



knowledge services

STATE OF ARIZONA
REHABILITATION SERVICES ADMINISTRATION (RSA)
MANAGED SERVICE PROVIDER (MSP)
DENTAL SERVICES
PROGRAM TRAINING

June 2021

Agenda

- Introductions
- RSA Initiative Overview and Objectives
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Vendor Code of Conduct
- Vendor Personnel Compliance
- Vendor Performance Standards
- Service Specifications
- Next Steps

■ RSA Initiative Overview and Objectives

The VR program procured a contract for a Managed Service Provider (MSP) to provide various disability related services to VR Clients. The ongoing implementation of WIOA has required VR programs to think differently about how services are provided to VR Clients and expand the capability to serve individuals with the most significant disabilities.

■ RSA Initiative Overview and Objectives

Several methods of procurement were considered, and the concept of a Managed Service Provider (MSP) resonated as a solution that would help meet several key outcomes:

- Provide an option to have the continuous opportunity to add to the network of service providers in order to best serve the needs of VR Clients across the state.
- Provide transparency in the selection of service providers and ensure VR Client informed choice throughout the selection of service providers.
- Reduce VR Counselor administrative time researching and arranging for available service providers.
- Contract consolidation.

About Knowledge Services

Serving those who serve others

- Founded in 1994 - Certified WBE
- Workforce Management Experts
 - Managed Service Provider (MSP)
 - Vendor Management System (VMS) – dotStaff™
 - Employer of Record (EOR) / Payrolling
 - Managed Programs
 - Staffing / Recruiting
- Proven MSP Program Expertise
 - 50 enterprise-wide programs in Government, Healthcare, Banking / Finance, Retail, Food Services, Entertainment
 - MSP for State of Arizona, Colorado, Florida, Indiana, Maine, Michigan, Mississippi, Missouri, Nevada, North Dakota, Ohio, Rhode Island, Tennessee, Utah and Wisconsin.
 - All Labor Categories including Statement of Work
 - Gig Workforce



■ Industry Definitions

- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's project service deliverables and vendors.
- dotStaff™ is Knowledge Services' **Vendor Management System (VMS)** which is an internet-enabled project sourcing, milestone and invoicing application that enables us to procure and manage a wide range of projects and services in accordance with the organization's processes and rules.

■ Terminology

- Guidesoft Inc., dba Knowledge Services
- MSP
- dotStaff™/VMS
- Posting/Bid
- Vendor: Representative / Personnel
- MSA
- MSP New Client Referral Form
- Electronic Service Summary
- Dental Services RSA Fee Schedule
- Dental Services Approval Request Form
- Dental Services Treatment Report

■ Vendor Community Engaging the MSP

When to engage the MSP?

- New VR Clients
- Escalation
- Questions regarding Vendor/Vendor Personnel
- Authorizations received outside of the MSP Program Team
- Invoice and/or payment questions

How to engage the MSP?

- Call the MSP Program Team
- Email the MSP Program Team

■ MSP New Client Referral Process

1. VR Counselor and VR Client meet
 - Meeting is to determine if service is needed
2. If services are approved, VR Counselor submits MSP New Client Referral Form to MSP Program Team
3. MSP Program Team creates posting in dotStaff™ to send to appropriate Vendors
4. Vendors submit confirmation of ability to service VR Client in dotStaff™
 - Vendors have 3 business days to submit confirmation in dotStaff™

■ Knowledge Services Coordination with Vendor Network

5. MSP Program Team provides VR Counselor with list of Vendors who can service VR Client
6. VR Counselor reviews Vendor list with VR Client
7. If applicable, VR Client contacts Vendors to determine compatibility
8. VR Client selects Vendor
9. VR Counselor creates or amends Individualized Plan for Employment (IPE) with Dental Services as a service

■ Vendor Selection and Creation of Authorization

10. VR Counselor tasks Purchasing Tech (PT) to create an authorization in LIBERA

- No verbal authorizations allowed

11. PT creates authorization in LIBERA

- 1 authorization will be issued for the Dental Examination/Dental Evaluation
- 1 authorization will be issued for approved Dental Treatment

12. PT emails authorization to MSP Program Team, MSP Program Team emails authorization and MSP New Client Referral Form to selected Vendor

13. MSP Program Team accepts the selected Vendor in dotStaff™

14. Vendor contacts VR Client to schedule an appointment for the Dental Examination/Dental Evaluation

- Vendor responsible for scheduling with VR Client within 7 business days after receipt of an assignment from the MSP

■ Vendor Selection and Creation of Authorization (cont.)

15. Vendor completes the evaluation of the VR Client's oral condition and provides recommendations for treatment
16. Vendor submits a completed Dental Services Approval Form (Exhibit M2) with Dental Claim Form from the American Dental Association (or equivalent) to the MSP
17. VR Counselor may approve or disapprove all or some recommended dental treatment procedures
18. VR Counselor shall issue a new RSA Purchase Authorization through the MSP for Dental Treatment
19. MSP provides RSA Purchase Authorization generated for approved Dental Treatment to Vendor
20. Vendor contacts VR Counselor to obtain approved Dental Treatment documentation, prior to scheduling treatment with VR Client.
 - Vendor responsible for scheduling with VR Client within 7 business days upon receipt of the RSA Purchase Authorization
21. Vendor submits a completed Dental Services Treatment Report (Exhibit M3), indicating the Dental Treatment performed and an explanation if all authorized treatments were not performed

■ Vendor Service and Invoicing Process

22. Vendor submits complete and accurate electronic Service Summary, Approval Request Form, Treatment Report, and Dental Claim Form from the American Dental Association/equivalent (forms applicable to each VR Client) to MSP Program Team
 - Only 1 complete/accurate electronic Service Summary and 1 PDF Reporting Packet per authorization per calendar month
 - Service Summary and Reporting Packet must be submitted within 7 business days after completion of the Dental Examination
 - Service Summary and Reporting Packet must be submitted within 7 business days after completion of the Dental Treatment
23. MSP Program Team reviews documentation and enters to dotStaff™ for invoicing
24. MSP Program Team sends invoice and Reporting Packet to AIB

■ Vendor Service and Invoicing Process (cont.)

25. AIB receives and processes required report(s) into ECF and invoice(s) into authorization in LIBERA
26. AIB tasks VR Counselor to review invoice in LIBERA
27. VR Counselor reviews required report(s) and invoice(s) and approves for payment in LIBERA
28. VR Counselor acknowledges task as complete in LIBERA and enters ready-for-payment date on authorization in LIBERA
29. State remits payment to Knowledge Services
30. Knowledge Services remits payment to Vendor

■ Vendor Code of Conduct

- Requirements found in the Vendor Code of Conduct detail the appropriate professionalism and customer service expectations for Vendor Personnel providing services under the MSP Program.
- Vendor Companies providing services under the MSP Program are required to submit a signed Code of Conduct, to verify each company understands the Code of Conduct requirements.
- Vendors are required to have a signed copy in the personnel file of all Personnel (currently active and future new hires) of the Code of Conduct prior to being cleared to provide services under the MSP Program.
 - Please keep the signed copy in your personnel files to be available upon request by RSA or Knowledge Services

■ Vendor Personnel Compliance

[Vendor Personnel Compliance Form](#)

- One form to provide the following:
 - Central Registry
 - Fingerprint Clearance Card
 - E-Verify
 - Affirmation of Qualifications
- Vendors are responsible for all vetting of personnel and maintaining documentation
 - Documentation for Vendor personnel can be requested at any time by RSA or Knowledge Services

■ Process for Adding New Personnel

1. Vendor completes [Vendor Personnel Compliance Form](#) found on the Vendor Portal
 - MSP Program Team provides completed form to DERS Central Registry
 - MSP conducts FPCC check
2. MSP Program Team emails DERS Central Registry Results to Vendor
3. Vendor Personnel signs Exhibit C – Vendor Code of Conduct
 - Vendors are required to have a signed copy in the personnel file of all Personnel prior to being cleared to provide services under the MSP Program
4. MSP Program Team sends Clearance Email to Vendor, clearing Vendor Personnel to begin working with VR Clients for the identified service(s)

■ Vendor Performance Standards

Performance Standard #1 (Acceptance Rate): At a minimum, eighty percent (80%) of the VR Clients referred for services shall be accepted by the Vendor.

Performance Standard #2 (Submission of Examination): The Vendor will issue a complete and accurate Dental Services Approval Request Form (Exhibit M2) which includes an itemized list of the recommended treatment procedures identified by HCPCS Codes stated in the Dental Services RSA Fee Schedule (Exhibit M1) and the payment rate(s) for ninety percent (90%) of VR Clients for which authorizations are received.

■ Vendor Performance Standards (cont.)

Performance Standard #3 (Completion Rate): At a minimum, ninety-five percent (95%) of the Dental Services Treatment Reports (Exhibit M3), including the American Dental Association Dental Claim Form or equivalent, shall be submitted by the Vendor within seven (7) business days after completion of the dental treatment performed.

Performance Standard #4 (Reporting): At a minimum, ninety percent (90%) of the initial Reporting Packets submitted through the MSP's program will be complete and accurate as defined by the MSP.

■ Process Timeline Reminders

- Vendors have 3 business days to confirm their ability to provide service in dotStaff™
 - Pre-Identified and Non Pre-Identified
 - Once the dotStaff™ bid has been submitted and the MSP Program Team has received the authorization from RSA, MSP Program Team will send both the MSP New Client Referral Form and Authorization to the Vendor clearing Vendor to schedule the Dental Examination.
 - Once the Dental Treatment Services authorization has been issued to the Vendor through the MSP, Vendor to contact VR Counselor to obtain approved Dental Treatment documentation prior to scheduling the Dental Treatment.
 - Vendor to schedule Dental Treatment Services within 7 business days from receipt of authorization
- Dental Services Reporting Packets are due to the MSP Program Team by the following:
 - Dental Services Approval Request Form (Exhibit M2) with applicable documentation within 7 business days after completion of the Dental Examination.
 - Dental Services Treatment Report (Exhibit M3) with applicable documentation within 7 business days after completion of the Dental Treatment.
- Vendors should not send the Reporting Packet or Supporting Documentation directly to AIB or VR Counselors
- Once approved by the MSP Program Team, a milestone is entered into dotStaff™, which will generate an invoice
- Vendors can access dotStaff™ → View Milestones to obtain updates on each invoice status

■ Common Questions

- Where can I find the Exhibits to utilize within each Reporting Packet?
 - All Dental Services Exhibits can be found on the [Dental Services Vendor Page](#).
- Will I be able to maintain a relationship with VR Counselors?
 - Yes, but please note the following:
 - Authorizations must be sent to Vendors directly from the MSP Program Team (verbal authorizations are not valid)
 - No Reporting Packets should be sent outside of the MSP Program Team

■ AZVRS MSP Vendor Website

[Vendor Registration and Information Portal](#)

Site includes:

- Master Services Agreement
- Required Certificate of Insurance (COI) information
- W-9 Form
- Vendor Information and Authorization Routing Form
- Service Summary, Service Specifications, and Exhibits
- Vendor Personnel Compliance Form
- Vendor Code of Conduct
- dotStaff™ Vendor Guide
- MSP Program FAQ
- Training Presentations

■ Next Steps

1. Vendors sign MSA with Knowledge Services - *If not previously completed.*
2. Vendors train each Vendor Representative on new MSP Program processes, requirements, and expectations.
3. Vendors complete the [Vendor Information and Authorization Routing Form](#) - *If not previously completed.*
4. Vendors complete the [Vendor Personnel Compliance Form](#) and the [Code of Conduct](#) for each Vendor Representative
 - Deadline to submit Vendor Personnel Compliance Forms for incumbent Dental Services Vendor Representatives is 7/16/2021.

■ Review of New Reporting Documents

- Electronic Service Summary
- Exhibit M1 – Dental Services RSA Fee Schedule
- Exhibit M2 – Dental Services Approval Request Form
- Exhibit M3 – Dental Services Treatment Report

Questions

Contact Us

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Thank you