RSA Provider Meeting

Friday, May 27, 2022
1:00 PM – 2:30 PM
Operations

Refreshers
Vendor Password and Automatic Authorization Notification

Greetings DDS/RSA Vendor,

You are receiving this email since your Contract Administrator has identified this email address as the POC for any authorizations to be sent by Vocational Rehabilitation Counselors at Department on Disabilities Services (DDS). Please be aware that a new database feature has been implemented to our agency’s database which allows a VR counselor to automatically email you an authorization (and any attachments) directly once the authorization is finalized by the VR counselor. This feature removes the need for the VR counselor to generate a separate email to send you the authorization.

HIPAA requires that the authorizations/attachments are securely electronically transmitted, therefore the assigned password listed below is required to open any authorizations/attachments received via emails. Please keep this password in a safe place.

Password: ***************

If you have any questions regarding this email or experience technical problems, please contact your Contract Administrator, whom is copied on this email.
Outstanding Authorizations (over 45 days)

Quarterly Outstanding Authorizations

- **Qtr1**: $137,452.36
- **Qtr2**: $481,515.02
- **Qtr3**: $89,612.68
### Outstanding Authorizations (over 45 days)

<table>
<thead>
<tr>
<th>Qtr</th>
<th>%</th>
<th>Cost</th>
<th>Service Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>42</td>
<td>$58,049.00</td>
<td>Job Development</td>
</tr>
<tr>
<td>Q1</td>
<td>15</td>
<td>$21,065.05</td>
<td>Job Readiness</td>
</tr>
<tr>
<td>Q2</td>
<td>25</td>
<td>$119,804.25</td>
<td>Job Coaching</td>
</tr>
<tr>
<td>Q2</td>
<td>23</td>
<td>$111,340.25</td>
<td>Job Readiness</td>
</tr>
<tr>
<td>Q3</td>
<td>25</td>
<td>$154,457.00</td>
<td>Job Development</td>
</tr>
<tr>
<td>Q3</td>
<td>18</td>
<td>$105,820.00</td>
<td>Job Readiness</td>
</tr>
</tbody>
</table>
Outstanding Authorizations (over 45 days)

What barriers have you come across in invoicing for services within 45 days?
45 Days Aged

• VR counselors will review outstanding authorizations 45 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.

• To ensure providers are aware of their outstanding authorizations, your Contract Administrator will send out monthly email reminders listing all “unused” authorizations and those authorizations that have a “remaining balance” that may need to be either invoiced or de-obligated.

• Within seven days, 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, and RSA can ensure your payments are processed within the current fiscal year.
Invoicing

• Invoices should be submitted only after the reports have been submitted and approved by the VR Counselor.

• Invoices submitted for reports prior to receiving VR Counselor approval will be rejected
  • Remember:
    • 5 business day window for approval for Job Placement and Supported Employment service-related reports
    • 7 business day window for approval for Evidence Based Supported Employment service-related reports
In February 2022, we initiated our 1:1 quarterly provider meetings led by your assigned CA. The purpose of the meetings are to review and discuss challenges, provide administrative updates and support in a more intimate setting.

We've now incorporated the Invoice Report Card which details the invoice rejection rate for each quarter for all respective providers. The report card data will be included in the providers annual performance evaluation.
Carryover Funds

• FY21 Grant Funds **must** be exhausted during this fiscal year before any other funding attached to your purchase order is used.

• During your 1:1 your assigned CA will provide the PO number(s) and identify the correct line item (CLIN) on your PO that has FY21 grant funds allocated.

• **Please apply all invoices against the prior year FY21 grant funds identified first, until fully exhausted.** Once the PO line items with prior year grant funds are exhausted, the remaining CLINs can then be used to support payment of services rendered through September 30, 2022.

• If you have any questions about billing the correct line items on your PO, please do not hesitate to contact your assigned CA.
Close-out memos are used to verify RSA has received all invoices associated with the expired period of performance (POP). Your official signature confirms that RSA has been invoiced for all outstanding authorizations and the PO line item may now be closed and funds will be de-encumbered.

➢ Prior to the HCA’s POP expiration, a new line item will be added to the existing purchase order (PO) for the next performance period in advance of the current option period expiration.

➢ A Closeout memo will be provided for the expired POP line 30 days after expiration. This allows time for RSA to receive and process all invoices and redistribute any unused funds remaining on that PO line to the new option period or line item.

➢ It is important for providers to reconcile their invoicing against authorizations prior to signing the close-out memo.
RSA HCA Changes

The Department on Disability Services has an updated Vocational Services HCA which addresses any barriers we experienced in our old agreement, and to provide the latest policy guidelines and procedures.

When the Vocational solicitation opens for the month of June, we highly recommend providers who are invited by the Office of Contracts and Procurement respond to the invitation before the June solicitation closes.
Report Submission Refresher
Where do I send reports?

ddsrsa.reports@dc.gov

Reports sent outside of this inbox and the format outlined will not be accepted.
How do I submit reports?

• Label the file that contains the report in the following format:
  • Client 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
  • Body of the email must contain list of clients with reports attached: first and last name, with DOB
Submission/Approval Process

(Provider) Report Submitted to ddsrsa.reports@dc.gov

(RSA) Forwarded to VR Counselor within 3 business Day from Receipt

(RSA) VR Counselor to provide approve/reject response within 2 business days (JP/SE) or 4 business days (EBSE)

(RSA) Total turn around time: 5-7 Business Days
Contact Us

- Angela.Spinella@dc.gov (Program Manager - RSA Transition & Outreach)
- Jasmine.henry1@dc.gov (Project Manager – General VR Services)
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