MICHIGAN DEPARTMENT OF LABOR & ECONOMIC OPPORTUNITY

MRS PROMOTING ABILITIES
Michigan Rehabilitation Services

Michigan Rehabilitation Services Vendor Manual

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Michigan Rehabilitation Services (MRS) if an agency under the Michigan Department of Labor and Economic Opportunity (LEO). LEO does not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression, political beliefs or disability.

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Executive Summary

Michigan Rehabilitation Services (MRS) is the State of Michigan's public vocational rehabilitation program. MRS is committed to providing high-quality services to individuals with disabilities to obtain and maintain employment. MRS partners with qualified vendors to provide vocational rehabilitation services using an authorization for services process. The purpose of the MRS Vendor Manual is to provide a central location for information regarding the process to become a vendor, communications, expectations, service definitions, and requirements.

It is the responsibility of MRS vendors to review and understand the provisions of this manual. MRS reserves the right to discontinue or deny business with a vendor for failure to comply with provisions of this manual.

Maintenance of the MRS Vendor Manual

MRS reserves the right to alter the MRS Vendor Manual at any time, including editing, adding, and removing content. MRS will notify vendors of any alterations of substance to the MRS vendor manual by sending an email to all MRS vendors subscribed to Employment and Training (E&T) - MRS - Vendors for Michigan Department of Labor and Economic Opportunity email updates (see Communications section of the MRS Vendor Manual) and posting notice on our website. MRS will make all attempts to provide notice of all alterations of substance to the MRS Vendor Manual a minimum of one month before taking effect but reserves the right to make changes with shorter notice if the situation demands.

Roadmap of Future Changes to the MRS Vendor Manual

In 2025, MRS will begin to conduct administrative rulemaking to expand the vetting process for MRS vendors. Administrative rulemaking typically requires 8 to 12 months to complete. Possible additions to this manual at the conclusion of administrative rulemaking include:

- Criminal background checks for vendor staff who provide services to or have access to the records of MRS participants.
- Liability insurance requirements.
- Additional licensing and credentialling requirements.

Becoming an MRS Vendor

MRS vendors are entities that MRS authorizes to provide services to MRS participants. MRS, at the discretion of District Managers and vocational rehabilitation counselors and based on the participant's individual needs, make the decision to work with vendors. MRS utilizes vendors on a case-by-case basis when a service need is identified. Becoming an available vendor of MRS does not guarantee an engagement in purchased services. In order for an MRS vendor to become available for MRS to authorize to provide services to MRS participants, the vendor must register as a State of Michigan vendor and then connect with the local office(s) for which the vendor wants to provide services.

Registration

To become an MRS vendor approved to provide vocational rehabilitation services to MRS participants, vendors must first register as a State of Michigan vendor through Statewide Integrated Governmental Management Applications (SIGMA) Vendor Self-Service (VSS). More information on registering as a State of Michigan vendor through SIGMA VSS can be found on the SIGMA webpage. Vendors requiring assistance with SIGMA VSS may contact the State of Michigan VSS Support Center by calling 1-888-734-9749 or emailing SIGMA-Vendor@michigan.gov. Vendors are responsible for adding themselves to SIGMA and maintaining their own information via VSS. Failure to maintain accurate VSS information may result in delays in payment.

Connect with Local MRS Office(s)

After registering in SIGMA VSS, vendors contact their local MRS office(s) to make MRS staff aware of the vendor's availability and to establish professional relationships. MRS affords individual MRS offices discretion about which vendors to utilize. It is the responsibility of the vendor to establish themselves within their local vocational rehabilitation community and make professional connections with their local office(s).

Vendors can use the MRS Office Locator to find MRS offices near them. The following table contains full MRS office and contact information.

Office	Address	Phone	Email
Adrian	1040 South Winter Street, Suite 1014, Adrian, MI 49221	517-263-0607	LEO-MRS-JAHReferrals@michigan.gov
Alpena	315 W. Chisholm Street, Alpena, MI 49707	989-354-3108	LEO-MRS-NorthernReferrals@michigan.gov
Ann Arbor	3810 Packard Road, Suite 170, Ann Arbor, MI 48108	734-677-1125	LEO-MRS-AAReferrals@michigan.gov
Battle Creek	49 W. Michigan Ave. Suite 120 Battle Creek, MI 49017	269-968-3311	LEO-MRS-Southwest@michigan.gov
Bay City	4037 N. Euclid Avenue, Bay City, MI 48706	989-894-6300	LEO-MRS-BayReferrals@michigan.gov
Benton Harbor	401 Eighth Street, 1st Floor, PO Box 1407, Benton Harbor, MI 49023	269-926-6168	LEO-MRS-Southwest@michigan.gov

Bessemer	301 E. Lead Street, Bessemer, MI 49911	906-227-5555	LEO-MRS-MQTReferrals@michigan.gov
Big Rapids	14330 Northland Drive, Big Rapids, MI 49307	231-796-8606	LEO-MRS-BRGeneral@michigan.gov
Cadillac	423 N. Mitchell Street, Cadillac, MI 49601	231-922-5260	LEO-MRS-NorthernReferrals@michigan.gov
Caro Office	1184 Cleaver Road, Caro, MI 48723	989-673-7793	LEO-MRS-FlintCaroReferrals@michigan.gov
Cass	120 N. Broadway Street, Cassopolis, MI 49031	269-926-6168	LEO-MRS-Southwest@michigan.gov
Detroit - Grand River/Porter	17411 Grand River Avenue, Detroit, MI 48227	313-270-2200	LEO-MRS-GrandRiverReferrals@michigan.gov
Detroit - Midtown	7310 Woodward Avenue, Suite 450, Detroit, MI 48202	313-554-2800	LEO-MRS-HamtramckReferrals@michigan.gov
Detroit - Mack	19251 Mack Ave, Suite 525, Detroit, MI 48236	313-886-8275	LEO-MRS-MackReferrals@michigan.gov
East Tawas	1230 E. US 23, East Tawas, MI 48730	989-354-3108	LEO-MRS-NorthernReferrals@michigan.gov
Escanaba	305 Ludington Street, Escanaba, MI 49829	906-227-5565	LEO-MRS-MQTReferrals@michigan.gov
Flint	711 N. Saginaw, Suite 124, Flint, MI 48503	810-760-2103	LEO-MRS-FlintCaroReferrals@michigan.gov
Gaylord	2927 D & M Drive, Gaylord, MI 49735	989-732-6433	LEO-MRS-NorthernReferrals@michigan.gov
Grand Rapids	750 Front NW, Suite 211, Grand Rapids, MI 49504	616-242-6450	LEO-MRS-GrandRapidsOffice@michigan.gov
Holland	12368 Riley Street, Suite 200, Holland, MI 49424	616-395-8495	LEO-MRS-HollandGeneral@michigan.gov
Iron Mountain	600 S. Stephenson Avenue, Iron Mountain, MI 49801	906-227-5555	LEO-MRS-MQTReferrals@michigan.gov
Jackson	209 E Washington Ave, Suite 100, Jackson, MI 49201	517-780-7450	LEO-MRS-JAHReferrals@michigan.gov
Kalamazoo	4210 S. Westnedge Avenue, Kalamazoo, MI 49008	269-337-3700	LEO-MRS-Southwest@michigan.gov
Lansing	1048 Pierpont, Suite 1, Lansing, MI 48913	517-241-5122	LEO-MRS-LansingReferrals@michigan.gov
Livonia	30246 Plymouth Road, Suite B, Livonia, MI 48150	734-524-2424	LEO-MRS-LivoniaGeneral@michigan.gov
Macomb	43630 Hayes Road, Suite 120, Clinton Township, MI 48038	586-412-1510	LEO-MRS-ClintonTWPReferrals@michigan.gov
Marquette	1498 O'Dovero Drive, Suite A; Marquette, MI 49855	906-226-6578	LEO-MRS-MQTReferrals@michigan.gov
Midland	1409 Washington Street, Midland, MI 48640	989-631-3073	LEO-MRS-MidReferrals@michigan.gov
Monroe	903 S. Telegraph Road, Suite B, Monroe, MI 48161	734-241-2440	LEO-MRS-MonroeGeneral@michigan.gov
Mt. Pleasant	1919 Parkland Drive, Mt. Pleasant, MI 48858	989-773-5925	LEO-MRS-MPLReferrals@michigan.gov
Muskegon	316 Morris Avenue, Suite 250, Muskegon, MI 49440	231-722-2013	LEO-MRS-MuskegonGeneral@michigan.gov
Oak Park	25900 Greenfield Road, Suite 430, Oak Park, MI 48237	248-968-5003	LEO-MRS-OPReferrals@michigan.gov
Owosso	1975 W. M-21, Owosso, MI 48867	989-415-5824	LEO-MRS-LansingReferrals@michigan.gov

Petoskey	2390 Mitchell Park Drive, Petoskey, MI 49770	231-348-1650	LEO-MRS-NorthernReferrals@michigan.gov
Pontiac	51111 Woodward Avenue, Suite 4D, Pontiac, MI 48342	248-972-9170	LEO-MRS-POReferrals@michigan.gov
Port Huron	2887 Krafft Rd, Suite 300, Port Huron, MI 48060	810-982-8571	LEO-MRS-PortHuronReferrals@michigan.gov
Saginaw	411 E. Genesee, 4th Floor, Saginaw, MI 48607	989-758-1771	LEO-MRS-SagReferrals@michigan.gov
Sault Ste. Marie	1118 E. Easterday Avenue, Sault Ste. Marie, MI 49783	906-226-6578	LEO-MRS-MQTReferrals@michigan.gov
Taylor	20500 Eureka Road, Suite 210, Taylor, MI 48180	734-285-2707	LEO-MRS-TaylorGeneral@michigan.gov
Traverse City	701 S. Elmwood Avenue, Suite 18, Traverse City, MI 49684	231-922-5260	LEO-MRS-NorthernReferrals@michigan.gov
Wayne	35731 W. Michigan Avenue, Suite 140, Wayne, MI 48184	734-722-7431	LEO-MRS-WayneGeneral@michigan.gov

Communications

MRS vendors are encouraged to contact their local MRS office with questions. Additionally, vendors may contact LEO-MRS-Vendor@michigan.gov if questions are unable to be resolved at the local level.

MRS Website

All vendors are responsible for reviewing updates on the vendor information pages of MRS website. Updates to the MRS website that implicate vendor activity will also be communicated in email subscriptions and included in this manual.

The MRS website homepage can be found at https://www.michigan.gov/leo/bureaus-agencies/mrs.

Information specific to vendors can be found at: https://www.michigan.gov/leo/bureaus-agencies/mrs/MRS-for-Vendors.

Email Subscriptions

MRS uses an email subscription list to provide updates to programming relevant to vendors. Vendors who deliver rehabilitation services are encouraged to subscribe to E&T - MRS - Vendors for email updates. Vendors can sign up for MRS communications by visiting https://public.govdelivery.com/accounts/MILEO/subscriber/new?topic_id=MILEO_831, entering an email address and then subscribing to E&T - MRS - Vendors. All vendors are responsible for reviewing updates communicated through email from MRS. Emails will be sent from LEO@govsubscriptions.michigan.gov.

Vendor Expectations and Legal and Regulatory Requirements

Vendors must only provide services to an MRS participant for which they have been authorized by MRS to provide.

Vendors are to be knowledgeable about disabilities and understand disability-related employment barriers. Vendors are to focus on meeting the objectives of both the participant and MRS as defined in a referral and authorization for services. Authorizations for services are highly customized based on the needs of the participant.

Vendors must furnish all labor, equipment, materials, accommodations, and supplies necessary for the performance of the agreed upon services, and meet operational standards, unless otherwise specified in this manual.

Vendors are required to:

a. Perform the approved services in a timely, professional, and safe manner consistent with standards in the trade, profession, or industry.

b. Meet or exceed the performance, operational standards, and specifications of the MRS Vendor Manual.
c. Provide all services and goods of good quality, with no material defects.
d. Not interfere with MRS operations.
e. Obtain and maintain all necessary licenses, permits or other authorizations necessary for the performance of the agreed upon services.
f. Cooperate with MRS, including MRS's quality assurance personnel, to achieve the objectives of the authorized for services.
g. Return to MRS any MRS-furnished equipment or other resources in the same condition as when provided when no longer required for the authorized for services.
h. Refrain from making any media releases regarding MRS, MRS participants, or the Michigan Department of Economic Opportunity without prior written authorization from the Public Information Officer of the LEO-E&T Communications & Outreach Team. To request approval to make media releases regarding MRS, contact LEO-MRS-Vendor@michigan.gov.
i. Provide MRS priority in performance of the authorized for services except as mandated by federal disaster response requirements.
j. Identify themselves while on State property by wearing identification issued by the State and clearly identify themselves whenever contacting the State. Wearable identification is typically issued at the entrance or reception desk of State-owned buildings.

Any breach of this list is considered a material breach of the MRS Vendor Manual and subject to MRS corrective action up-to and including not authorizing future services.

Subcontracting

Vendors may not delegate any of their obligations under an authorized service to a separate entity or organization.

General Indemnification

Vendors must defend, indemnify and hold the State, its departments, divisions, agencies, offices, commissions, officers, and employees harmless, without limitation, from and against any and all actions, claims, losses, liabilities, damages, costs, attorney fees, and expenses (including those required to establish the right to indemnification), arising out of or relating to: (a) any breach by vendor or vendor employees, agents, or by anyone else for whose acts any of them may be liable of any of the promises, agreements, representations, warranties, or insurance requirements contained in a service authorization and MRS Vendor Manual; (b) any infringement, misappropriation, or other violation of any intellectual property right or other right of any third party; (c) any bodily injury, death, or damage to real or tangible personal property occurring wholly or in part due to action or inaction by vendor (or any of vendor's employees, agents, or by anyone else for whose acts any of them may be liable); and (d) any acts or omissions of

vendor (or any of vendor's employees, agents, or by anyone else for whose acts any of them may be liable).

The State will notify vendor in writing if indemnification is sought; however, failure to do so will not relieve vendor, except to the extent that vendor is materially prejudiced. Vendor must, to the satisfaction of MRS, demonstrate its financial ability to carry out these obligations.

The State is entitled to: (i) regular updates on proceeding status; (ii) participate in the defense of the proceeding; (iii) employ its own counsel; and to (iv) retain control of the defense if the State deems necessary. Contractor will not, without the State's written consent (not to be unreasonably withheld), settle, compromise, or consent to the entry of any judgment in or otherwise seek to terminate any claim, action, or proceeding. To the extent that any State employee, official, or law may be involved or challenged, the State may, at its own expense, control the defense of that portion of the claim.

Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. An attorney designated to represent the State may not do so until approved by the Michigan Attorney General and appointed as a Special Assistant Attorney General.

Limitation of Liability and Disclaimer of Damages

In no event will the state's aggregate liability to vendor under an authorization for services, regardless of the form of action, whether in contract, tort, negligence, strict liability or by statute or otherwise, for any claim related to or arising under an authorization for services, exceed the maximum amount for any claim related to or arising under the authorized service or exceed the maximum amount of fees payable under the authorized amount of the service.

The State is not liable for consequential, incidental, indirect, or special damages, regardless of the nature of the action.

Disclosure of Litigation, or Other Proceeding

Vendors must notify MRS at LEO-MRS-Vendor@michigan.gov within 14 calendar days of receiving notice of any litigation, investigation, arbitration, or other proceeding (collectively, "Proceeding") involving vendor, that arises during the term of any authorized service, including: (a) a criminal Proceeding; (b) a parole or probation Proceeding; (c) a Proceeding under the Sarbanes-Oxley Act; (d) a civil Proceeding involving: (1) a claim that might reasonably be expected to adversely affect vendors viability or financial stability; or (2) a governmental or public entity's claim or written allegation of fraud; or (e) a Proceeding involving any license that vendor is required to possess in order to perform under an MRS-authorized service.

Compliance with Ethical Standards, Laws and Regulations

MRS and MRS vendors must adhere to the following ethical standards, policies, rules, and regulations:

1. Americans with Disabilities Act (ADA) requirements, including providing support or additional accommodations, support services, equipment, or other services identified as necessary for the vendor to complete service delivery. If accommodation requires the purchase of a good or service, the vendor is required to contact the MRS counselor to discuss the need and obtain an authorization prior to purchase.
2. Title 34 of the Code of Federal Regulations (CFR) Part 361- State Vocational Rehabilitation Services Program, which is the codification of the general and permanent rules associated with the administration of the state Vocational Rehabilitation (VR) program.
3. 2 CFR Part 200 - Uniform Administrative Requirements, Costs Principles, and Audit Requirements for Federal Awards, which is the codification of regulations to achieve consistency and uniformity among Federal agencies for the audit of non-Federal entities expending Federal awards.
4. Policy 0510 – Purchasing, of the Michigan Department of Technology, Management and Budget (DTMB), authorized under Act 431 of 1984 - The Management and Budget Act, which provides statewide guidance on the purchase of goods and services.
5. Act 196 of 1973 - Standards of Conduct for Public Officers and Employees, which prescribes standards of conduct for public officers and employees and imposes remedies and penalties. Compiled at MCL 15.341 through 15.348.
6. Act 278 of 1980 - State Contracts with Certain Employers Prohibited, which prohibits the State from entering contracts with certain employers who engage in unfair labor practices, prohibits those employers from entering certain contracts with others, provides for the compilation and distribution of a register of those employers, and provides for the voiding of certain contracts. Compiled at MCL 423.321 through 423.324.
7. For vendors providing counseling services, Code of Professional Ethics for Rehabilitation Counselors as accepted by the Commission on Rehabilitation Counselor Certification (CRCC). This includes all enforceable standards associated with the level of interaction and service provided by the vendor including:

    - The Counseling Relationship
    - Confidentiality, Privileged Communication, and Privacy
    - Advocacy and Accessibility
    - Multicultural Considerations
    - Professional Responsibility
    - Relationships with Other Professionals and Employers

- Forensic Services
- Assessment and Evaluation
- Supervision, Training, and Teaching
- Research and Publication
- Technology, Social-Media, and Virtual Counseling
- Business Practices
- Resolving Ethical Issues

Non-Exclusivity

Nothing contained in authorization for services or the MRS Vendor Manual is intended nor will it be construed as creating any requirements regarding contracting with other vendors. Authorized services do not restrict MRS from acquiring similar or equal authorized services from other vendor sources.

Force Majeure

Vendors will not be in breach of an authorized service because of any failure arising from any disaster or events outside of human control and without their fault or negligence. Vendors will use commercially reasonable efforts to resume service delivery. Vendors that experience a disaster event that impacts the ability to provide authorized services must complete a critical incident report using the Critical Incident Report Submission Form. See the Critical Incident Reporting section of the MRS Vendor Manual for more information on this process. If there is a delay in services, MRS may authorize another vendor to complete service delivery.

Dispute Resolution

MRS and vendors will endeavor to resolve any disputes in accordance with MRS Vendor Manual items. Vendors are to report any dispute to the MRS counselor(s) of the relevant participant(s). Dispute referrals must include a description of the issues and all supporting documentation. The dispute will be referred to the respective MRS counselor, site manager, and district manager. If unable to resolve the dispute at the local level, MRS executive leadership will be contacted to assist with resolution. Vendors will continue delivering authorized services while a dispute is being resolved unless MRS issues a written Stop Work Order to the vendor.

Conflict of Interest

A conflict of interest is a situation in which a vendor's personal or financial interests may compromise or influence their ability to provide impartial and unbiased services. Vendors must disclose all actual and potential conflicts of interest to MRS by emailing LEO-MRS-Vendor@michigan.gov. Potential conflicts of interest will be evaluated by MRS on a case-by-case basis and do not necessarily prevent a vendor from being authorized to provide services.

Examples of potential conflicts of interest include:

- A vendor employee is an immediate family member of an MRS staff member or MRS participant.
- A vendor currently or previously employs an MRS staff member or MRS participant.
- A vendor provides gifts, entertainment, kickbacks, or other incentives to MRS staff members or MRS participants with the intent to influence behavior. Vendors are prohibited from providing gifts and bribes to MRS staff members and MRS participants. Vendors are prohibited from offering and providing a gift in return for influencing an MRS staff member in the performance of an official act.

Nondiscrimination

Vendors providing services to MRS participants shall not discriminate in any form on the basis of race, religion, age, nationality, origin, color, height, weight, marital status, sex, pregnancy status, sexual orientation, gender identity or expression, political beliefs, disability, participant status, or certain citizenship statuses as defined by Section 188 of the Workforce Innovation and Opportunity Act (WIOA).

Emergencies and Critical Incidents

Vendors experiencing an emergency should first ensure the safety of individuals and report the situation to authorities. Vendors are required to maintain policies and procedures with respect to emergency protocols and provide them to MRS if requested. Vendors are responsible for having internal procedures for employees reporting critical incidents to their supervisor.

Vendors are required to report all critical incidents to MRS within one business day of vendor staff discovering the critical incident. Completing the critical incident form does not exempt you from the requirement to report any instances of abuse or neglect.

Critical incident reports are made by sending a completed Critical Incident Report Submission Form to LEO-MRS-Vendor@michigan.gov.

Critical incidents present significant potential impact on the MRS participant, the vendor entity, or MRS. Examples of critical incidents include:

- Reports of abuse or neglect.
- Issues that impact on the safety, health, or welfare of individuals receiving services.
- Issues of fiscal integrity, including, but not limited to, charging for services not provided and charging multiple individuals for the same service/time.
- Loss or breach of confidential and/or personally identifiable information, including breach of information using AI tools.
- Medical or other forms of critical incidents impacting individuals receiving services.

Upon receiving a report of a critical incident, MRS will engage in a follow-up procedure that may include:

- Investigating the incident.
- Notification of authorities.
- Communicating with affected individuals.
- Implementation of corrective actions to prevent future incidents.

Confidentiality

MRS will provide and request confidential information to and from vendors with the written consent of the MRS participant as necessary to facilitate service delivery. MRS vendors are responsible for maintaining the confidentiality of information.

Confidentiality Definitions

Personally Identifiable Information (**PII)** is defined as information: (i) that directly identifies an individual (e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.) or (ii) by which an agency intends to identify specific individuals in conjunction with other data elements, i.e., indirect identification. (These data elements may include a combination of gender, race, birth date, geographic indicator, and other descriptors). Additionally, information permitting the physical or online contact of a specific individual is the same as personally identifiable information.

Confidential Information is defined as Personally Identifiable Information (PII) that has been marked “confidential” or with words of similar meaning, at the time of disclosure, disclosed orally or not marked “confidential” or with words of similar meaning, was subsequently summarized in writing by MRS and marked “confidential” or with words of similar meaning, or that should be reasonably recognized as confidential information.

Exclusions to the standards for confidential information include information:

- Subject to disclosure under the Michigan Freedom of Information Act (FOIA).
- Already in possession of the receiving party without an obligation of confidentiality.
- Developed independently by the receiving party, as demonstrated by the receiving party, without violating the disclosing party’s proprietary rights.
- Obtained from a source other than the disclosing party without an obligation of confidentiality.
- Publicly available when received or thereafter became publicly available.

Standards of Confidentiality

MRS vendors must develop written policies and procedures for handling confidential information. Vendors are required to safeguard confidential information by maintaining the following security policies for the protection of PII and other confidential data:

- It is the responsibility of vendor staff to protect access to PII.
- Vendors must obtain their own written customer consent before disclosing any customer information to other organizations, healthcare professions, potential or current employers, and any other individual or organization not MRS or the vendor.
- Vendor staff must avoid non-essential conversations regarding MRS participants and should not permit any unauthorized viewing of records.
- Only vendor staff who have a "need to know" in their official capacity shall have access to records.
- Stored information, in either paper or electronic format, when not in use must not be left unattended and visible.
- Vendors must not copy, reproduce, sell, transfer, or otherwise disclose PII to third parties without written consent from all parties involved. Vendors are only able to disclose the PII necessary to deliver the MRS-authorized service, with a signed release of information from the MRS participant that details the purpose, time frame, and extent to which confidential information will be shared.
- Vendors agree to advise and train their employees on confidentiality standards. Vendors must educate staff on the process for reporting a breach of confidentiality, as detailed in the below Breach of Confidential Information section.
- Electronic storage of information should be done using encrypted, password-restricted devices. Unencrypted devices without password restriction, such as external hard drives and USB ‘thumb drives’ are prohibited from storing PII.
- Vendors must take precautions when transmitting confidential information through electronic methods such as email or fax. Vendors are encouraged to establish data confidentiality classifications and standards, encrypt electronic communications, and implement language in electronic communications that tell the receiver to dispose of the information in the event of unintentional or improper disclosure.
- Vendors must share their confidentiality policies and procedures with MRS upon request.

Usage of AI Tools and PI or PII

Vendors and third-party entities performing services on behalf of MRS are prohibited under all circumstances from entering, uploading, disclosing or redisclosing PI or PII obtained through their work with MRS and MRS customers into any AI-tool.

AI-tools include machine learning-based models, deep learning models, large-language models (LLMs), generative AI systems, vision models, speech models, multi-modal models, embedding models, recommender models, time-series models, tabular models, agent models or robotic models.

Vendors and third-party entities must ensure employees and subcontractors understand and comply with these rules and restrictions.

Vendors shall not:

- Input MRS customer PI or PII into AI tools for drafting reports, case notes, communications, or documentation.
- Use AI-tools to analyze or summarize client-specific information containing MRS customer PI or PII.
- Upload documents, records, medical prognosis or school records, spreadsheets, statements, or datasets containing MRS customer PI or PII into any AI tool.
- Use AI-tools to troubleshoot issues involving MRS customer PII.

This prohibition applies regardless of:

- Whether the AI-tool is publicly available, subscription-based, or privately licensed.
- Whether the tool claims to anonymize, encrypt, or delete submitted data.
- Whether the tool is used for drafting, analysis, forecasting, troubleshooting, translation, summarization, or any other purpose.

Vendors may use AI-tools when providing services to MRS customers, including when performing tasks such as:

- Drafting templates or developing generic language.
- Conducting research on publicly available information.
- Generating training materials that do not reference official state of Michigan records or MRS customer PI or PII.
- Supporting administrative tasks that do not involve MRS customer PI or PII.

Violation of these rules constitutes a material breach of this agreement and may result in the immediate termination of the MRS-to-Vendor / third party partnership and suspension of data access privileges. Additionally, MRS reserves the right to pursue legal remedies, up to and including reporting to regulatory or law enforcement authorities.

Breach of Confidential Information

A breach of confidential Information is required to be reported to MRS by submitting a Critical Incident Report Submission Form to LEO-MRS-Vendor@michigan.gov. Vendors must submit a Critical Incident Report Submission Form to MRS within 1 business day of becoming aware of the incident.

Both MRS and the vendor shall provide a written notification to impacted individuals with a description of the incident.

Vendors must make available to the impacted individuals identity protection and/or monitoring for 12 months from the time of the loss or breach of data at the vendor's expense. Failure to provide identity protection/monitoring may result in MRS no longer doing business with the vendor.

Records

Records Definition

A record is composed of physical and virtual documentation of an individual's personal information, medical diagnoses, lifestyle, support systems, services received, employment goal, assessments and tests, case notes, and other documents created throughout the course of providing services. Case record documents may be created by MRS vendors or received as part of the MRS referral.

All data and information provided to the vendor by or on behalf of the State, and all data and information derived therefrom, is the exclusive property of the State ("**State Data**"); this definition is to be construed as broadly as possible. Upon request and within the required record retention period, vendors must provide to MRS all State Data within 10 calendar days of the request and in the format requested by MRS. Extensions of this 10-day requirement may be granted by MRS in writing upon request of the vendor. The vendor will assume all costs incurred in compiling and supplying State Data. No State Data may be used for any marketing purposes.

Records Access

Access to case records in possession of an MRS vendor is strictly limited to vendor employees who require access to perform job duties related to the vocational rehabilitation services authorized by MRS. Vendors are to grant and revoke authorized access to case records through a documented organizational process of the vendor's choosing. If unauthorized access to an MRS participant's record is discovered, the vendor should submit a Critical Incident Report Submission Form to LEO-MRS-Vendor@michigan.gov. Reference the Critical Incident Reporting section of this manual for more information.

Records Storage

Physical records shall be stored securely. Only staff having appropriate access to records shall have access to the stored records. Physical records shall be stored and accessed in ways that prevent unauthorized staff from accidentally accessing records; physical records shall never be placed in a location that could be easily or accidentally accessed, such as unattended on a desk in a shared office space. When moving physical records between storage locations, documents should be either in possession the of the transporter or in a locked container.

Electronic records shall be stored on a physically secure, password-protected device or server. Passwords that protect devices or servers that store records should not be shared between multiple staff members or written down. Electronic records shall have some method of backup storage, whether electronic or physical, to prevent loss of records in the event of equipment failure or unforeseen events. Vendors shall make an

effort to implement firewalls, anti-virus software and practices, and regularly update operating systems and applications to the latest security standards.

Records Retention and Disposal

All case records of MRS participants that are produced by MRS or provided to MRS by a vendor are subject to the MRS Record Retention and Disposal Schedule Item # 40536 which requires all client case records be stored for 5 years after the participant's MRS case is closed or the fiscal year in which the final action was taken on the case. The State of Michigan fiscal year spans October 1st to September 30th. Case records provided to MRS by vendors are included in this retention schedule.

Vendors release vendor-created records to MRS customers according to the vendor's own policies concerning providing records to the vendor's customers.

Vendors shall implement secure, documented methods of disposing of physical and electronic case records. When a case record is disposed, all copies of documentation must be destroyed. Physical records must be disposed of in a manner that prevents the reconstruction of documents. Recommended practices for destroying physical case records include cross-cut shredding or pulping. Electronic case records must be disposed of in a manner that prevents recovery. Recommended practices for disposing of electronic case records include thorough erasing or degaussing.

Change of Control

The vendor will notify MRS, at least 90 calendar days before the effective date, at LEO-MRS-Vendor@michigan.gov of a change in the vendor's organizational structure or ownership. For purposes of this section, a change in control means any of the following: (a) a sale of more than 50% of vendor's stock; (b) a sale of substantially all of vendor's assets; (c) a change in a majority of vendor's board members; (d) consummation of a merger or consolidation of vendor with any other entity; (e) a change in ownership through a transaction or series of transactions; (f) or the board (or the stockholders) approves a plan of complete liquidation.

Stop Work Order

MRS may suspend any or all previously authorized services at any time by issuing a Stop Work Order. MRS will provide the vendor with a written Stop Work Order detailing the suspension. The vendor must comply with the Stop Work Order upon receipt. Within 90 calendar days, or any longer period agreed to by the vendor, MRS will either: (a) issue a notice authorizing the vendor to resume work, or (b) terminate the agreed upon services. MRS will not pay for approved services, vendor's lost profits, or any additional compensation during a stop work period.

Termination for Cause

MRS may terminate an authorization for services for cause, in whole or in part, if vendor, as determined by MRS: (a) endangers the value, integrity, or security of any location, data, or personnel; (b) becomes insolvent, petitions for bankruptcy court proceedings, or has an involuntary bankruptcy proceeding filed against it by any creditor; (c) engages in any conduct that may expose the State to liability; (d) breaches any of its material duties or obligations including those included in the MRS Vendor Manual; or (e) fails to cure a breach within the time stated in a notice of breach. Any reference to specific breaches being material breaches within an authorization for services will not be construed to mean that other breaches are not material.

If MRS terminates an authorization for services, MRS will issue a termination notice specifying whether the vendor must: (a) cease performance immediately, or (b) continue to perform for a specified period. If it is later determined that vendor was not in breach of the authorization for services, the termination will be deemed to have been a Termination for Convenience, effective as of the same date, and the rights and obligations of the parties will be limited to those provided in the Termination for Convenience section of this manual.

Termination for Convenience

MRS may immediately terminate an authorization for services in whole or in part without penalty and for any reason, including, but not limited to, appropriation or budget shortfalls. The termination notice will specify whether vendor must: (a) cease performance of the authorized activities immediately, or (b) continue to perform the authorization activities in accordance with specifications as outlined in an amended authorization for services. MRS will only pay for amounts due to a vendor for authorized services provided on or before the date of termination.

Severability

If any part of this MRS Vendor Manual is held invalid or unenforceable by any court of competent jurisdiction, that part will be deemed deleted from this document and the severed part will be replaced by agreed upon language. The remaining document will continue in full force and effect.

Waiver

Failure to enforce any provision of the MRS Vendor Manual will not constitute a waiver.

Survival

The provisions of this MRS Vendor Manual that impose continuing obligations, including warranties and representations, termination, transition, insurance coverage, indemnification, record retention and disposal, and confidentiality, will survive the duration of authorized services.

Prohibitions on MRS Payments

MRS is prohibited from supporting and authorizing:

- Case service expenditures, whether assessment or IPE services, require written authorization by MRS before or simultaneous with the initiation of the service. Retroactive authorizations are allowed if the MRS customer made reasonable efforts to ensure MRS was able to provide the service and failure to authorize payment for services is due to MRS error or delay.
- Establishment of arbitrary limits on the nature, scope, and timeframe for delivery of VR services.
- Authorizing for a service with a cost that exceeds the least cost service that meets the vocational need of the individual.
- Out-of-state services beyond the cost of an equivalent in-state service.
- Services beyond the defined scope of the MRS Rehabilitation Services Manual (RSM).
- Hourly/unit billing associated with a vendor expense (a definition of vendor expenses is provided below in the Fee Schedule Definitions section).

Note: While not directly billable to MRS, some types of vendor expenses are included in the MRS standardized rate-setting methodology and vendors are indirectly paid for those activities. For more information about how vendors are paid using standardized rates of payment, see the MRS Fee Schedule, 2020 Rate Recommendation Report and the 2024 Rate Refresh Memo.

Prohibition on Paying for Services Not Rendered

MRS does not authorize or issue payment for any service that is not actually delivered. This includes, but is not limited to, situations in which an individual fails to attend a scheduled appointment, arrives late and cannot be seen, or when a meeting or service session is canceled for any reason. The following examples illustrate scenarios in which payment will not be issued:

- **Missed Appointments**: If an individual does not attend a scheduled appointment, the provider may not bill for the planned service time.
- **Cancellations by Either Party**: When a meeting is canceled, whether by the individual, the provider, or MRS, no payment is permitted. MRS will only pay for

cancellations if it if the vendor name and payment amount is specified in a contract with the vendor or in MRS policy.

- **Uncompleted Activities**: If a service is started but cannot be completed due to circumstances outside the provider's control (e.g., the individual leaves early or declines to participate), only the portion of the service that was actually delivered may be billed, if allowable under the service definition.

Fee Schedule and Standardized Rates for Purchased Services

MRS maintains a Fee Schedule of standardized rates of payment for select VR services. Standardized rates of payment amounts were developed in partnership with the Public Consulting Group (PCG). The full rate recommendations of PCG and associated methodology can be viewed at 2020 Rate Recommendation Report and 2024 Rate Refresh Memo. VR services not listed within the Fee Schedule are authorized based on the least cost service that meets the vocational need of the individual.

View the MRS Fee Schedule Effective March 2024 here.

Fee Schedule Definitions

Fee Schedule - MRS document that contains a complete list of established rates of payment used to authorize and pay for specified services.

Rate of Payment - The MRS-approved monetary fee by unit/hour established to pay for costs incurred by vendors while providing MRS-authorized service.

The unit hour fee is permitted to be billed by rounding up to the nearest quarter hour/unit as follows:

Service Minutes	Round Up to Nearest Quarter Hour/Unit
:01 - :15	**.25**
:16 - :30	**.50**
:31 - :45	**.75**
:46 - :60	**1**

Vendor Expenses – Vendor expenses include all costs incurred by the vendor while not providing MRS-authorized services to an MRS participant. When the authorization for payment is being generated by MRS, vendor expenses should not be included in the number of hours authorized. Vendor expenses include:

- Employee training and supervision activities.
- Employee equipment.
- ADA compliance.
- Administrative activities including general-purpose staff meetings.

- Activities that have a shared purpose between multiple individuals receiving services.
- Report writing partially or entirely associated with a purpose other than providing service to an MRS participant is not billable.
- Time spent completing Requests for Authorizations, Monthly Progress Reports, and invoicing is not billable.
- Travel time.
- Activities otherwise not directly allocable to services provided to an MRS participant and authorized by MRS.

This prohibition does not apply to specific vendors if written in MRS policy or contracts.

Identification of Allowable Service Payment Hours

MRS is only permitted to pay a vendor for hours of services that:

1. Are provided and directly allocable to an MRS participant,
2. Have been authorized by MRS, and
3. Are not vendor expenses (see above definition).

Services can be billable with or without the MRS participant present so long as all three conditions above are met.

Examples of allowable, billable vendor services include but are not limited to:

- A vendor authorized to provide job coaching services meets with the MRS participant to provide those services.
- A vendor authorized to provide benefits counseling services to an MRS participant prepares for a counseling session by researching how the benefits situation unique to the individual could impact possible employment of that individual. The time the vendor spent researching is billable to MRS, even though the participant was not present, because the research is a component of the service MRS-authorized service and is not used for a shared purpose with other individuals who receive services.
- A vendor authorized to provide benefits counseling services to an MRS participant completes a report following an in-person evaluation session that summarizes the evaluation's findings to be provided to the individual. The time the vendor spent creating the report is billable to MRS because the report is a component of the MRS-authorized service and is not used for a shared purpose with other individuals who receive services.

Examples of unallowable, unbillable vendor expenses include but are not limited to:

- A vendor conducts a general-purpose staff meeting.
- A vendor authorized to provide benefits counseling services to an MRS participant creates a frequently asked questions (FAQ) document to be given to every individual they provide benefits counseling. Billing MRS for this is not permitted because it is not directly allocable to providing services to an MRS participant and is used for a shared purpose with other individuals who receive services.

- A vendor authorized to provide job development and placement services to an MRS participant completes a Monthly Progress Report to provide to the individual's MRS counselor. Billing for the time completing Monthly Progress Reports is not permitted.

Exception to Fee Schedule

If an MRS participant needs services not in alignment with the parameters of the MRS Fee Schedule, MRS may pursue an exception and will notify the vendor if a unique rate for service delivery is approved based on customer need.

Rate of Payment for a Service Not Identified in the Fee Schedule

If a rate of payment is not identified in the MRS Fee Schedule, the assigned MRS counselor will evaluate potential vendors during the referral process to determine the least cost service that meets the vocational need of the individual.

Vendor Qualifications

Universal Required Vendor Qualifications

When authorizing an MRS vendor to provide services to an MRS participant for all service types, MRS counselors seek services from accredited rehabilitation organizations, practitioners with knowledge and experience in providing placement services, and/or appropriate licensed agencies. For most service types, MRS does not require specific licensure, accreditation, or certification to deliver services. It is the professional discretion of the MRS counselor to determine if a vendor is knowledgeable, experienced, and qualified to provide authorized services. MRS staff may request additional information and documentation from the vendor when making this determination.

Service-Specific Required Vendor Qualifications

Select service types have specific required vendor qualifications beyond the universal standard of knowledgeable, experiences, and qualified. Service-specific required vendor qualifications are listed below.

Benefits Counseling Services

Benefits counseling services are services focused on explaining how employment will affect Social Security Administration (SSA) benefits including: SSI, SSDI, and associated healthcare benefits including Medicare and Medicaid. Services also include providing information regarding SSA work incentives to assist in planning for the transition to work without jeopardizing benefits and the importance of reporting wages to avoid benefit overpayments. Services may also be referred to as benefits planning services.

Vendors providing benefits counseling services are required to retain either CWIC Community Partner Initial Training and Certification or Work Incentives Planning and Utilization for Benefit Practitioners (YTI Online).

Customized Employment

Customized employment is individualized job placement or self-employment services provided when traditional job placement methods are unlikely to be successful. Services involve working with an employer to develop a job description that meets the abilities of the individual and position requirements of the employer. Customized employment services can span discovery, job development, job placement, consultive employment training and support services.

Vendors providing customized employment services are required to be approved by the MRS Strategic Initiatives Division. MRS counselors will work with vendors to obtain verification of vendor credentials to be approved by the MRS Strategic Initiatives Division. Vendors can contact LEO-MIVR-CEGeneral@michigan.gov for more information on becoming approved to provide customized employment services to MRS participants.

Disability-Related Training and Support Services (Including Tutoring Services)

Disability-related training and support services retraining and support services structured to promote use of disability related adaptive aids, equipment, controls, and tools for employment purposes.

Training Adaptive Aid/Equipment – Vendors are required to retain certification to train in the use of the adaptive aid/equipment. Examples may include an Assistive Technology Professional (ATP), which is a national certification from the Rehabilitation Engineering and Assistive Technology Society of North America, or appropriately credentialed Occupational Therapists, Physical Therapists, Rehabilitation Nurses, or other rehabilitation-associated practitioners with required specialized certification in the training of adaptive aids/equipment.

Training – Driver – Vendors are required to be licensed by the Michigan Department of State – Licensing Unit. If providing driver training in the capacity of adaptive vehicles, vendors are required to have one of the following:

- Certificate of Recognition in Automobile Modification from the Association of Driver Education for the Disabled (ADED).
- A registered Occupational Therapist with credentials to perform driver training.
- Teaching degree with Driver Education Certification and access to consultation with a registered Occupational Therapist

Training – Work or Personal Adjustment (WAT) – Vendors who conduct work adjustment services are to have expertise in delivery of work or personal adjustment services. MRS does not require a specific credential or license to provide this service.

Tutoring Level I – Minimum requirement of the vendor is an undergraduate student who is majoring in the academic area of requested tutoring or who has completed an Associates for Applied Science (AAS) from a technical school. Level I tutors are typically used with individuals who require tutoring services to complete courses in the first two years of undergraduate programs (typically associated with level 100-200 courses) or remedial coursework.

Tutoring Level II – Minimum requirements include a vendor who is a current graduate student majoring in the academic area in which they are tutoring and does not have a teaching certificate. Level II tutors are typically used with individuals who require tutoring services to complete undergraduate courses during the junior or senior year of an undergraduate program (typically associated with 300-400 level courses) or higher.

Tutoring Level III – Minimum requirement is an individual with a teaching certificate in the academic area (Math, English, Science, etc.) in which they are tutoring or individuals who have current Michigan special education teaching endorsement associated with the individual's category of disability and tutoring needs. Level III tutors are typically used by individuals who require disability-related tutoring services to complete courses at the undergraduate program level.

Tutoring Level IV – Minimum requirement are individuals with a master's degree in the academic areas in which they are tutoring or individuals who have current Michigan special education teaching endorsement associated with the individual's category of disability and tutoring needs. Level IV tutors are typically used with individuals who require disability-related tutoring services to complete courses at the graduate level.

Training – Adult Secondary Education

Adult secondary education training is provided to remediate basic academic skills needed to function in a CIE position, including:

- Adult Basic Education (ABE) - Instruction for reading, language, writing, and math skills below the 9th grade level for adults with or without a high school credential.
- Adult Secondary Education (ASE) - Instruction for reading, language, writing, and math skills above the 8th grade level for adults with or without a high school credential.
- English as a Second Language (ESL) - Instruction in reading, speaking, writing, and understanding the English language.
- Family Literacy - Activities with specific child and parent components that help family members to better support their children's learning needs and improve the family's economic prospects.
- Integrated Education and Training (IET) - Academic instruction, workforce preparation activities, and workforce training delivered together for the purpose of educational and career advancement.

- Integrated English Language and Civics Education (IELCE) - This program helps individuals learn or improve English language skills and civics education in combination with integrated education and training.
- Workplace Literacy - Adult education services provided at or customized for a specific workplace.
- High School Completion (HSC) - Instruction in language arts, math, social studies, science, and writing, to earn an adult high school diploma.
- High School Equivalency (HSE) - Instruction in language arts, math, social studies, science, and writing, to enable successful completion of a high school equivalency test, such as the GED.

MRS vendors who are corporate entities are required to be licensed as a vocational school with the Department of Education.

Michigan law and the Department of Education require that all educators, regardless if a part of a corporate entity or an independent operator, complete an approved preparation program (e.g., math education, elementary education, English education) to become a certified teacher in Michigan.

Vocational Rehabilitation Counseling and Guidance

Vocational rehabilitation counseling and guidance is a systematic process that assists persons with physical, mental, developmental, cognitive, and emotional disabilities to achieve their personal, career, and independent living goals in the most integrated setting possible through the application of a counseling process. Counseling involves communication, goal setting, and beneficial growth or change through self-advocacy and psychological, vocational, social, and behavioral interventions.

Vendors providing vocational rehabilitation counseling and guidance to MRS participants are required to retain current State of Michigan licensure as a Licensed Professional Counselor (LPC) or possess a Master-level degree in a rehabilitation counseling-related field.

Authorization for Providing Services

Vendors shall perform authorized services per the request identified in an MRS authorization for services.

MRS counselors will provide vendors with an authorization for services to assist in the determination of an individual's eligibility, to establish vocational need, and to identify service needs in either the Individualized Plan for Employment (IPE) or the Pre-Employment Transition Services (Pre-ETS) Agreement.

If a service is authorized under a rate of payment as identified in the MRS Fee Schedule, billable time refers to components of direct service delivery that may be invoiced by the vendor as a part of service delivery.

Vendors with questions regarding billable and non-billable time may contact LEO-MRS-Vendor@michigan.gov for clarification.

Categories of Services

MRS services may be authorized for the following approved categories:

1. Assessment for determining eligibility and priority for services.
2. Determination of vocational rehabilitation needs.
3. Vocational rehabilitation counseling and guidance, including information and support services to assist an individual in exercising informed choice.
4. Referral to secure needed services from other agencies, including other components of the statewide workforce development system.
5. Physical and mental restoration services.
6. Vocational and other training services, including personal and vocational adjustment training, advanced training in, but not limited to, a field of science, technology, engineering, mathematics (including computer science), medicine, law, or business; books, tools, and other training materials.
7. Maintenance, for additional costs, more than normal costs, incurred while participating in an assessment for determining eligibility and vocational rehabilitation needs or while receiving services under an IPE or Pre-ETS Agreement.
8. Transportation in connection with the provision of any vocational rehabilitation service.
9. Vocational rehabilitation services to family members of an applicant or eligible individual, if necessary, to enable the individual to achieve an employment outcome.
10. Interpreter services, including sign language and oral interpreter services.
11. Job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services.
12. Supported employment services.
13. Personal assistance services.
14. Occupational licenses, tools, equipment, and initial supplies.
15. Rehabilitation technology services, including vehicular modification, telecommunications, sensory, and other technological aids/devices.
16. Transition services for students and youth with disabilities, that facilitate the transition from school to postsecondary life, such as achievement of an employment outcome in competitive integrated employment, or Pre-ETS for students.
17. Technical assistance and/or consultation services to conduct market analyses, develop business plans, and otherwise provide resources to individuals pursuing self-employment, telecommuting, or establishing a small business operation as an employment outcome.
18. Customized employment services.

19. Other goods and services determined necessary for an individual to achieve an employment outcome.

Issuance of an Authorization for Services

At the time of referral for services, MRS counselors will provide vendors with a *Michigan Rehabilitation Services-Vendor Authorization for Purchase* (Ra-Z40-x), commonly referred to as an 'MRS authorization'. The MRS authorization represents an agreement to purchase a maximum amount of a service(s) within a specific range of dates and the rate the vendor will be compensated.

Vendors will not be reimbursed for services delivered without an issued MRS authorization or for services delivered outside of the specified range of dates detailed on the authorization. If there is a need to amend the amount or extend the dates of service from what has been originally authorized, the vendor is required to contact the MRS counselor to obtain an amended authorization form that includes agreed-upon changes. Vendors may submit a request for an amended authorization using an Authorization Request Template or can use their own form so long as it the information contained in an Authorization Request Template. Prior approval is required for any service to be reimbursed to the vendor.

Referral for Service

Vendors who deliver vocational rehabilitation services will be reimbursed at the least cost that meets the vocational need of the MRS participant. To achieve this standard of practice, MRS counselors will initiate contact with vendors to discuss service needs including the expected amount hours/units necessary to complete the specified service(s) or to deliver the good(s) necessary to achieve the desired vocational outcome.

Upon confirmation of the vendor's interest and ability to meet service delivery needs, the MRS counselor will complete an MRS authorization and referral for services. MRS offers MRS staff a MRS General Referral Form but can use their own forms and methods so long as all needed information is included. A referral for services will minimally include:

1. Michigan Rehabilitation Services-Vendor Authorization for Purchase (Ra-Z40-x) form.
2. Participant information necessary to facilitate service delivery.
3. Any necessary releases of information.
4. Referral form indicating specific participant information to assist in service delivery.

Remote Services

MRS services are generally provided in person with participants. When appropriate for the participant, with participant and MRS approval, VR services may be provided remotely.

Vendors may request in writing or email to deliver a service or a component of a service remotely and will be notified if approved. Requests for providing remote services are made in writing (including email) to the participant's MRS counselor.

Remote services must be direct services to participants through phone or meeting software (ex: Microsoft Teams, Skype, Facetime, Zoom). Texting (excluding disability-related accommodations) is not an approved delivery method for remote services.

Remote services are not permitted to include "assigned" tasks for the individual that do not directly involve vendor staff (e.g., participant-only online training, participant-only assigned reading). Services must involve a vendor staff person in direct communication with the participant.

Vendors are required to be able to meet in person if determined necessary by the participant, their parent or legal guardian if applicable, or MRS staff, at any time during services. If remote services are not deemed successful or appropriate by either the MRS participant or their MRS counselor, services shall return to in-person delivery.

Exemption from State Sales Tax

The State is exempt from State sales tax for direct purchases and may be exempt from federal excise tax if services purchased under an MRS authorization for services are for the MRS participant's exclusive use as a part of their vocational rehabilitation program. Notwithstanding the foregoing, all prices are inclusive of taxes, and vendors are responsible for all sales, use, and excise taxes, and any other similar taxes, duties and charges of any kind imposed by any federal, state, or local governmental entity on any amounts payable by the State under this authorization.

Acceptance of Delivered Services

MRS shall accept or reject each deliverable. If MRS rejects a deliverable, it will provide the vendor a written notice of the reasons for the rejection and the method for remedying, if any.

Submission and Acceptance of a Completed Service

Invoices must conform to the requirements communicated by the State. All undisputed amounts are payable within 45 days of the State's receipt. Vendors may only charge for authorized activities performed as specified in the MRS authorization for services and provided referral information.

Upon completion of service delivery, vendors submit required invoicing. See Reporting Requirements section below for more information on invoicing.

MRS has the right to withhold payment of any disputed amounts until the parties agree as to the validity of the disputed amount. MRS will notify the vendor of any dispute within the 45-day payment period. Payment by MRS will not constitute a waiver of any rights as to vendor's continuing obligations, including claims for deficiencies or substandard vendor activities. Vendor's acceptance of final payment by MRS

constitutes a waiver of all claims by vendor against MRS for payment under an authorization for services, other than claims previously filed in writing on a timely basis.

MRS will only approve the disbursal of payments under an authorization for services through Electronic Funds Transfer (EFT). Vendors must maintain registration with the State at http://www.michigan.gov/SIGMAVSS to receive electronic fund transfer payments. If a vendor does not register, MRS is not liable for failure to provide payment. Without affecting any other rights or remedies it may have, MRS reserves the right to offset any amounts currently owed to it by the vendor against any amounts payable by MRS to the vendor under a service authorization.

Reporting Requirements

MRS has four regular reporting requirements:

- Monthly progress reports.
- Request for new or additional authorization for services.
- Verification of employment reports.
- Invoicing.

Monthly Progress Reports

MRS counselors will typically authorize the number of units/hours or program fee necessary to complete the service.

MRS counselors have the option of consulting with vendors to authorize for an initial amount of programming to then assess and determine the need for additional units/hours of service.

For services that span greater than 30 days, vendors are required to provide a progress report for every 30 days of service delivery. Provided information informs the MRS counselor of progress and any potential needs. MRS provides a Monthly Progress Report Template, however, vendors can use their own form so long as the form contains:

- Participant name.
- Authorized service that is being provided.
- Total number of hours authorized and number of hours delivered thus far, and
- Summary of service provided thus far and of expectations for completion of the service.

Invoicing may be delivered instead of a final progress report during the last 30-day period. See Invoicing section below for requirements of invoicing.

Request for New or Additional Authorization for Service

Vendors are required to submit in writing to the assigned MRS counselor all requests for additional units/hours on a previously issued authorization, or an identified need for a new authorization for services prior to service delivery.

Vendors may submit a request for an amended authorization using an Authorization Request Template or can use their own form so long as the form contains:

- Participant's name.
- Indicate if it is for additional units/hours on a current authorization or identification of a new service need.
- Provide a summary of the requested service, the number of requested units/hours, when the service is requested to be initiated, and any supporting information that may be helpful to justify the need for the service.

Upon receipt of the authorization request, the assigned MRS counselor will contact the vendor to discuss and, if necessary, arrange for a new or amended authorization for services. If additional hours/units of service are potentially needed, vendors are to contact MRS counselors promptly to avoid an unnecessary break in services. If approved by MRS, MRS will send an amended authorization to the vendor.

Verification of Employment Reports

Vendors are required to submit in writing to the assigned MRS counselor when an individual has entered employment. MRS provides an Employment Verification Report Template located in the appendix of this manual, however, vendors can use their own form so long as the form contains:

- Participant's name
- Employer name and address
- Start date
- Hours per week, rate of pay, and benefits
- Supervisor's name and contact information
- Job description

The verification of employment is required as soon as the vendor becomes aware of the hiring. Informing the MRS counselor of the employment position will assist with arranging for potential service needs when entering employment.

Invoicing

MRS vendors, upon completion of any service, are required to submit the MRS-issued authorization form with completed vendor section and invoicing information that minimally includes:

  - All reporting requirements as identified in the referral and authorization for services.

- If the service is a rate of payment based on hour/unit, the date/time of all hours-of-service delivery including staff involved and actions performed for each hour of service delivery.
- Summary of services provided and outcomes.

Invoices should be submitted to MRS within 30 days of the authorization end date. Vendors promptly submitting invoicing information supports MRS in ensuring timely processing of payments and providing the best possible experience for the individuals MRS serves and the vendors MRS partners with.

The preferred method of invoicing is via secure email with documents in PDF format.

Appendix

Authorization Request Template

Critical Incident Report Submission Form

Employment Verification Report Template

MRS General Referral Form

Fee Schedule

Monthly Progress Report Template

MRS Record Retention and Disposal Schedule