

Vocational Rehabilitation Claim Payment System Informational Vendor Blast

JULY 2024



Do you have questions for VR staff, but you aren't sure who to contact for assistance? The scenarios below can hopefully be solved by connecting with your local VR office or counselor. See the tables below to answer your questions.

Please use this list to contact the local VR office, [VR Area Directory](#). There are five (5) regions so you may need to scroll to find the region and office closest to you.

GENERAL VR & REGISTRATION

QUESTIONS	WHO TO CONTACT
Are you a new vendor and have not received authorization(s) yet?	Contact your counselor or your local county VR office VR Area Directory
Do you need to edit the Service/Goods tab but are unsure what to add?	Contact your counselor or your local county VR office VR Area Directory .
Do you need to locate a local counselor in your county?	Refer to the updated VR Area Directory document.
Do you have general VR questions regarding referrals for potential participants?	Contact yrvendor@fssa.in.gov , your counselor or your local county VR office VR Area Directory .

AUTHORIZATIONS & SUBMITTING A CLAIM

QUESTIONS	WHO TO CONTACT
Do you need to make changes to claim(s) in 'Submitted' status?	Contact your counselor or your local county VR office VR Area Directory
Are your authorization /participant details incorrect?	Contact your counselor or your local county VR office VR Area Directory
Questions about your authorizations units/amounts(s)?	Contact you counselor or your local county VR office VR Area Directory
Do you have questions regarding CPT code or Medicaid rates?	Contact yrvendor@fssa.in.gov , your counselor or your local county VR office Area Directory .

NOTICE-Claims remaining in **'Draft'** status should be completed and submitted or deleted. Deleting claims in draft can release remaining funds. Follow the steps below to delete **'Draft'** claims with Zero remaining funds:

1. Navigate to **'Claims In Draft'** section of the homepage
2. Click on claim number hyperlink
3. Click on **'Delete Claim'** button

It is important to note that claims left in **'Draft'** status with remaining funds may result in lost funds if unclaimed within the authorized dates.

OFFICE HOURS

If you have additional questions and would you like a walkthrough or live help with your questions? Join us at our monthly office hours to answer any questions. To register, check out the **'System News'** section of the [CPS homepage](#) for details.

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, VR Area Directory .
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