

II. INTRODUCTION TO ADMINISTRATIVE GUIDELINES

Responsibilities – Provider Relations Specialist

Responsibilities of the Provider Relations Specialist (PRS) are consistent throughout the state. Each PRS is responsible for qualifying providers and managing Collaborative Agreements, Service Agreements and Contracts. In addition, the PRS is responsible for conducting annual program reviews and maintaining a comprehensive list of approved providers as well as performing other duties as assigned.

Service Agreements:

A Service Agreement is a signed legal document. This document outlines the responsibilities of both the Vocational Rehabilitation Program (VRP) and the provider. The agreement governs the fees and provision of a particular service. The document states who is responsible for what, how the service should be provided, and how much the provider is authorized to bill for services.

The purpose of a Service Agreement is to establish the services and fees for each provider. Service Agreements specify the provider information, services to be provided and the fee for each service. By qualifying a provider in no way obligates department funds or guarantees referrals. The primary responsibilities of the PRS in regards to outsourcing are: (1) recruit qualified individuals to provide services (2) negotiate fees (3) conduct annual program reviews and monitor performance (4) interpret and clarify service agreements and (5) develop amendments.

Service Agreement Guidelines:

Service Agreements must follow the same format and contain the same standard information that is consistent throughout the state. Service Agreements may only be executed for providers, who meet the standards and qualifications listed in the Outsourcing Services – Provider Guidelines. As an attachment to the Service Agreement, Annex A outlines specific services and fees negotiated after the provider has been qualified to provide services.

Service Agreement Process:

1. The PRS is requested to begin the process to qualify a provider for services. A request to qualify a provider can be initiated by internal staff, a potential provider or recruitment by the PRS.
2. Once the service(s) is identified, the PRS creates a provider qualification packet. (See Forms Appendix)
 - a. Cover Letter
 - b. Application
 - c. Document Checklist

- d. "Sample" Service Agreement
 - e. Provider Guidelines* (only the service guidelines requested by the potential provider) * Example guideline not included in the forms appendix
 - f. Regional Map
3. When the packet is completed and returned to the PRS, each document is reviewed and verified to assure completeness and accuracy.
 4. The PRS will determine if the provider applicant meets qualifications for each service(s) and notifies the applicant accordingly.
 5. The PRS will negotiate with the provider to establish fees for each approved service(s) in accordance with the schedule of fees set forth by the VRP.
 6. A Provider Number is assigned to the provider.
 7. Once the Service Agreement is executed, provider service(s) information is distributed to staff and other interested parties. A copy is sent to the VRP Business Unit.

Contracts:

The contract is a document governed by the Georgia Vocational Rehabilitation Agency/VRP. The document specifies the contractor responsibilities, departmental responsibilities, services to be provided and costs. The PRS responsibilities in regard to the contracts are: (1) assure providers meet outsourcing guidelines (2) negotiate fees and services (3) complete contract request form and required exhibits (4) review billing documents and process for payment (5) monitor contracts and perform annual program reviews (6) interpret contract terms as required and (7) develop amendments.

Program Reviews:

An annual program review is performed by the PRS to ensure that the services purchased by the VRP are of the highest quality. Each quality review may include:

- A. Verification of employee credentials for each service
- B. Proof of insurance
- C. Criminal records investigation
- D. Accreditation as appropriate
- E. Accuracy of attendance, billing documents and rates