



knowledge services

**ARIZONA DEPARTMENT OF ECONOMIC SECURITY (ADES)  
MANAGED SERVICES PROVIDER (MSP)  
VOCATIONAL REHABILITATION SERVICES (VRS)  
VENDOR KICKOFF MEETING**

February, 2023

# Knowledge Services Overview

# About Knowledge Services

## Serving those who serve others

- Founded in 1994
- Certified WBE
- MSP Introduction
  - Managed Service Provider (MSP)
  - Vendor Management System (VMS) – dotStaff™ Forms
- Proven MSP Program Expertise
  - MSP for State of Colorado, Delaware, Maine, Michigan, Mississippi, Missouri, Nevada, North Dakota, Rhode Island, Utah and Wisconsin
  - Local Arizona Program Team - 18 team members dedicated to servicing the AZVRS MSP Program



# **Rehabilitation Services Administration (RSA) & MSP Roles and Responsibilities**

## ■ Roles and Responsibilities

- RSA Administration (including RSA Contracts Unit, Program SMEs, Office of Procurement, etc.)
  - Develops and approves Service Specifications & Exhibits
  - Establishes insurance requirements & vendor qualifications
  - Negotiates provider rates
  - Reviews and approves all service providers under the MSP Program
  - Coordinates guidance & workflow with Knowledge Services
- Knowledge Services
  - Subcontracts with approved vendor network
  - Processes VR referrals & authorizations/PO's, communicates with vendors & RSA staff, and validates reporting documentation to facilitate invoicing
  - Provides guidance and assistance to RSA staff and vendor network
  - Validates compliance for vendor network

***NOTE: Guidance provided by Knowledge Services Team to RSA staff and Vendors is per service specifications (already approved by RSA Administration)***

# **AZVRS MSP Vendor Pages, Service Specifications, & Exhibits**

# Implementation Timeline & Next Steps

# Next Steps

## Serving those who serve others

- Opportunity for ACBVI to submit feedback on the draft versions of the Service Specifications and Exhibits
  - Please email your feedback by February 21, 2023 to [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com)
- Opportunity for ACBVI to propose an hourly Service Coordination Rate(s)
  - Please complete the Interested Vendor Form to propose your hourly rate for RSA review by February 21, 2023
- Opportunity for ACBVI to provide a Website Maintenance and Updates Plan for services between April 1, 2023-June 2023
  - Please email your proposal by February 21, 2023 to [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com)
- Final steps for ACBVI to complete in order to join the AZVRS MSP Program:
  - Master Service Agreement (MSA) with compliant Certificate of Insurance (COI) and W-9
  - Vendor Information and Authorization Routing Form
- ACBVI will register to attend a virtual Training Session the week of March 20<sup>th</sup>, 2023

# Implementation Timeline

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## Communication

- Ongoing Internal VR Staff
- Ongoing External Vendor



## Vendor Feedback

- Deadline to submit feedback on Service Specifications and Exhibits by February 21<sup>st</sup>, 2023



## Vendor Rate Submission

*Submissions must be completed through the Interested Vendor Form*

- Deadline to propose/submit Service Coordination hourly rate(s) due by February 21<sup>st</sup>, 2023



## Vendor Website Maint. & Updates Plan

- Deadline to submit Website Maintenance and Updates Plan due by February 21<sup>st</sup>, 2023 for services provided April-June 2023



## Vendor Enrollment

- Beginning week of March 6<sup>th</sup>, 2023
- Fully executed MSA with compliant COI due by March 17<sup>th</sup>, 2023



## Vendor Program Training

- Virtual Program Training will be scheduled during the week of March 20<sup>th</sup>, 2023

Questions?

## Contact Us

**AZVRS MSP Program:**

[AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com)

**Samantha Villegas, Program Account Manager:**

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**Thank you.**