Vocational Rehabilitation Claim Payment System
Informational Vendor Blast
FEBRUARY 2023

Are you new to billing in VR-CPS? Are you a new vendor and unsure of the features of VR-CPS or how to best navigate the system? Have you been billing in VR-CPS for a while and just wonder what else is available? This Blast is for YOU! Please see below for three different ways you can get more information on and assistance in best using VR-CPS.

OFFICE HOURS—NEW!!

Office Hours is a new service that will be offered each month for any VR-CPS user to pop-in and get live answers to their questions. The details are still being worked out so watch the Announcements section on VR-CPS for more information!

HELPDESK AND CALL CENTER HELPLINE

VR-CPS users also have access to VR's helpdesk (VRVendor@fssa.in.gov) and PCG's call center (1-833-475-3061) for additional help in navigating the claim payment system. Not sure which to contact? Refer to the handy chart below.

REGISTRATION QUESTIONS	
Have you created the wrong profile type?	Contact VR-CPS Helpline 1-833-475-3061
Do you need help determining what goods/services you should you select?	Contact VRVendor@fssa.in.gov
Do you need to update or make changes to your registration?	Contact VR-CPS Helpline 1-833-475-3061
Do you need to add users or make changes to user access?	Contact VRVendor@fssa.in.gov
Do you need to correct and resubmit a 'not approved' registration?	Contact VR-CPS Helpline 1-833-475-3061
Are you a VR participant or guardian with questions regarding your registration?	Contact your VR counselor or VR case coordinator
AUTHORIZATION OR CLAIMS QUESTIONS	
Do you need to submit or make changes to a claim(s)?	Contact VRVendor@fssa.in.gov
Do you need to locate an authorization?	Contact VR-CPS Helpline 1-833-475-3061
Do you have questions about your authorizations (i.e., # of units, auth amounts)?	Contact VRVendor@fssa.in.gov
Do you have questions regarding your payment(s)?	Contact VR-CPS Helpline 1-833-475-3061

TRAINING RESOURCES

There are several brief training videos available on the VR-CPS portal. Each of these trainings are 3-5 minutes in length and cover specific topics. Go to https://vrcps.fssa.in.gov/Public/TrainingVideos/PCGTraining.aspx to see the list of training videos.

Any questions regarding the content of this BLAST should be directed to VRVendor@fssa.in.gov.