

V. PROVIDER REVIEW PROCESS

The Georgia Vocational Rehabilitation Agency, Vocational Rehabilitation Program (VRP) Outsourcing Services – Provider Guidelines sets forth standards which are meant to ensure the quality of service(s) to people with disabilities. Guidelines are provided for each service to ensure the consistent application of standards. However, there may be times when disagreements occur. A review process will ensure fair representation of the concerned parties and that issues are thoroughly understood, addressed, and documented.

A review process is available to handle disagreements. The results of the review will be documented and kept on file in the Provider Relations Specialist (PRS) Office.

Provider Request for Review

If a provider or potential provider is not satisfied with a decision rendered by the respective PRS regarding his/her qualifications or eligibility to provide a service(s), he/she may request a review with the PRS and attempt to resolve the disagreement in the context of that working relationship.

If this initial review does not resolve the issue then a written request for review may be made by the provider to the Field Services Director stating his/her position (Level 1).

- A meeting time and date will be facilitated by the Field Services Director to take place as soon as possible after the request is received.
- VRP staff attending the meeting with the provider is the respective PRS, the Field Services Director, and the VRP's Provider Relations Manager.
- The respective PRS will document any understanding(s) reached, including any action(s) required, to resolve the issue. A copy of this document will be given to those who attended the meeting.

If the Level 1 review does not resolve the issue, then a **final** review may be requested in writing by the provider to an VRP Director (Level 2).

- A meeting time and date will be facilitated by an Assistant VRP Director to take place as soon as possible after the request is received.
- VRP staff attending the meeting in addition to the provider is the respective PRS, the Filed Services Director, the VRP Provider Relations Manager, VRP Director and Agency legal counsel.

- The VRP Provider Relations Manager will document any understanding(s) reached, including any action(s) required, to resolve the issue. A copy of this document will be given to those who attended the meeting.