

Exhibit O

Audiology 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 Audiology Services provide Vocational Rehabilitation (VR) Clients, who have or are suspected of having various degrees of hearing loss, in obtaining and maintaining competitive employment in integrated work environments consistent with the VR Client's selected and approved vocational goal, abilities, capabilities, interests, and informed choice. Audiology Services consist of:
 - 1.1.1 Audiology Evaluation which provides a variety of audiological evaluations to determine if an individual has deficiencies and may provide a corrective action plan and/or treatment. Audiology Evaluation includes diagnostic audiology evaluations to determine the type, magnitude, and configuration of hearing loss including making ear molds or ear impressions as indicated;
 - 1.1.2 Hearing Aid Fitting and Follow-Up Services, to include programming of digital hearing aids and accessories as necessary.
- 1.2 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.
- 1.3 If qualified, the Vendor may provide any or all of the services as listed in Section 1.1 above.
- 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, 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 programs, services, and activities;
 - 2.1.5 Utilize modified equipment, fixtures, material or any other aids deemed necessary in order to meet the physical, mental or sensory needs of the VR Client;

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- 2.1.6 Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences; and
 - 2.1.7 Perform evaluations in a location that is well-lit and accommodates the comfort, health, and safety of the VR Client; and
 - 2.1.8 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.
 - 2.1.9 Not provide services or make any changes to service level provision (e.g., increase or decrease of units of service) without notice of 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 Provide an Audiology Evaluation in addition to Hearing Aid Fitting and Follow-Up Services.
 - 2.2.2 Schedule a meeting with the VR Client within seven (7) business days after receipt of an assignment from the MSP for the evaluation.
 - 2.2.3 Provide an Audiology Evaluation as follows:
 - 1. Provide a comprehensive Audiology Evaluation to include at a minimum:
 - a. Pure tone air conduction and bone conduction thresholds;
 - b. Recorded speech audiometry to include Speech Recognition Thresholds (SRT) or Speech Detection Thresholds (SDT) and suprathreshold speech recognition measures, in quiet;
 - c. Acoustic reflex testing;
 - d. Recorded Speech-in-noise testing;
 - e. Otoscopy for appropriate audiology management or as a basis for medical referral to specialty physicians; and
 - f. Cerumen management to prevent obstruction of the external ear canal and of amplification devices;
 - 2. Determine if impressions of the outer ear canal are necessary.
 - a. If necessary, the Vendor shall make ear impression(s) during the Audiology Evaluation.
 - 3. Upon receipt of the Audiology Services Audiology Evaluation Report (Exhibit O1) and Audiology Services Hearing Aid Recommendation Report (Exhibit O2) through the MSP, the referring VR Counselor will approve or disapprove the purchase of the recommended hearing aid(s) available on State or ADES contracts.
 - a. If approved, the VR Counselor shall ship the hearing aid(s) to the vendor identified for fitting and follow-up, and the VR Counselor will send a new RSA Purchase Authorization through the MSP, to provide Hearing Aid Fitting and Follow-Up Services to the VR Client.
 - 2.2.4 Provide Hearing Aid Fitting and Follow-Up Services as follows:
 - 1. Schedule an appointment for hearing aid fitting with the VR Client within seven (7) business days upon receipt of the hearing aid(s) from the hearing aid manufacturer.
 - 2. The hearing aid fitting services include the following at a minimum:
 - a. Electro-acoustic analysis for quality control to verify functioning;
 - b. Electro-acoustic verification (coupler or real ear measurements) at soft, average, and loud input levels and Maximum Power Output (MPO) to ensure proper hearing aid programming to amplification targets;
 - c. Outcome measures, pre and post fitting, such as Abbreviated Profile of Hearing Aid

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Benefit (APHAB), Client Oriented Scale of Improvement (COSI), and Performance Inventory for Profound and Severe Loss (PIPSL) requirements (selected as appropriate for the VR Client); and

- d. Aided Speech measures, in quiet and in noise, as determined by the audiologist.
 3. Hearing aid orientation and counseling to include education regarding the utilization and benefits of a telecoil, cleaning and maintaining of hearing aids, and any other relevant information.
 4. At time of fitting, provide the VR Client with a list of follow-up services, including future scheduled appointments.
 5. Complete and submit to the MSP the Audiology Services Hearing Aid Fitting and Follow-Up Report (Exhibit O3), signed by the VR Client and/or VR Client's Guardian/Representative, within seven (7) business days upon completion of the Hearing Aid Fitting Service, in addition to the completion of each Follow-Up Service.
 6. Provide, as needed, the Hearing Aid Follow-Up Services for the specified duration of the manufacturer's warranty to include the following:
 - a. Aided audiogram(s);
 - b. Hearing aid reprogramming and/or adjustments;
 - c. Routine maintenance, which includes tube changes, shell modification, cleaning, and tone hook changes.
 - d. Additional services needed, such as reprogramming repair/maintenance, beyond those covered under the original hearing aid fit authorization period, require written authorization prior to performing.
- 2.2.5 Use test instruments that are appropriate for various types of disability (including appropriate norms, adaptations, and accommodations) and are adapted for specific disability populations, such as spinal cord and head injury, learning disability, deafness, blindness and visual impairment, psychiatric disorders, and developmental disabilities.
- 2.2.6 Notify the VR Counselor and copy the Managed Service Provider (MSP) in writing within one (1) business day if the VR Client is encountering difficulties and/or problems that interfere with successful completion of the evaluation. The VR Counselor will decide whether it is appropriate for the VR Client to continue the evaluation process, depending on the circumstances.
- 2.3 Service Provider (Vendor) Qualification Requirements
- 2.3.1 Utilize personnel or subcontractors who provide Audiology Services that meet the licensure requirements set forth by the Arizona Revised Statutes, Title 36 § 36-1901:
 1. Provide Audiological Examinations only by staff with a Doctor of Audiology degree (AUD);
 2. Provide Audiology Evaluation services only by staff who are Audiologists licensed by the Arizona Department of Health Services (DHS) Division of Licensing Services Special Licensing Team in accordance with the Arizona Revised Statute § 36-1901, and allowed to practice audiology and engage in dispensing hearing aids;
- 2.3.2 Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.
- 2.4 Administrative Requirements
- 2.4.1 Maintain equipment used in the practice of Audiology according to the manufacturer's specifications.
- 2.4.2 If the equipment requires calibration, ensure that calibration is made in accordance with the Arizona Administrative Code R9-16-211 "Equipment; Records; Inspections," which requires that:
 1. "The equipment is calibrated a minimum of every twelve (12) months according to the

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American National Standard - Specifications for Audiometers, S3.6-2018, Standards Secretariat, c/o Acoustical Society of America, 1305 Walt Whitman Road, Suite 300, Melville, New York, 117474300, September 20, 2018, incorporated by reference and on file with the Department and the Office of the Secretary of State. This incorporation by reference contains no future additions or amendments, and is available from the American National Standards Institution at <http://webstore.ansi.org>; and

2. "A written record of the calibration is maintained in the same location as the calibrated equipment for 36 months from the date of the calibration." (Retrieved from the Arizona Secretary of State Administrative Code website at https://apps.azsos.gov/public_services/Title_09/9-16.pdf).

2.4.3 Establish and maintain VR Client case file that includes:

1. Assignment of service(s) for the VR Client, including referral information;
2. RSA Purchase Authorization(s) and Agency Authorization(s);
3. Audiology Services Audiology Evaluation Report (Exhibit O1) with accompanying Audiogram;
4. Audiology Services Hearing Aid Recommendation Report (Exhibit O2);
5. Audiology Services Hearing Aid Fitting and Follow-Up Report (Exhibit O3);
6. Audiology Services Audiology Mobile Rate (Exhibit O4);
7. A record of the Vendor's personnel time spent providing service; and
8. Other documents relevant to the service provision.

2.4.4 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 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.

2.4.5 Maintain active professional license(s) to include a dispensing audiology license in compliance with all Federal, State, and local licensing requirements for the operation of its business or profession. This allows the holder to fit and dispense hearing aids; and is in good standing with all applicable licensing and regulatory boards or agencies. For the purpose of this contract, "good standing" means that no disciplinary actions have been taken by any licensing or regulatory agency to include, but not limited to: cancellation with cause, civil penalty, decree of censure, inactive with cause, letter of reprimand, practice restriction, probation, revocation, summary suspension, surrender of licenses, suspension, etc.

2.4.6 Adhere to the Vendor Code of Conduct (Exhibit C).

2.4.7 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: Submission to VR Counselor through the MSP of a complete Audiology Services Audiology Evaluation Report (Exhibit O1) with Audiogram and the Audiology Services Hearing Aid Recommendation Report (Exhibit O2), which includes recommendation for hearing aid(s) that provide the best fit for the VR Client and documentation of audiological testing and measurements (hearing test).

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 Evaluation:** The Vendor will issue a complete and accurate Audiology Services Audiology Evaluation Report (Exhibit O1) - with accompanying Audiogram and Audiology Services Hearing Aid Recommendation Report (Exhibit O2) for ninety percent (90%) of VR Clients for which authorizations are received;
- 3.2.3 **Performance Standard #3 - Completion Rate:** At a minimum, ninety-five percent (95%) of the Audiology Services Hearing Aid Fitting and Follow-Up Report (Exhibit O3) shall be submitted by the Vendor within seven (7) business days after completion of the Audiology Services provided.
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 costs, research, report preparation, time lost due to VR Client missed appointments ("no shows"), and any other costs associated with the service provision. RSA will not pay these costs separately.
- 4.2 Audiology Evaluation
- 4.2.1 The Payment unit is one (1) complete Audiology Evaluation for one (1) VR Client.
- 4.2.2 The Payment rate is \$280.00.
- 4.2.3 Payment for an Audiology Evaluation includes a complete Audiology Evaluation Report (Exhibit O1), taking ear impressions if custom earmolds are needed, and recommending the hearing aids and hearing assistive technology (if applicable) for one (1) VR Client.
- 4.3 Hearing Aid Fitting and Follow-Up Services
- 4.3.1 The Payment Unit is for one (1) Hearing Aid Fitting and up to two (2) Follow-Up Services for one (1) VR Client as needed.
- 4.3.2 The Payment rate for one (1) hearing aid is \$1,000.00.
- 4.3.3 The Payment rate for two (2) hearing aids is \$2,000.00.
- 4.3.4 The Payment Unit for programming/preparation/training for accessories for one (1) VR Client is one (1) hour.
1. The Payment rate per hour is \$110.00.

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- 4.3.5 The Payment Unit for programming/preparation for digital hearing aids if additional is needed after fitting and two (2) follow-ups for one (1) VR Client is one (1) hour.
1. The Payment rate per hour is \$110.00.
 - a. A maximum of three (3) fitting/follow-up visits may be required.
- 4.4 The Payment Unit for traveling to provide Audiology Services outside of a county where the vendor has a legal address and/or any physical location that is owned, leased, or rented, in whole or in part by the business will fall under the Audiology Mobile Rate.
- 4.4.1 The Mobile Rate is inclusive, which means they include the Vendor's staff time, administrative cost, research, report preparation, travel time and mileage, meals and lodging, time lost due to VR Client missed appointment ("no shows"), and any other cost associated with the service provision. RSA will not pay these costs separately.
1. The Mobile Rate per unit is \$100.00.
 2. Mobile Rate units will be determined by the one (1) way mileage from the legal address and/or any physical location that is owned, leased or rented, in whole or in part by the business, to the furthest county traveled in one (1) business day:
 - a. One (1) unit for counties up to seventy (70) miles;
 - b. Two (2) units for counties seventy (70) to one hundred (100) miles;
 - c. Three (3) units for counties one hundred (100) to one hundred-fifty (150) miles;
 - d. Four (4) units for counties one hundred-fifty (150) to two hundred (200) miles; and
 - e. Five (5) units for counties two hundred or more (200+) miles.
 3. Billing for the Mobile Rate will be paid as a one (1) time fee for the Mobile unit(s) of the furthest county traveled to and from in one (1) business day when one (1) or more VR Clients are seen outside of a Vendor's designated local county.
- 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.
- 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. Audiology Services Audiology Evaluation Report (Exhibit O1) within seven (7) business days after completion of the Evaluation.
 2. Audiology Services Hearing Aid Recommendation Report (Exhibit O2) within seven (7) business days after completion of the Evaluation.
 3. Audiology Services Hearing Aid Fitting and Follow-Up Report (Exhibit O3) within seven (7) business days after completion of the initial Fitting and Follow-Up Service(s).

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4. Audiology Services Audiology Mobile Rate (Exhibit O4) within fifteen (15) calendar days following the end of each calendar month in which the Vendor traveled outside of their designated local county(ies) to provide service provision.
- 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 O5, 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.
- 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 shall be submitted 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 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.