

# Georgia Vocational Rehabilitation Agency Provider Information Forum

Wednesday, October 30, 2024

**Jeff Allen**

**Provider and Strategic Relations Administrator**

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**Courtney Sapp**

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# Georgia Vocational Rehabilitation Agency Provider Information Forum Agenda

9:00 AM – 9:05 AM	<b>Welcome</b>
9:05 AM – 9:20 AM	<b>Who We Are</b>
9:20 AM - 9:45 AM	<b>Provider Management Updates</b>
9:45 AM – 10:15 AM	<b>Contract Providers vs Annex B Providers</b>
10:15 AM – 10:30 AM	<b>Provider Forums and Small Groups</b>
10:30 AM – 11:30 AM	<b>Provider Relations Roles and Responsibilities to Providers</b>
11:30 AM – 1:00 PM	<b>LUNCH</b>
1:00 PM – 2:00 PM	<b>Breakout Sessions</b>

# Georgia Vocational Rehabilitation Agency

## Who We Are.

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# Georgia Vocational Rehabilitation Agency

## Who we are...

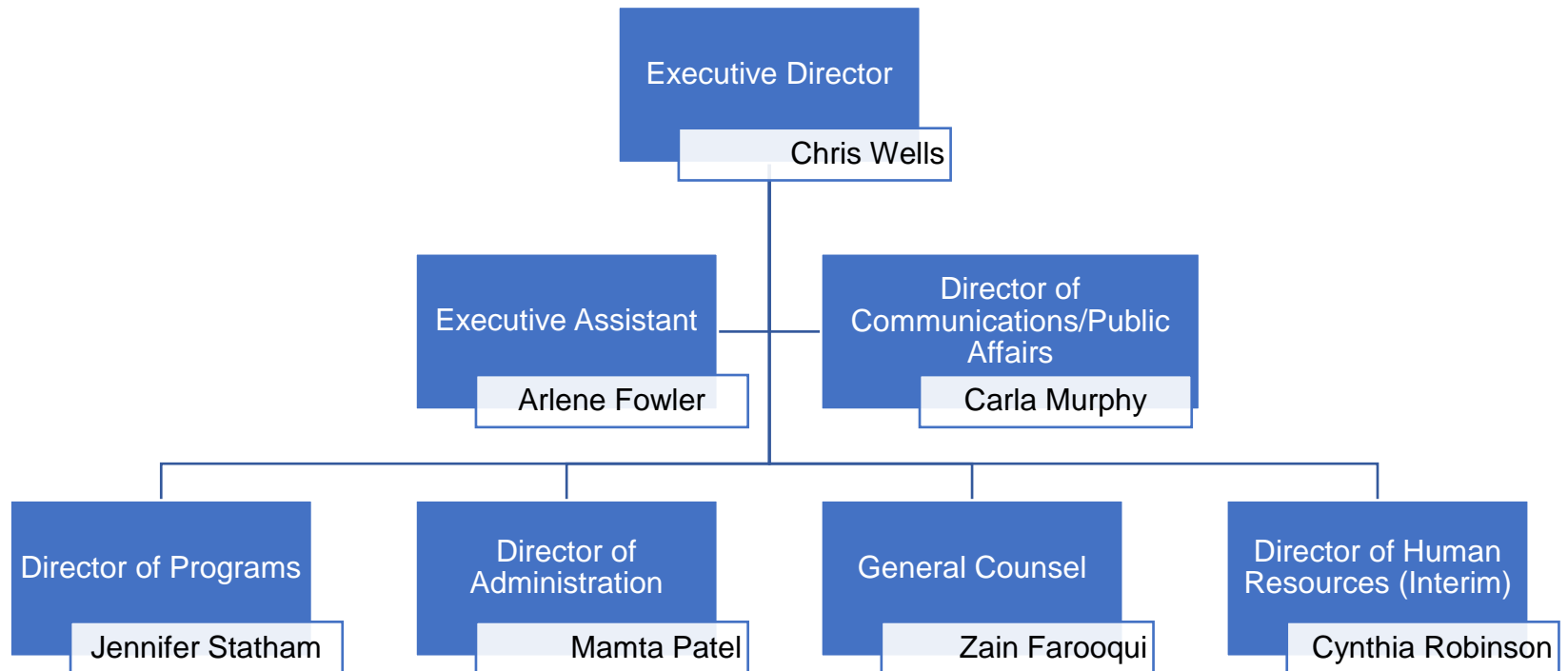
- The Georgia Vocational Rehabilitation Agency is a state of Georgia agency whose primary aim is to help Georgians with a disability find and maintain work.
- Established by House Bill 1146 in 2012, the GVRA has five budgeted programs overseen by a nine (9) member board and administratively attached to the Department of Human Services.
- The Agency partners with the State Rehabilitation Council (SRC) and Employment First Council (EFC).
- The Executive Director serves as both the Executive of the Agency and Vocational Services (VR) Director.

# Georgia Vocational Rehabilitation Agency

## Overview

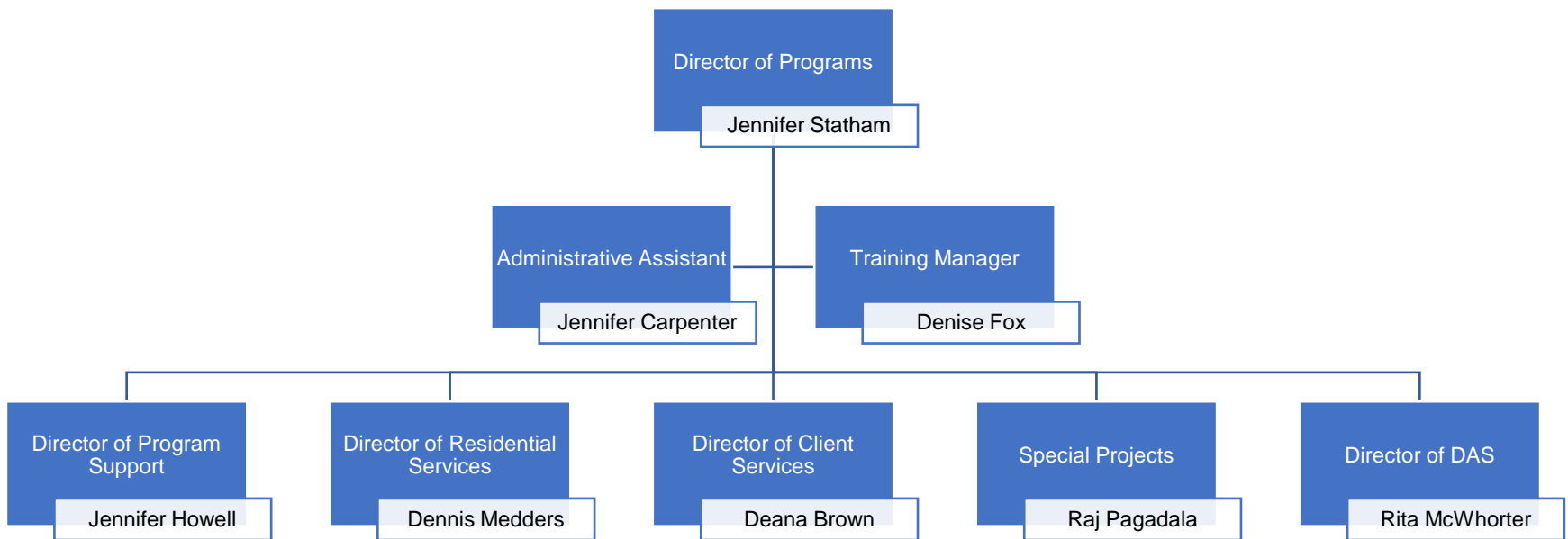
- The **Vocational Rehabilitation (VR)** program offers an array of services to Georgians who have a disability and want to work or who need services to keep the job they have.
- **Roosevelt Warm Springs (RWS)/Cave Spring Center (CSC)** serves Vocational Rehabilitation clients, 18 years old and older who are referred by their VR counselors to participate in education and training programs in a residential, wholistic, college-like environment with individual attention and customized enrichment.
- **Disability Adjudication Services (DAS)** works with the Social Security Administration (SSA) to make disability determinations for Georgia citizens who apply for entitlement programs administered by the SSA, including Disability Insurance (SSDI) and Supplemental Security Income (SSI).
- The **Business Enterprise Program (BEP)** gives priority to blind vendors who want to operate food service facilities in federal and state government buildings. It helps visually impaired Georgians become independent business owners in the food service industry.
- **Georgia Industries for the Blind (GIB)** manufactures file folders, safety vests, pillows, customized screen printing, sewing projects, kitting for corporations, and individually wrapped 3-ply facemasks at plants in Bainbridge, GA and Griffin, GA. GIB also operates a service site at Robins Air Force Base in Warner Robins, GA.

# Georgia Vocational Rehabilitation Agency Executive Leadership



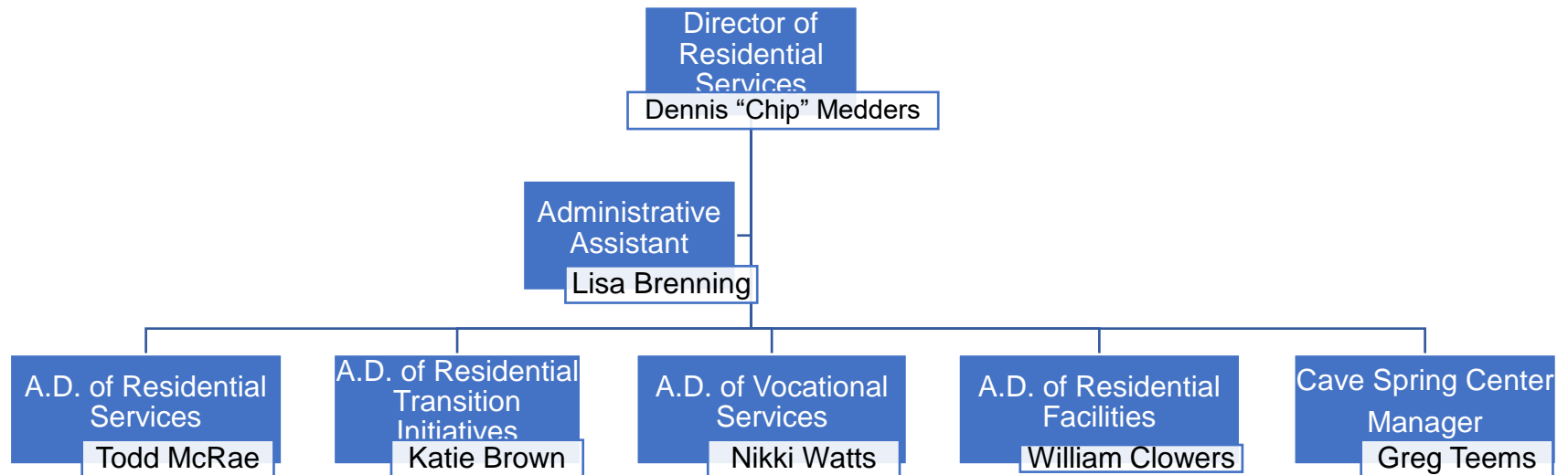
# Georgia Vocational Rehabilitation Agency

## Deputy Executive Director of Programs



# Georgia Vocational Rehabilitation Agency

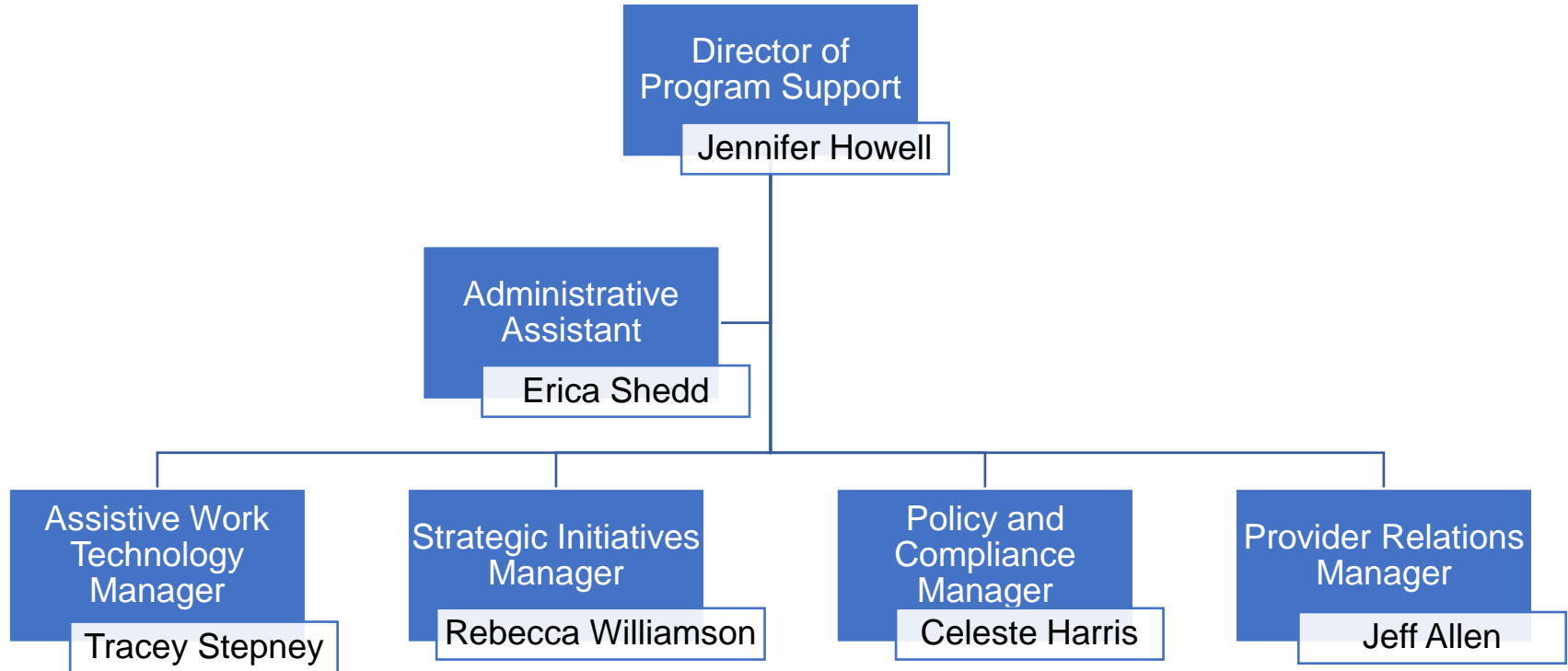
## Director of Residential Services





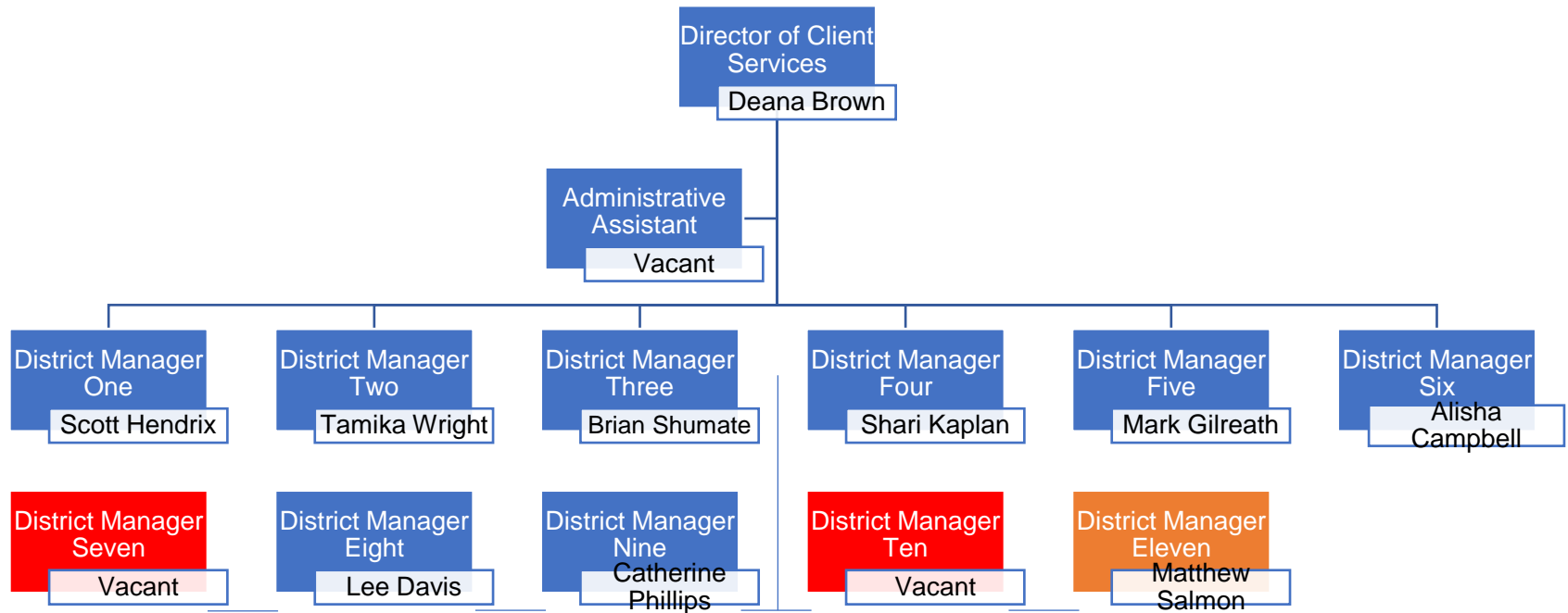
# Georgia Vocational Rehabilitation Agency

## Director of Program Support

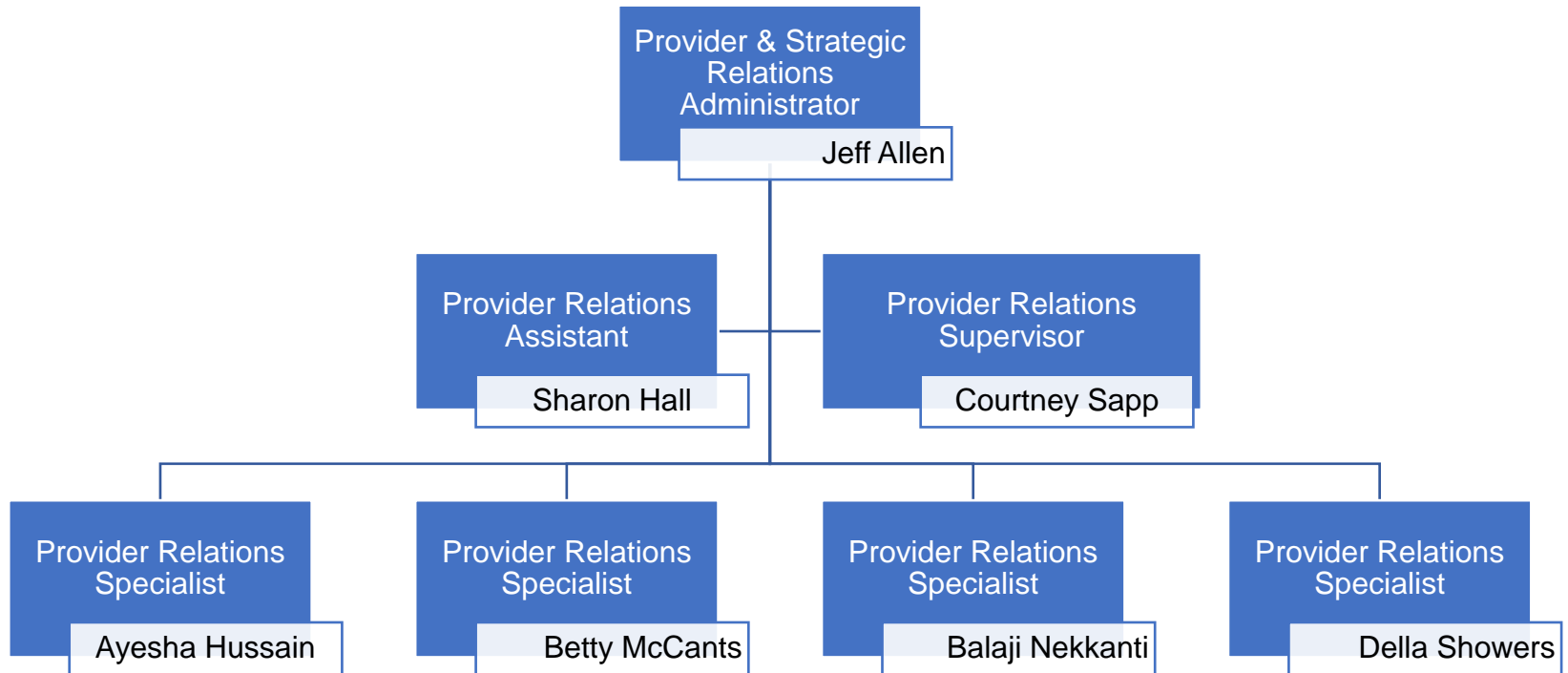


# Georgia Vocational Rehabilitation Agency

## Director of Client Services



# Georgia Vocational Rehabilitation Agency Provider Relations Team



# Georgia Vocational Rehabilitation Agency

## Provider Management Updates

Wednesday, October 30, 2024

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# Georgia Vocational Rehabilitation Agency Provider Management Webpage Update

The Provider Management Webpage has been updated.

The screenshot shows the Georgia Vocational Rehabilitation Agency (GVRA) Provider Management Webpage. The browser address bar displays [gsa.georgia.gov/vocational-rehabilitation/provider-management](https://gsa.georgia.gov/vocational-rehabilitation/provider-management). The page features a light blue header with the navigation path: Home > Vocational Rehabilitation Services > Provider Management. The main heading is "Provider Management". To the right of the heading is a text box stating: "GVRA partners with a variety of community-based organizations throughout Georgia to provide services to individuals with disabilities. These organizations span both public and private sectors and include nonprofit and for-profit agencies. The services provided by these organizations help the individuals achieve employment and independence." Below the heading and text box is a sidebar on the left titled "Vocational Rehabilitation Services" with a list of links: Counseling Information and Referral Services, Assistive Work Technology (AWT) Services, Supported Employment, Employment Services & Business Services, Ticket to Work, Rehabilitation Services Handbook, Independent Living Services, Work Incentives Planning and Assistance, Provider Management (highlighted), Prospective Providers, and Background Check Process. To the right of the sidebar are three main content areas: "Interested in Partnering with GVRA?" with a link to "PROSPECTIVE PROVIDERS", "Background Check Process" with a link to "BACKGROUND CHECK INFORMATION", and "Resources" with a link to "PROVIDER RESOURCES".

# Georgia Vocational Rehabilitation Agency Provider Guidelines Manual

The Provider Guidelines Manual (PGM) has been updated and available on our website for your reference.

The screenshot shows the Georgia Vocational Rehabilitation Agency website. The header includes the agency logo and name, along with a search bar. The navigation menu lists various services. The main content area features a 'Provider Resources' section. Under 'GVRA Provider Resources', the 'General Information' section lists several links, including the 'Provider Manual', which is highlighted with a red circle. The 'Policy and Procedure' section lists 'Memos and Notices' and 'FY25 Fee Rate Schedule for Providers 8.30.24'. The 'Forums and Presentations' section lists 'Provider Forums', 'Small Group Sessions', 'Individual Job Placement Services Presentation', and 'Involving with Vocational Rehabilitation Agency'.

# Background Check Process and Requirements

The screenshot shows the Georgia Vocational Rehabilitation Agency (GVRA) website. The header includes the GVRA logo and navigation links. The main content area features a sidebar with a list of services, including Vocational Rehabilitation Services, Counseling Information and Referral Services, Assistive Work Technology (AWT) Services, Supported Employment, Employment Services & Business Services, Ticket to Work, Rehabilitation Services Handbook, Independent Living Services, Work Incentives Planning and Assistance, Provider Management, and Prospective Providers. The main content area is titled "Background Check Process" and contains a section for the "Process for Background Check:" with four numbered steps:

1. Provider completes the [Applicant's Notice of Privacy Rights and Privacy Act Statement](#) and the [Employee Application Fingerprint Check Verification and NCPA VCA Waiver and Consent Form](#) and then submits them to GVRA - [providermanagement@gvra.ga.gov](mailto:providermanagement@gvra.ga.gov)
2. Provider or Applicant enters FieldPrint Online Registration here <https://www.fieldprintgeorgia.com> (insert link to PDF of registration guide).
3. Once approved, Applicant receives system notification and proceeds to selected location for fingerprints.
4. Once results are received applicant will receive a Fitness Determination Letter indicating approved or not approved to work directly with GVRA clients.

# Background Check Process and Requirements

1. VR and Independent Living Providers will continue to send all new hire applications to [ProviderManagement@gvs.ga.gov](mailto:ProviderManagement@gvs.ga.gov). One application per email, do not send multiple applicants in a single email.
2. Provider Management will review all applications and determine if the 3 required documents have been completed with all pertinent information.
3. If there is missing information on the forms or not all of the forms have been submitted, Provider Management will reach out to the provider and request the information be corrected on the form(s).
4. If the forms are accurate, Provider Management will submit directly to Background Check Unit. Please do not cc anyone in the email.
5. If Background Check notes a discrepancy with the online application and paper application, Provider Management will be contacted and a request to reach out to provider to have applicant/provider make the corrections
6. When information has been corrected, applicant or provider will resubmit back to [ProviderManagement@gvs.ga.gov](mailto:ProviderManagement@gvs.ga.gov)



# Background Check Process and Requirements

7. Provider Management will resubmit to Background Check for review and approval.
8. When approved, the applicant will be notified to schedule their fingerprint appointment.
9. Background Check Unit will receive results from Fieldprint and create the approval or denial letter.
10. Approval or denial letter (Fitness Determination Letter) will be sent to Provider Management at [ProviderManagement@gvs.ga.gov](mailto:ProviderManagement@gvs.ga.gov)
11. Letters will be distributed to the appropriate Provider Relations Specialist assigned to the Provider
12. The Provider Relations Specialist will distribute the letter to the Provider.
13. A copy of letter will be placed on the Provider profile in AWARE.

# Georgia Vocational Rehabilitation Agency

## **Contracted Providers vs. Annex B**

Wednesday, October 30, 2024

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# Georgia Vocational Rehabilitation Services FY25 Annex B Providers

## **Contract Requirements:**

- Providers must spend an annual \$25,000 for an ongoing, fully executed contract.
- If you have not met the annual \$25,000, you should have received an Annex B letter and the Annex B Approved Services outlining authorized services for VR clients.

## **Service Utilization Monitoring:**

- Utilization of services will be closely monitored.
- Increased referrals and authorizations may lead to issuing a contract.
- Services will be leveraged using the referral and authorization process until a contract is issued.

## **Effective Date:**

- Provider status, for both new and existing Annex B providers, will be active in the case management system starting October 1, 2024.
- Referrals and authorizations can be issued from this date.

# Georgia Vocational Rehabilitation Agency Overview of Provider Approved Services

1

## Evaluations and Assessments

**Purpose:** To understand the participant's vocational goals, training needs and necessary accommodations.

**Collaboration:** Helps participants, providers and counselors make informed decisions together.

**Outcome:** Identifies services and supports needed for the participant's vocational success.

- Vocational Evaluation Services (Comprehensive, Limited, Profile)
- Comprehensive Vocational Profile (Blind Services Profile)
- Work Evaluation

2

## Support Services

**Purpose:** GVRA may provide supportive services to help individuals access other necessary services.

**Collaboration:** Works with individuals to ensure they can benefit from necessary services.

**Outcome:** Supports individuals in reaching their employment goals.

- Technology Scripting Services
- Interpreting Services
- Transportation Services

# Georgia Vocational Rehabilitation Agency

## Overview of Provider Approved Services

### 3

#### Assistive Skills Development

**Purpose:** Provide services that assist individuals with disabilities in selecting, acquiring, or using assistive work technology devices.

**Collaboration:** Involves evaluations, coordination with other therapies, and training for individuals, families, and professionals.

**Outcome:** Ensures individuals can effectively use assistive technology to support their employment goals.

- Braille Instruction
- Certified Vision Rehabilitation Therapy Services
- Comprehensive Low Vision Evaluation with Follow-Up Care
- Orientation and Mobility Services
- Technology Access Training Services
- Adjustment Counseling to Blindness
- Driver Training Services
- Driver Evaluation & Training Services (CDRS)
- Driver Evaluation (Assistive Technology Assessment)
- Vehicle Fitting

### 4

#### Pre-Employment Transition Services

**Purpose:** WIOA allows state vocational rehabilitation agencies to offer more services to students with disabilities during their transition from high school to further education or employment.

**Collaboration:** Provides Pre-Employment Transition Services (Pre-ETS) to help students explore careers and make informed decisions.

**Outcome:** Supports students in gaining work experience and achieving competitive, integrated employment.

- Job Exploration
- Work Based Learning
- Counseling on Post Secondary Opportunities
- Workplace Readiness Training
- Instruction in Self-Advocacy
- Getting Ready for Opportunities in Work (GROW)
- GVRA Enterprise Events

# Georgia Vocational Rehabilitation Agency Overview of Provider Approved Services

5

## Georgia Eligible Training Providers

**Purpose:** Employment Skills Training (EST) provides individualized, time-limited training in specific skill areas, leading to certification or a diploma.

**Collaboration:** Involves instruction in a classroom or work setting by qualified instructors, including on-the-job training and volunteer opportunities.

**Outcome:** Equips individuals with industry-recognized skills and credentials for employment, ensuring measurable skill gains.

- **Employment Skills Training (ETPL)**

6

## Employment Skills Development

**Purpose:** Training must be delivered by an approved provider with expertise in the specific skill area.

**Collaboration:** Provides Pre-Employment Transition Services (Pre-ETS) to help students explore careers and make informed decisions.

**Outcome:** Ensures structured, high-quality training that meets industry standards.

- **Workplace Readiness**
- **Career Orientation/Job Sampling**
- **Community Based Work Adjustment Training (CWAT)**
- **Job Coaching**
- **Individual Job Placement Services**
- **Traditional Supported Employment (TSE)**
- **Individual Placement and Support (IPS)**
- **Customized Supported Employment (CSE)**
- **Project Search**

# Georgia Vocational Rehabilitation Agency

## Provider Forums and Small Groups

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# Georgia Vocational Rehabilitation Services Provider Forums Purpose

- Provide updates to providers regarding changes and developments within the agency.
- Offer training sessions for providers to ensure they are informed about agency processes, requirements, and best practices.
- Foster open communication between the agency and providers to address general questions and provide clarity on policies.



# Georgia Vocational Rehabilitation Services Provider Forums Dates

**Wednesday, October 30, 2024**

In Person Provider Forum

**Tuesday, January 28, 2025**

Virtual Provider Forum

**Tuesday, April 29, 2025**

Virtual Provider Forum

**Tuesday, July 29, 2025**

Virtual Provider Forum

# Georgia Vocational Rehabilitation Services

## Small Group Discussion Purpose

- Facilitate a more personalized setting to address individual provider needs, ensuring a more targeted approach to training and support.
- Discuss specific concerns, questions, or complaints providers may have, allowing for more detailed guidance and feedback.
- Focus on building a stronger relationship with providers by understanding their unique challenges and providing tailored solutions.

# Georgia Vocational Rehabilitation Services Provider Expectations

- Be engaged: Providers should actively participate in discussions, ask questions, and seek clarity when needed.
- Be interactive: They are encouraged to contribute to discussions and share insights or experiences that could benefit the group.
- Be present: Providers should attend all sessions, as these are critical for staying updated and in compliance with the agency's policies and procedures.
- Ensure compliance: Providers should use the information and training from forums and small groups to align with agency expectations and maintain adherence to all relevant policies and procedures.

# Georgia Vocational Rehabilitation Agency

## Provider Relations Specialists (PRS) Roles and Responsibilities

Wednesday, October 30, 2024

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# Georgia Vocational Rehabilitation Services

## PRS Roles and Responsibilities to Providers

The role of the Provider Relations Specialist will be returning to how it was before, except they will be assigned to service groups.

- Serve as primary contact for Providers
- Address complaints from field staff or clients
- Address complaints from providers
- Contracts & Amendments
- Add/Delete Service
- Program/Fiscal Review
- Provider Profile Updates
- Background Check
- Vendor Portal
- Payment/Billing

# Georgia Vocational Rehabilitation Services Vendor Portal Training

Vendor Portal Training will be provided monthly in a small group virtual setting. Any newly hired employee or an employee in need of a refresher course will have an opportunity to receive training that will assist them in submitting timely invoices for payment processing.

The form must be completed one week in advance of the requested training date. To participate in the training session, you must have access to a computer. This will be an interactive training session, and you will be able to ask questions of the Provider Relations Specialist who will direct you step by step during the training. All training will be conducted in TEAMS.

A confirmation email notice will be sent following registration for the training. If you require special accommodations, please let us know of those accommodations in the comment section of this form.

Vendor Portal Training <https://gvs.georgia.gov/vendor-portal-training>

# Georgia Vocational Rehabilitation Services

## PRS Role as Liaison for Vendor Management

Act as the intermediary between providers and Vendor Management who works directly with the State Accounting Office (SAO) to ensure clear communication and adherence to processes.

Serve as the point of contact for providers when handling matters related to state accounting requirements such as updates to address, banking, FEIN changes, etc

### **Adherence to SAO Rules and Policies:**

- Follow all rules and policies established by the SAO when working with providers on accounting and payment-related matters.
- Ensure that providers understand these requirements and guide them through the necessary steps for compliance.

### **Document Requests:**

- When requesting documents from providers, it's because the SAO requires them as part of their processes.
- These requests are often tied to specific requirements set by the SAO, and providers need to comply for their submissions to move forward.

### **Final Decisions/Non-Negotiable on ACH Decisions:**

- The SAO holds the authority to approve or deny ACH (Automated Clearing House) payments, and their decisions are final.
- They do not engage in discussions with providers or our team regarding their decisions to deny ACH payments.
- It's essential for providers to ensure their submissions are accurate and complete to avoid issues with ACH processing.

# Georgia Vocational Rehabilitation Services Insurance Coverage Guidelines

<b>Workers Compensation (WC):</b>	Statutory Limits – Required in All Contracts
Bodily injury by Accident – each employee	\$100,000
Bodily injury by Disease – each employee	\$100,000
Bodily injury by Disease – policy limit	\$500,000
<b>Commercial General Liability (CGL):</b>	
Each Occurrence Limit	\$1,000,000
Personal & Advertising Injury Limit	\$1,000,000
General Aggregate Limit	\$2,000,000
Products/Completed Ops. Aggregate Limit	\$2,000,000
<b>Automobile Liability</b>	
Combine Single Limit	\$1,000,000
<b>Umbrella Liability</b>	\$2,000,000

## **\*Certificate Holder:**

Georgia Vocational Rehabilitation Agency  
200 Piedmont SE Suite 1306  
Atlanta GA 30334



# Provider Relations Specialist Assignments

## AYESHA HUSSAIN

ADJUSTING TO VISION LOSS LLC	ALBANY AREA COMMUNITY SERVICE BOARD	BANGURA, ADAMA	BARTOW COUNTY M/R SERVICES
BEST BUDDIES INTERNATIONAL	BEYOND UR BARRIERS	CARROLL COUNTY TRAINING CENTER	CULTIVATING GROWTH LLC
DA CORE Solutio LLC	DEAF ACCESS TO QUALITY LIFE INC	DOUGLAS COUNTY CSB	EASTER SEALS OF WEST GA INC
G & B WORKS INC	GOODWILL INDUSTRIES OF MIDDLE GEORGIA IN	GOODWILL OF CHATTANOOGA	HFD EMPLOYMENT CONSULTING LLC
HIGHLAND RIVERS CSB	HOPE 4 CHANGE (TISHA WALKER)	LOOKOUT MOUNTAIN COMMUNITY SERVICES	LUXIENT, LLC
MAGNOLIA CAREER SERVICES, LLC	MCINTOSH TRAIL CSB	METRO ATLANTA VOCATIONAL SOLUTIONS LLC	NOVOWARE INC
PATHWAYS CTR FOR BEHAVIORAL & DEV GROWTH	PIKE LAMAR SERVICES	RAISING A STANDARD, INC	ROCKET SCIENCE HR LLC
STRIDES HORSE PARK TEMS INC	THE ARC OF SOUTHWEST GEORGIA INC	THE ORANGE GROVE CENTER INC	THE REHAB CENTER LLC
THOMAS GRADY SERVICE CENTER	UNISON BEHAVIORAL HEALTH	VISION REHABILITATION SERVICES OF GA INC	WIREGRASS RESOURCE GROUP INC
WIZABILITY			

[AYESHA.HUSSAIN@GVS.GA.GOV](mailto:AYESHA.HUSSAIN@GVS.GA.GOV)  
[PROVIDERMANAGEMENT@GVS.GA.GOV](mailto:PROVIDERMANAGEMENT@GVS.GA.GOV)

# Provider Relations Specialist Assignments

## BALAJI (BALA) NEKKANTI

ACE DRIVING SCHOOL LLC	ALBANY TECHNICAL COLLEGE	B SMITH & ASSOCIATES LLC	BLAZESPORTS AMERICA INC
BOBBY DODD INSTITUTE	COASTAL CENTER FOR DEVELOPMENTAL	CREATIVE ENTERPRISES INC	CROSS PLAINS COMMUNITY PARTNER INC
DYNAMIC LEARNING CENTERS LLC	EASTER SEAL MIDDLE GA SOCIETY INC	EASTER SEAL SOUTHERN GEORGIA INC	EASTER SEALS - EAST GA INC
EMPLOYMENT MATTERS OF SOUTH GA INC	FAMILY RESTORATION NETWORK	GEORGIA CAREER AND TECHNICAL INSTRUCTION/CTI	GA CENTER OF THE DEAF & HARD OF HEARING
GEORGIA COMMITTEE ON EMPLOYMENT OF/HSHT	GOODWILL OF NORTH GEORGIA	GOODWILL INDUSTRIES OF THE SO RIVERS INC	GRIFFIN AREA RESOURCE CENTER INC
HELEN KELLER NATIONAL CENTER	HI-HOPE SERVICE CENTER INC	HUNTER RODGERS CORPORATION	IEDUVATE ME LEARNING LLC
NEW VENTURES INC	NOBIS WORKS	PROGRESSIVE ABILITIES SUPPORT SERVICES	STINSON & ASSOCIATES
TEEM ECONOMIC RESEARCH & BUSINESS COMMUN	THE RINGER CENTER OF EXCELLENCE INC	TIFT COUNTY BOARD OF HEALTH	TREE OF LIFE
TURNING POINT INC-SMART TALK SEMINARS & EVENT	WAVES AUTISM CENTER LLC	WHITE COLUMNS REHAB SERVICES	WOW IN-SYNC INC

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[PROVIDERMANAGEMENT@GVS.GA.GOV](mailto:PROVIDERMANAGEMENT@GVS.GA.GOV)

# Provider Relations Specialist Assignments

## BETTY MCCANTS

AGYEI, OPHELIA / HELPING HANDS VISION REHAB	ALABAMA INSTITUTE FOR DEAF & BLIND	AMERICANWORK INC	ARONA J. ELK
B & B CARE SERVICES INC	BEHAVIORAL HEALTH SERVICES OF SOUTH	CENTER FOR VISUALLY IMPAIRED INC (CVI)	CHANGING LIVES CHANGING FACES SERVICES
COLORADO CENTER FOR THE BLIND	CSRA VOCATIONAL SERVICES LLC	DEKALB COMMUNITY SERVICE BOARD	EATON ACADEMY INC
EMORY UNIVERSITY	FLOYD TRAINING AND SERVICE CENTER	GA PUBLIC DEFENSE FOUNDATION	GATEWAY COMMUNITY SERVICE BOARD
GOODWILL OF THE COASTAL EMPIRE INC	LIONHEART LIFE CENTER INC	LOUISIANA CENTER FOR THE BLIND INC	LOVING CARE ACADEMY
MICROSIGHT TRAINING SOLUTIONS	MINDCARE	ORIENTATION & MOBILITY	PHOENIX ELITE SOLUTIONS LLC
PINELAND MHMRS COMMUNITY SVC BOARD	PRISM OF GEORGIA INC	SAVANNAH ASSOCIATION FOR THE BLIND INC	SERENITY BEHAVIORAL HEALTH (CSB EAST CENTRAL GA)
SIGNAL CENTERS INC	SOUTHERN PRO STAFFING	STONY BROOK COUNSELING SOLUTIONS LLC	THE FRAZER CENTER INC
TIMOTHY SMITH	VIEWPOINT HEALTH	VISUALLY IMPAIRED FOUNDATION OF GA INC	WORKPLACE LEARNING SOLUTIONS LLC
WORLD SERVICES FOR THE BLIND			

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[PROVIDERMANAGEMENT@GVS.GA.GOV](mailto:PROVIDERMANAGEMENT@GVS.GA.GOV)

# Provider Relations Specialist Assignments

**VACANT**

ADVANTAGE BEHAVIORAL HEALTH SYSTEMS	ANF MOTIVATIONAL LIFE COACHING	ANNANDALE AT SUWANEE INC	AVITA COMMUNITY PARTNERS
BEN HILL BOARD OF HEALTH	BHI OUTLET	BRIDGES FROM SCHOOL TO WORK, INC	BRIGGS & ASSOCIATES
CBA CONSULTING, LLC	COLLECTIVE COMMUNITIES INCORPORATED	COMMUNITY FRIENDSHIP INC	CORE CAREER
EMBRACE US INC	FORCHE CONSULTING	GEORGIA COMMUNITY SUPPORT & SOLUTIONS	GISN - GEORGIA ASSOCIATION OF REHABILITATION
INNER VISION LLC	JASON BOMBELYN	JEWISH FAMILY & CAREER SERVICES INC	KENNETH YATES
L J ROBINSON AND ASSOCIATES	L&J EMPOWERMENT	LBANES LLC	LOU DERAND LLC
LYNNDALE, INC	MORE THAN RUBIES OF GA	NEW HORIZONS COMMUNITY SERVICE BOARD	OPTIMIZING HUMAN DEVELOPMENT
POLUS CENTER FOR SOCIAL & ECONOMIC DEVELOPMENT	RIVER EDGE BEHAVIORAL HEALTH CENTER	SGH CONSULTING AND SUPPORTIVE SERVICES	SHEPHERD CENTER INC
SIDE BY SIDE BRAIN INJURY CLUBHOUSE INC	SUPPORTED EMPLOYMENT SPECIALISTS INC	THE ARC MACON	THE CARROLL CENTER FOR THE BLIND
WETHERAL BEHAVIORAL	<b>PROVIDERMANAGEMENT@GVS.GA.GOV</b> <b>AYESHA HUSSAIN</b> <b>BALAJI NEKKANTI</b> <b>BETTY MCCANTS</b>		

# Georgia Vocational Rehabilitation Services Sexual Harassment Training

- Providers are required to have Sexual Harassment Training if they are using GVRA facilities to conduct business.

<https://doas.ga.gov/human-resources-administration/sexual-harassment-prevention/sexual-harassment-prevention-overview>

- The link to State of Georgia Sexual Harassment Training is below and located on our webpage under Resources.

<https://www.youtube.com/embed/NjVt0DDnc2s?rel=0>

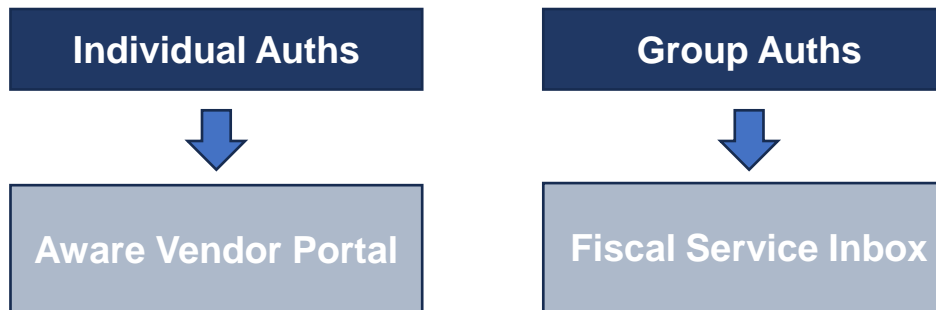
# GVRA Provider Billing Policies and Expectations

## What do I need to remember?

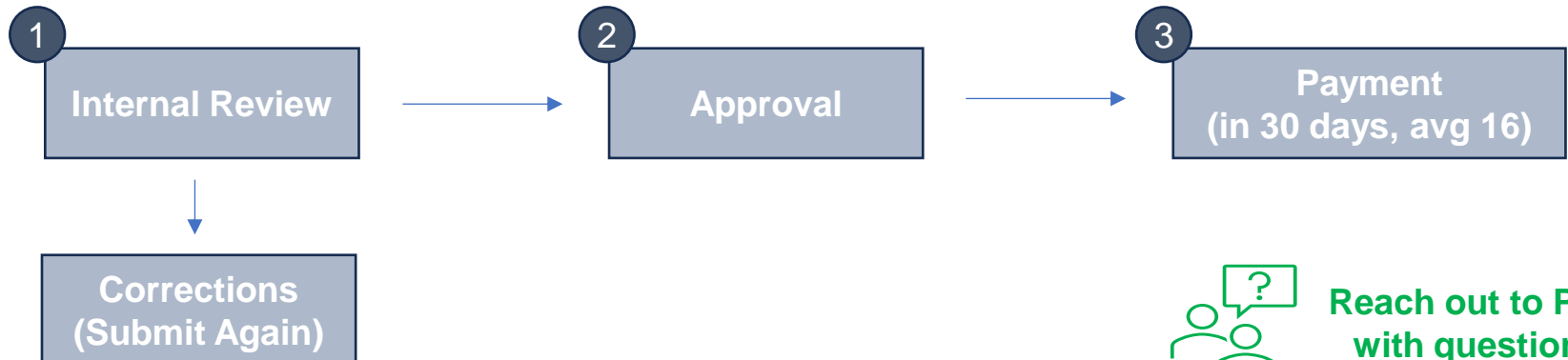
- ✓ Render services after auth received
- ✓ Submit invoice packets within 30 days of service completion

\$ **Invoice** +  **Reports/Evals** +  **Timesheets**

## Where do I submit documents?



## What happens after I submit?



# GVRA Provider Billing Policies and Expectations

## What are the most common submission issues?

Provider Billing Missing



Auth # or Client Missing

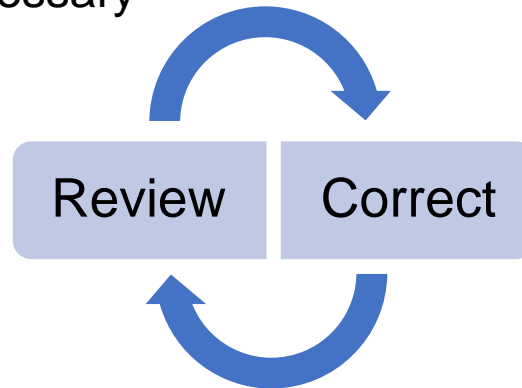


Services Started Before  
Auth Creation



## What can I do to ensure process goes smoothly?

- ✓ Review auth correction requests from PRS or vendor portal
- ✓ Make adjustments as necessary



**i**

### VR Monthly Communications

1. Open auth list (no documents submitted)
2. Rejection list (corrected documents required)

# VR Services Contract Changes Starting 10/01/2024

1

## Vocational Evaluation Services

Condensed Code: 00020

Limited Evaluation = 1 unit \$450  
Comprehensive = 2 units \$900  
Profile = 5 units \$2250

2

## Code Removal

All virtual services, **most** service area codes



3

## Exceptions

Approved by Provider Mgt for Virtual Services

4

## Unique Services

Out of area codes remain if only few providers



# Program and Fiscal Reviews

- Update to the Provider Guideline Manual Contract Monitoring
  - **Format**
    - On-site, virtual desk review, or documentation review
    - Dates Availability & Staff to be present
  - **Measures**
    - Financial Stability
    - Financial dependence on federal support
    - Strength of the program or business management system
    - History of performance
    - Adherence to programmatic or fiscal terms and conditions
    - Timeliness and quality of required reports
    - Program and participant experience
    - Commitment to appropriate advocacy roles



# Provider Compliant Process

- Process for when clients have a compliant against a provider.

## A. Notification:

1. Client contacts their Counselor or Counselor's Supervisor.
2. Counselor or Counselor's Supervisor fill out the GVRA Client Complaint Form
3. Forward the GVRA Client Complaint Form to the DM and the Provider and Strategic Relations Administrator
  - If Provider committed abuse, fraud, neglect, or discrimination refer to Director of Policy and Compliance and the General Counsel's Office immediately.
4. Provider will be notified within 5 business days about the complaint.

# Provider Compliant Process

## B. Investigation of Complaint

### 1. Allegation investigated within 10 business days:

- Interview client.
- Interview provider's director.
  - ✓ Notify Provider that client is dissatisfied.
  - ✓ Ask Provider to call to discuss.
  - ✓ If no response from provider, follow-up within 7 days.
- Interview GVRA staff.
- Interview other individuals identified during investigation.
- Review supporting documentation provided by client and provider.

### 2. If discrimination, suspend service to Client and discuss alternative service delivery.

- If the allegation related to abuse/neglect, suspend service delivery to all clients.
  - ✓ Notify appropriate licensing or legal authorities.
- Discuss alternative service delivery to client.
- Communicate decisions to client, staff, and provider(s).

# Provider Compliant Process

## C. Outcome of Investigation

1. Forward the conclusion to the Director of Program Support.
2. If complaint has merit, ensure that recommendations are within business and legal parameters.
3. Service Provider will be notified in writing of the outcome.
4. Letter to client regarding outcome and decision
5. Final determination/notification placed in the separate complaint files (provider and client).
6. Final recommendation(s) sent to all VR staff as appropriate.

## D. Appeal

1. If provider chooses to appeal decision or corrective action plan, this appeal will be reviewed.
2. Consultation with the Office of General Counsel to render a decision.
3. The decision will then be communicated to senior GVRA leadership.

# Provider Compliant Process

## E. Probation, Suspension, and Termination of a Vendor

1. If provider is found to have committed violations, provider will be subject to sanctions.
2. Sanctions may include probationary continuation, suspension for a discretionary period of not more than thirty (30) days, or termination (absolute or limited time).
  - During probationary and suspension periods, or during negotiations, a temporary replacement of provider may be considered.

# Questions?

Wednesday October 30, 2024

[ProviderManagement@gvs.ga.gov](mailto:ProviderManagement@gvs.ga.gov)



# Georgia Vocational Rehabilitation Agency Provider Information Forum

**Thank You!!**

Wednesday, October 30, 2024

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