



AZVRS MSP PROGRAM - CE&I TRAUMATIC BRAIN INJURY (TBI) SERVICES

FREQUENTLY ASKED QUESTIONS (FAQ)

1. Exhibit C1 - Sign-In Sheet: Is there an opportunity to have separate sign in sheets for support groups and survivor events that don't have job title and company on them? This can be triggering for our survivors that don't work as it's just a reminder of something that was taken away.
 - a. Thank you for your feedback! Under the MSP Program, you may continue to utilize your current Sign-In Sheets. Exhibit C1 will be available for your team to utilize if you choose to. The Service Specifications will be updated to remove the requirement of "Exhibit C1."

2. Exhibit X3 - Affirmation of Qualifications: Is this for sign language interpreters only?
 - a. Exhibit X3 - Affirmation of Qualifications will be added to our Vendor Personnel Compliance Form. A Vendor Personnel Compliance Form is required to be completed for all employees and subcontractors providing TBI Services under the MSP Program to affirm the qualifications they meet. If Employees or subcontractors will be providing ASL, the qualifications referenced to provide ASL must be met.

3. Exhibit X2 - Monthly Service Report: Is the monthly inquiries social media, email, phone, and walk in total?
 - a. Yes, please combine the number of social media, email, phone and walk-in total under the "total number of inquiries," found under Resource Facilitation Services.

4. Exhibit X2 - Monthly Service Report: Is there a new customer satisfaction data sheet or anything I need to use?
 - a. No, the current document you utilize can continue to be utilized under the MSP. Please combine within your single PDF Reporting Packet with completed Exhibit X2 - Monthly Service Report.

