

## Standard Work DAAS APS Psychological Evaluation

**Step 1.** APS receives an allegation through a report submitted online or by phone.

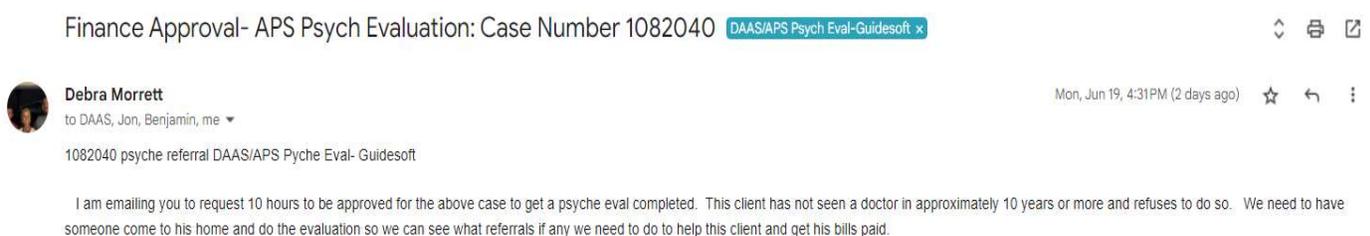
**Step 2.** The allegation is reviewed by the Central Intake Unit.

**Step 3.** If the allegation meets APS qualifications, the case is sent to the respective District/Field Office.

**Step 4.** APS investigates the allegation. If a Psychological Evaluation is requested, Investigator will staff the case with APS Supervisor to determine the need.

**Step 5.** APS Supervisor/Manager sends an email to DAAS FBO Operations ([daasfbooperationsteam@azdes.gov](mailto:daasfbooperationsteam@azdes.gov)) for funding approval. The subject line should read, "Finance Approval-APS Psych Evaluation: Case #0000". The body of the email should contain the following information:

- APS case number
- # of hours needed for the services (usually 10 hours). The vendor will bill for actual hours of services worked up to the approved amount. Additional approval would be needed if the provider needs more hours.
- Brief summary of the case that necessitates the need for psych services.



**Step 6.** Once approved by DAAS FBO Operations, complete the MSP New Client Referral form. Fill out the required fields (asterisk). Check the pre-identified box if a preferred provider is selected. Otherwise, leave it blank. Click Submit once done.

- APS Supervisor and Investigator will be listed on the referral (Name, Phone Number, Email Address)
  - Both email addresses will receive an automatic confirmation email from Knowledge Services, confirming receipt of submission.
- APS Supervisor is required to complete all fields with a red asterisk

- Please note: APS Supervisor is identifying for the MSP the # of approved units for the service, in addition to the approved dates of service.
  - If Vendor exceeds the # of approved units, the additional hour(s) will not be billable
  - If the Vendor conducts an evaluation outside of approved service dates, the evaluation will not be billable.

<https://forms.dotstaff.com/en-US/public/AZVRS/forms/6d3b028e-11c6-4ca0-a5e4-855d98bd76a5>

Pre-Identified

**Step 7.** MSP Program Team (Guidesoft/Knowledge Services) receives a referral and creates a posting in dotStaff™

- If Vendor is pre-identified:
  - 1) Vendor submits their confirmation of ability to provide services within 3 business days
- If the Vendor is not pre-identified:
  - 1) Vendor(s) submit their confirmation of ability to provide services within 3 business days
  - 2) MSP provides a list of confirmed Vendors to the Supervisor and Investigator on the 3rd business day
  - 3) Supervisor and/or Investigator notify the MSP of which vendor they would like to have conducted the evaluation

**Step 8.** MSP (Guidesoft/Knowledge Services) sends clearance emails to Vendor, Supervisor, Investigator, and DAAS Receiving, and clearing Vendor to provide Psychological Services

- Once cleared through MSP, Vendor may request additional medical documentation directly from the Investigator to assist with conducting Psych. Eval
  - Additional documentation should be sent from Investigator to the Vendor (outside of the MSP)

# Sample Vendor List Provided to APS

Hello Jane,

Thank you for submitting the DAAS MSP New Client Referral Form for John Smith. The following vendors have confirmed their ability to provide Psychological Services. Please let us know which Vendor you'd like to select to complete the Psychological Evaluation.

Vendor Company Name	Vendor Contact	Service Specializations	Vendor Accreditation
A-Z Neuropsychology, LLC	Sarah Burger sburger@a-zneuropsychology.com (520) 419-5354	Psychological Services, including: psychological evaluations, psychological evaluations with educational component, neuropsychological evaluations, evidence-based psychological therapies, concentrated record reviews.	Dr. Burger has been licensed continually as a Clinical Psychologist by the Arizona Board of Psychologist Examiners since September of 2013. She achieved board certification in Clinical Neuropsychology through the American Board of Professional Psychology (ABPP) in November of 2020.
Machelle Y Martinez, Ph.D. LLC	Machelle Martinez machelle@tubac.biz (520) 891-0821	Psychoeducational Evaluations	Licensed Psychologist
Sloan R. King, PhD, LLC	Sloan King drsloanking@gmail.com (612) 590-5038	Psychological Assessments of potentially vulnerable adults, typically referred by Adult Protective Services	Licensed psychologist

Thank you,

AZVRS MSP Program Team

## Step 9. An encrypted new client notification email is received from Guidesoft/Knowledge Services once a vendor is selected for the service.

ENCRYPT AZVRS MSP - New Client Notification - APS Case # 1022014



Amanda Meza <amandame@knowledgeservices.com>

Mon 3/15, 9:23 AM

drsloanking@gmail.com; AZ Vocational Rehabilitation Services <azvrs@knowledgeservices.com>; dmmoret@azdes.gov; Benjamin Gieron <benjamin@gieron@azdes.gov>; DAASReceiving@azdes.gov

Reply all

Encrypt: This message is encrypted. Recipients can't remove encryption.



Hello,

Congratulations – your company has been selected to conduct an APS Psychological Services Evaluation. Attached you will find the full DAAS MSP New Client Referral Form submitted by the APS Supervisor. The communication is being sent to clear you to initiate service provision. Please reply once to this email communication with ALL of the following details:

- Vendor Personnel who will be providing services:
- Date the anticipated meeting with APS Client was scheduled:
- Anticipated meeting date:

We look forward to receiving your response by **03/20/2023**

**Total Approved Cost – 8 x \$275.00 = \$2,200**

Please be advised, it has been confirmed that the accurate APS Case Number is 1022014. It was previously provided as 1022201.

As a reminder, Vendors are required to schedule a meeting with the APS Client within seven (7) business days after receipt of this assignment/clearance email from the MSP for the evaluation.

Thank you,



Amanda Meza  
VRS Program Support Representative

P: 602-626-9483

E: [amandame@knowledgeservices.com](mailto:amandame@knowledgeservices.com) | [knowledgeservices.com](mailto:knowledgeservices.com)

3550 N. Central Ave., Suite 102 | Phoenix, AZ 85012



**Step 10.** An invoice, service summary form, and APS Evaluation Report are received from Guidesoft/Knowledge Services via an encrypted email once the service is done and completed.

State of Arizona - VRS- Invoice: 1603964 - 05/25/2023 1070304

 AZVRS Invoicing <azvrsinvoicing@knowledgeservices.com>  
Fri 5/26, 6:24 AM  
daasreceiving@azdes.gov; AZ Vocational Rehabilitation Services <azvrs@knowledgeservices.com> 

Encrypt: This message is encrypted. Recipients can't remove encryption.

 1603964_PDF.pdf 118 KB	 Service Summary Form.... 428 KB	 Claudia Etheridge DAAS... 237 KB
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3 attachments (784 KB)



Dear Knowledge Services customer,

Please find attached invoice(s) generated this week through dotStaff™.

Should you need assistance or have questions about the attached, please contact your MSP representative:

AZVRS MSP Team: [AZVRS@KnowledgsServices.com](mailto:AZVRS@KnowledgsServices.com)

Thank you for the opportunity to serve you,

**KnowledgeServices**  
9800 Crosspoint Blvd  
Indianapolis, IN 46256  
Phone: 317-578-1700

Please do not reply to this message as this mailbox is not monitored and your response will be deleted.

[www.knowledgeservices.com](http://www.knowledgeservices.com)

**Step 11.** DAAS FBO Operations Staff will process the invoice for payment and submit it to Accounting. The DAAS FBO Operations funding pre-approval email is attached to the invoice.

## Contact Information:

### **Guidesoft/Knowledge Services**

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

Samantha Villegas  
Program Account Manager  
[SamanthaV@knowledgeservices.com](mailto:SamanthaV@knowledgeservices.com)  
(602)698-0944

Mary Orantes Tamayo  
VRS Team Lead  
(602)842-4155  
[maryo@knowledgeservices.com](mailto:maryo@knowledgeservices.com)

### **Other Questions/DAAS Internal Process Maps or Standard Work**

[daasfbooperations@azdes.gov](mailto:daasfbooperations@azdes.gov)