



Frequently Asked Questions (FAQ)

Authorizations

How are authorizations for new Clients handled?

Authorizations for new Clients will go through the AZVRS MSP process.

- VR Counselors should reference the User portal, which contains training for the MSP process:
https://programs.knowledgeservices.com/azvrs/azvrs_state_users/

When a Client has selected a Vendor, what are the VR Counselor's next steps?

Submit the MSP New Client Referral Form (if this has not yet been completed) and task your PT to generate the authorization.

Where should PT's send authorizations under the MSP Program?

You should email authorizations to azvrs@knowledgeservices.com directly from LIBERA. Knowledge Services will not accept authorizations that are faxed or mailed.

How will the PT know the MSP has received the authorization?

The MSP Program Team will send a confirmation email, confirming receipt.

When will the Vendor receive the authorization through the MSP Program?

The MSP Program Team must receive the authorization, MSP New Client Referral Form, and the Vendor must confirm their ability to service the Client. Once all three steps are completed, the MSP Program Team will email the authorization and MSP New Client Referral Form to the Vendor, clearing the Vendor to schedule the CSP (or Vocational Assessment) within 1 business day.

New Clients

When should the VRC submit the MSP New Client Referral Form?

Once the IPE is approved for services, please submit the MSP New Client Referral Form:

https://knowledgeservicesforms.formstack.com/forms/azvrs_msp_client_referral_form



How will the VRC know that MSP New Client Referral Form was received?

A confirmation email will automatically be sent to the email address listed in the Counselor Email field on the MSP New Client Referral Form, confirming your submission has been received.

When should VRC send the selected Vendor additional supporting documentation to review prior to scheduling the CSP?

VRC's can send additional supporting documentation (ex: medical evaluations, Referral for Services, etc.) directly to the Vendor once the MSP has provided the authorization and MSP New Client Referral Form to the Vendor, clearing them to provide services.

How will the Vendors be notified of new postings?

Vendors will be emailed after each posting is opened in dotStaff™. Vendors can also log into dotStaff™ and view open postings at any time.

What information is provided to the Vendor network when a posting is created?

Vendors will see the following details: Service Type, Anticipated Units, Client Geography, Reasonable Client Travel Expectations, Client Disability and Barriers to Employment, Client Accommodations Needed, Client Requests, and Desired Service Outcomes.

The Client Name, Address, and Contact Information is not provided to the Vendor network. Once a Vendor has been selected to provide services, the selected Vendor will receive the full MSP New Client Referral Form once the authorization has been issued.

With the new process of the Vendor submitting their ability to service a Client on a posting, will KS be selecting Vendors to send to the Client?

No. Knowledge Services will send the VR Counselor a list of all Vendors who indicated they could service the Client and the VR Counselor will provide the Client with all of those Vendors. The Client will still have their selection of whichever Vendors they would like to provide service.

Can Clients contact Vendors directly, prior to making their selection?

Yes, the Vendor contact information will be included on the list of Vendors who confirmed their ability to service the Client, provided by the MSP.



In the new MSP Process, how long will Vendors have to respond to a posting with their ability to provide service to a new Client going through the MSP Process?

Knowledge Services will open the “posting” no more than 1 business day after receiving the MSP New Client Referral Form submitted by the VR Counselor. Once the “posting” is open, the Vendors will have 3 business days to submit their interest in servicing the new Client.

How is Knowledge Services going to monitor Vendors who turn down clients?

Knowledge Services will be tracking 3 metrics for Vendor performance, which can be found in the Service Specifications created by RSA.

Do we have to go through this process if the client already knows the Vendor they want to use?

You will still need to complete the MSP New Client Referral Form, but you will be allowed to choose a pre-identified Vendor. Knowledge Services will only work with the selected Vendor from that point forward.

What happens if the Client pre-selects a Vendor, but the Vendor cannot service that client even though they were "pre-identified"?

Knowledge Services will notify the RSA Counselor and will request to open a posting for the rest of the Vendor network.

If a client dislikes a Vendor enough to request a new Vendor to provide them service, does the Counselor need to submit another MSP New Client Referral Form again?

Knowledge Services will be flexible on matters such as this. Please email azvrs@knowledgeservices.com in this instance. The MSP Program team will coordinate a resolution with the Counselor and the Vendor.

Progress Reporting and Invoicing

How will the Vendors submit invoices under the MSP Program?

Following the Reporting Requirements found within each Service Specification, Vendors must submit an electronic Service Summary and



attach the applicable reporting documentation and supporting documents for each authorization on a monthly basis.

What if something is wrong on the service summary or monthly reporting packet?

The RSA Counselor will inform Knowledge Services. Knowledge Services will then work with the Counselor and Vendor to resolve the issue.

How quickly will Knowledge Services invoice the State?

Once a complete and accurate reporting packet has been received, Knowledge Services will generate an invoice and send the invoice and monthly reporting packet to AIB for scanning.

What are the payment terms with the new MSP model?

Once AIB receives the invoice from Knowledge Services, RSA has 30 days to pay Knowledge Services. After receiving payment from RSA, Knowledge Services will remit payment to the Vendor in 7 days.

When will progress reports begin to be submitted by the Vendors?

Following the Reporting Requirements found within each Service Specification:

- Work Adjustment Training Monthly Reporting Packets are due to the MSP Program Team by the 15th day of the following calendar month
- Trial Work Experience:
 - CSP must be submitted to MSP Program Team (with Service Summary) within 5 business days after meeting with Client
 - Final TWE Assessment Report must be submitted to MSP Program Team (with Service Summary) within 5 business days of completing assessment
 - Partial Assessment Report must be submitted to MSP Program Team (with Service Summary) within 15 calendar days following the end of each calendar month in which TWE service was provided
- Job Training Monthly Reporting Packets are due to the MSP Program Team by the 15th day of the following calendar month
- Vocational Assessment/Evaluations are due within 7 business days upon completion of the evaluation to the MSP Program Team. Post-Service Consultation Reports are due within 7 business days upon completion of the Post-Service Consultation meeting.



Who is responsible for reviewing reports to approve them for payment?

Occasionally invoices do not match the supporting reports are not correct or they are for incorrect amounts.

An invoice will not be paid by RSA unless proper supporting documentation matches services rendered. Knowledge Services will only invoice RSA with complete and accurate documentation from the Vendor. Counselors will then review each invoice and applicable documentation prior to approving for payment

Will Knowledge Services be responsible for evaluating the services provided by the Vendor?

The RSA Counselor will still be validating quality of service from the progress report.

How do Vendors submit supporting documentation for VR Counselor review that will not be a part of a monthly reporting packet?

Vendors must email the supporting documentation to AZVRS@knowledgeservices.com for review. The MSP Team will then send to AIB Scanning to load into LIBERA.

Who should VRC's and PT's direct Vendors to contact with progress reporting or invoicing questions?

Please direct to the MSP Program Team at AZVRS@knowledgeservices.com