



LIFE. YOUR WAY.

RSA Quarterly Provider Meeting

Friday, January 26, 2024
11:00 AM - 12:00 PM
FY 2024 Q2

Meeting Agenda

- ▶ **Timely Invoice Submissions**
- ▶ **Helpful Invoicing Tips to Avoid Rejections**
- ▶ **Reconciliation of Authorizations**
- ▶ **Close Out Memos**
- ▶ **HCA Renewals Refresher**
- ▶ **Required Client Contact Modality**
- ▶ **Report Submission Refresher**
- ▶ **SRC Recruitment**

Timely Invoice Submission

- ▶ Providers are permitted to submit invoices via the e-Portal upon receipt of an approved report.
- ▶ Providers are encouraged to submit invoices between the 1st and 10th of every month.
- ▶ It is acceptable to submit an invoice for single or multiple clients. Providers must ensure when submitting invoices for multiple clients that all reports have been approved before submitting via the portal. *One missing report will cancel the entire invoice.*
- ▶ Invoices shall include the following:
 - Correct Purchase Order Number
 - Correct Spelling of Client Name
 - Service Authorization
 - Invoice Number may not be duplicated
 - Billing is made against the correct line within the PO.
 - Example:
 - Line 1 may reflect a service date of 10/1/31-12/31/23
 - Line 2 may reflect a service date of 1/1/2024-9/30/24.

Did you know that missing or inconsistent service dates on your invoice is a cause for rejection?

When submitting your invoice for reimbursement, providers must include the following to avoid rejections:

- ▶ Correct Spelling of Client Name
- ▶ Service Authorization Number and Service Description
- ▶ The Correct Number of Approved Hours
- ▶ Purchase Order Number
- ▶ Invoice Against the Correct Line on the PO
- ▶ Vendor Invoice Number
- ▶ Service Date (date goods delivered or date services rendered)

Helpful Invoicing Tips to Avoid Rejection

Reconciliation of Authorizations Refresher



VR counselors review outstanding authorizations 30 days and older to ensure services are rendered, work with the CA to ensure provider invoices are submitted, and partner with DDS's Business Services Unit for prompt payment processing.



Contract Administrator will send out monthly email reminders listing all "ready for payment, unused" authorizations and those authorizations that have a "remaining balance" that may need to be either invoiced or de-obligated.



Upon receipt of outstanding authorizations, Providers should review the outstanding authorization listing and provide comments if services were rendered, will be invoiced, or if the remaining balance can be zeroed out.



If we complete this exercise monthly, **closing the fiscal year will be easier for all parties**



RSA can ensure your payments are processed within the current fiscal year.

Reconciliation of Authorizations Refresher Cont'd

Unused Authorizations

- Providers will receive a listing of all outstanding authorizations with fund balances from their assigned CA monthly
- Providers should review the information and respond with a status update for all whether the authorization will be used and if the remaining balance can be zeroed out
- Providers should alert their respective RSA counselors immediately when they are unable to use an authorization for any reason (unable to connect with client, staffing etc.)
- Regular communication with the counselor and CA is required for any unused authorizations

Balances

- ▶ When providers bill against an authorization and determine that the full amount will not be utilized, RSA counselor should be advised
- ▶ RSA counselors review authorization balances to determine service delivery and if authorization balances can be de-obligated

Close-Out Memos

- ▶ Close-out memo serves as confirmation that all goods and services have been accepted, invoiced, or pending final invoice associated with the fiscal year and Purchase Order/Option year expiration.
- ▶ A closeout memo will be issued for expiring purchase orders 30 days prior to the expiration date. Funds will be redistributed to the new line of the PO to support the remaining service authorizations. The CA may de-encumber the funds if there are no additional authorizations pending.
- ▶ It is important for providers to reconcile their invoicing against authorizations prior to signing the close-out memo.
 - ▶ If it's determined an invoice was missed or rejected during this period, the provider should first ensure they submitted a report and received the counselor's approval of that report. Once confirmed, notify the CA so the memo may be revised and immediately submit the outstanding invoice for payment.
 - ▶ When there remains a zero balance on the PO, RSA still requires the closeout memo be returned because you are attesting that there is no further billing before the line item is officially closed out.
- ▶ Providers official signature confirms that the PO line item may now be closed and funds may be reallocated to the renewal line or fully de-encumbered from the PO.

Close Out Memos Sample



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

Andrew Reese, Director
One Independence Square
250 E Street, SW, Washington, DC 20024
202.730.1700 | www.dds.dc.gov

Date: December 19, 2023

To: [REDACTED]
From: Edmund Neboh, Contract Administrator
Subject: PO Closeout

Contract Number: [REDACTED]
Purchase Order Number: PO69 [REDACTED]
Fiscal Year: 2024

This action is to close out the above referenced Purchase Order between the Department of Disability Services and [REDACTED]. The period of performance for this close out is from 10/01/2023-11/30/2023.

Your signature below serves as confirmation that all services rendered and goods provided have been accepted, invoiced, or pending final invoice and paid as indicated below. All contractual deliverables and reports have been submitted and approved, and the reflective Purchase Order may now be closed.

Our records indicate there remains an unexpended balance of \$2501.00 on the purchase order which is to be de-obligated.

PO696080			\$2501.00
List of Invoices:	Paid Invoice Amt:	Unpaid Invoice	
October	\$0.00		
November	\$0.00		
Total of Invoicing through December 31, 2023			\$0.00
Amount to Be De-obligated			\$ 2501.00

Response to this notice is required within (10) business days from this memorandum's issuance date. If you have any questions, please contact me by phone at (202) 442-8633 or by email at Edmund.neboh@dc.gov.

The Vendor hereby acknowledges that there are no outstanding invoices for the period of performance for which funds will be de-obligated from the purchase order. Vendor has received payment for all services rendered, and no further invoicing for this period of performance or to this PO will be permissible:

[REDACTED]

Date: _____

Edmund Neboh
Edmund Neboh, Contract Administration
Department on Disability Services (DDS)
E-mail: Edmund.neboh@dc.gov

Date: 12/19/2023

Renell Roberts, Provider Relations Unit Supervisor
Department on Disability Services (DDS)
E-mail: renell.roberts1@dc.gov

Date: _____

Human Care Agreement (HCA) Renewals

The Office of Contracting and Procurement (OCP) sends out preliminary notices to all providers before their option renews. Providers are required to submit to OCP the below pre-requisite requirements for the total duration of their HCA, and before work commence.

Tax Compliance – Providers must show proof that their taxes are current and that, if in arrears, an approved payment schedule exists. Providers are instructed to obtain the **Clean Hands** through the mytax.dc.gov web portal.

****Not meeting tax compliance may prohibit you from obtaining your option renewal****

Certificate of Insurance (COI) – •Evidence of coverage is mandatory, and Providers are required to obtain and maintain the required coverage, during the entire period of performance under its HCA. Insurance requirements and minimum coverages can be found in your executed HCA under section 1.8 Insurance or by clicking this link. [Insurance requirements](#)

****Not meeting the COI requirements prior to the start of the option renewal may result in being placed on the Do Not Refer List (DNR)****

Valid Business License – Provider must be in compliance with business and corporate license requirements.

Human Care Agreement (HCA) Renewals Cont'd

Providers in their final option period should be aware that their HCA is non-renewable and will end at the conclusion of the option year four term.

The Provider Relations Unit (PRU) highly recommends that you apply to the vocational services solicitation 90 days before the expiration of your last option year. OCP sends out invitations well in advance to those pending expirations, and PRU encourages those providers to respond to the VR Solicitation that opens on the 1st of every month and closes on the 25th.

- Tax Compliance
- Certificate of Insurance
- Valid Business License
- Bidder Offeror Certification
 - Complete the Bidder Offeror Certification Form in its entirety. [Bidder Offeror Form](#)

More information and access to links can be found by visiting <https://ocp.dc.gov>

Required provider contact modality

- 3 face to face contact is the preferred method vs virtual contact
- Not all clients have the equipment, which will require face to face contact.

Report Submission Refresher

How do I submit reports?

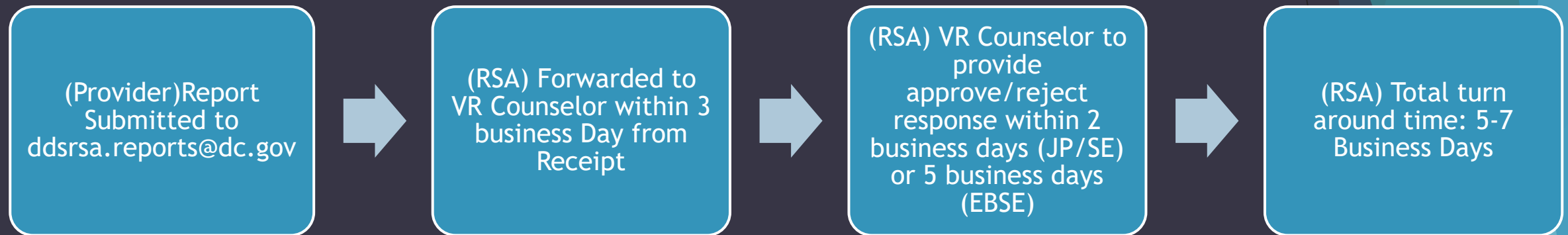
- ▶ Label the file that contains the report in the following format:
 - ▶ Client's first initial.last name-report title
 - ▶ J.Doe-ISAR & PCEP
 - ▶ J. Doe- JD 30 Day, J. Doe- JD 60 Day, J. Doe JD 90 Day, J. Doe Over 90 Day (insert month)
 - ▶ J. Doe- Placement Information
 - ▶ J. Doe- Job Stabilization
 - ▶ J. Doe- Closure
- ▶ Within the body of the email, it must contain the list of clients with the associated reports attached: first and last name, with DOB
 - ▶ J.Doe JD60 Day 1/1/1999

Where do I send reports?

ddsrса.reports@dc.gov

Reports sent outside of this inbox and the format outlined will not be accepted.

Submission/Approval Process



2024 SRC Membership Invitation

The Department on Disability Services, Rehabilitation Services Administration, in partnership with its federally mandated State Rehabilitation Council (SRC), is recruiting for membership from the local provider community.

The purpose of the SRC is to act in an advisory capacity to the Administrator of DCRSA on the provision of vocational rehabilitation services to people with disabilities in the District of Columbia.

Any Questions?

Contact Us

- ▶ Ricky.Wright@dc.gov (Program Manager-General VR Services)_
- ▶ Angela.Spinella@dc.gov (Program Manager-RSA Transition & Outreach)
- ▶ Jasmine.Henry1@dc.gov (Project Manager - General VR Services)
- ▶ Tikeya.Milburn@dc.gov (Project Manager - Transition Services)
- ▶ Edmund.Neboh@dc.gov (Contract Administrator)
- ▶ Robert.Richardson9@dc.gov (Contract Administrator)
- ▶ Tonia.Baker@dc.gov (Contract Administrator)
- ▶ Renell.Roberts1@dc.gov (Provider Relations Supervisor)
- ▶ Jasmine.Jackson3@dc.gov (Business Services Supervisor)
- ▶ Antoinette.Alexander1@dc.gov (Operations Program Manager)