

Exhibit P

Vision 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 Vision Services is an individualized service to provide various eye exams, prescribed eyewear, and optical devices for Rehabilitation Services Administration (RSA) Vocational Rehabilitation (VR) Clients who are individuals with disabilities.
 - 1.1.1 Through the provision of VR Services, VR assists individuals with achieving integrated and competitive employment consistent with their strengths, resources, abilities, capabilities, and interests.
 - 1.1.2 VR Services may provide prescribed eyewear and optical devices as a support service to assist the VR Client in achieving their employment goal.
 - 1.1.3 VR Services does not assume responsibility for general medical treatment, including for Vision Services. Any services that are available in whole or in part shall utilize the comparable benefits towards the cost of the VR Client's Vision Services, unless these services delay the provision of VR Services.
 - 1.1.4 VR Services will provide eye exams, prescribed eyewear, and optical devices to correct or substantially modify a visual condition that is stable or slowly progressive, contributing to the VR Client's impediments to employment.
 - 1.1.5 **Eye Exams** include examinations to determine VR Client's vision and optical correction, provide a prescription for eyeglasses, determine the presence of any medical conditions, and determine any needs for vision rehabilitation.
 1. Examples of Eye Exams include:
 - a. Basic Eye Exams;
 - b. Comprehensive Eye Exams; and
 - c. Comprehensive Clinical Low Vision Exams.
 - 1.1.6 **Eyewear and Optical Devices** may include prescribed eyeglasses, contact lenses, telescopic lenses, eye prosthesis, and other optical or low vision aids and devices.
 1. Eyewear and Optical Devices may include fitting of and training in the use of optical devices, including any recommendation needed for low vision services and associated follow-up services.
- 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 specified herein.

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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 the program, 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;
- 2.1.6 Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences;
- 2.1.7 Perform Eye Exams in a location which 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 - Eye Exam. Provide services as follows:

- 2.2.1 Provide Eye Exams within the scope and practice of the medical professional in accordance with applicable Federal, State, and local laws and regulations as follows:
 - 1. Schedule an appointment with the VR Client within seven (7) business days after receipt of an assignment from the MSP for the Eye Exam.
 - 2. Basic Eye Exam shall include:
 - a. Updated visual and medical history;
 - b. Visual Acuities for distance and near without correction distance and near; visual acuities for distance and near with current corrective lenses (if any) and best-corrected visual acuities for distance and near;
 - c. Visual field test;

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- d. Cover test at twenty (20) feet and at sixteen (16) inches;
 - e. Versions;
 - f. External examination;
 - g. Pupillary reaction includes pupil size, color, and reaction to light along with presence or absence of an afferent papillary defect;
 - h. Manifest Refraction (Far point and Near point);
 - i. Tonometry/Intraocular Pressure (reasonable attempt or equivalent testing contraindicated); and
 - j. Prescription of eyeglasses and/or other optical devices.
3. Comprehensive Eye Exam shall include:
- a. Visual and eye health evaluation to provide current diagnosis and functional vision;
 - b. Updated visual and medical history;
 - c. Visual Acuities for distance and near without correction distance and near; visual acuities for distance and near with current corrective lenses (if any) and best-corrected visual acuities for distance and near;
 - d. Visual field test;
 - e. Cover test at twenty (20) feet and at sixteen (16) inches;
 - f. Versions;
 - g. External examination;
 - h. Pupillary reaction includes pupil size, color, and reaction to light along with presence or absence of an afferent papillary defect;
 - i. Manifest Refraction (Far point and Near point);
 - j. Tonometry/Intraocular Pressure (reasonable attempt or equivalent testing contraindicated);
 - k. Biomicroscopy/Slit Lamp examination; includes cornea, crystalline lens, vitreous, and Hruby, 780 or 90D (or other fundus lens) of the optic nerve, vessels, and macula;
 - l. Direct ophthalmoscopy of posterior pole;
 - m. Indirect ophthalmoscopy of the peripheral retina, when indicated; and
 - n. Prescription of eyeglasses and/or other optical devices.
4. Comprehensive Clinical Low Vision Exam: Conduct hands-on testing for functional use of low vision eyewear and optical devices for employment goal. A Comprehensive Clinical Low Vision Exam shall include, at minimum, the following:
- a. Visual and eye health evaluation to provide current diagnosis and functional vision;
 - b. Updated visual and medical history;
 - c. Visual Acuities for distance and near without correction distance and near; visual acuities for distance and near with current corrective lenses (if any) and best corrected visual acuities for distance and near;
 - d. Visual field test;
 - e. Cover test at twenty (20) feet and at sixteen (16) inches;
 - f. Versions;
 - g. External examination;
 - h. Pupillary reaction includes pupil size, color, and reaction to light along with presence or absence of an afferent papillary defect;

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- i. Manifest Refraction (Far point and Near point);
- j. Tonometry/Intraocular Pressure (reasonable attempt or equivalent testing contraindicated);
- k. Biomicroscopy/Slit Lamp examination; includes cornea, crystalline lens, vitreous, and Hruby, 780 or 90D (or other fundus lens) of the optic nerve, vessels, and macula;
- l. Direct ophthalmoscopy of posterior pole;
- m. Indirect ophthalmoscopy of the peripheral retina, when indicated;
- n. Prescription of eyeglasses and/or other optical devices;
- o. Exterior eye examination;
- p. Internal eye examination;
- q. Visual Acuities including refraction with contrast or glare;
- r. Visual Field Test;
- s. Test of eye coordination and muscle function;
- t. Color vision;
- u. Glaucoma tests;
- v. Functional history;
- w. Reading and Near Vision Activities;
- x. Distance Vision Activities;
- y. Independent Mobility; and
- z. Hands-on testing for functional use of low vision aids and other devices necessary for activities of daily living and employment.

2.2.2 Submit a written report as follows:

2.2.3 For a Basic Eye Exam, complete and sign the Vision Services Basic Eye Evaluation Approval Request Form (Exhibit P2).

2.2.4 For a Comprehensive Eye Exam, complete and sign the Vision Services Comprehensive Eye Evaluation Approval Request Form (Exhibit P4).

2.2.5 For Comprehensive Clinical Low Vision Exam, complete and sign the Vision Services Comprehensive Clinical Low Vision Evaluation Approval Request Form (Exhibit P6).

2.2.6 If the VR Counselor approves the purchase of the eyeglasses/contact lenses or other vision services, a new written authorization from the RSA System of Record will be issued through the MSP to the vendor to provide the recommended items and associated vision services.

2.2.7 Prescriptions for eyeglasses, contact lenses, or other optical devices shall be accurate to the extent that the prescription corrects the VR Client's vision to the degree of acuity indicated on the eye exam.

2.2.8 If prescriptions are inaccurate and VR Client's are unable to use their eyeglasses, contact lenses, or other optical devices, payment for both the eye examination and the eyeglasses or contact lenses is subject to a new eye exam, prescription, eyeglasses, contact lenses, or other optical devices at vendor's expense or recoupment within sixty (60) days of notification.

2.3 Service Provision - Eyewear and Optical Devices. Provide services as follows:

2.3.1 Contact the VR Client to schedule an appointment within seven (7) business days upon receipt of a written authorization from the RSA System of Record through the MSP for the approved provision of Eyewear and Optical Devices (e.g., fitting of glasses/contact lenses or training in the use of other optical devices).

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- 2.3.2 Provide eyewear fitting and verify that eyewear is properly fitted, including training and instruction as applicable in the care, use of the eyewear, and written instructions for proper wear, hygiene, and maintenance of the eyewear.
 - 2.3.3 Schedule and conduct no more than two (2) follow-up visits as follows:
 - 1. Follow-up visits shall be conducted within sixty (60) days after completion of fitting, upon the VR Client's request.
 - 2. A thorough eye exam shall be made for all contact lens users at each follow-up visit.
 - 3. Notify the referring VR Counselor regarding the need for any follow-up visit, including RSA Fee from the Vision Services RSA Fee Schedule (Exhibit P1).
 - 2.3.4 Schedule charge when not included in the exam or provision of eyewear or optical devices.
 - 2.3.5 Assist the VR Client in preparation for receipt of eyeglasses and contact lenses to include verification of prescription, dispensing of eyeglasses (including laboratory selection), and frame selection.
 - 2.3.6 If within the first ninety (90) days of receipt of the lenses or frames, the VR Client is not satisfied with the lenses or the frames as a result of the vendor error, incorrect prescription, defective workmanship, and/or materials, the same shall be corrected, adjusted, or replaced, as necessary, at the vendor's expense.
 - 2.3.7 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 problems that interfere with the successful completion of the treatment. The VR Counselor will decide whether it is appropriate for the VR Client to continue the vision service provision, depending on the circumstances.
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- 2.4 Eyeglasses shall meet the following criteria:
 - 2.4.1 Lenses are to be premium grade corrected-curve plastic lenses and include a scratch-resistant coating; finished, edged, and assembled correctly in frames. Lenses may be either single vision, bifocal, and trifocal. Progressive lenses are only approved if medically necessary.
 - 2.4.2 Eye frames based on Vision Services RSA Fee Schedule (Exhibit P1) or as required by prescription, with repair and replacement included.
 - 2.4.3 Frame material is to contain no scratches, fissures, bubbles, discoloration, or other defects in workmanship.
 - 2.4.4 Finished products shall be free from defects or imperfections that may affect appearance and/or impair serviceability.
 - 2.4.5 Finished products shall be covered by product liability coverage and must be guaranteed against defective workmanship and/or materials.
 - 2.4.6 Submit the prescription to the laboratory and schedule an appointment with the VR Client for fitting and training as required.
 - 2.4.7 Contact lenses may be provided if determined to be medically necessary by the Optometrist and/or Ophthalmologist; the individual must have been diagnosed with one of the following:
 - 1. Anisometropia of 3D meridian powers;
 - 2. High Ametropia exceeding -10D or +10D in meridian powers;
 - 3. Keratoconus when the VR Client's vision is not correctable to 20/25 in either or both eyes using standard spectacle lenses; or

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4. Vision improvement other than Keratoconus for individuals whose vision can be corrected two (2) lines of improvement on a visual acuity chart when compared to the best-corrected standard spectacle lenses.
- 2.5 Service Provider (Vendor) Qualification Requirements
 - 2.5.1 Utilize personnel or subcontractors who provide Vision Services that meet the licensure requirements set forth by the Arizona Revised Statutes, as follows:
 - 2.5.2 For Eye Exams:
 1. An Ophthalmologist licensed in accordance with A.R.S Title 32 Chapter 13; or
 2. An Optometrist licensed in accordance with A.R.S. Title 32 Chapter 16.
 - 2.5.3 For Eyewear and Optical Devices:
 1. A Dispensing Optician as defined by A.R.S. Title 32 Chapter 15.1.
 - a. Dispensing shall be performed in accordance with American National Standards Institute (ANSI Z80. 2005), American National Standard for Ophthalmics, and Food and Drug Administration requirements for impact-resistant lenses and the latest revision thereof.
 - 2.5.4 Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.
 - 2.6 Administrative Requirements
 - 2.6.1 Establish and maintain a VR Client case file that includes:
 1. Assignment of service(s) for the VR Client, including referral information;
 2. RSA Purchase Authorization(s);
 3. Vision Services RSA Fee Schedule (Exhibit P1);
 4. Vision Services Basic Eye Evaluation Approval Request Form (Exhibit P2);
 5. Vision Services Basic Eye Evaluation Final Report (Exhibit P3);
 6. Vision Services Comprehensive Eye Evaluation Approval Request Form (Exhibit P4);
 7. Vision Services Comprehensive Eye Evaluation Final Report (Exhibit P5);
 8. Vision Services Comprehensive Clinical Low Vision Evaluation Approval Request Form (Exhibit P6);
 9. Vision Services Comprehensive Clinical Low Vision Evaluation Final Report (Exhibit P7);
 10. Other documents relevant to the service provision.
 - 2.6.2 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.
 - 2.6.3 Maintain active professional license(s) that is in compliance with all Federal, State, and local licensing requirements for the operation of its business or profession and that is in good standing with all applicable licensing and regulatory boards or agencies. For the purpose of this contract, "good

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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.

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

2.6.5 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:

3.1.1 Basic Eye Exam/Comprehensive Eye Exam/Comprehensive Clinical Low Vision Exam: Submission to VR Counselor through the MSP a complete Vision Services Basic Eye Evaluation Approval Request Form (Exhibit P2), Vision Services Comprehensive Eye Evaluation Approval Request Form (Exhibit P4), or Vision Services Comprehensive Clinical Low Vision Evaluation Approval Request Form (Exhibit P6) that provides enough information for the VR Counselor to accurately understand the VR Client's vision rehabilitation needs to increase integrated employment.

3.1.2 Final Reports: Vendor will submit to the VR Counselor through the MSP a complete Vision Services Basic Eye Evaluation Final Report (Exhibit P3), Vision Services Comprehensive Eye Evaluation Final Report (Exhibit P5), or Vision Services Comprehensive Clinical Low Vision Evaluation Final Report (Exhibit P7) for services performed, and an explanation if all authorized Vision Services were not performed.

3.2 Performance Standards. The Vendor shall meet the following minimum acceptable performance standards during the quarter:

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 Vision Services Basic Eye Evaluation Approval Request Form (Exhibit P2), Vision Services Comprehensive Eye Evaluation Approval Request Form (Exhibit P4), or Vision Services Comprehensive Clinical Low Vision Evaluation Approval Request Form (Exhibit P6), which includes an itemized list of the recommended vision services identified by V or CPT Code stated in the Vision Services RSA Fee Schedule (Exhibit P1) and the payment rate(s) 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 Vision Services Basic Eye Evaluation Final Report (Exhibit P3), Vision Services Comprehensive Eye Evaluation Final Report (Exhibit P5), or the Vision Services Comprehensive Clinical Low Vision Evaluation Final Report (Exhibit P7) shall be submitted by the Vendor within seven (7) business days after completion of the vision 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

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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, the 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, travel time and mileage, time lost due to VR Client missed appointments ("no shows"), and any other costs associated with the service provision. RSA will not pay for these costs separately.

4.2 Payment for the authorized Vision Services will be made at the lesser of the following:

4.2.1 Rates stated in Vision Services RSA Fee Schedule (Exhibit P1) for the specific service or procedure.

4.2.2 If the V or CPT Code is not present in the Vision Services RSA Fee Schedule (Exhibit P1), the Vendor's usual and customary rate will be authorized.

4.3 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.

4.4 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:

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1. Vision Services Basic Eye Evaluation Approval Request Form (Exhibit P2) including recommended prescription for Vision Services identified by V or CPT Code stated in the Vision Services RSA Fee Schedule (Exhibit P1) and the payment rate(s), within seven (7) business days after completion of the Eye Exam.
 2. Vision Services Basic Eye Evaluation Final Report (Exhibit P3) indicating the Vision Services performed and an explanation if all authorized services were not performed within seven (7) business days after completion of Vision Services.
 3. Vision Services Comprehensive Eye Evaluation Approval Request Form (Exhibit P4), along with an itemized list of the recommended vision services identified by V or CPT Code stated in the Vision Services RSA Fee Schedule (Exhibit P1) and the payment rate(s), within seven (7) business days after completion of the Eye Exam.
 4. Vision Services Comprehensive Eye Evaluation Final Report (Exhibit P5) indicating the Vision Services performed and an explanation if all authorized services were not performed within seven (7) business days after completion of Vision Services.
 5. Vision Services Comprehensive Clinical Low Vision Evaluation Approval Request Form (Exhibit P6), along with an itemized list of the recommended vision services identified by V or CPT Code stated in the Vision Services RSA Fee Schedule (Exhibit P1) and the payment rate(s), within seven (7) business days after completion of the Eye Exam.
 6. Vision Services Comprehensive Clinical Low Vision Evaluation Final Report (Exhibit P7) indicating the Vision Services performed and an explanation if all authorized services were not performed within seven (7) business days after completion of Vision Services.
- 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. 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 P8, 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);

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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.