# Vocational Rehabilitation Services Manual D-200: Purchasing Goods and Services

Revised: October 1, 2020

## D-204: The Purchasing Process

### D-204-5: No-Show Payments

A no-show occurs when a VR customer:

* misses an appointment for a VR-sponsored service provided by a psychiatrist, social worker, licensed professional counselor, or psychologist; and
* does not properly cancel the appointment in accordance with the provider's policy.

VR accepts no-show billings for consideration only from the following:

* Psychiatrists
* Social workers
* Licensed professional counselors
* Psychologists

The service provider must notify the VR counselor within one working day of the customer's failure to appear.

The acceptable fee for a no-show is limited to 50% of the payment allowed by MAPS for the codes authorized on the SA.

No-show billings from other disciplines, specialties, and contractors are not eligible for payments.

#### Exception for Interpreter Services Under Contract

No-Show payments no longer apply to any Communication Access Services. Please refer to D-204-7: Cancellation Upon Arrival.

#### Processing a No-Show Payment in RHW

A no-show specification is different from the specification for the service that would have been provided; therefore, the VR staff member either:

1. closes the SA, so that a new one can be created; or
2. adds a line item to the SA.

VR staff members:

1. create a service record;
2. select No Show for the specification; and
3. enter the correct Begin Date and End Date (even though both dates occurred in the past).

Once the SA includes a line item for the no-show payment, the VR staff member processes the payment in the same manner as any other payment to a provider.

For more information about creating a service record or adding a line item to an existing SA, refer to the ReHabWorks User's Guide, Chapter 16: Case Service Record.

### D-204-6: Changing a Provider on a Service Authorization

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### D-204-7: Cancellation Upon Arrival

A cancellation upon arrival occurs when a communication access provider:

* arrives at a scheduled appointment for a VR customer and the customer does not arrive to the scheduled appointment. Provider must wait after scheduled appointment time for at least 30 minutes; and
* does not cancel the services within a period of at least 48 hours of the scheduled service.

VR accepts cancellation upon arrival billing from all communication access providers.

The service provider must notify the VR counselor within one working day of the customer's failure to appear.

#### Processing a Cancellation Payment in RHW

A cancellation specification is different from the specification for the service that would have been provided; therefore, the VR staff member:

1. cancels the line item for the requested MAPS code for communication access;
2. adds a line item using the MAPS code for communication access cancellation to the SA;
3. enter the correct Begin Date and End Date (even though both dates occurred in the past).

Once the SA includes a line item for the cancellation payment, the VR staff member processes the payment in the same manner as any other payment to a provider.

For more information about creating a service record or adding a line item to an existing SA, refer to the ReHabWorks User's Guide, Chapter 16: Case Service Record.

For information about no show payments for other disciplines, refer to D-204-5: No-Show Payments.

## D-205: Purchasing Threshold Requirements

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## D-209: Types of Purchases

Goods and services can be purchased for customers from a variety of community rehabilitation programs and vendors, including contracted providers, noncontracted providers, and medical service providers.

Each type of purchase has steps that must be completed to ensure compliance with state comptroller's purchasing requirements.

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### D-209-3: Contracted Goods and Services

When purchasing contracted goods and services, the VR counselor refers to the:

* [VR Standards for Providers](https://twc.texas.gov/partners/vocational-rehabilitation-standards-providers-manual); and
* [Contracting Processes and Procedures Manual (CPPM) (Word).](https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/SitePages/PCSResources.aspx).

Contract Administration staff members solicit and manage contracts for VR goods and services. Some goods and services must be purchased under contract. Before purchasing a good or service, staff members use RHW to find out whether a contract is required. When the service authorization (SA) is generated, RHW assigns the contract number based on the vendor and the type of purchase. Refer to [ReHabWorks User's Guide, Chapter 16: Case Service Record](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html) for more information about creating a service record.

Customer goods and services that are purchased under contract include, but are not limited to, the following:

* Employment assessments
* Orientation and Mobility services
* Hearing aids and related accessories
* Diabetes Self-Management Education services
* Durable medical equipment
* Assistive technology
* Supportive Residential Services for Persons in Recovery
* Work Readiness services
* Work Experience
* Pre-Employment Transition services
* Project SEARCH and similar programs
* Basic Employment services
* Supported Employment services
* Self-Employment services (including supported self-employment)
* Post-Acute Brain Injury services
* Vehicle modifications
* Intensive Work Preparation and Life Skills Training

When purchasing an outcome-based contracted training service, such as Vocational Adjustment Training, the service is purchased no more than one time. When there is a significant change in circumstances that may justify an additional purchase of the same service, approval and completion of [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html), is required. Refer to [D-210-4: Completing VR3472, Contracted Service Modification Request](https://twc.texas.gov/vr-services-manual/vrsm-d-200" \l "d210-4) for more information.

#### Ensuring a Valid Contract

Before issuing an SA, VR must:

* note the contract number on the documentation for a good or service purchased under contract; and
* ensure that the contract number is current on the service record.

When creating a service record in RHW to purchase goods or services that require a contract, VR staff ensures that the contract for the selected good or service is valid for the entire planned period of service.

To confirm that a contract is valid for the entire planned period of service, VR staff:

1. Reviews the provider's contract information in RHW on the Service Record page by selecting:
   * the Vendor Detail button;
   * the vendor's name; and
   * the contract number; and
2. Reads the contract details carefully to ensure that:
   * the contracted good or service is included in the contract; and
   * the dates of service are within the contract's start and end dates.

If the contract is not valid when the good or service is purchased or delivered, VR staff does not use that good or service but instead:

1. continues to search in RHW for a valid good or service; and
2. consults with the VR Manager if you are unable to locate a valid good or service.
3. enters in the comments section of the SA all special instructions or requirements for the specific good or service being purchased.

### D-209-4: Billing for Medical and Psychological Services

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## D-210: Exceptions to Contracted Fees and MAPS Fees

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### D-210-4: Completing VR3472, Contracted Service Modification Request

When necessary, services described in the VR-SFP manual can be changed to meet a customer's needs. If the service definition, procedures, or deliverables for a service are changed from the way that they are described in the VR-SFP manual, services cannot be provided until a [VR3472, Contracted Service Modification Request](https://twc.texas.gov/forms/index.html), is completed and approved by the Director of the Vocational Rehabilitation Division. The Director of the Vocational Rehabilitation Division may delegate signature authority for approval of the VR3472.

The VR counselor completes a VR3472 when a contract modification is necessary; the VR counselor obtains any information needed from the contractor and the contractor's signature. When a contractor requests a service modification, the VR counselor will make the final decision whether to submit the contractor's request for review. The contracted service modification is only valid and can be put into effect after approval by the Director of the Vocational Rehabilitation Division or the delegated signature authority.

The VR counselor:

* enters all information into the VR3472 electronically;
* obtains approval from the manager or supervisor who documents approval on the form;
* obtains signatures from the provider's legally authorized representative on the form; and
* upon receiving approval, retains a copy of the form in the customer's paper file, and an approved copy is provided to the contractor.

The approved form must be submitted with the invoice, when applicable.

Examples of when a VR3472 must be completed include, but are not limited to, purchasing:

* Assistive Technology training on a product that is not on the approved Assistive Technology Unit product list;
* Orientation and Mobility training that must occur without the customer using a blindfold;
* Diabetes post-training assessment to be completed before 30 calendar days have elapsed after training;
* Providing service that can only be provided in person remotely;
* More than 200 hours of Job Skills Training;
* More than 15 hours of Diabetes Educator Training;
* A specific Vocational Adjustment Training, such as VAT-Explore the "You" in Work, more than once for a customer;
* Part of a service from one provider and another part from another provider; for example, Benchmark 1A and 1B from provider A and Benchmarks 2–6 from provider B;
* Bundled Job Placement after Non-Bundled Job Placement Services have been purchased;
* Bundled Job Placement and/or Supported Employment more than once; and
* Supported Employment Services after the purchase of Job Placement Services.

For additional information, refer to VR-SFP Chapter 3: Basic Standards, sections [3.11.1 Documentation and Signatures](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-11-1) and [3.6.4.2 Evaluation of Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3-6-4).

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