

Hello,

Indiana Vocational Rehabilitation Services wants to make sure users have current information on the Claim Payment System. To that end, we want to share this quarter's Vendor Informational Blast which answers some FAQs. Please see the attached for answers to common questions.

In addition, you may see some new notifications when you login to VR-CPS. The first new notifications will appear when information entered on the vendor registration credentials tab has expired or is about to expire. The second new notification will appear after a third consecutive unsuccessful login attempt.

#### **NOTIFICATIONS REGARDING CREDENTIALS**

Businesses and Sole Proprietors will see these messages when there is credential information that is about to expire or has already expired.

**IMPORTANT MESSAGE - ACTION REQUIRED-Credentials listed on your Vendor Registration Profile will expire in 30 days. Please go to the Vendor Registration Profile and update the status of the credentials in the Credentials TAB.**

**IMPORTANT MESSAGE - ACTION REQUIRED-Credentials listed on your Vendor Registration Profile have expired. Please go to the Vendor Registration Profile and update the status of the credentials in the Credentials TAB.**

**To update credential information**, please edit existing records for credentials that have been renewed, delete records that have expired and will not be renewed, and add any new credentials.

#### **NOTIFICATION REGARDING FAILED LOGIN ATTEMPTS**

Previously, users who incorrectly entered login credentials three times consecutively would receive a notification that their password had failed. After a third unsuccessful attempt users will now see the following notification:

**You have been temporarily timed out due to an excessive number of failed login attempts. Please try again in 30 minutes, if you have any questions, please contact the PCG Call Center at 833-475-3061.**

# Indiana Vocational Rehabilitation Claims Payment System

Informational Vendor Blast

Date: October 2022

The following questions and answers are based on the most commonly asked questions submitted to the Customer Service Center and [Vrvendor@fssa.in.gov](mailto:Vrvendor@fssa.in.gov). Questions are divided into information for new and ongoing users, then by topic. Want to skip down to the Ongoing Users section? Click this link: [Ongoing Users](#).



## New Users

### Authorizations

#### **How do we know when a new authorization is sent?**

- Vendors can see new authorizations within the last 7 days on the VR-CPS home screen, and other system features like the Outstanding Authorization reports, Participant Lookup, and Authorization search. Want more information? View this quick video [How to locate an authorization](#)

#### **What if I think an authorization is missing?**

- If you do not see an authorization that should be in the system, contact your local VR office or VR counselor.

#### **If an additional amount needs to be added above the original authorization, who should we contact?**

- If there is a discrepancy with your authorization about the amount, or there are any needed changes to the authorization, reach out to your local office or VR counselor.

### Claims

#### **How will claims be processed for items that do not have a CPT code available for billing? (IE no-code items)**

- The system knows which items require a CPT code. If it is a service such as employment services, there is no CPT code needed, and the system will not ask for it. For more information about entering CPT codes, view this quick video: [Claiming with CPT Codes](#)

#### **Can vendors bill for a range of dates, or does the service need to be billed for each service separately?**

- Vendors can submit a claim for a range of dates. If you are using a date range, the 'begin date' must be the first date of service for that month and the 'end date' must be the last date of service for that month-. If you are not uploading a document that has the specific information about these service dates, please ensure you include a note with details about those service dates in the [claim item notes](#) section.

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### **Should a claim be entered for each line item?**

- Vendors can have multiple line items for one claim, but it is not required.

### **What does it mean when my claim has been returned, what are my next steps?**

- Claims reviewed by VR staff that do not meet the requirements for approval will be sent into a status called 'Not Approved'. When a claim enters this status, it may be edited and re-submitted. Refer to the 'Not Approved Reasons' section, right above the Current Claims Details on how to correct the claim prior to resubmitting.

### **What should we select on the 'Additional Claims Expected for this Authorization?' drop down?**

- If you know there are no additional claims, choose 'no' so that the remaining funds for the authorization can be canceled. If there will be additional claims, choose 'yes' to indicate you do not want those remaining funds to be canceled. For more information, watch this short video: [How to make a final claim on an authorization](#).

### **Does VR-CPS generate notifications of change in claim status?**

- The claim number is automatically assigned, but no notification is sent to the vendor if there's an authorization or change in claim status. To view a change to a claim status, you will need to either review the 'Not Approved Claims' section on the dashboard or use a search or report feature. View this video for more information [IN CPS System Navigation](#)

### **If one user creates a claim, can another user check the claim status?**

- Users can run a claim status report or access a claim by clicking on the claim number hyperlink. All users for a vendor will be able to view claims and authorizations assigned to that respective vendor.

### **How do you find a claim number?**

- Claim numbers can be found multiple ways. If you're looking for a specific claim, use the dashboard home screen or select Claim Search or Participant Lookup from the Claiming tab on the navigation toolbar. For more information, view this video for more information [IN CPS System Navigation](#)

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**Is it possible to add multiple claims throughout the month and then a monthly summary at the end of the month for supporting documents?**

- As long as it is in draft form, the claim can be updated throughout the month. Vendors need to add supporting documentation to that claim before it is submitted. As a reminder, the Employment Services Monthly Summaries are due by the 10th of the month. If you are not ready to submit your claim by the 10th, you must send the monthly summary to the local VR office general email address.

Supporting Documentation

**What claims require supporting documentation?**

- Claims for products totaling more than \$50 require supporting documentation to be uploaded with the claim. The [Vendor Supporting Documentation Reference Guide](#) outlines the required documentation based on services authorized. For more information, view this short video: [How to include documentation with claim submission](#).

**What about uploading documentation that is too large of a file?**

- If a file is too large, please upload the document in several pieces and label appropriately or email it to the local VR office general email box prior to submitting the claim.

**What should the file type be when uploading documents?**

- Valid files include Image, PDF, Spreadsheet, and Word.

**Is there a preferred naming protocol for documents to be attached?**

- Please use the name of the document, with the participant's initials. Take a look at our list of preferred naming protocols for documents [Vendor Supporting Documentation Reference Guide](#)

Approval and Payment Process

**What is the turnaround time for payment and approval or denial of claims?**

- All claims will be reviewed by VR staff. The turnaround time for approval or denial of claims depends on the time it takes for VR staff to verify claim information and the number of different VR staff that need to approve for payment. All payments go through electronic funds transfer (EFT) and an approved claim could be paid within 5-10 business days.

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**If the vendor populates an invoice number, will it be referenced when the payment is made?**

- The check will have the check amount, the check number, and the provider's address. Using a check number, the vendor can go into VR-CPS and use the 'View Checks' screen to access the claim and invoice numbers.

**Is there a report to show the payment breakdowns and when they will post in our account?**

- Use the payments tab on the navigation toolbar to 'View Checks'. You should see on a rolling basis for a given month or week the checks that have been issued. Postings of the EFT to your account depend on your banking institution. All EFT postings are listed as Public Consulting not the State of Indiana.

**Will there be standardized payment rates for various services, or will each individual provider be paid the rates they have negotiated with VR?**

- There have been no changes to the payment rates for VR services.

**Will there be an EOB for payments? How will vendors know what payments are for?**

- At this time, vendors have available reports in VR-CPS such as Vendor Payments by Client and Claim Detail. Please refer to the IN VR-CPS Vendor Quick Sheets for a summary of report functions. Click here: [Vendor Quick Sheets](#)



## Ongoing Users

### Authorizations

**What if I can't find an authorization that I think I should have?**

- New authorizations will be on the dashboard within the last 7 days of issuing. If you do not see an authorization, first do a Participant Lookup, and navigate to the Authorization tab. If you still do not see your authorization after searching, contact your local VR office or VR counselor.

**What if my authorization is less or more than expected?**

- If your authorization is more or less than expected, reach out to your VR counselor for corrections.

**I was told by my VRC to add additional goods/services, how do I complete this?**

- As a vendor you can email [VRVendor@fssa.in.gov](mailto:VRVendor@fssa.in.gov) for assistance. If additional goods/services are added, your registration will be taken out of Approved status and will need to be resubmitted.

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## Claims

### **I tried to enter a claim and my authorization amount is \$0. It should be more than that. How do I correct my authorization?**

- You may have a claim in draft that you need to complete and submit, you may need a new authorization, or you may need funds added to an existing authorization. Contact the VR counselor for assistance with your authorization

### **I was told I am unable to submit the claim as it is past 90 days. What are my next steps?**

- If your claim is past 90 days, send an email to [vrvendor@fssa.in.gov](mailto:vrvendor@fssa.in.gov) with your contact information, the Draft claim number and an explanation as to why you are submitting a late claim(s).

### **If an employee submits a claim, but they are no longer available, what happens? For example, a person may no longer work there, goes on vacation, or maternity leave.**

- If the employee is no longer available, the vendor needs to reach out to [vrvendor@fssa.in.gov](mailto:vrvendor@fssa.in.gov). VR Vendor helpdesk can work with the vendor to remove those claims or update any not approved claims.

## Supporting Documentation

### **My supporting documentation was denied for missing information, how do I correct this?**

- If you receive a note stating your supporting documentation has been denied, contact your VR counselor for further direction.

### **Can I attach my invoice documents after my claim has been submitted?**

- If the claim(s) have been submitted, contact your counselor to provide necessary documents. If you have mistakenly submitted the claim with missing documentation, immediately email the supporting documentation to the local VR office general email box.

## Approval and Payment Process

### **What if I have a missing payment(s)?**

- First, please ensure that it has been 5-10 days from the payment date listed. If you are still unable to locate the payment, call the customer service center for further direction.

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**If student drops out after an invoice is paid. How would vendors process a refund to VR?**

- If an overpayment has been received by you or your agency, you should send a refund check made payable to the State of Indiana. With the refund check, you must include the claim number(s). Checks can be mailed to the local VR office that issued the authorization associated with the overpayment or to the State VR office listed below. 402 W. Washington St., Room W453 Indianapolis, IN 46204.



## Questions?

**VR Policy and specific case questions:** contact [VRVendor@fssa.in.gov](mailto:VRVendor@fssa.in.gov)

**System or payment questions:** contact the Customer Service Center at 1-883-475-3061 or [Invrclaimpay@pcgus.com](mailto:Invrclaimpay@pcgus.com)

**Authorization Request:** Contact the local VR office

**Any questions about the content of this BLAST** can be directed to [VRVendor@fssa.in.gov](mailto:VRVendor@fssa.in.gov)