Vocational Rehabilitation Claim Payment System
Vendor Information Blast

MARCH 2024

The purpose of this publication is to ensure that users of Vocational Rehabilitation's Claim Payment System (VR-CPS) have current information on all things related to VR-CPS. To submit a question or an idea to be discussed in this publication, please reach out to VRVendor@fssa.in.gov**.**

UPDATED BILLING PROTOCOLS

Effective February 1, 2024, VR has updated protocols related to submitting any required supporting documentation for claims. The protocol is now two-pronged, depending on the type of service being billed.

- All **Employment Services** Supporting Documentation should be e-mailed to the VR Office General e-mail box. Click here for the VR Directory.

- Supporting Documentation for **all other services** should be attached to the claim in VR-CPS. Some common required documentation include the following, but we ask that you please refer to the updated Vendor Supporting Documentation Reference Guide for complete information.
    - Claims for products of **purchases $50 and more** that require supporting documentation should be submitted in the **'Receipt of Goods'** category.
    - Claims for products that require invoices should be submitted in the **'Invoice/EOB'** category.

NOT APPROVED CLAIMS

Claims reviewed by VR staff that do not meet the requirements for approval will be sent into a status called **'Not Approved.'** It is important to note that claims should not be left in Not Approved status. Not Approved claims should be edited and resubmitted or deleted/removed within 30 days of the date it was 'not approved'.

- To locate Not Approved claims, you will need to either review the **'Not Approved Claims'** section on the dashboard or run a Claim Status report on the Reports tab.
- Once you have navigated to the Claim Information screen for a Not Approved claim, refer to the **'Not Approved Reasons'** section, right above the Current Claims Details for details on the claim's denial. Based on that reasoning, you may either correct and resubmit or delete the claim.

NOTE: If the original submitter is no longer available you will not be able to correct or delete the claim. In this instance, please reach out to VRVendor@fssa.in.gov for assistance with processing those claims.

EXPIRING/EXPIRED CREDENTIALS

Vendors registered as a Business or as a Sole Proprietor/Individual will see a red highlighted message when there is credential information that will expire within 30 days or has already expired.

- 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.
- Modifications to credential information will take a registration out of Approved status. Once the credential information has been updated, the vendor must return to the General Information tab and click the button to resubmit the registration for approval.
- Registrations in any status other than Approved status will not be able to receive new authorizations, so it is important that the registration be resubmitted.
- Registrations with expired credentials are subject to QA review and may be placed in Inactive status until updates are completed.

MANAGING YOUR USER LIST

Vendors can manage existing users from the **'Account'** tab. By selecting **'User List'** from the dropdown menu, users can make edits such as change in email address, lock users, or reset passwords.

- Click here for steps to maintain your user list How to Add a User.
- If the Vendor super user has left the company and you would like to update the Super User contact information, please contact VR-CPS helpdesk (VRVendor@fssa.in.gov) for additional help or the Customer Service Center at 1-833-475-3061 for additional help.

  If users have lost access to the account and need to update the Super User and contact information, please contact VR-CPS helpdesk (VRVendor@fssa.in.gov) for additional help.

ADDING SERVICES/GOODS TO YOUR REGISTRATION

Vendors can and should keep the list of services and goods current. If users have questions regarding which Goods/Services to add to their registration, please contact the local **VR office or assigned VR counselor** for instructions.

- Modifications to the Services/Goods tab will take a registration out of Approved status. After updating the services or goods, the vendor must return to the General Information tab and click the button to resubmit the registration for approval.
- Registrations in any status other than Approved status will not be able to receive new authorizations, so it is important that the registration be resubmitted.

Training Resources	
System or payment questions	contact the PCG Help Desk at 1-883-475-3061 or 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
Questions about the content of this BLAST can be directed to:	VRVendor@fssa.in.gov
VR Area Directory	Area Directory