



**Vendor Training | ILOB RIS BVI & VR RIS BVI Services  
AZVRS MSP Program**

*Presented: June 25<sup>th</sup>, 2025*



# Vendor Training | Agenda



- Agenda
- MSP Introduction
- Roles & Responsibilities
- Contract Changes
- ILOB Rehabilitation Instructional Services
- VR Rehabilitation Instructional Services
- Implementation Next Steps
- Temporary Authorization Letter for July 2025 Services
- Common Questions
- MSP Process Refresher

## Vendor Training | MSP Introduction

- Knowledge Services is the Managed Service Provider (MSP)
- The MSP manages the Community Rehabilitation Provider (CRP)/Vendor Community for specific VR services
- The MSP has a total of twenty-one (21) team members dedicated to serving the AZVRS MSP Program
- Sharedbox: [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com)
- The terms, MSP, Knowledge Services, Guidesoft, and AZVRS MSP Program are used interchangeably

## Vendor Training | Roles & Responsibilities

- RSA Administration (e.g., RSA Contracts Unit, Program SME's, Office of Procurement, etc.)
  - Develops and approves Service Specifications, Exhibits, and associated forms
  - Establishes insurance requirements, insurance waivers, and vendor qualifications
  - Negotiates CRP/Vendor rates
  - Reviews and approves each CRP/Vendor to join (or expand) under the AZVRS Program
  - Coordinates training, guidance, and workflows with Knowledge Services
- RSA/VR Staff/ILOB Staff Member
  - Works with each Client to identify and plan services
  - Submits MSP New Client Referral Forms
  - Assists Clients in choosing appropriate CRP/Vendor
  - Authorizes services, per Service Specification
  - Reviews Vendor Reporting Packets with corresponding invoice to approve for payment
  - Responds to inquiries from Knowledge Services and CRP Community within forty-eight (48) hours

# Vendor Training | Roles & Responsibilities



- Knowledge Services (MSP)
  - Subcontracts with approved CRP Community
  - Processes referrals submitted by VR Counselor(s)
  - Processes authorizations generated through RSA Case Management System
  - Communicates with CRP's and RSA Staff
  - Reviews and approves Reporting Packets for invoicing
  - Validates CRP Community Compliance
- Community Rehabilitation Provider (CRP/Vendor)
  - Organizations subcontracted to provide specific VR services
  - Reviews referrals through VMS to confirm ability to provide services
  - Coordinates and provides authorized VR Client services
  - Responsible for documenting service provision and submitting Reporting Packets through MSP Program
  - Communicates VR Client case updates directly to RSA Staff (including requests to amend authorizations)

*Note: Guidance provided by Knowledge Services to RSA Staff and CRP Community is per Service Specification and approved by the RSA Administration*

## Vendor Training | Contract Changes

- \*No charge for any services shall be accepted or paid by RSA if submitted to RSA more than seventy-five (75) calendar days after the end of the reporting period (e.g., if services were provided during the March reporting period, RSA will not accept a Reporting Packet submitted after June 14<sup>th</sup>).
- Insurance: Network Security (Cyber) and Privacy Liability
  - ADES/DERS has waived the Cyber and Privacy Liability insurance requirement for all AZVRS MSP Vendors

*\*Language also added to each Service Specification*

## Vendor Training | ILOB RIS BVI Service Specification Changes

- **Notify the referring ILOB Staff Member and the MSP** through email documentation within one (1) business day when two (2) attempts to contact the ILOB Client have been unsuccessful or the ILOB Client fails to actively participate in services on a consistent basis. Notify the referring ILOB Staff Member and the MSP through email documentation within one (1) business day if the ILOB Client is encountering serious difficulties and problems that interfere with successful completion of the agreed upon objective(s)
- **Client Service Plan:** Face-to-face clarified to include video conference
- **Client Service Plan:** “Notify ILOB Client and ILOB Staff Member if there is a waiting list for admission to the training program, inform the ILOB Staff Member of the anticipated date for services to start”

## Vendor Training | ILOB RIS BVI Service Specification Changes



- **Performance Standard #2 – Completion Rate:** At a minimum, ninety percent (90%) of ILOB Clients who were accepted by the Vendor and participate in the program shall successfully complete the objectives and shall acquire and demonstrate Skill Level 3 for each training area agreed upon in the Client Service Plan (Exhibit V1).
  1. ILOB Clients who drop out of the program due to their dissatisfaction with the quality of the Vendor’s service provision will be counted towards this Performance Standard.
  2. ILOB Clients who drop out due to personal reasons, other than dissatisfaction with the Vendor’s service provision, (e.g., medical reason, incarceration, closure by RSA, or other reasons that cannot be attributed to the quality of the Vendor’s service provision, etc.) will not be counted towards this Performance Standard.
- **Performance Standard #3 – Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, by the established timelines identified within these Service Specifications.

# Vendor Training | ILOB RIS BVI Service Specification Changes



- **Service Provider (Vendor) Qualification Requirements:** Utilize personnel or subcontractors who supervise the service, provide instruction, and approve admission and progress reports who meet the following documented criteria:
  - Demonstrate knowledge and competence by evidence of documented training and/or work experience, in the following areas, as appropriate:
    - a. Disabilities Awareness to include the following areas of impairment: deafness, blindness, physical, cognitive (learning disabilities), brain injury, developmental/cognitive, serious mental illness, etc.;
    - b. Barriers and issues that prevent individuals with disabilities (particularly severe disabilities) from entering and succeeding in the workplace;
    - c. Strategies necessary for achieving successful, long-term employment outcomes for individuals with disabilities and how these strategies will lead to improved employment outcomes;
    - d. Work Readiness and Employability Skills; and
  - Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
  - Hold a Bachelor's degree in a related field (e.g., Rehabilitation Counseling, Deaf Studies, Psychology, Sociology, Education, etc.) with documentation of two (2) years' full-time employment in working with individuals with disabilities; or
  - Hold a high school diploma or G.E.D with documentation of five (5) years of experience directly working with individuals with disabilities, preferably involved in the provision of vocational rehabilitation services

## Vendor Training | ILOB RIS BVI Service Specification Changes



- **Service Closure Report** (Exhibit V4) must be submitted within thirty (30) days after service completion for any reason
- **Interpreting Services:** Vendors are responsible for notifying RSA through the MSP when an interpreter is required and provide service only after an amended Purchase Authorization has been issued. Reimbursement for the use of interpreters for American Sign Language (ASL) or foreign language(s) shall be made at the actual expenses incurred and upon submission of verifying documentation with the invoice
- **Payment language added to clarify fifteen (15) minute billing increments:**
  - Multiple ILOB Rehabilitation Instructional Services for Blind and Visually Impaired service activities, as specified above, that are provided during a single date of service that lasts less than fifteen (15) minutes may not be combined. Example: Same date of service - one (1) phone call with the VR Client to discuss service provision lasting five (5) minutes, and one (1) phone call with the VR Counselor to discuss challenges the VR Client is encountering, lasting ten (10) minutes cannot be combined.

## Vendor Training | VR RIS BVI Service Specification Changes



- **Notify the referring VR Counselor and the MSP** through email documentation within one (1) business day when two (2) attempts to contact the VR Client have been unsuccessful or the VR Client fails to actively participate in services on a consistent basis. Notify the referring VR Counselor and the MSP through email documentation within one (1) business day if the VR Client is encountering serious difficulties and problems that interfere with successful completion of the agreed upon objective(s)
- **Client Service Plan:** Face-to-face clarified to include video conference
- **Client Service Plan:** Notify VR Client and VR Counselor if there is a waiting list for admission to the training program, inform the VR Counselor of the anticipated date for services to start

## Vendor Training | VR RIS BVI Service Specification Changes



- **Performance Standard #2 – Completion Rate:** At a minimum, ninety percent (90%) of VR Clients who were accepted by the Vendor and participate in the program shall successfully complete the objectives and shall acquire and demonstrate Skill Level 3 for each training area agreed upon in the Client Service Plan (Exhibit W1).
  1. VR Clients who drop out of the program due to their dissatisfaction with the quality of the Vendor’s service provision will be counted towards this Performance Standard.
  2. VR Clients who drop out due to personal reasons, other than dissatisfaction with the Vendor’s service provision, (e.g., medical reason, incarceration, closure by RSA, or other reasons that cannot be attributed to the quality of the Vendor’s service provision, etc.) will not be counted towards this Performance Standard.
- **Performance Standard #3 – Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, by the established timelines identified within these Service Specifications.

# Vendor Training | VR RIS BVI Service Specification Changes



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  - Demonstrate knowledge and competence by evidence of documented training and/or work experience, in the following areas, as appropriate:
    - a. Disabilities Awareness to include the following areas of impairment: deafness, blindness, physical, cognitive (learning disabilities), brain injury, developmental/cognitive, serious mental illness, etc.;
    - b. Barriers and issues that prevent individuals with disabilities (particularly severe disabilities) from entering and succeeding in the workplace;
    - c. Strategies necessary for achieving successful, long-term employment outcomes for individuals with disabilities and how these strategies will lead to improved employment outcomes;
    - d. Work Readiness and Employability Skills; and
  - Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
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- **Payment language added to clarify fifteen (15) minute billing increments:**
  - Multiple VR Rehabilitation Instructional Services for Blind and Visually Impaired service activities, as specified above, that are provided during a single date of service that lasts less than fifteen (15) minutes may not be combined. Example: Same date of service - one (1) phone call with the VR Client to discuss service provision lasting five (5) minutes, and one (1) phone call with the VR Counselor to discuss challenges the VR Client is encountering, lasting ten (10) minutes cannot be combined.

## Vendor Training | Implementation Next Steps



- Submit all Reporting Packets (first time submission and/or resubmissions with corrections still pending) as soon as possible to avoid delays in payment processing
  - May 2025 Reporting Packets were due by 6/15/2025
  - June 2025 Reporting Packets are due by 7/15/2025
- New exhibits under CTR075483 are required to be utilize as of 7/1/2025 services
  - Services completed in June 2025 are required to have *current* exhibits utilized
  - Services completed in July 2025 are required to have new exhibits (with 07-01-2025 footer) utilized
- Please email a list of your current/active Vendor Personnel providing direct client services to [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com) by 7/31/2025
- Complete CBC registration and processing backgrounds for all active/current Vendor Representatives is required to be completed by 9/30/2025
  - Please reference contract #CTR075483 on each CBC submission
  - A new Vendor Personnel Compliance Form is *not* required to be completed, unless the selected services or qualifications have changed for personnel
- Submit a new VRS Vendor Profile if your organization would like to update the submission the MSP has on file, including updating main points of contact or the authorization point of contact

## **Vendor Training | Temporary Authorization Letter for July 2025 Services**



- RSA will be transitioning Case Management Systems, effective 7/1/2025
- Temporary Authorization Letters are being issued to authorize the continued service provision for each VR Client through July 2025
- Although the Temporary Authorization Letter is being issued to avoid gaps in service to VR Clients, a new billable authorization will be issued through the new Case Management System in early July
- The Knowledge Services MSP Program Team is processing each Temporary Authorization Letter in the order they are received
- The Knowledge Services MSP Program Team will process each FY26 authorization in the order they are received, as they begin to be issued in early July
  - When completing the applicable Exhibits for July 2025 services, please reference the new FY26 authorization # issued to replace the Temporary Authorization Letter for billing

## Vendor Training | Common Questions



**Q:** When will we receive Temporary Authorization Letters?

**A:** RSA is now issuing Temporary Authorization Letters. Knowledge Services MSP Program Team is processing each letter in the order they are received.

**Q:** When will we receive the valid/billable FY26 Authorization?

**A:** RSA will begin issuing FY26 Authorizations within the first two-weeks of July (once they transition into their new Case Management System). Knowledge Services MSP Program Team will be processing each Authorization in the order they are received.

**Q:** What happens if I do not sign a new MSA with Knowledge Services?

**A:** If a fully executed MSA is not in place for contract #CTR075483 by 6/30/2025, your organization will not be loaded to the new Case Management System for authorizations will be issued. Services must stop as of 7/1/2025 until a valid MSA with Knowledge Services is in place, to allow for new authorizations to be issued.

**Q:** Who do I contact with my questions regarding this implementation or the new contract?

**A:** Please reach out directly to Samantha Villegas at [SamanthaV@knowledgeservices.com](mailto:SamanthaV@knowledgeservices.com).

**Q:** Who do I contact with my regular day-to-day questions?

**A:** Please contact the AZVRS MSP Program Team at [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com).

**Questions  
+  
Discussion**



# Vendor Training | MSP Process Refresher



## ----- Pre-Identified Referral -----

1. VR Counselor completes MSP New Client Referral Form (NCRF)
2. MSP posts service information (without Client PII) in VMS for identified Vendor to confirm their availability - Vendors have three (3) business days to submit confirmation
3. VR Counselor tasks Purchasing Specialist to generate authorization for pre-identified vendor once NCRF has been submitted to MSP

## ----- Open Referral -----

1. VR Counselor completes MSP New Client Referral Form (NCRF)
2. MSP posts service information (without Client PII) in VMS for vendors to confirm their availability - Vendors have three (3) business days to submit confirmation
3. On 3<sup>rd</sup> business day, after 3pm (AZ), MSP sends list of available vendors via encrypted email to VR Counselor
  - VR Counselor reviews the vendor list with the Client
  - Client may contact Vendors to determine compatibility
  - Client selects Vendor
  - VR Counselor tasks Purchasing Specialist to generate authorization for selected vendor

## Vendor Training | MSP Process Refresher



4. Purchasing Specialist completes authorization per VR Counselor task and service specifications
  - Due date for task is three (3) business days from date of task creation
5. Purchasing Specialist emails authorization directly to Knowledge Services
6. Knowledge Services emails authorization and NCRF to selected Vendor within one (1) business day
7. Vendor receives authorization and NCRF
  - *This is considered the vendor's clearance email to initiate service provision*
8. VR Counselor emails supporting documentation directly to Vendor, if applicable, once Vendor is cleared by Knowledge Services
9. Vendor contacts VR Counselor and Client to arrange Client Service Plan (CSP) meeting, if applicable
  - Vendor is responsible for scheduling the CSP meeting with VRC and Client within seven (7) business days after receipt of an assignment from the MSP

*If an authorization has not been issued for a NCRF within 15 business days, the NCRF will be cancelled*

## Vendor Training | MSP Process Refresher



10. Vendor, VR Counselor and Client meet to complete CSP
  - All three (3) parties must be present at CSP - Client, VR Counselor and Vendor
  - CSP can be conducted in-person or by video conference with all three (3) parties
  
11. As needed during provision of service, VR Counselor may task Purchasing Specialist to amend current authorization to change units, service dates, add services line or cancel services
  
11. If applicable, Purchasing Specialist creates amended authorization in Case Management System and emails to MSP Program Team, MSP Program Team emails to Vendor
  
13. Vendor proceeds to provide authorized and agreed upon services to Client
  - Vendors are responsible for initiating service provision within twelve (12) business days after completion of the CSP, or as referenced within the applicable Service Specifications
  
14. Vendor submits complete and accurate Service Summary and Reporting Packet through MSP
  - Complete and accurate Reporting Packet is due within fifteen (15) calendar days following the end of each calendar month in which service was provided, or as referenced within the applicable Service Specifications

## Vendor Training | MSP Process Refresher



15. MSP reviews documentation within seven (7) calendar days and, if complete and accurate, enters into VMS for invoicing
16. Knowledge Services emails invoice and Reporting Packet to Arizona Industry for the Blind (AIB).
17. AIB uploads reporting documentation into the electronic case file (ECF) and attaches invoices to authorization within five (5) business days upon receipt, then tasks VR Counselor to review invoice and Reporting Packet
18. VR Counselor reviews Reporting Packet and invoice and approves for payment on authorization
19. Payment Processing Unit (PPU) reviews invoice and makes payment if accurate and complete
  - If errors are identified, PPU will task Purchasing Specialist to issue an MSP Unable to Process Payment (UPP) Letter directly to Knowledge Services
20. RSA issues check (warrant) to Knowledge Services
21. Knowledge Services remits payment to Vendor

**Questions  
+  
Discussion**

