report (Exhibit C4) when the VR Client is successfully placed in a job.
 3. Work re-entry assistance, to include negotiation with an employer to create, modify or restructure a position in order to accommodate the VR Client's needs while meeting the requirements of the employer.
 4. Job site analysis to determine the needs for worksite modification and job accommodation, including the application of appropriate technology and development of a specific plan to assist the VR Client with work accommodation.
 5. Job coaching (on-the-job supports) in order to stabilize the job placement and enhance job retention.
 - a. Job Supports shall be performed on-site and/or off-jobsite through face-to-face contact and/or follow-up contact, which may include daily or weekly job coaching support based on the job performance and skill acquisition as reported by the VR Client, Employer, and/or Vendor.
 - b. If Extended Supported Employment services will be required for the VR Client, job supports include assisting the VR Client in successfully transitioning to those services.
 - 1) Referral for Extended Supported Employment services shall be made only if the VR Client has supported employment and long-term supports (also known as Extended Supported Employment services) identified on the Individualized Plan for Employment (IPE) and funding is secured.
 6. If the VR Client has been employed for at least ninety (90) days, then Community/Work Integration services may only be provided when explicitly authorized and in accordance with VR Policy, without a new or revised Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1) being required.
- 2.2.7 Monitor the VR Client's progress and provide ongoing support and feedback to help the VR Client understand their strengths and limitations and encourage the VR Client to improve their skills and behaviors.
- 2.2.8 If the VR Client's service objectives change during service provision, revise the Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1), include the date of revision, and notify the VR Counselor about any revisions within two (2) business days and submit the revised report to the MSP with the next Reporting Packet.
- 2.2.9 Notify the referring VR Counselor and the MSP:
1. Through email documentation within one (1) business day when two (2) attempts to contact the VR Client have been unsuccessful or the VR Client fails to actively participate in services on a consistent basis,
 2. Through email documentation within one (1) business day if the VR Client is encountering serious difficulties and problems that interfere with successful completion of the agreed upon objective(s);

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- 2.2.10 Hold meetings with the VR Counselor and the VR Client, face-to-face, by video conference, or by phone call to discuss the VR Client's progress if the service provision is projected to last seven (7) weeks or longer.
- 2.2.11 Obtain the VR Counselor's approval in the form of a new or amended RSA Purchase Authorization from the MSP prior to making any changes to the level of service provision (e.g., increase or decrease of units of service), and at least three (3) business days prior to the expiration of the RSA Purchase Authorization. Verbal authorizations are not valid.
- 2.3 Service Provider (Vendor) Qualification Requirements
- 2.3.1 Utilize personnel or subcontractors who supervise the services, provide classroom instruction, and approve admission and progress reports who meet the following documented criteria:
1. Psychologists licensed in accordance with A.R.S. Title 32 Chapter 19.1, Articles 1, 2 and 3 or the equivalent in their State of residence to practice psychology and who have successfully completed an internship, or its equivalent, in clinically relevant area(s) of neuropsychology, consisting of the equivalent of two (2) full-time years of documented experience and specialized training, at least one (1) of which is at the post-doctoral level, in the study and practice of clinical neuropsychology and related neuroscience; or
 2. Physicians licensed in accordance with A.R.S Title 32, Chapter 13 or 17 or the equivalent in their State of residence who have documented experience and specialized training in neurorehabilitation; and
 3. Demonstrate knowledge and competence by evidence of documented training and/or work experience, in the following areas, as appropriate:
 - a. Disabilities Awareness to include the following areas of impairment: deafness, blindness, physical, cognitive (learning disabilities), brain injury, developmental/cognitive, serious mental illness, etc.;
 - b. Barriers and issues that prevent individuals with disabilities (particularly severe disabilities) from entering and succeeding in the workplace;
 - c. Strategies necessary for achieving successful, long-term employment outcomes for individuals with disabilities and how these strategies will lead to improved employment outcomes;
 - d. Work Readiness and Employability Skills.
 4. Personnel or subcontractors who provide specialized Comprehensive Neurorehabilitation Services must be:
 - a. Occupational Therapists licensed in accordance with A.R.S Title 32, Chapter 34 or the equivalent in their State of residence; or
 - b. Physical Therapists licensed in accordance with A.R.S Title 32, Chapter 19 or the equivalent in their State of residence; or
 - c. Speech-Language Pathologists licensed in accordance with A.R.S Title 36 Chapter 17, Article 1, 3 and 4 or the equivalent in their State of residence; or
 - d. Social Workers licensed in accordance with A.R.S. Title 32, Chapter 33 Article 5 or the equivalent in their State of residence; or
 - e. Other medical professionals licensed in accordance with the laws and regulations of the State of Arizona or the equivalent in their State of residence.
 - f. Vocational Specialists must hold:
 - 1) A Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
 - 2) A Bachelor's degree in a related field (e.g., Rehabilitation Counseling,

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- Psychology, Sociology, Education, etc.) with documentation of two (2) years full-time employment in working with individuals with disabilities; or
- 3) A high school diploma or G.E.D with documentation of five (5) years of full-time employment working with individuals with disabilities.
- 2.3.2 Personnel who do not have the above qualifications, but who provide direct services under this Service Specification shall have a high school diploma or G.E.D and one (1) year of documented experience (preferably working with individuals with disabilities and involved in the provision of vocational rehabilitation services). These individuals must be under the direction and supervision of personnel who meet the criteria in 2.3.1 above.
- 2.3.3 Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.
- 2.4 Administrative Requirements
- 2.4.1 Establish and maintain a VR Client case file that includes:
1. Assignment of service(s) to the VR Client, including referral information;
 2. RSA Purchase Authorization(s);
 3. Comprehensive Neurorehabilitation Services Assessment Report(s) (Exhibit J1);
 4. Comprehensive Neurorehabilitation Services Monthly Progress Report(s) (Exhibit J2);
 5. Job Placement Report(s) (Exhibit C4);
 6. A Comprehensive Neurorehabilitation Services Service Closure Report (Exhibit J3);
 7. A record of the Vendor's personnel time spent providing service; and
 8. Other documents relevant to the service provision.
- 2.4.2 Have a Quality Management Plan in order to continuously monitor the delivery of services and to ensure that the service provision meets the VR Client's objectives to include the following:
1. Incident management, corrective action and preventions;
 2. Complaints and grievances;
 3. Monitoring and evaluating the service provision, e.g., measurement of outcomes as it relates to the VR Client's objectives, and the improvement of the quality of services; and
 4. Routine monitoring of its personnel and subcontractors to ensure the effectiveness of the relationship between the VR Client and direct service personnel.
- 2.4.3 Maintain appropriate active professional license(s) and/or certification(s) in compliance with the residing State, which are in good standing with all applicable licensing and regulatory boards and/or agencies.
- 2.4.4 Adhere to the Vendor Code of Conduct (Exhibit C).
- 2.4.5 Adhere to the requirements of the Rehabilitation Act and its implementing regulations 34 CFR 361.51 "Standards for facilities and providers of services".

3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Service Outcome: The following are service outcomes for each service category:
- 3.1.1 Comprehensive Neurorehabilitation Services: The VR Client has optimized and enhanced their ability to function in their everyday environment and obtained employment.
 - 3.1.2 Community/Work Integration Services: The VR Client has developed skills which will contribute to employment or obtaining competitive employment in an integrated work setting consistent with the VR Client's selected vocational goal, abilities, capabilities, interests, and informed choice.
- 3.2 Performance Standards. The Vendor shall meet the following minimum acceptable performance standards during the quarter:

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- 3.2.1 **Performance Standard #1 - Acceptance Rate:** At a minimum, eighty percent (80%) of the VR Clients referred for services shall be accepted by the Vendor;
- 3.2.2 **Performance Standard #2 - Submission of Assessments:** At a minimum, ninety-five percent (95%) of Comprehensive Neurorehabilitation Services Assessment Reports (Exhibit J1) shall be submitted to the MSP within seven (7) business days after completion of the Post-Assessment Consultation.
- 3.2.3 **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).
1. VR Clients who drop out of the program due to their dissatisfaction with the quality of the Vendor's service provision will be counted towards this Performance Standard.
 2. VR Clients who drop out due to personal reasons, other than dissatisfaction with the Vendor's service provision (e.g., medical reasons, incarceration, closure by VR Counselor, or other reasons that cannot be attributed to the quality of the Vendor's service provision, etc.) will not be counted towards this Performance Standard; and
- 3.2.4 **Performance Standard #4 - Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, by the established timelines identified within these Service Specifications.
- 3.3 The MSP and ADES/RSA will analyze the Vendor's progress in achieving the overall minimum acceptable service standards.
- 3.3.1 Information for evaluating the Vendor's effectiveness and performance will be gathered from the MSP, Vendor's monthly reports, and the RSA case management System of Record.
- 3.3.2 The results of the data analysis may be shared with VR Clients and VR Counselors as part of informed choice in selecting the services among available Vendors.

4.0 PAYMENT

- 4.1 Payment rates are all inclusive, which means they include the Vendor's staff time, administrative cost, research, report preparation, travel time and mileage, time lost due to VR Client missed appointment ("no shows"), and any other costs associated with the service provision. RSA will not pay for these costs separately.
- 4.2 The Payment Unit is one (1) hour, which equals sixty (60) minutes of actual time spent providing Comprehensive Neurorehabilitation Services to one (1) VR Client. A partial hour may be billed in increments of a quarter of an hour (15 minutes). The Vendor may round the total time spent with the VR Client to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 19 minutes = 22.25 hours; 22 hours and 26 minutes = 22.5 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.
- 4.3 The Vendor shall bill only for time spent providing Comprehensive Neurorehabilitation Services that last longer than fifteen (15) minutes:
- 4.3.1 With VR Clients face-to-face, by video conference, or by phone calls;
 - 4.3.2 With a community agency representative (related to access to educational or community services) or an employer face-to-face, by video conference, or by phone calls to resolve issues raised by the VR Counselor, VR Client or other party; and
 - 4.3.3 With VR Counselors face-to-face, by video conference, or by phone calls to discuss specific issues pertaining to VR Clients.

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- 4.4 Multiple Comprehensive Neurorehabilitation Services activities, as specified above, that are provided during a single date of service that lasts less than fifteen (15) minutes may not be combined. Example: Same date of service - one (1) phone call with the VR Client to discuss service provision, lasting five (5) minutes and one (1) phone call with the VR Counselor to discuss challenges the VR Client is encountering lasting ten (10) minutes cannot be combined.
- 4.5 Vendors are responsible for notifying RSA through the MSP when an interpreter is required and provide service only after an amended Purchase Authorization has been issued. Reimbursement for the use of interpreters for American Sign Language (ASL) or foreign language(s) shall be made at the actual expenses incurred and upon submission of verifying documentation with the invoice.
- 4.6 No charge for any service shall be accepted by or paid by RSA if submitted to RSA more than seventy-five (75) calendar days after the end of the reporting period (e.g., if services were provided during the March reporting period, RSA will not accept a Reporting Packet submitted after June 14th).

5.0 REPORTING REQUIREMENTS

The Vendor shall report on service provision as follows:

- 5.1 Submit to the MSP completely and accurately as defined by the MSP one (1) PDF Reporting Packet through the MSP's program for each individual VR Client within fifteen (15) calendar days following the end of each calendar month in which Comprehensive Neurorehabilitation Services was provided, unless otherwise stated within these Service Specifications.
- 5.1.1 The Reporting Packet shall include the following reports, as applicable, for each VR Client who received this service during a reporting period:
 - 1. Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1) within seven (7) business days upon completion of the Post-Assessment Consultation;
 - 2. A second Comprehensive Neurorehabilitation Services Assessment Report (Exhibit J1) if an additional Situational Assessment is completed in 2.2.2.2.b within seven (7) business days upon completion of the Post-Assessment Consultation;
 - 3. Comprehensive Neurorehabilitation Services Monthly Progress Report(s) (Exhibit J2);
 - 4. Job Placement Report (Exhibit C4); and
 - 5. A Comprehensive Neurorehabilitation Services Service Closure Report (Exhibit J3) within thirty (30) days after service closure for any reason.
- 5.1.2 Incomplete or inaccurate Reporting Packets, report(s) or supporting document(s), will not be processed and will be returned to the Vendor. The Vendor will be responsible to submit a corrected request and/or a corrected reporting packet.
- 5.1.3 Reporting Packets submitted with multiple PDFs will not be processed and will be returned to the Vendor. The Vendor is responsible for submitting one (1) PDF Reporting Packet completely and accurately through the MSP's program for each individual VR Client.
- 5.2 Submit to the MSP as appropriate:
 - 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit J4, Affirmation of Qualifications.
 - 5.2.2 Formal written notification within five (5) business days of issuance of any actions from any of the applicable licensing and regulatory boards or agencies in the State where the VR client is residing, which may result in disciplinary action taken on their current licensure.
 - 5.2.3 Current Certificates of Insurance, no later than ten (10) days following the expiration of the existing Certificate of Insurance.

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- 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 VR Client;
 2. Alleged neglect, abuse, mistreatment or exploitation of a VR Client (by anyone);
 3. Disappearance of a VR Client. The Vendor shall report a missing VR Client to law enforcement officials and the VR Counselor as soon as the Vendor suspects that the VR Client may be missing;
 4. Any suicide attempt(s) by the VR Client;
 5. Sexual abuse against a VR Client, including consensual sexual activity;
 6. Inappropriate sexual behavior toward a VR Client;
 7. Any threat to the physical or emotional well-being of an individual or Vendor's staff member by a VR Client; and
 8. Any unexplained VR Client absence.
- 5.3.2 Notification of the loss of or damage to equipment or property in writing, with an explanation of the circumstances of the loss or damage, within three (3) business days following the occurrence.
- 5.4 Other Reports
- 5.4.1 RSA reserves the right to require that the Vendor submit additional or revised reports or documentation related to the service provision and performance.
- 5.4.2 Reporting requirements, methods and/or formats (Exhibits, including Service Specifications) may be changed without amendment.
- 5.4.3 The Vendor will be notified in writing about any change in reporting forms through the Managed Service Provision Contractor.