Indiana Division of Disability and Rehabilitative Services

Vocational Rehabilitation Claim Payment System Vendor Registration User Guide: **Businesses**

May 2025

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How to Become a VR Vendor

Before Beginning:

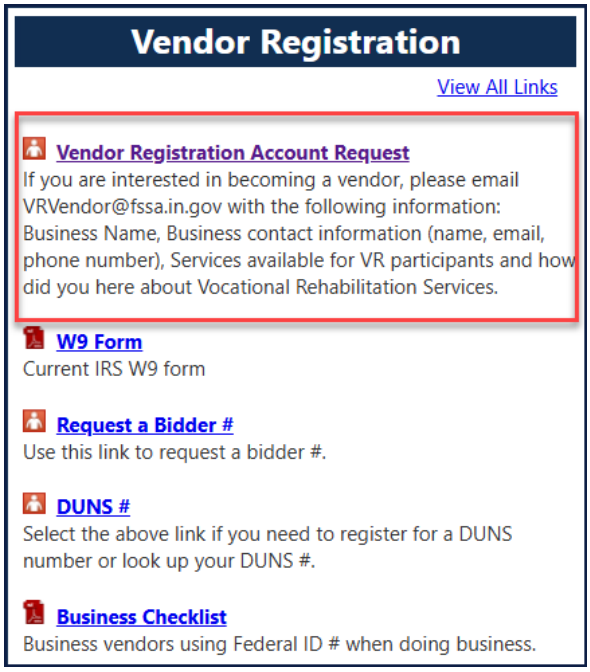
Review the vendor manual at https://www.in.gov/fssa/ddrs/5448.htm.

Use the checklist at https://www.in.gov/fssa/files/Business-checklist1.pdf to gather the prerequisite information to complete the process.

To Begin:

1. Navigate to The Claim PaymentSystem.
2. Under the **Vendor Registration** section, follow instructions to request an account.

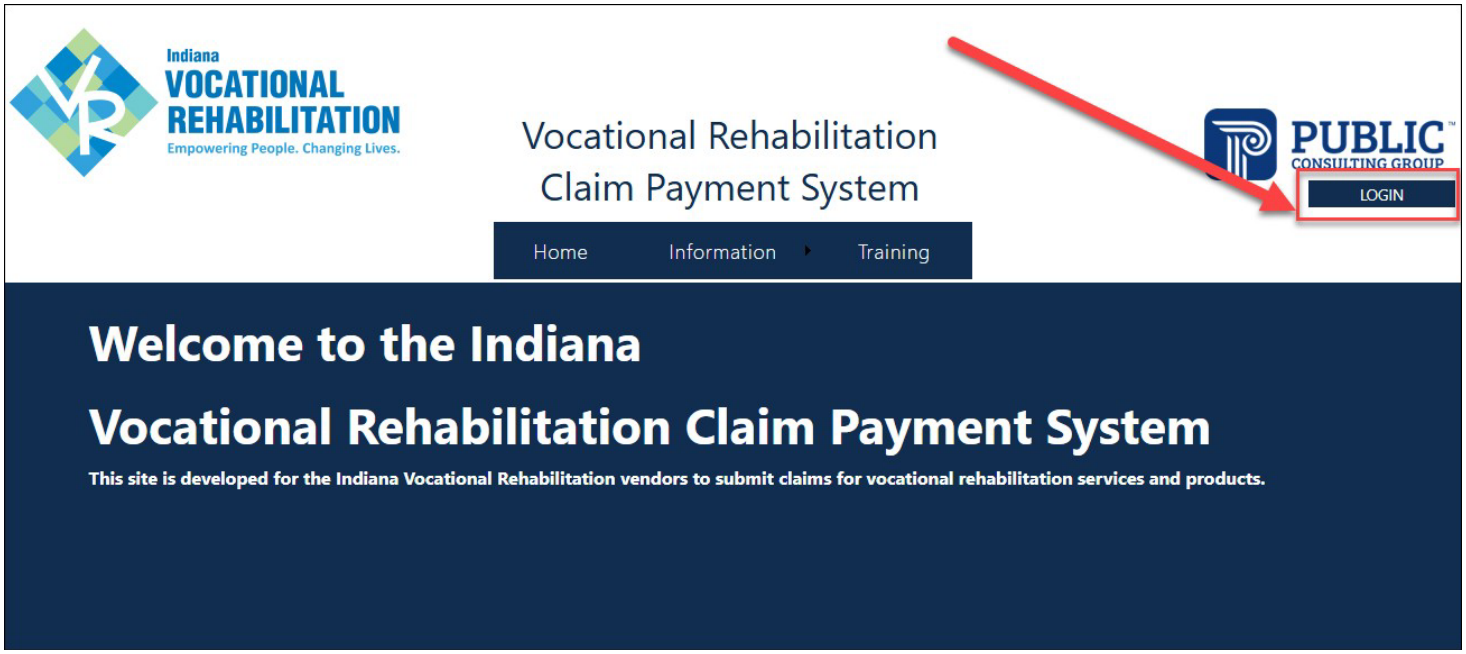
If you are interested in becoming a vendor, please email VRVendor@fssa.in.gov with the following information: Business Name, Business contact information (name, email, mobile phone number), Services available for VR participants and how did you hear about Vocational Rehabilitation Services.



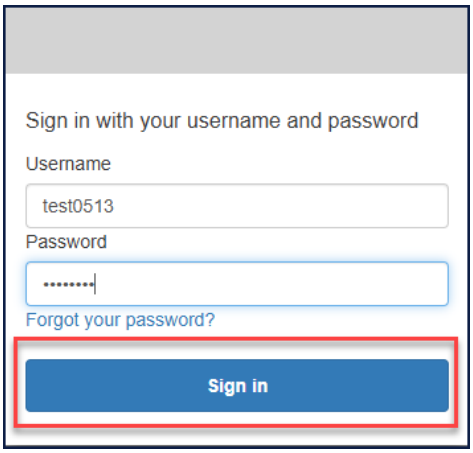
If your vendor registration account request has been accepted, you should receive an email with your login credentials. If you do not see the e-mail in your Inbox, check your spam folder.

How to Login

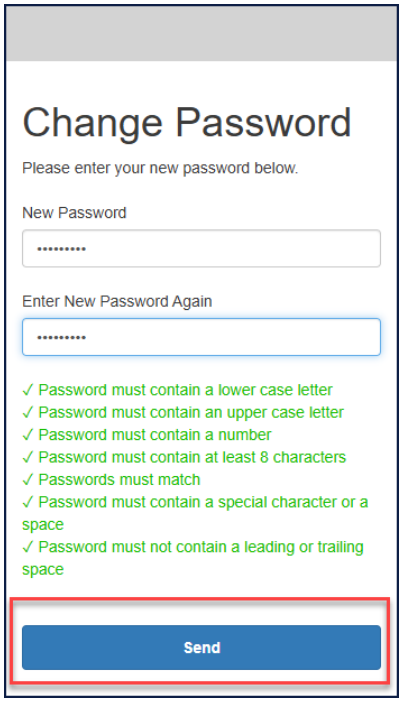
1. Navigate to the Public Portal screen.
2. Click on the **'Login'** button.



3. Enter temporary credentials.
4. Click the **'Sign in'** button.



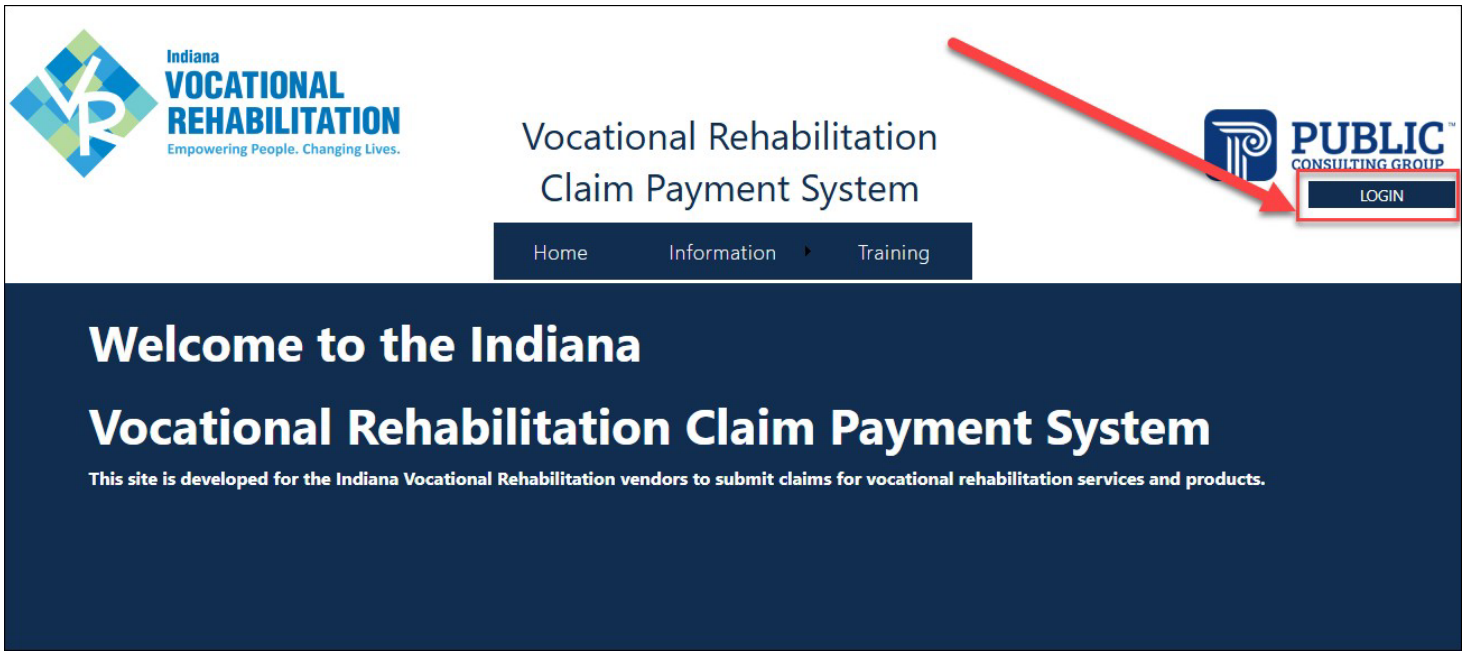
5. Enter your new password information.
6. Click on the **'Send'** button.



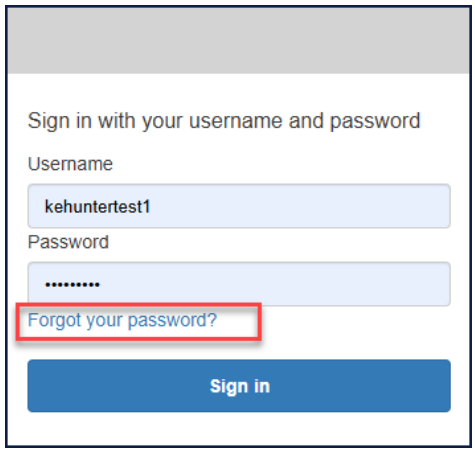
After clicking on the **'Send'** button, you will receive an email with a multi-factor authentication (MFA) code. The multi-factor authentication or MFA method will only be accessible after you have received an email to set up your new account. ***Note that the website will request your MFA code input each time you log in moving forward.***
Next enter the authentication code and click 'Sign in' to continue to the site.

How to Recover a Lost Password

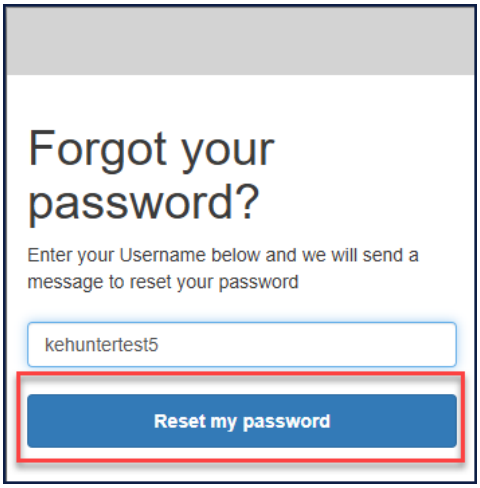
1. Navigate to the Public Portal screen.
2. Click on the **'Login'** button.



3. Select/Click on '**Forgot Your Password'** on the login screen**.**

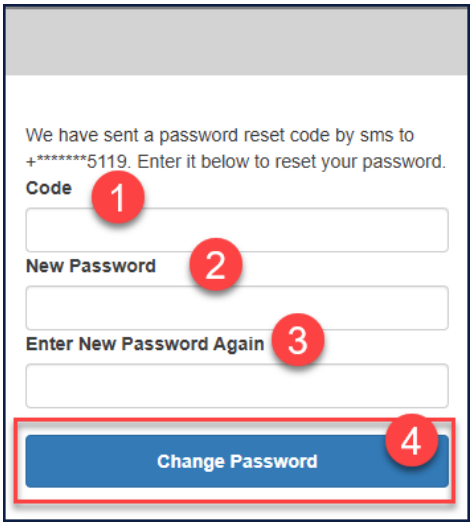


4. Enter **'Username'** and click **'Reset my password'.**

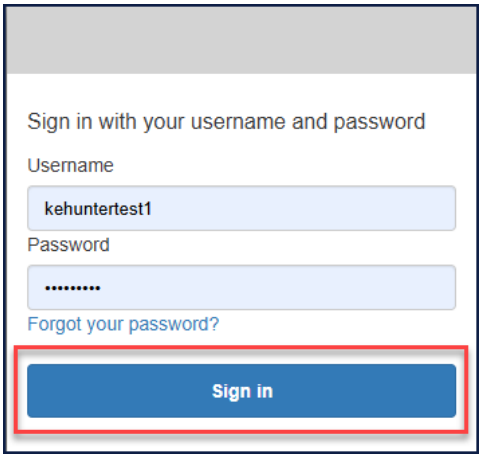


(If your mobile phone is on file, you will receive a code to change your password. If your mobile phone is not on file, please contact the support team for assistance)

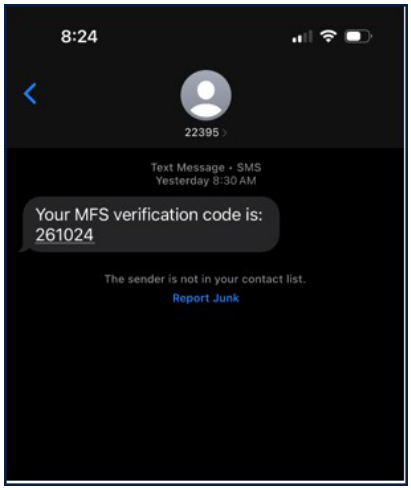
5. Enter the code received into the '**Code'** field.
6. Add new passwords and click **'Change Password'.**



7. Login with your new password.



8. Enter the multi-factor authentication code to navigate to the site.



How to Complete a Vendor Registration

1. Select/Click on **Vendor Registration**.

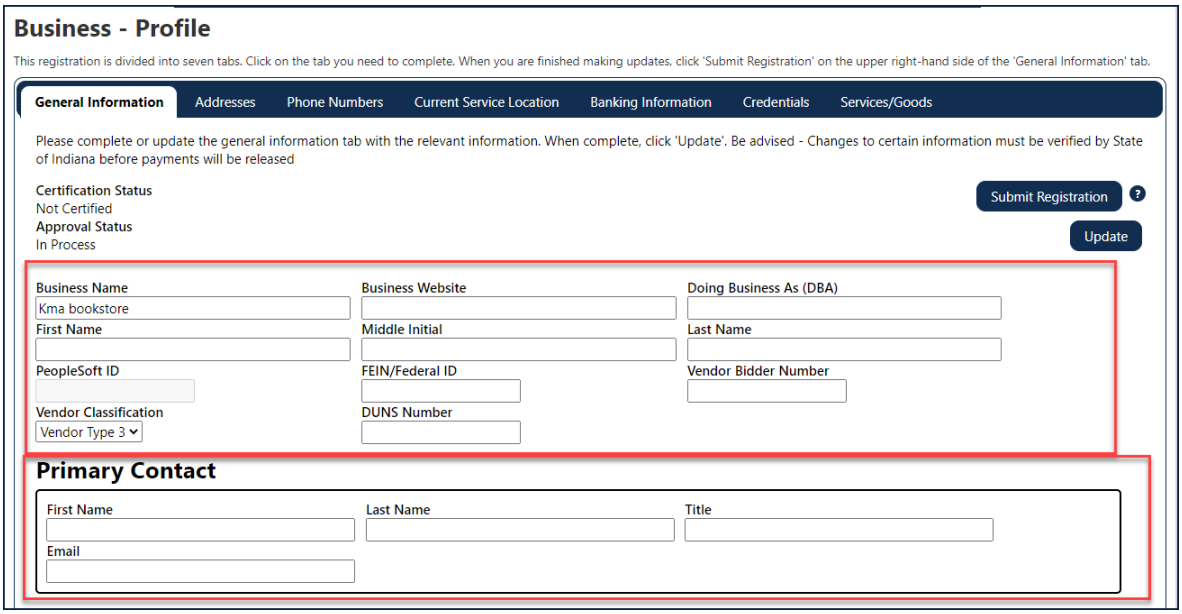
2. Select/Click on **Business Profile**.

General Information Tab

1. Select/Click on the **General Information** tab.
2. Enter information in the Business Name, Business Website, First Name, Last Name, Doing Business As (DBA), FEIN/Federal ID (do not use dashes), Vendor Bidder Number, Vendor Classification, DUNS Number, Agency Primary Contact First Name, Agency Primary Contact Last Name, Agency Primary Contact Title and Agency Primary Contact Email fields.

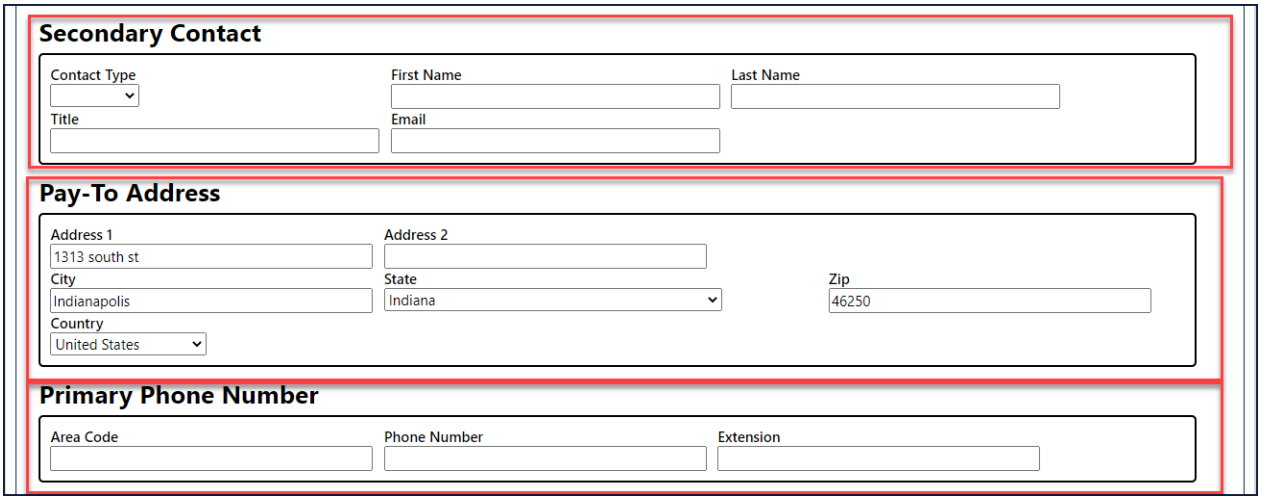
   If you do not know your DUNS number you can find it at https://www.dnb.com/duns-number/lookup.html.

   If you do not know or need to request your Bidder number, you can find it at https://www.in.gov/idoa/2464.htm. For additional assistance needed, please email Vrvendor@fssa.in.gov.

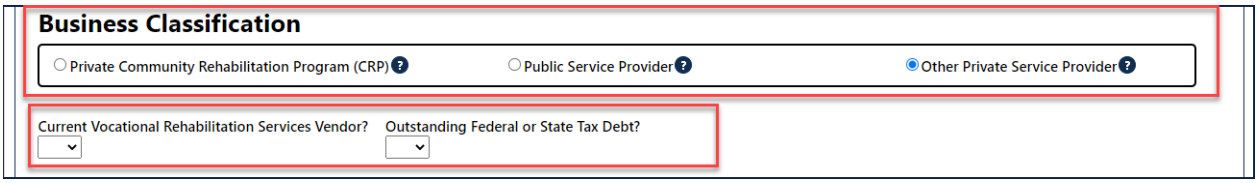


3. Enter information in **the Secondary Contact** section *(if applicable).* Enter information in the **Pay-To Address and Primary Phone Number** section.

   Note: Do NOT use dashes (-) in Primary Phone Number.

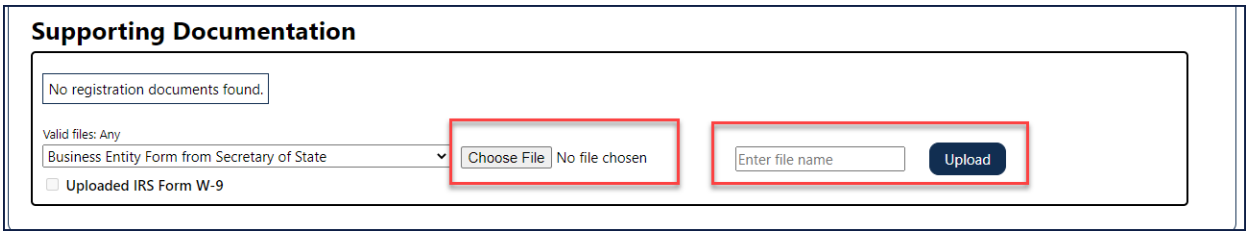


4. Complete the Business Classification Section. Select/Click on a **Business Classification**. Select/Click on Yes or No in response to the drop-down menus for **Current Vocational Rehabilitation Services Vendor** and **Outstanding Federal and State Tax Debt**.



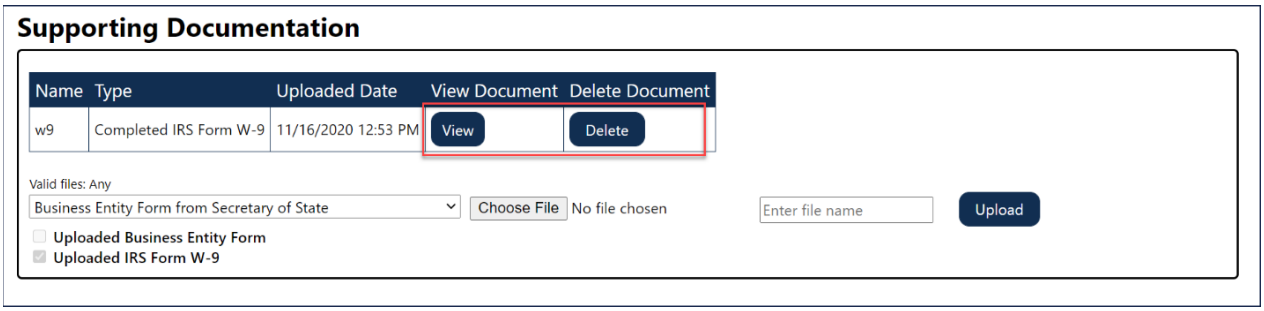
5. Upload registration documents in the Supporting Documentation section. Select/Click on the arrow in the **Valid files: Any** drop-down menu to choose a **Document Type**. Select/Click on **Browse**. Enter a **File Name,** then select/click on the **Upload** button.

   Please refer to the Vendor Registration Manual at https://vrcps.fssa.in.gov//Public/Documents/ImportantLink/VR%20Services%20Manual%20-%20Version%204.0.pdf to determine which documents are required for upload based on the Vendor Classification Type selected in Step 2.

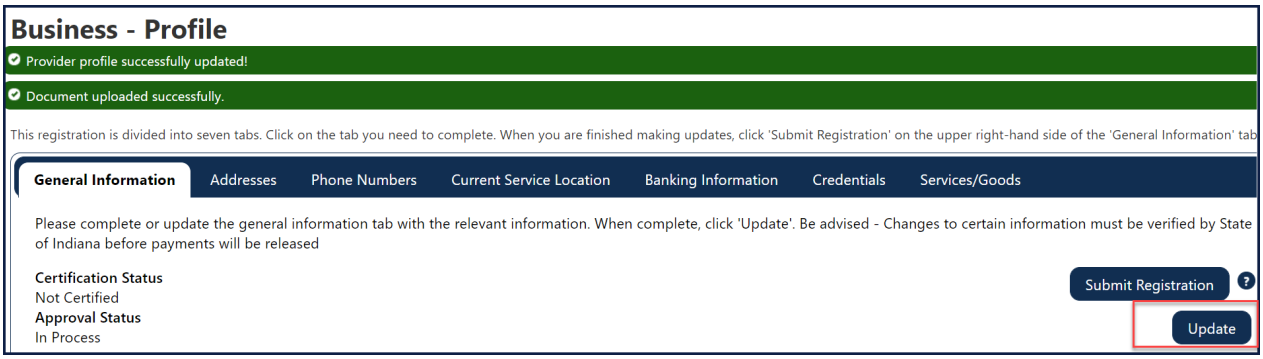


6. Select/Click on the **View** button to view the uploaded document.

7. Select/Click on the **Delete** button to remove the uploaded document.

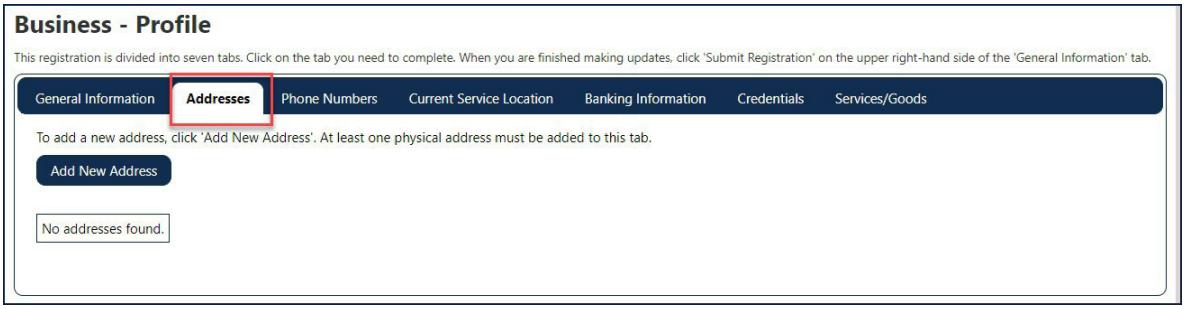


8. Select/Click on the **Update** button (top right of the screen) to save information entered.

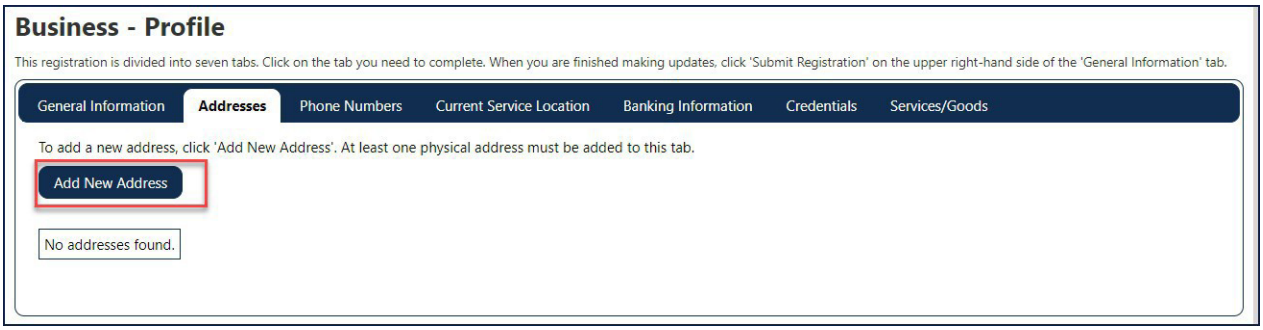


Addresses Tab

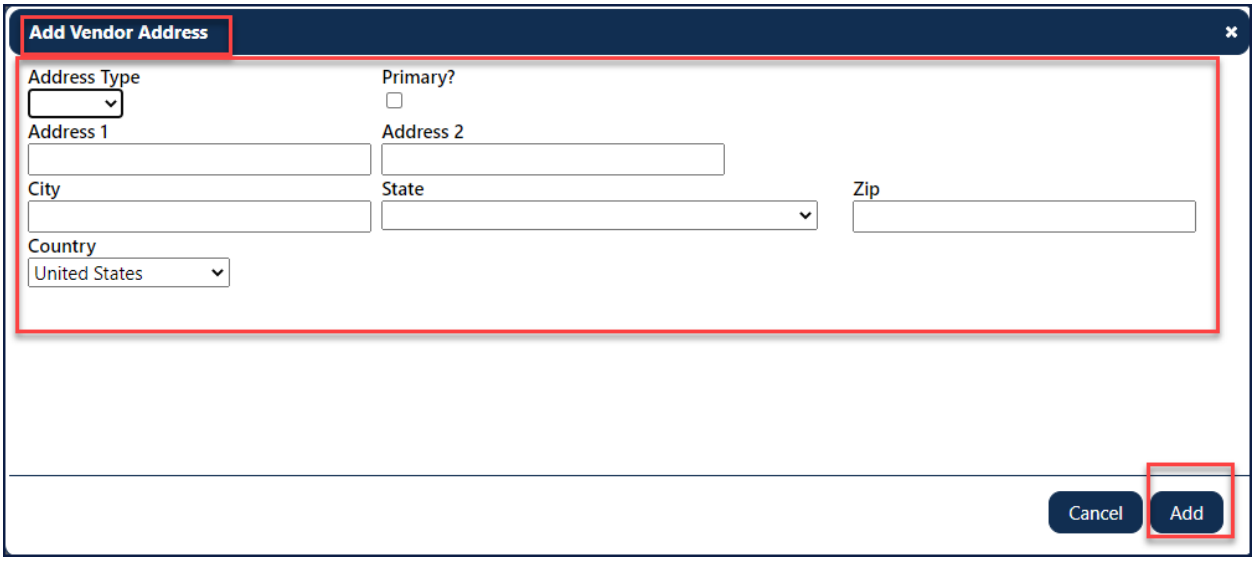
1. Enter Address information. Select/Click on the **Addresses** tab. Each vendor must enter at least one physical address by choosing '**Physical Address**' from the address type dropdown.



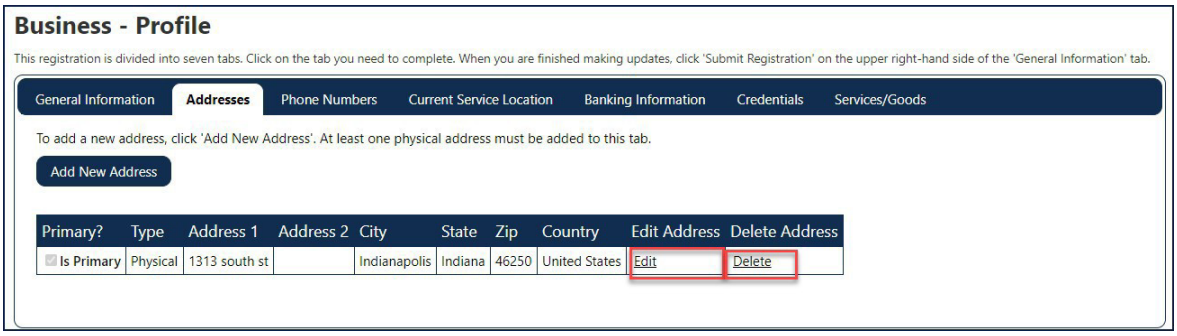
2. Select/Click on the **Add New Address** button.



3. Enter **Vendor Address**. Select/Click on an **Address Type**, indicate if address is primary, and enter address details. Select/Click on the **Add** button.

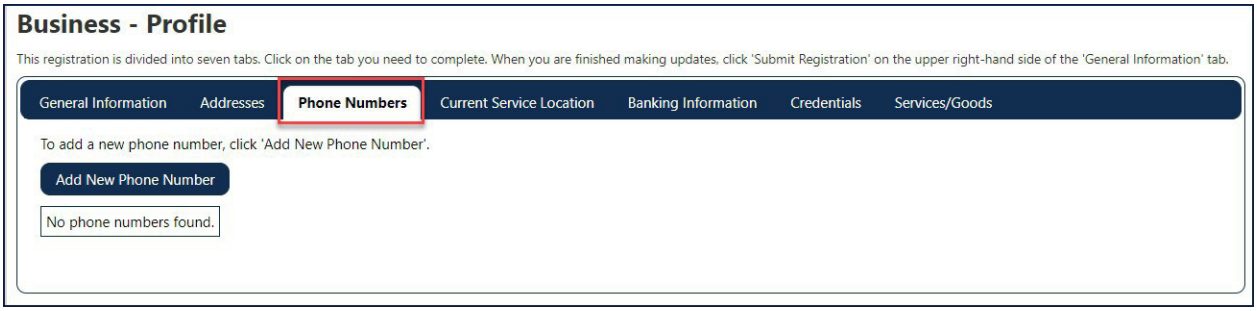


4. Multiple addresses can be added to a vendor's Address tab by selecting/clicking on the **Add** button and repeating the previous steps.
5. Select/Click on the **Edit** link to update or correct address information entered.
6. Select/Click on the **Delete** link to remove address information entered.

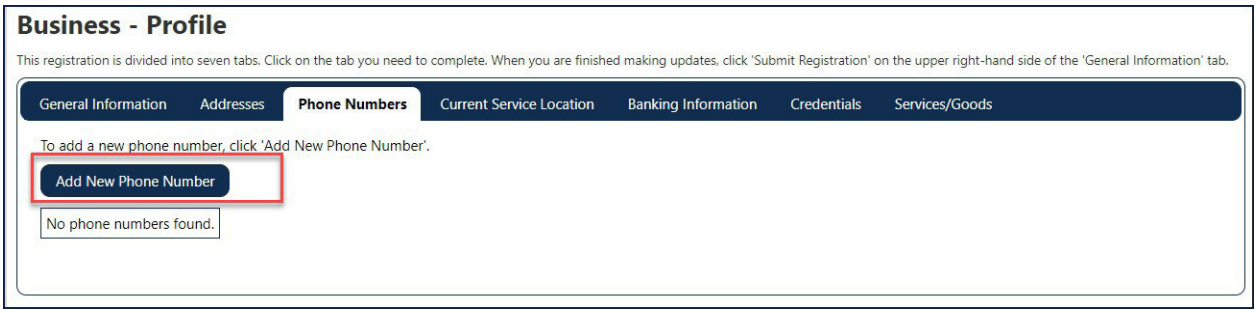


Phone Numbers Tab

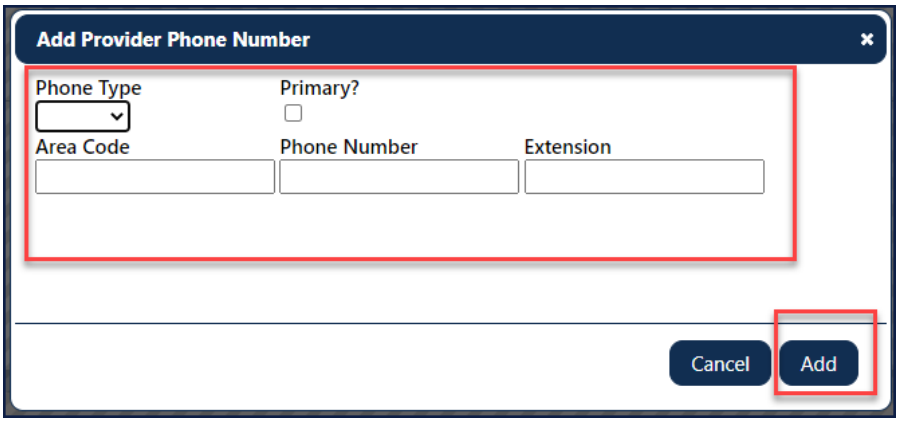
1. Enter Phone Number information. Select/Click on the **Phone Numbers**tab.



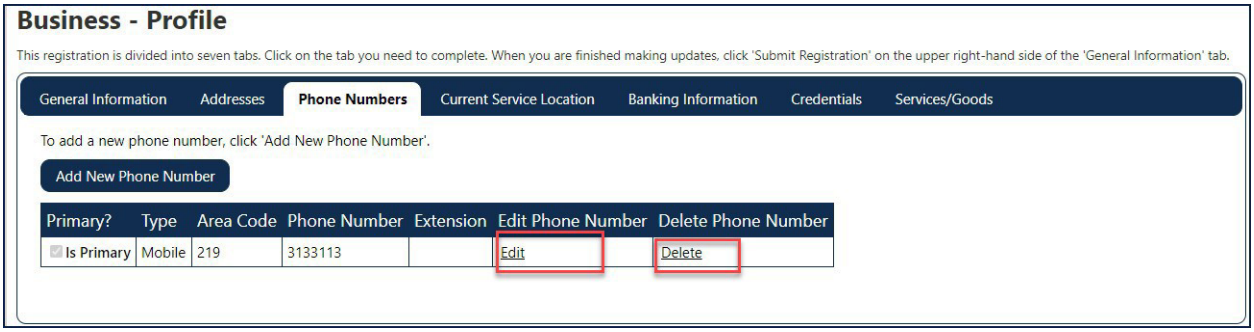
2. Select/Click on the **Add New Phone Number** button.



3. Enter **Provider Phone Number**. Select/Click on a **Phone Type**, indicate if phone number is primary, and enter phone number details. Select/Click on the **Add** button.

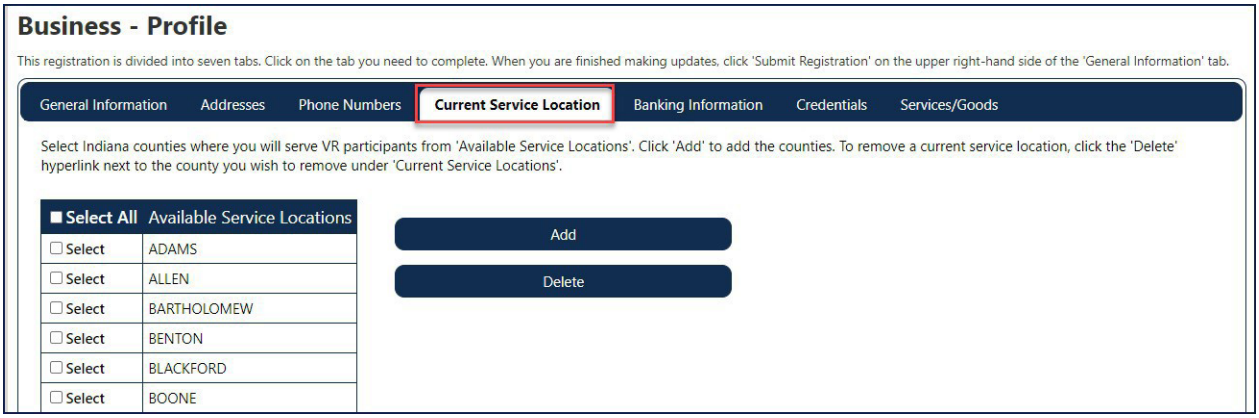


4. Multiple phone numbers can be added to a Vendor's **Phone Numbers** tab by selecting/clicking on the **Add** button and repeat the previous steps.
5. Select/Click on the **Edit** link to update or correct phone information entered.
6. Select/Click on the **Delete** link to remove phone information entered.

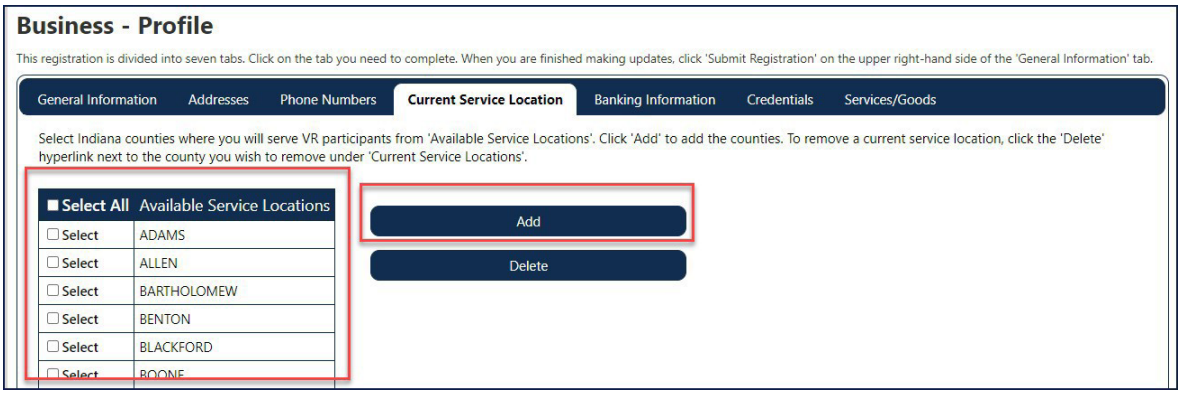


Current Service Location Tab

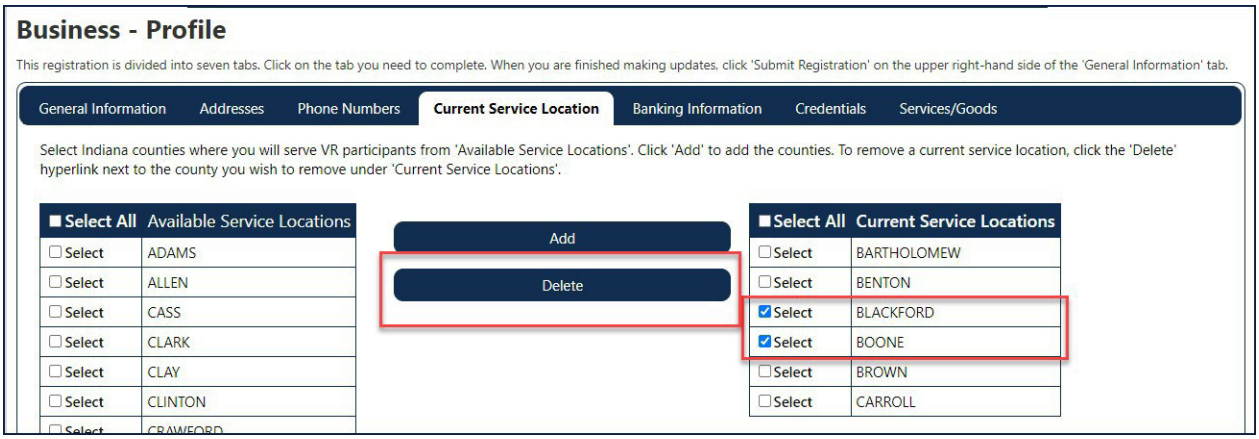
1. Add Current Service Location information. Select/Click on the **Current Service Location** tab. At least one service location must be entered. Note: This should include all Indiana counties that you are willing to serve.



2. Select/Click on the checkbox to select a **County Name(s)**, then select/click on the **Add** button.

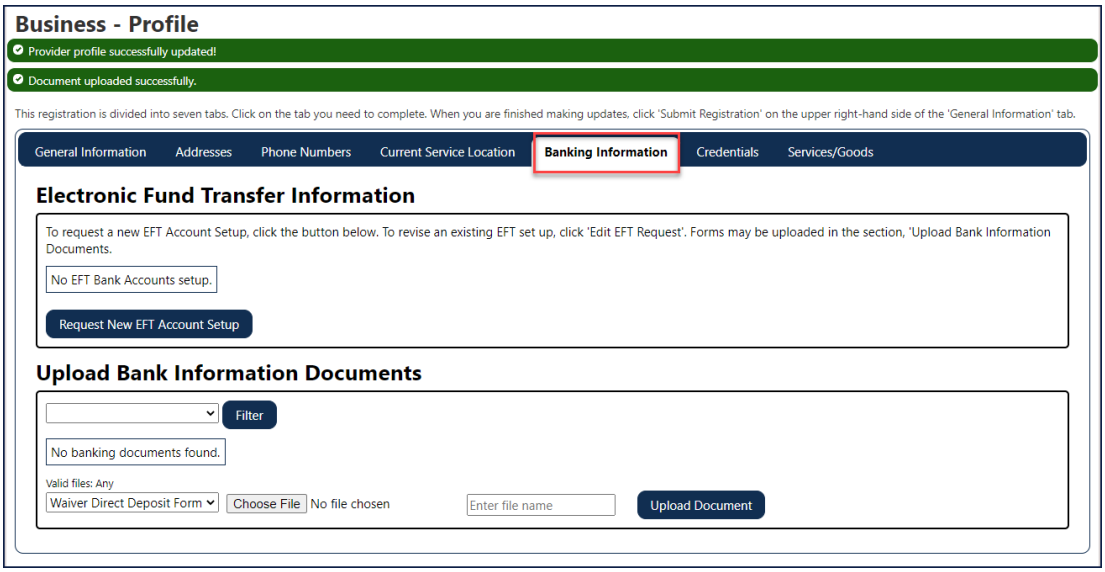


3. Select/Click on the **Delete** link to remove the selected county.

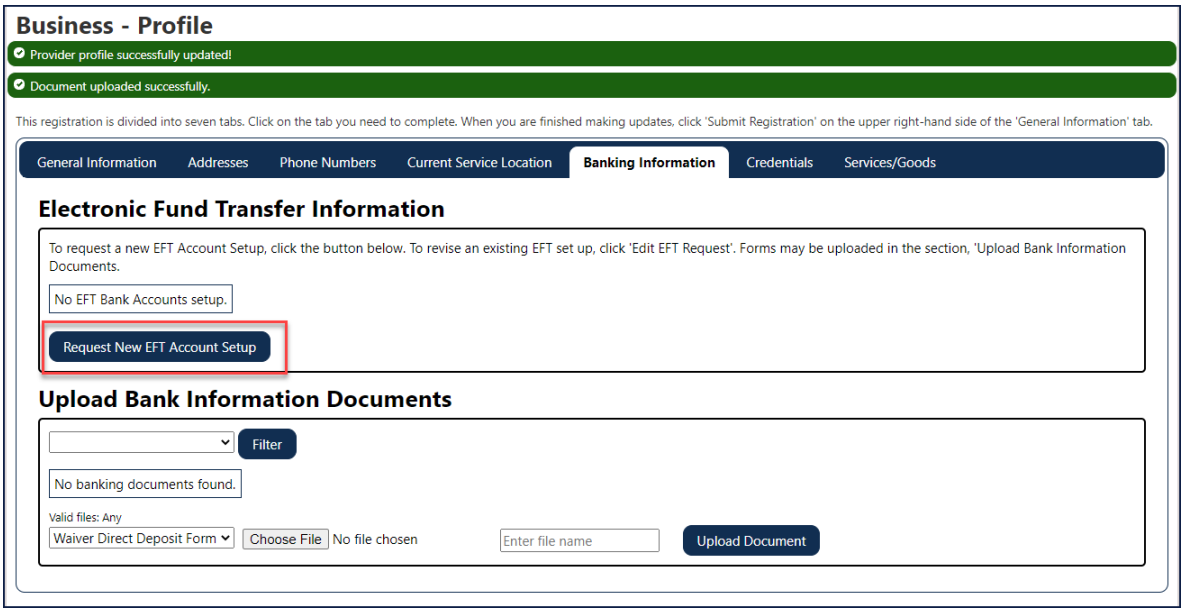


Banking Information

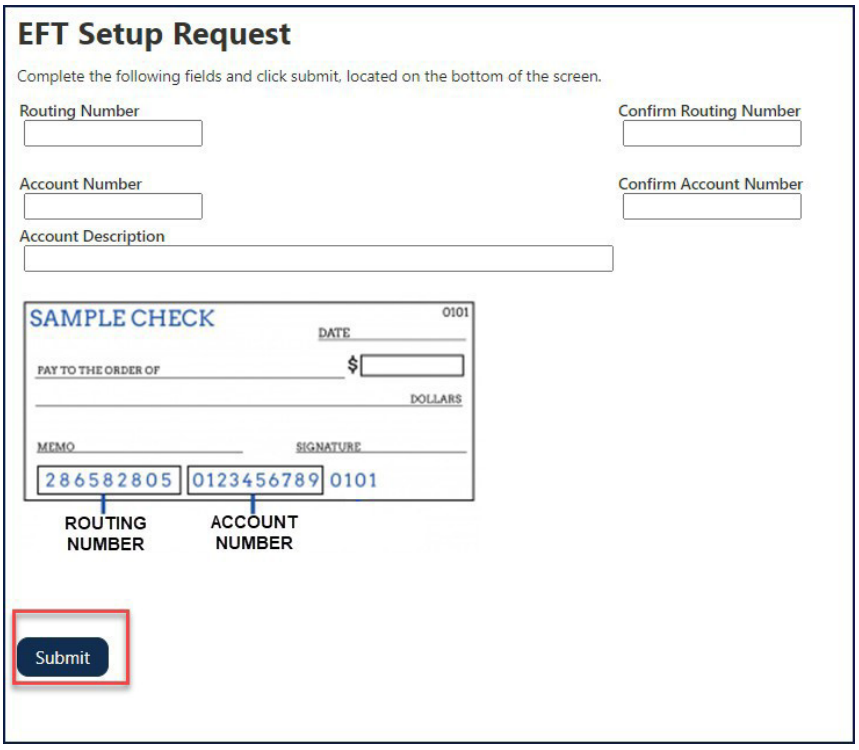
1. Select/Click on the **Banking Information** tab.



2. Select/Click on the **Request New EFT Account Setup** button.



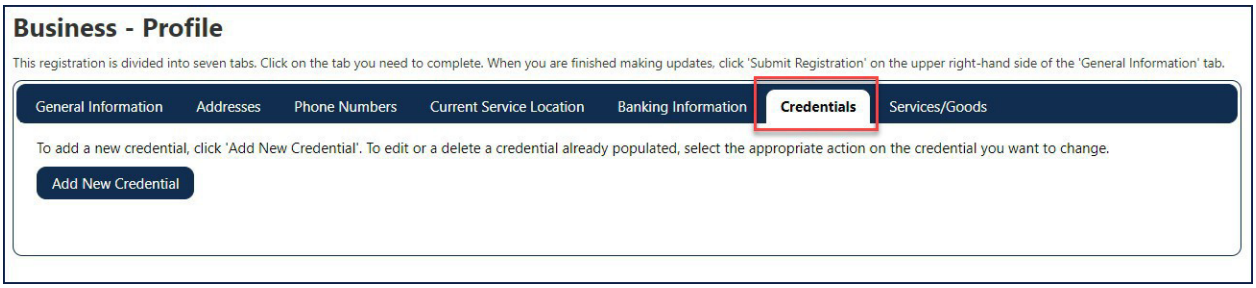
3. Enter banking information in the **Routing Number, Confirm Routing Number, Account Number, Confirm Account Number, Account Description** fields.
4. Select/Click on the **Submit** button.



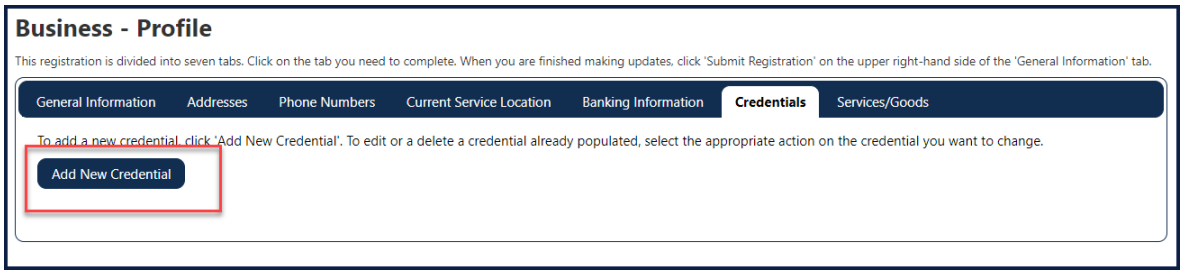
Credentials Tab

1. Enter Credential Information *(if applicable)*. Select/Click on the **Add New Credentials** tab.

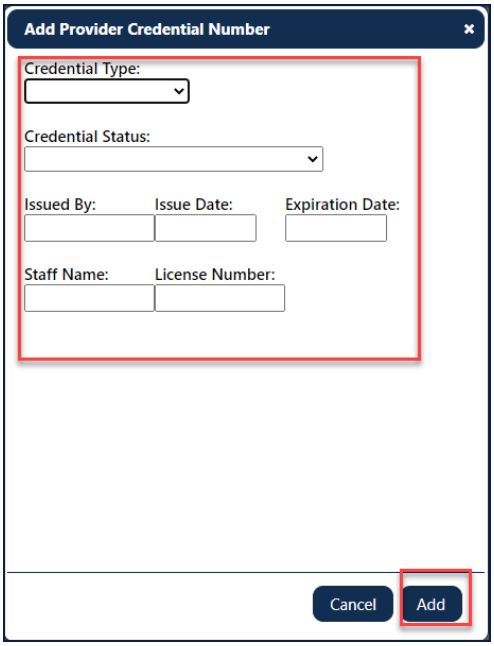
   See the Vendor Registration Manual https://vrcps.fssa.in.gov//Public/Documents/ImportantLink/VR%20Services%20Manual%20-%20Version%204.0.pdf page 3 for information on credentials.



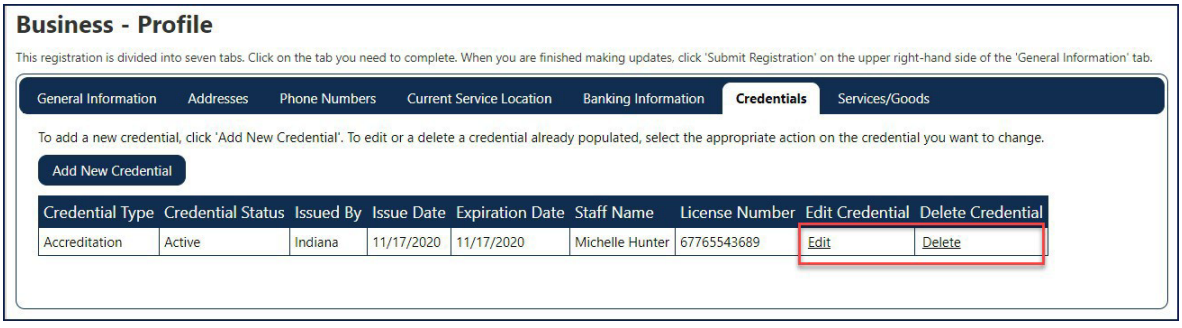
2. Select/Click on **Add New Credential**.



3. Select/Click on a **Credential Type.** Select/Click on a **Credential Status**. Enter information in the **Issued By, Issue Date, Expiration Date, Staff Name and License Number** fields *(as applicable)*. Select/Click on the **Add** button.



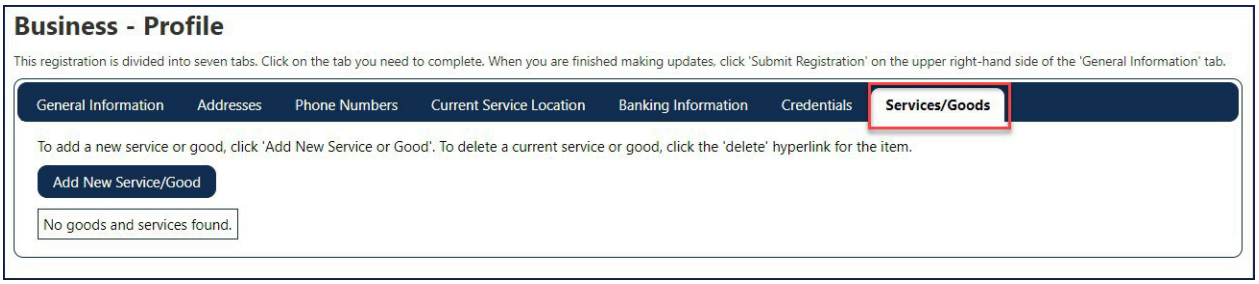
4. Multiple **Credentials** can be added to a Vendor's **Credentials** tab by selecting/clicking on the **Add New** button and repeat the previous steps.
5. Select/Click on the **Edit** link to update or correct credentials information entered.
6. Select/Click on the **Delete** link to remove credentials information entered.



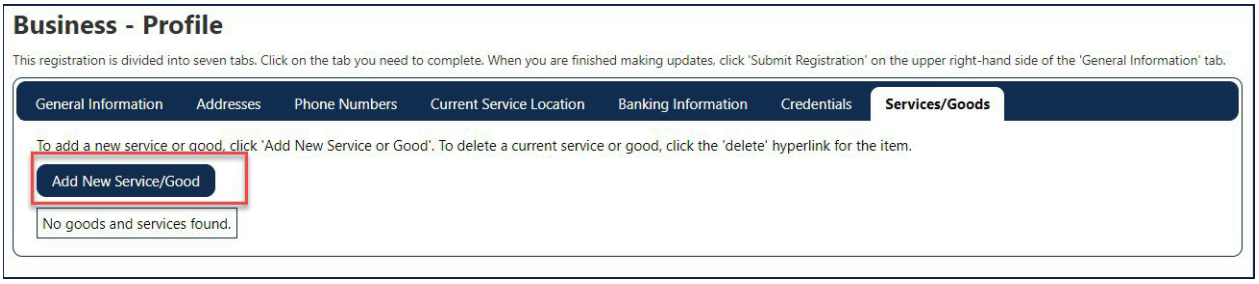
Services/Goods Tab

If you need assistance in determining which Services/Goods should be added to your registration, please email vrvendor@fssa.in.gov.

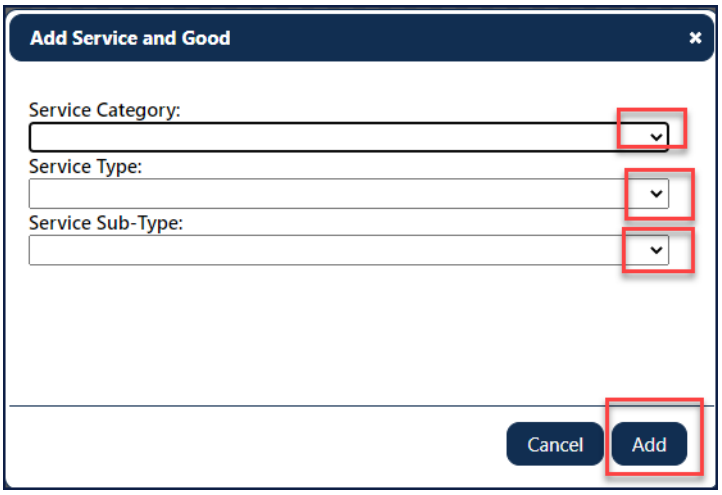
1. Select/Click on the **Services/Goods** tab.



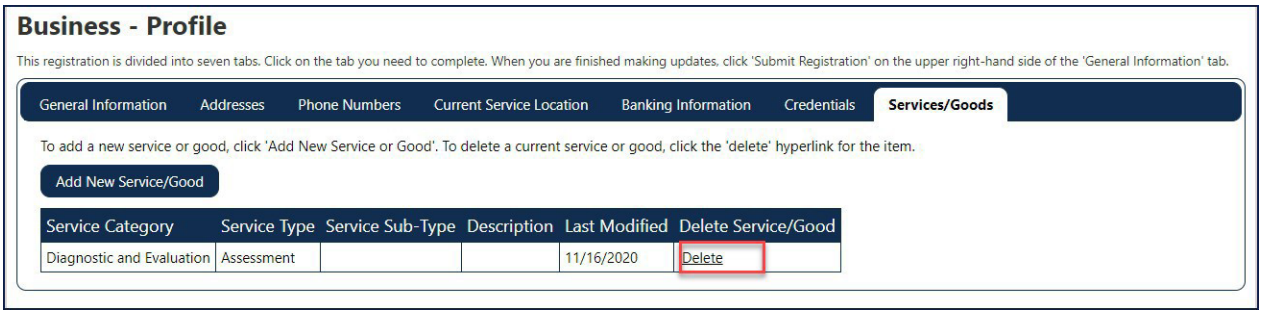
2. Select/Click on the **Add New Service/Good** button.



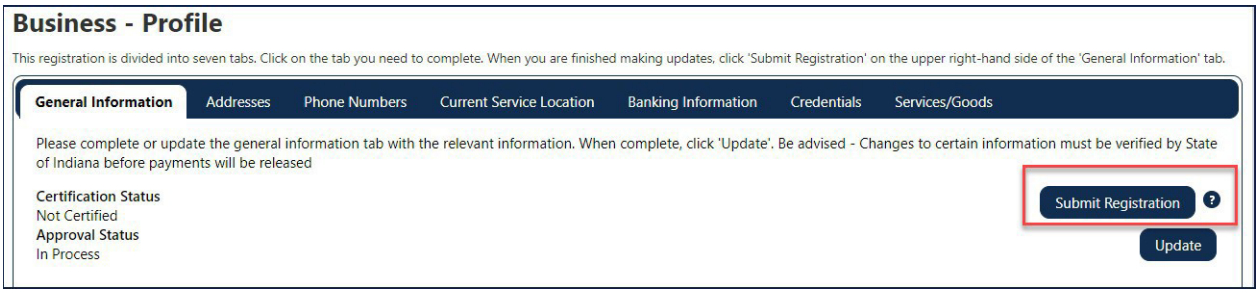
3. Enter Services/Goods information. Select/Click on a **Service Category, Service Type** and **Service Sub-Type** and select/click on the **Add** button.



4. Select/Click on the **Delete** link to remove a service/good. Add all the services your agency will provide.

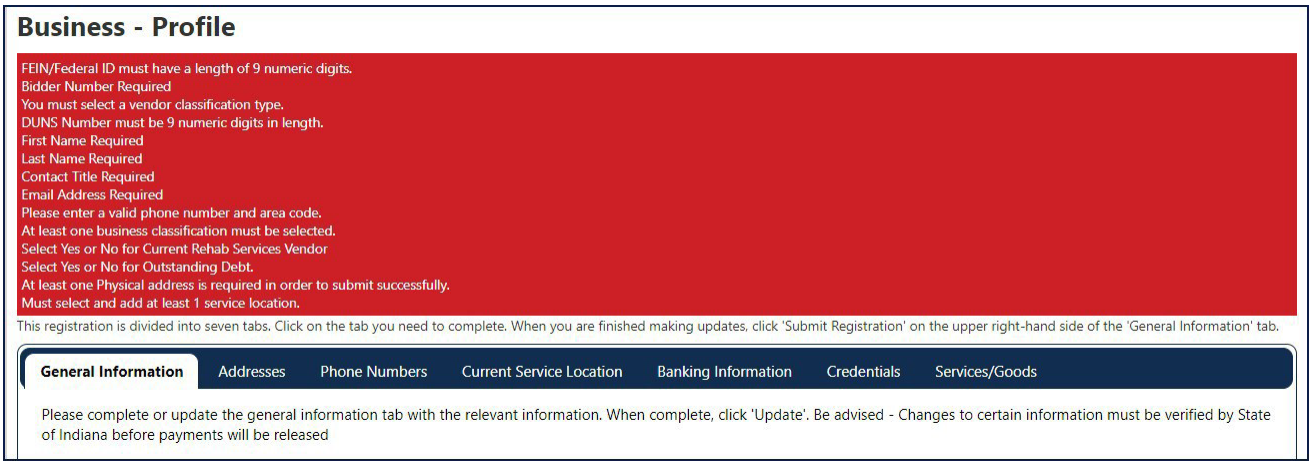


5. Select/Click on the **Submit Registration** button. (***The registration is not complete until you click on submit registration.)***



6. Almost finished, please read the agreement and acknowledge that you agree!

If you do not see the agreement, make corrections based on missing items identified in the message and submit them again. The red text will be specific to the fields that require corrections. Here is an example:



Indiana FSSA staff will review your registration. The approval process can take up to 5 business days. Once the registration review is completed, the primary contact will receive an auto-generated email from VRNOREPLY@fssa.in.gov.

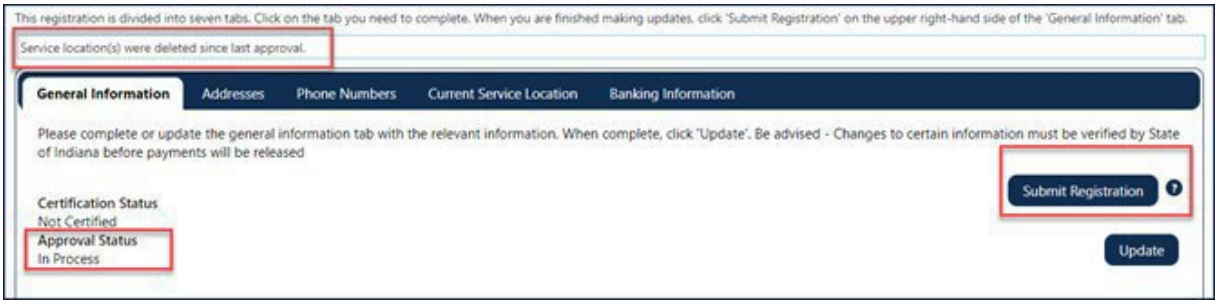
Applications that are submitted successfully will have an updated Approval Status of *Pending Review* and an inactive **Submit Registration** button until Indiana FSSA staff approves or not approves the application.

Post Approval

You are responsible for keeping your registration information up to date. Please note that there are 5 changes that will trigger the need for re-submission of a previously approved vendor registration. If any of the 5 changes are made, re-submission will be required if the vendor was previously approved. These 5 changes include:

1. When a service/ good is added or deleted to the profile
2. When current service location is added or deleted from the profile
3. When the FEIN/Federal ID is modified in the profile
4. When the Pay-To Address on the General Information Tab
5. Adding or modifying credential information

After initial submission, you can change the information in the registration, then click 'Submit Registration' on the general information page. A message indicating the modification will appear and The Approval Status is updated to "*In Process*" in the VR-CPS. The service vendor must resubmit the registration.



Not Approved

If a vendor's registration is not approved the primary contact will receive a Not Approved email.

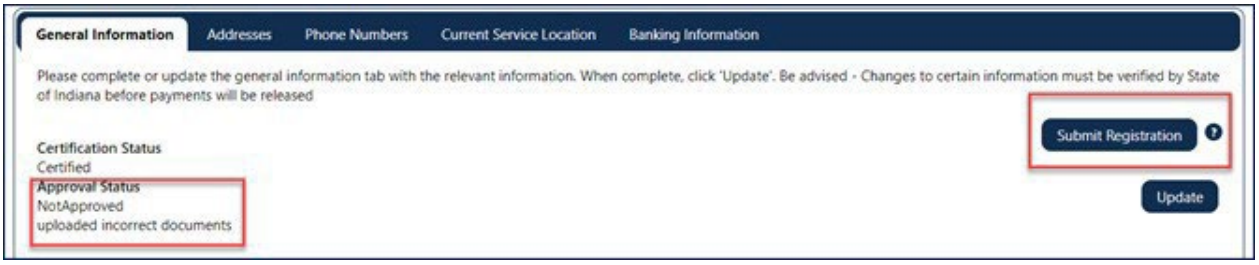
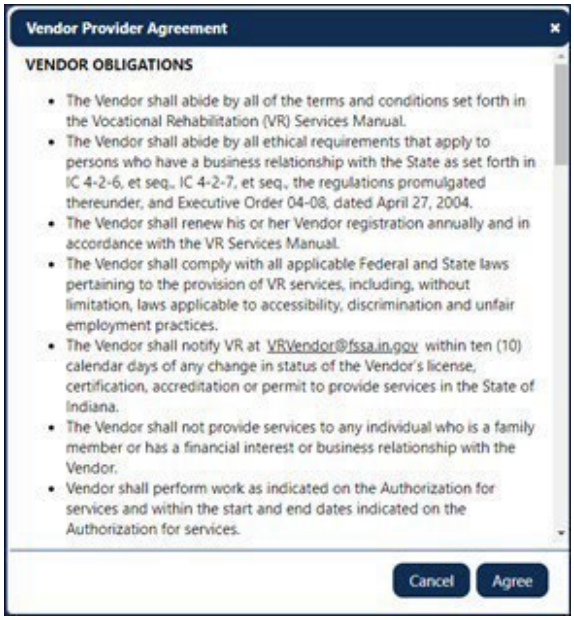
Hello Michelle Hunter:

The Indiana Vocational Rehabilitation Vendor registration that was recently submitted has been reviewed and cannot be approved at this time. We ask that you log into the claim payment system, VR-CPS, at https://vrcps.fssa.in.gov/Public/Portal.aspx to determine the Not Approved reason(s). After making the requested corrections and/or additions, the profile may be re-submitted for review.

For further information or assistance, visit the VR Vendor Information website at http://www.in.gov/fssa/ddrs/5448.htm or email the vendor helpdesk at VRVendor@fssa.in.gov.

NOTE: This is an automated email and should not be replied to.

1. The Vendor must log into the VR-CPS to review Not Approved reasons indicated in red font. After edits are addressed in the VR-CPS the vendor MUST resubmit the registration - Select/Click **Submit Registration** and agree to the **Vendor Profile agreement.**



2. Select/Click **Agree** the Vendor Provider Agreement