1. DESCRIPTION

With the exception of administrative costs, IVRS uses a unified authorization and billing form (R-450). Both processes are accommodated on one form, which has been designed for ease of completion by all parties. Changes to authorizations (i.e. cancellations and amendments) also utilize this form.

Services are entered and approved in IRSS prior to purchasing goods and services.

IVRS requires staff to follow procurement and purchase guidelines for goods and services purchases. These guidelines may be found in the Purchase Principles and the Procurement Policy.

2. RECEIPTS AND DOCUMENTATION

Attach receipts or other documentation to the billing sent to financial staff to support the expense.

When the job candidate is the payee, there are two options available. The job candidate may sign the billing in addition to providing supporting documentation. Supporting documentation must identify the good or service that was purchased as well as payment details. The second option is for the job candidate to sign the supporting documentation. If this option is to be used, the job candidate must sign and date the supporting document and a statement must be included on the receipt from the job candidate requesting reimbursement.

If the job candidate hires a CCO Job Coach or Personal Assistant and the job candidate is the employer of record, the job candidate may be paid for the cost of those services.
prior to paying the provider. The Employment Agreement form and the Supported Job Coaching Monthly Report are used as the supporting documentation for the CCO Job Coach expenses. A time sheet showing the hours worked and expenses, as applicable, signed by the Personal Assistant and the job candidate is used as the supporting documentation for the Personal Assistant expenses.

3. ELECTRONIC INVOICES
Receiving/using a faxed or emailed copy of an invoice is acceptable for payment if this is the vendor’s normal business practice for billing.

4. IVRS APPROVAL AND DATE
An authorized staff person must indicate their approval of the payment of the claim by initialing and dating the “For IVRS use only” box. After entering the billing information into IRSS, make copies of the signed R-450 form and invoice (if one was received), and forward the original R-450 billing form with payee signature to Financial for payment processing, or if no payee original signature on billing, then forward the original R-450 billing form with original invoice attached to Financial for payment processing.

5. DEFINITION OF SERVICE DATE WHICH INDICATES FISCAL YEAR
Refer to the financial policy titled Fiscal Year Determination for VR Case Service Expenditures for this information.

6. GUIDELINES FOR EMAILING R-450 FORMS
Email is a convenient and inexpensive mechanism for sharing information. At the same time, issues of confidentiality and security must be addressed to ensure the privacy of our job candidates is maintained.

When emailing authorizations to vendors and job candidates, please follow these IVRS guidelines:

a. Attach the authorization to an email in the PDF version generated from IRSS to reduce the risk of alteration after emailing.

b. Be aware of the following risks associated with sending confidential emails by email:
i. Use care when typing email addresses and double-check for accuracy to avoid sending to an incorrect address by mistake.

ii. Make advance arrangements to ensure email is received by a specific individual.

iii. Avoid sending to shared email accounts where messages may be opened by an unintended recipient. Any message may be forwarded to unintended recipients.

The authorization form is considered confidential under the Open Records Law as it contains job candidate information. In the event of an open records request, all email must be reviewed to redact job candidate information. As a way to filter and identify the confidential authorization emails, always use a standard subject line of “SecureMail – Confidential R-450 – This is not a bill” when sending authorizations by email. The recipient will receive a plain text message indicating they have a secure email from the State of Iowa. The recipient will be required to set up an account to retrieve the secure email. Email messages are kept on the system for 14 calendar days and then are deleted by the system automatically.

c. When sending the authorization only to the job candidate, use the following message in the body of the email: “Attached is your copy of the IVRS authorization for services as agreed to by you and your vocational rehabilitation counselor. It is not a bill. If the authorization services form is not correct please contact your counselor as soon as possible at the number listed. Thank you.”

d. When sending the authorization only to the vendor, use the following message in the body of the email. “Attached is an official IVRS authorization for services and billing (R-450) form. Receiving this document from an authorized IVRS representative and email account is proof of authorization of services and is used in lieu of authorized signature. Refer to the attached R-450 form for further instructions and information. Thank you.”
e. When sending the authorization to the vendor and job candidate in the same email, protect the job candidate’s email address by inserting it in the bcc field. Use the message for the vendor noted above for the body of the email.

f. When sending the authorization by email, do not include the job candidate’s Social Security number as part of authorization description nor include this in any part of the message. Only the last 4 digits of a Social Security number may be noted when using email correspondence.

7. EXCEPTIONS
   a. None

8. APPLICABLE FORMS/DOCUMENTS
   a. Fiscal Year Determination for VR Case Service Expenditures
   b. Purchase Principles Policy
   c. Procurement Policy
   d. Service Delivery Procedures: Authorizations and Billings
   e. Supported Job Coaching Monthly Report

9. TRAINING
   a. Authorizations and Billings Policy Training