



knowledge services

STATE OF ARIZONA
REHABILITATION SERVICES ADMINISTRATION (RSA)
MANAGED SERVICE PROVIDER (MSP)
PSYCHOLOGICAL SERVICES (PSYCH SERVICES)
PROGRAM TRAINING

June 2021

Agenda

- Introductions
- RSA Initiative Overview and Objectives
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Vendor Code of Conduct
- Vendor Personnel Compliance
- Vendor Performance Standards
- Service Specifications
- Next Steps

■ 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 VR 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 meet several key outcomes:

- Provide an option to have the continuous opportunity 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 VR Client informed choice throughout the selection of service providers.
- Reduce VR 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 Arizona, Colorado, Florida, Indiana, Maine, Michigan, Mississippi, Missouri, Nevada, North Dakota, Ohio, Rhode Island, Tennessee, Utah and Wisconsin.
 - 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 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 (Local, Distant)
- Vendor: Representative / Personnel
- MSA
- MSP New Client Referral Form
- Electronic Service Summary
- Psychological Services Evaluation Report
- Psychological Services Post-Service Consultation Report
- Psychological Services Client Service Plan
- Psychological Services Monthly Progress Report
- Psychological Services Client Records Review Report

■ Vendor Community Engaging the MSP

When to engage the MSP?

- New VR 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 Psychological Services as a service

■ Vendor Selection and Creation of Authorization

10. VR Counselor tasks Purchasing Tech (PT) to create an authorization in LIBERA

- No verbal authorizations allowed

11. PT creates authorization in LIBERA

- 1 authorization will be issued for the Psychological Evaluation or Neuropsychological Evaluation, and if applicable Post-Service Consultation
- 1 authorization will be issued for Psychological Therapies
- 1 authorization will be issued to complete the VR Client Records Review and if applicable Post-Service Consultation

12. PT emails authorization to MSP Program Team, MSP Program Team emails authorization and MSP New Client Referral Form to selected Vendor

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

14. Vendor contacts VR Client (and if applicable, VR Counselor) to schedule a meeting for Psychological Services

- Evaluations: Vendor responsible for scheduling with VR Client within 7 business days after receipt of an assignment from the MSP
- Therapies: Vendor responsible for scheduling with VR Client and VR Counselor within 7 business days after receipt of an assignment from the MSP

■ Vendor Selection and Creation of Authorization (cont.)

15. Vendor proceeds to complete/provide the authorized Psychological Services
16. Vendor submits a completed and accurate electronic Service Summary, Evaluation Report, Post-Service Consultation Report, Client Service Plan, Monthly Progress Report, and Client Records Review Report (forms applicable to each client) as required to MSP Program Team
17. MSP Program Team reviews documentation and enters to dotStaff™ for invoicing
18. MSP Program Team sends invoice and Reporting Packet to AIB

■ Vendor Service and Invoicing Process (cont.)

19. AIB receives and processes required report(s) into ECF and invoice(s) into authorization in LIBERA
20. AIB tasks VR Counselor to review invoice in LIBERA
21. VR Counselor reviews required report(s) and invoice(s) and approves for payment in LIBERA
22. VR Counselor acknowledges task as complete in LIBERA and enters ready-for-payment date on authorization in LIBERA
23. State remits payment to Knowledge Services
24. Knowledge Services remits payment to Vendor

■ 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
 - MSP conducted FPCC check
2. MSP Program Team emails DERS Central Registry Results to Vendor
3. Vendor Personnel signs Exhibit C – Vendor Code of Conduct
 - Vendors are required to have a signed copy in the personnel file of all Personnel prior to being cleared to provide services under the MSP Program
4. MSP Program Team sends Clearance Email to Vendor, clearing Vendor Personnel to begin working with VR Clients for the identified service(s)

■ 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 Examination): The Vendor will issue complete and accurate Psychological Services Evaluation Reports (Exhibit N1) for ninety percent (90%) of VR Clients for which authorizations are received.

Performance Standard #3 (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 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 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 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

■ Process Timeline Reminders

- Vendors have 3 business days to confirm their ability to provide service in dotStaff™
 - Pre-Identified and Non Pre-Identified
 - Once the dotStaff™ bid has been submitted and the MSP Program Team has received the authorization from RSA, MSP Program Team will send both the MSP New Client Referral Form and Authorization to the Vendor clearing Vendor to schedule a meeting to initiate Psychological Services
 - Vendor to contact VR Counselor to obtain additional documentation prior to scheduling with VR Client
- Psychological Services Reporting Packets are due to the MSP Program Team by the following:
 - Psychological Services Evaluation Report (Exhibit N1) within 15 calendar days after completion of the evaluation
 - Psychological Services Post-Service Consultation Report (Exhibit N2) within 7 business days after completion of the Post-Service Consultation
 - Psychological Services Client Service Plan (Exhibit N3) within 15 calendar days following the end of the calendar month
 - Psychological Services Monthly Progress Report (Exhibit N4) within 15 calendar days following the end of each calendar month in which therapy is provided
 - Psychological Services Client Records Review Report (Exhibit N5) within 7 business days after completion of the VR Client Records Review.
- Vendors should not send the Reporting Packet or Supporting Documentation directly to AIB or VR Counselors
- 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 Reporting Packet?
 - All Psychological Services Exhibits can be found on the [Psychological Services Vendor Page](#).
- Will I be able to maintain a relationship with VR Counselors?
 - Yes, but please note the following:
 - Authorizations must be sent to Vendors directly from the MSP Program Team (verbal authorizations are not valid)
 - No Reporting Packets should be sent outside of the MSP Program Team

■ AZVRS MSP Vendor Website

[Vendor Registration and Information Portal](#)

Site includes:

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

■ Next Steps

1. Vendor's sign MSA with Knowledge Services - *If not previously completed.*
2. Vendor's train each Vendor Representative on new MSP Program processes, requirements, and expectations.
3. Vendor's complete the [Vendor Information and Authorization Routing Form](#) - *If not previously completed.*
4. Vendor's complete the [Vendor Personnel Compliance Form](#) and the [Code of Conduct](#) for each Vendor Representative
 - Deadline to submit Vendor Personnel Compliance Forms for incumbent Psychological Services Vendor Representatives is 7/16/2021.

■ Review of New Reporting Documents

- Electronic Service Summary
- Exhibit N1 – Psychological Services Evaluation Report
- Exhibit N2 – Psychological Services Post-Service Consultation Report
- Exhibit N3 – Psychological Services Client Service Plan
- Exhibit N4 – Psychological Services Monthly Progress Report
- Exhibit N5 – Psychological Services Client Records Review Report

Questions

Contact Us

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Thank you