

Supporting Documentation Reference Guide

Two Billing Protocols:

1. All Employment Services Supporting Documentation will be emailed to VR Office General email

2. Supporting Documentation for all other services will be attached to the claim in VR-CPS

- VR-CPS requires the vendor to upload a document in the “Receipt of Goods” category at a minimum for **product** purchases of \$50 or more.
- No supporting documentation is required for travel/mileage claims.
- Notify vendors of new authorizations, especially when authorizing to vendors who do not routinely receive authorizations (home modification contractors, new vendors, durable medical goods providers, etc.). **To notify appropriate parties of new authorizations, the authorization in AWARE can be “printed” and emailed although other communication is acceptable. Keep in mind that you should not notify vendors of authorizations until they have been approved by all and issued. It is important for participants to be notified of authorizations that affect their services.**
- Regarding Cancelling Auths: VR should communicate with the vendor if an authorization is being cancelled during the service dates of the original authorization if the services are no longer needed, and if some of the services have already been provided, the vendor needs to have an opportunity to bill for the services already provided.
- **If a vendor submits a claim with documentation for the wrong participant, the claim should be canceled with a note to the vendor explaining that the vendor needs to delete the incorrect documentation and add the correct supporting documentation and resubmit the claim. The VRCC should reassign the documentation to the correct VR case.**
- There is a corresponding document similar to this document for Vendors’ reference, and it is posted on the Home Screen of VR-CPS at the following location: <https://vrcps.fssa.in.gov/Public/Portal.aspx>

Authorization Scenario	Required Documentation	ROG Sent To?	Process	Required Documentation for Payment	Authorization Communication
College Books - Auth to bookstore for college books.	<ul style="list-style-type: none"> • Receipts 	N/A	Bookstores uploads copy of receipts with CPS Claim	Book receipt required with VR-CPS Claim; If receipt not included, send email request, wait 10 business days for response, then “cancel” the claim with explanation.	Inform Participant & if necessary, the vendor
College tuition, fees, room and board	<ul style="list-style-type: none"> • None 	N/A	Start Date – beginning of semester; end date = last refund date. (Special Provisions – “Fall Semester – Invoice will need to be submitted after DD/MM/YY (last refund date) in order to process payment after the refund payment”)	Payment request should come on or after the end date on the Auth (last refund date for school). If the payment request is received prior, cancel payment with comment “Claim rejected at this time due to being submitted prior to refund period. Please resubmit after the last refund date”.	Inform Participant & if necessary, the school

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Vocational Training (OJT, Cosmetology, other Occupational Training)	<ul style="list-style-type: none"> Grades, Progress Notes, or other documentation as agreed. 	N/A		Grades, Progress Notes, or other documentation as agreed; If vendor submits VR-CPS claim without documentation, VRCC to send an email to request the documentation. Wait 10 business days and if documentation is not received “cancel” the claim with reason for cancellation.	
Durable Medical Good (Wheelchair, Scooter, prosthetic etc.)	<ul style="list-style-type: none"> ROG (or signed delivery ticket) EOB if there is applicable insurance and Invoice 	Participant and Vendor	Preferable – vendor has the Participant sign the ROG and uploads in CPS. Alternatively, Vendor can upload document with participant signature showing Participant received the item.	<p>ROG or other documentation proving participant has received product required (may also require EOB); If vendor submits VR-CPS Claim without proof and EOB (when required), VRCC to send an email to request the documentation. Wait 10 business days and if documentation is not received “cancel” the claim with reason for cancellation.</p> <p>(If other proof of receipt doc is used by vendor in VR-CPS, VR will still attempt to obtain ROG from participant).</p>	Inform Participant & vendor
Audio/Oto Evaluation	<ul style="list-style-type: none"> Audio/Oto Reports 	N/A		Audio/Oto reports required VRCC to verify service report has been received, if not send an email to request the report. Wait 10 business days and if report is not received “cancel” the claim with explanation.	Appointment scheduled (inform participant/provider)

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Interpreter Services	<ul style="list-style-type: none"> None 				Inform Participant & if necessary, the vendor
Hearing Aids	<ul style="list-style-type: none"> None – simply confirm audiologist has received the hearing aid. (Note in most cases the HA vendor does not claim until HA's have been accepted by the Participant) 	N/A	VR requests HA manufacturer to upload Delivery Tracking Document w/ claim, or type tracking number on the invoice OR list "shipping tracking number" in 'claim item notes' (shows in Other Comments on Aware claim) – VRCC can confirm delivery, by checking tracking number or calling audiologist or participant	If no tracking number or shipping has been received, VR will confirm audiologist received hearing aids from manufacturer before releasing payment.	Inform Participant & audiologist
Authorization to Dispense Hearing Aids	<ul style="list-style-type: none"> Verification of fit includes one of the following: Aided Audiogram or Real Ear Measurement 	Send to Dispenser or participant for signature	Audiologist has the Participant sign the ROG, when they dispense the hearing aids. They do the verification of fit	Check AWARE for ROG and Verification of fit (includes one of the following): Aided Audiogram or Real Ear Measurement. If the dispenser is the same audiologist who completed the original audiogram, they can use the existing audiogram. If the dispenser is different from the individual who completed the original audiogram, the audiogram will need to be generated from Aware and sent to dispenser to complete (just the aided section). If no Aided Audiogram <u>or</u> Real Ear Measurement is in the case, send an email to request either report. Wait 10 business days and if report is not received "cancel" the claim with explanation.	Inform Participant & audiologist

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Reimbursing Participant for Goods or Products	<ul style="list-style-type: none"> Reimbursement Statement Receipts: (Exception - no receipt required for board and per diem) 	N/A	<i>Reimbursement Statement</i> sent to Participant when auth completed.	<i>Reimbursement Statement/Receipts</i> required; VR to Release payment after verifying the reimbursement statement and receipts are uploaded. VRCC to assist Participant as necessary.	Inform Participant
Reimbursing Participant for Mileage	<ul style="list-style-type: none"> Reimbursement Statement (with dates of travel) 	N/A	<i>Reimbursement Statement</i> sent to Participant when auth completed.	Reimbursement Statement required; VR to release payments after verifying Reimbursement Statement including dates of travel are uploaded. VRCC to assist Participant as necessary.	Inform Participant
Reimbursing Participant for Childcare or Tutoring	<ul style="list-style-type: none"> Reimbursement Statement and Receipts or other verification that services occurred 		<i>Reimbursement Statement</i> sent to Participant when auth completed.	Reimbursement Statements and Receipts required: VR to release payments after verifying Reimbursement Statements plus receipts. VRCC to assist Participant as necessary.	Inform Participant & if necessary, the vendor
Paying a Tutor/school for Services	<ul style="list-style-type: none"> Support Services Statement or Invoice 	N/A	Support Services Statement sent to tutor	Invoice or Support Services Statement required. VRCC to attempt to get if not uploaded, send an email to request the report. Wait 10 business days and if report is not received "cancel" claim with explanation.	Inform participant & if necessary the provider

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Paying a Child Care Provider	<ul style="list-style-type: none"> • Support Services Statement or • Invoice 	N/A	Support Services Statement sent to childcare provider	Invoice or Support Services Statement required. VRCC to attempt to get if not uploaded, send an email to request the report. Wait 10 business days and if report is not received “cancel” claim with explanation.	Inform Participant & if necessary provider
Facility Transportation (travel in conjunction with another service such as evaluation, training, or employment services)	<ul style="list-style-type: none"> • No documentation regarding travel is required 	N/A		Release payment unless there is a significant concern.	Inform Participant & if necessary provider
Facility Transportation (Taxi or other transportation provided to participant)	<ul style="list-style-type: none"> • No documentation is required. 	N/A			
Psychological, Neurological, Medical, Behavioral Evaluation or Services	<ul style="list-style-type: none"> • Service Report (evaluation, summary of service, progress notes) 	N/A	Vendor can upload report with VR-CPS claim or send report to local VR office general email prior to submitting claim in VR-CPS.	Service Report is required prior to releasing payment. VRCC to send an email to request the report. Wait 10 business days and if report is not received “cancel” claim with an explanation.	Inform Participant, provider, send referral as appropriate
AT Evaluation and Services	<ul style="list-style-type: none"> • Service Report (evaluation, summary of service, progress notes) 	N/A	Vendor can upload report with VR-CPS claim or send report to local VR office general email prior to submitting claim in VR-CPS.	Service Report is required prior to releasing payment. VRCC to verify it has been received or send an email to request the report. Wait 10 business days and if report is not received “cancel” claim with an explanation.	Inform Participant, provider, send referral as appropriate

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Assistive Tech or other product being mailed to Evaluator or Participant (being delivered to evaluator so they can deliver and set it up for the participant)	<ul style="list-style-type: none"> • ROG or delivery tracking document AND • Invoice (itemized showing products being billed) 	Evaluator / Trainer and Participant	<p>Evaluator has Participant sign at install, sends to Area VR Office email and vendor</p> <p>Vendors who mail products provide Tracking sheet verifying product has been delivered.</p>	Invoice & either ROG or Delivery Tracking document proving product delivered required; if Vendor submits VR-CPS Claim without documentation, send an email to request the report. Wait 10 business days and if report is not received “cancel” the claim with an explanation. (If Tracking doc is used by vendor in CPS, VR will still attempt to obtain ROG from participant).	Inform Participant, Evaluator/Trainer & provider
Other Goods (glasses, equipment, uniform, etc.) picked up by Participant.	<ul style="list-style-type: none"> • Invoice/receipt - itemized showing products being billed AND • ROG (unless the product is less than \$50.00). 	Participant and Vendor	<p>Preferable - Vendor has participant sign ROG when participant picks it up.</p> <p>Alternative- Vendor can upload document verifying participant has received the product (OT/PT report, medical report, or other)</p>	ROG or other documentation of proof of receipt; If Vendor submits VR-CPS Claim without, send an email to request the documentation. Wait 10 business days and if report is not received “cancel” claim with explanation. (If other verification doc is used by vendor in CPS, VR will still attempt to obtain ROG from participant). No ROG required for purchase under \$50.	Inform Participant & vendor
Small Business/Self Employment Evaluation and Consultation	<ul style="list-style-type: none"> • Service Report (evaluation, summary of service, progress notes, business plan) 			Service Report is required prior to releasing payment. VRCC to verify it has been received or send an email to request the report. Wait 10 business days and if report is not received “cancel” claim with an explanation.	Inform Participant & vendor

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Small Business Products (Tools & Equipment, Licenses, Stocks and Supplies etc.)	<ul style="list-style-type: none"> • ROG or tracking number, signed delivery ticket verifying product was delivered. • Invoice (itemized showing products being billed) 	Vendor / Participant		Invoice & either ROG or Delivery Tracking document proving product delivered required; if Vendor submits VR-CPS Claim without documentation, send an email to request the report. Wait 10 business days and if report is not received "cancel" the claim with explanation. (If Tracking doc is used by vendor in CPS, VR will still attempt to obtain ROG from participant).	Inform Participant, provider, and business consultant if appropriate
Small Business Services (such as accounting, marketing - website design, etc.)	<ul style="list-style-type: none"> • Invoice (itemized showing service and dates being billed) 	N/A		Invoice - if Vendor submits VR- CPS Claim without documentation, send an email to request the report. Wait 10 business days and if report is not received "cancel" the claim with an explanation.	Inform Participant, provider, and business consultant if appropriate
Driver Evaluation or Training	<ul style="list-style-type: none"> • Evaluation, Training Report, or summary of progress. 	N/A	If vendor normally sends the report with claim, they will upload reports in CPS. If vendor normally sends them separately, send report to VR office General email.	Service Report is required prior to releasing payment. VRCC to verify it has been received or send an email to request the report. Wait 10 business days and if report is not received "cancel" claim with an explanation.	Inform Participant, provider (send referral for evaluations)
Vehicle Modification	<ul style="list-style-type: none"> • Post VM Func. & Mech. Inspection • Invoice (Itemized) 	N/A	<i>Post VM Func. & Mech. Inspection</i> form signed by the Mech. Inspector and Driver Evaluator. To be submitted with VM CPS Claim.	Signed <i>Post VM Func. & Mech. Inspection</i> required; If CPS Claim submitted without documentation, send an email to request the report. Wait 10 business days and if report is not received "cancel" claim with explanation.	Inform Participant, vendor & Driver Evaluator

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Vehicle Modification Inspection (either functional or mechanical)	<ul style="list-style-type: none"> Full Inspection Report 	N/A	If vendor normally sends the report with invoice, they will upload reports in CPS. If vendor normally sends them separately, send report to VR office General email.	Inspection Report is required prior to releasing payment. VRCC to verify it has been received or send an email to request the report. Wait 10 business days and if report is not received "cancel" claim with an explanation.	Inform Provider, participant
Home Modification Evaluation/Inspection	<ul style="list-style-type: none"> HM Evaluation or Full HM Inspection Report 	N/A	If vendor normally sends the report with invoice, they will upload reports in CPS. If vendor normally sends them separately, send report to VR office General email.	Report required; If submitted without report, VRCC to verify it has been received, if not, send an email to request the report. Wait 10 business days and if report is not received "cancel" claim with explanation.	Inform Participant, Provider (send referral for HM evaluation)
Home Modification – Materials (*One auth can have both materials and labor)	<ul style="list-style-type: none"> ROG for Materials & VR Self-Certification of BABAA Compliance letter Copy of permit/s or verification no permit required for HM costing more than \$10,000. 	Evaluator/ Project Manager; Contractor	Contractor has Participant sign ROG after Materials on site and HM has begun or Evaluator has ROG signed they send it to contractor.	Confirmation project started and ROG required, copy of permit or verification not required; If Vendor submits Claim without ROG send an email to request the ROG. Wait 10 business days and if report is not received "cancel" claim with explanation.	Inform Participant, Contractor, Home Mod Evaluator
Home Modification Services – Labor (*One auth can have both materials and labor)	<ul style="list-style-type: none"> Home Modification Inspection 	N/A	<i>Home Modification Inspection</i> signed by HM Project Manager, sent to VR and given to Contractor to upload with CPS Claim for labor If the contractor is claiming the whole project (materials and labor) at once, no ROG is required, only the <i>Home Modification Inspection</i> .	Signed <i>Home Modification Inspection</i> required; If Vendor submits Claim without Project Manager signed Inspection, send an email to request the report. Wait 10 business days and if report is not received "cancel" claim with explanation.	Inform Participant, Contractor, Home Mod Evaluator

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Farm Modifications involving only purchase of equipment.	<ul style="list-style-type: none"> • ROG or Participant signed Delivery Ticket AND • Invoice (itemized showing products being billed) 	Vendor & Participant		Invoice & ROG or signed delivery ticket - if Vendor submits VR-CPS Claim without, VRCC to attempt to get ROG from participant.	Inform participant, vendor and project manager.
Farm Modification Services involving installation of equipment or structural modifications	<ul style="list-style-type: none"> • Invoice • Farm Modification Inspection Or • Evidence of Service (photo, VRC visit) <p>VRC can confer with AS or FM evaluator to determine if an inspection is required.</p>	N/A		Signed <i>Farm Modification Inspection</i> required; If Vendor submits VR-CPS Claim without Project Manager signed Inspection, VRCC send an email to request the report. Wait 10 business days and if report is not received Or If inspection not yet completed "cancel" claim with explanation.	Inform participant, vendor and project manager
Equipment that can have State License Plate (Utility Vehicle, Trailers, other farm equipment)	<ul style="list-style-type: none"> • ROG AND • Invoice (itemized) 	Vendor & Participant	(Invoice is required when VR sends to get Title from BMV)	Invoice & ROG - if Vendor submits VR-CPS Claim without, VRCC to attempt to get ROG from participant. (Certificate of Origin should be mailed via USPS to VR Office)	Inform Participant, Vendor and Project Manager
Work Based Learning Experience (WBLE)	No formal documentation required as the VRC will be in close contact with participant and provider while documenting communication using case notes.		See Business Process Manual	Case Notes are updated to reflect current status of WBLE	Inform Participant, training Vendor (as applicable), employment provider (as applicable)

Employment Services

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Job Readiness Training	<ul style="list-style-type: none"> Job Readiness Training Plan Monthly Progress Summary 	N/A	<p>Job Readiness Training Plan due within one calendar week of authorization and updated every 30-60 days until all training goals have been achieved</p> <p>Email Monthly Progress Note to office general email box.</p> <p>Monthly Progress Notes are due by the 10th of the following month, if not received by the 10th of the month, VR will not pay the claim until it is received</p>	Verify required documents are added to attachments in the case file	
Discovery & Work Based Assessment	<ul style="list-style-type: none"> Career Profile (Note: Before moving on to MS1 the Career Profile should be submitted to VRC via office general email box) 	N/A	<p>Email Career Profile to office general email box at the conclusion of Discovery.</p> <p>Note: If participant starts a job while in Discovery, hourly discovery or work experience could be paid while Career Profile is being finished. If the employment is determined to be the employment goal continue to authorize for MS 2 or hourly on the job supports based on the participant's need.</p>	Monthly Progress Summary	Career Profile is the referral

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ES Milestone 1	<ul style="list-style-type: none"> • NOJO • Monthly Progress Summary 	N/A	<p>Email Monthly Progress Note to office general email box.</p> <p>Monthly Progress Notes are due by the 10th of the following month, if not received by the 10th of the month, VR will not pay the claim until it is received</p>	N/A	<p>It is permissible to put both MS 1 and MS 2 on the same authorization.</p> <p>VRC will send Job Ready Page to ES and participant</p>
ES Milestone 2	<ul style="list-style-type: none"> • Monthly Progress Summary 	N/A	<p>Email Monthly Progress Note to office general email box.</p> <p>Monthly Progress Notes are due by the 10th of the following month, if not received by the 10th of the month, VR will not pay the claim until it is received.</p>	Updated Monthly Progress Summary	<p>It is permissible to put both MS 1 and MS 2 on the same authorization.</p>
ES Milestone 3	<ul style="list-style-type: none"> • Monthly Progress Summary • Stabilization Notice (should have been submitted at the time of stabilization before auth for MS3) 	N/A	<p>Email Monthly Progress Note to office general email box.</p> <p>Monthly Progress Notes are due by the 10th of the following month, if not received by the 10th of the month, VR will not pay the claim until it is received</p>	Updated Monthly Progress Summaries for the 3 months of MS 3	

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Supported Employment Hourly	<ul style="list-style-type: none"> Monthly Progress Summary 	N/A	<p>Email Monthly Progress Summary to office general email box.</p> <p>Monthly Progress Summaries are due by the 10th of the following month, if not received by the 10th of the month, VR will not pay the claim until it is received</p>	Monthly Progress Summary	
All other employment services paid for by \$50/hour payment (Youth Extended Services, ES Hourly Job Placement, On the Job Supports – Short Term)	<ul style="list-style-type: none"> Monthly Progress Summary 	N/A	<p>Email Monthly Progress Summary to office general email box.</p> <p>Monthly Progress Summaries are due by the 10th of the following month, if not received by the 10th of the month, VR will not pay the claim until it is received</p>	Monthly Progress Summary	
Employment Services Goods (uniforms, bus passes, misc. of purchase)	<ul style="list-style-type: none"> ROG and Receipt (Unless the product is less than \$50.00). 	Provider		ROG or other documentation of proof of receipt can be attached to claim in VR-CPS. Note: VR does not reimburse for sale tax on these reimbursements.	Inform Participant and Vendor
Facility Transportation (travel claimed in conjunction with employment services)	<ul style="list-style-type: none"> No documentation regarding travel is required 	N/A		Release payment unless there is a significant concern.	Inform Participant & if necessary provider

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Payment Incentive Level 1-3	<ul style="list-style-type: none"> Information received on Stabilization Form in order to authorize for appropriate level 	N/A	ES completes Stabilization Form and submits to VR in the VR General email box. VRC reviews and requests appropriate authorization depending on which level they qualify for. After 90-day period vendor submits supporting documentation to VR General email. Vendor completes billing in VR- CPS	For wages, hours, or both this can include communication from the employer regarding wages and hours worked (e.g., offer letter, pay verification, or other documentation). For employer offered health insurance, documentation can include written communication from the employer regarding availability of these benefits, job posting indicating benefits are offered. (e.g., offer letter or other documentation).	