

Bureau of Vendor and Contracted Services

Provider Engagement Call Summarization

November 15, 2017

BVCS Organizational Structure



Vendor Registration Unit

Duties and Responsibilities

- Register new vendors
- Provider background screening
- De-certify vendors based on choice or non-compliance
- Develop policy and registration requirements in accordance with laws and in coordination with appropriate VR units and other stakeholders
- Maintain comprehensive vendor registration system
- Coordinate vendor registration policies with Field Services and IT
- Ensure consistency of communication and services from one area to another and vendor to vendor
- Maintaining Service Provider Choice Directory provider demographic and contact information

Unit Staff

- **Manager: Frankie Hernandez-Mendez**
- **Chris Law**
- **Susan Coleman**
- **Sara Rossman**

Monitoring and Employment Contracting Unit

Duties and Responsibilities

- Managing and overseeing Employment Services providers including: on-boarding, compliance, invoicing, and training
- Monitoring- desk top, onsite, and incident reports
- Providing technical assistance to providers and field staff
- Conduct training and outreach to internal and external stakeholders
- Collaboration with Field and Provider Relations Unit for provider engagement and training development

Unit Staff

- Manager: Maggie Munsey
- Monitor
 - Carolyn Nazworth
- Provider Managers
 - Nikki Moody
 - Cacetha Sims
 - Steven Nedeau
 - Jennifer Powell

Field and Provider Relations Unit

Duties and Responsibilities

- Monitoring outstanding NOAs
- Providing technical assistance to field staff and providers
- Conducting quarterly provider engagement meetings
- Delivering individualized and group trainings to providers and field staff
- Completing provider orientation process
- Assisting with provider monitoring
- Working closely with MECU to develop training materials and facilitate communication

Unit Staff

- Manager: Heather Servais
- Provider Liaisons
 - Area 1- Evelyn Langmaid
 - Area 2- Laretta Jackson
 - Area 3- Jose Rivera
 - Area 4- Marilyn Figueroa
 - Area 5- Tim Goodman
 - Area 6- Vacant
 - Area 7- Linda Lacy

Special Contracts Unit

Duties and Responsibilities

- Overseeing the planning, procurement, negotiation, preparation, execution, management, and monitoring of assigned special contracts
- Generating request for proposals
- Ensuring compliance with applicable policies, regulations, and laws
- Researching and resolving problems
- Providing technical assistance
- Ensuring contracted services result in tangible deliverables and effective services
- Assisting with reviewing and developing contract guidelines, policies, and procedures
- Examples: USF Rehabilitation Technology, ServiceSource privatized VR, Market Decisions Customer Satisfaction

Unit Staff

- **Manager: Jennifer Ellingsen**
- **Contract Managers**
 - Amanda Ulmer
 - Renae Williams
 - Wayarne Tolliver

Updates and New Information

- Vendor Registration
 - Background Clearinghouse is turning 5 years old. Background checks may need to be updated. If you are impacted, you will receive a letter with instructions on how update your background check.

Updates and New Information

- MECU
 - Rehabworks.org
 - Employment Services Providers now have their own spot on www.rehabworks.org
 - Site includes updated forms, benchmark calculator, REBA user manual, and ES Manual
 - Feel free to leave feedback in the suggestion box on rehabworks.org
 - Welcome Guide and Onboarding
 - A Welcome Guide has been created to give to new providers. The guide includes: Manual, instructions to complete forms and templates, tips for success, helpful tips, and disability etiquette information. If you would like a Guide sent to you, please contact your Provider Manager.

Updates and New Information

- MECU
 - Monitoring
 - We continue to increase our routine monitoring efforts. Monitoring includes both desk top and on-site visits, and contacting customers for feedback. This is normal and does not necessarily indicate there is a problem with your services.

Updates and New Information

- FLPR- Field and Provider Relations Unit
 - Newly formed unit- consists of 7 liaisons housed in each region of Florida
 - New initiatives
 - Provider Engagement meetings- Per calendar year will include 2 individual face-to-face meetings with your liaison assigned area liaison, 1 area wide provider training, and 1 Provider Engagement conference call
 - You should be contacted by your liaison in the upcoming weeks to schedule face-to-face meetings for the January – March quarter.
 - NOA tracking- Working with VR field units to improve response times to approving NOAs.

Updates and New Information

- Special Contracts
 - Currently seeking new methods to broaden services that DVR can provide to all customers from school age youth to adults.

Final Thoughts

- Rate Structures
 - Currently researching new possibilities for rate structure changes. Target date for draft is January 2018.
- Provider Newsletter
 - Roll out expected January 2018
- Feedback and Questions
 - Feel free to leave questions and feedback at: vrproviderfeedback@vr.fldoe.org