

# Indiana Vocational Rehabilitation Claims Payment System

Informational Vendor Blast

Date: March 2022



## Enhanced features for Vendors

VR has added the following enhancements to the Claim Payment System ([We have a video too](#))

- Additional notifications
- Return to search feature
- Additional information on the authorization and claim screens
- Enhancements to user list search feature
- Changes to the Authorization Research report
- The Authorization Research report was enhanced to help vendors calculate the percent of authorizations you are using and how much is going unused (utilization rates of authorizations). Watch this video for more information: [Using the Authorization Research Report](#)



## Updates for Guardians and Participants

There are a new series of How-To-Videos for guardians and participants, please share them as needed. Watch these videos:

- [Registration for VR Participants and Guardians](#)
- [How to find an Authorization and claim for VR Participants and Guardians](#)
- [How to find a payment for VR Participants and Guardians](#)



## New Resources

### Vendor Supporting Documentation Reference Guide

This reference guide provides guidance on when and where to submit supporting documentation for VR services claims. Click here to download: [Vendor Supporting Documentation Reference Guide](#)

## Questions?

- **VR Policy and specific case questions:** contact [VRVendor@fssa.in.gov](mailto:VRVendor@fssa.in.gov)
- **System or payment questions:** contact the PCG Help Desk at 1-883-475-3061 or [Invrclaimpay@pcgus.com](mailto:Invrclaimpay@pcgus.com)
- **Authorization Request:** Contact the local VR office
- Check out training resources on the VR-CPS website: <https://vrcps.fssa.in.gov/Public/Portal.aspx>
- Any questions about the content of this BLAST can be directed to [VRVendor@fssa.in.gov](mailto:VRVendor@fssa.in.gov)