




Title:	VR Medical, Psychological and Dental (MPD) Services
Procedure #:	80-VR-10-01
Policy Reference:	80-VR-10
Legal Reference:	CFR 34 361.5, 361.50, 361.53; OAC 3304-2-52, 3304-2-57
Effective Date:	May 28, 2019
Approved:	Kevin L. Miller, Executive Director 
Origin:	Bureau of Vocational Rehabilitation and Bureau of Services for the Visually Impaired
Supersedes:	80-VR-10; 80-VR-11-04 "Physical and Mental Restoration" (04/20/15)
History:	N/A
Review/ Implementation	Begin Review – 08/05/19 Implement Revisions By – 02/05/20

I. PURPOSE

The purpose of this procedure is to provide direction for the authorization of medical, psychological and dental (MPD) services in accordance with appropriate federal (e.g. Code of Federal Regulations [CFR]) and state law (i.e. Ohio Revised Code [ORC], Ohio Administrative Code [OAC]) Governor directives and executive orders, other governing agency (e.g. DAS, OBM) policy or guidance, and/or Executive Director expectations.

Refer to the AWARE Manual for more detailed instructions regarding the management of cases in AWARE.

II. APPLICABILITY

This procedure applies to VR Staff and VR Contractors

III. DEFINITIONS

Refer to "Vocational Rehabilitation Definitions" (80-VR-99.A).

IV. PROCEDURES

A. General

1. OOD shall provide information to individuals and if applicable, their parent or legal guardian throughout the Vocational Rehabilitation (VR) process as required by law (e.g. rights and duties). This information shall be provided, in writing, and when appropriate, in the individual's native language or through an appropriate mode of communication.

2. AWARE shall be updated with pertinent conversations, recommendations, justifications, approvals and/or other actions taken in relation to this procedure. If supervisory or management approval is required during the VR process, the supervisor or manager shall document their approval in AWARE. If written approval is received from a supervisor or manager it shall be added to AWARE.
3. If fees are not listed in Ohio Department of Medicaid (ODM) Fee Schedules, VR Staff and VR Contractors shall refer to “Vocational Rehabilitation Purchases” (40-FIN-01-06) for guidance (e.g. comparable benefits).
4. VR Staff and VR Contractors shall refer to “Vocational Rehabilitation Assessment Services” (80-VR-11-01) for additional guidance.
5. VR Staff and VR Contractor shall refer to “Vocational Rehabilitation (VR) Information and Referral” (80-VR-11-07) for additional guidance.
6. Maximum fees for medical, psychological, and dental (MPD) Services, paid wholly or in part by OOD, shall be based on Ohio Department of Medicaid (ODM) Fee Schedules’ maximum fees (herein referred to as “ODM max fees”) which can be found via the following link:
<https://portal.ohmits.com/Public/Public%20Information/Fee%20Schedules/tabId/55/Default.aspx>
 - a. Use of ODM max fees applies to suppliers that reside outside of Ohio as well.
 - b. In cases where a supplier’s fee(s) is lower than the ODM max fees, VR Staff or VR Contractor shall authorize the lesser of the two.
7. The “MPD Supplier List” (80-VR-10.C) shall be created and updated based on VR Staff or VR Contractors received information from contacted suppliers regarding whether or not they will accept or decline to accept ODM max fees and OOD authorizations.
 - a. Once created, the list shall be kept in a designated location in order to be updated as needed. The list shall be assessable to all VR Staff and VR Contractors.

B. Vocational Rehabilitation Need

1. VR Staff or VR Contractors shall only authorize for medical, psychological, or dental services, including physical and behavioral health restoration services, when it is necessary for the individual to obtain, advance in and/or retain competitive integrated employment.
 - a. In order to achieve an individual’s employment outcome, these services may be provided when necessary to determine:
 - i. eligibility and/or order of selection, (e.g. diagnostic services); and
 - ii. the nature and scope of VR services which will be placed in the IPE, (e.g. treatment services to remove/minimize vocational barriers).

C. Physical and Behavioral Health (Psychological) Restoration Services

1. Physical and behavioral health restoration services may only be authorized to diagnose, treat, and/or modify physical or behavioral conditions when these services are necessary for the individual to obtain, advance in and/or retain competitive integrated employment.
 - a. Services shall be provided by suppliers who hold active licensure within their professional scope of practice. VR Staff or VR Contractor may utilize the following website: https://elicense.ohio.gov/OH_HomePage to verify credentials when needed.
 - b. VR Staff or VR Contractors shall utilize the “Referral to Community Rehabilitation Program” (CRP) (80-VR-10.A) and/or “Referral to Physical or Behavioral Health Services” (80-VR-10.B) to identify the nature and scope of VR services which will be placed in the IPE, (e.g. treatment services to remove/minimize vocational barriers).
 - c. VR Staff or VR Contractors shall not authorize case management services.
2. VR Staff or VR Contractor may authorize for short-term, incidental, or restorative services when there are no comparable benefits available.
 - a. VR Staff or VR Contractor and the individual shall discuss the services and treatment goals and how he/she will transition to other financial sources, if necessary, once the authorized services have been completed.
 - b. When these services are needed for an extended period, VR Staff or VR Contractor should assist the individual in identifying a longer-term payer source.
3. Physical and behavioral health restoration services may only be provided when these services are necessary for the individual to obtain, advance in and/or retain competitive integrated employment and may include those listed below.
 - a. Surgical Services
 - i. Corrective surgery or therapeutic treatment that is likely, within a reasonable period, to correct or substantially modify a stable or slowly progressive physical or behavioral impairment that constitutes a substantial impediment to employment
 - b. Dental Services
 - i. Corrective surgery or therapeutic treatment that is likely, within a reasonable period, to correct or substantially modify a stable or slowly progressive physical or behavioral impairment that constitutes a substantial impediment to employment.
 - ii. Dental services are primarily provided to prevent the exacerbation or deterioration of a primary disability (e.g. cardiac conditions and diabetes).
 - iii. Dental services may be necessary when a cosmetic problem is severe enough to prevent an individual from obtaining, advancing in or retaining competitive integrated employment in which the individual is providing direct services to the public.
 - iv. Preventative dental services should not be provided unless they are related to dental treatment as listed above.

c. Behavioral Health Services

- i. Behavioral Health services may be necessary for the diagnosis of, and treatment for, behavioral or emotional disorders (excluding Case Management Services) by qualified personnel in accordance with State licensure laws.
- ii. Psychotherapy may be provided to an individual up to a maximum of six (6) sessions if recommended by a qualified practitioner and if deemed necessary to obtain, advance in and/or retain competitive integrated employment.
 - a) VR Staff or VR Contractors shall provide justification in AWARE and obtain supervisory approval to extend psychotherapy services beyond six (6) sessions.

d. Speech, Language, and Hearing Services

- i. Speech, language, and hearing services may be provided to an individual up to a maximum of six (6) sessions if recommended by a qualified practitioner (e.g., Licensed Speech-Language Pathologist) and is deemed necessary to obtain, advance in and/or retain competitive integrated employment.
 - a) VR Staff or VR Contractor shall provide justification in AWARE and obtain supervisory approval to extend speech, language, and hearing services beyond six (6) sessions.

e. Various Medical and Related Services

- i. Necessary hospitalization (either inpatient or outpatient care) in connection with surgery or treatment or clinical services.
- ii. Nursing services.
- iii. Occupational therapy and/or physical therapy may each be provided to an individual up to a maximum of six (6) sessions.
 - a) For state licensure laws see The Ohio Occupational Therapy, Physical Therapy, and Athletic Trainers Board via the following link: <http://otptat.ohio.gov/> .
 - b) VR Staff or VR Contractor shall provide justification in AWARE and obtain supervisory approval to extend occupational therapy beyond six (6) sessions.

f. Podiatry

g. Prescription drugs and supplies.

h. Prosthetic and orthotic devices.

i. Special services for the treatment of individuals with end-stage renal disease, including dialysis, transplantation; artificial kidneys, and supplies.

- j. Treatment of either acute or chronic medical complications and emergencies that are associated with or arise out of the provision of physical and behavioral restoration services, or that are inherent in the condition under treatment.
- k. Other medical or medically-related rehabilitation services.

D. Supplier Selection

1. VR Staff or VR Contractors shall determine if the individual has an established relationship with a medical, psychological, and/or dental supplier (which may include an out-of-state supplier).
 - a. When an individual has an established relationship with a supplier, VR Staff or VR Contractors shall check OOD's "MPD Supplier List" to verify that the supplier accepts OOD authorizations and ODM max fees.
 - i. If listed on OOD's "MPD Supplier List", VR Staff or VR Contractors shall proceed to Section E.
 - ii. If not listed, VR Staff or VR Contractors shall contact the preferred supplier to determine if they will accept OOD authorizations and the ODM max fees.
 - a) If the preferred supplier agrees to accept an OOD authorization and the ODM max fees, VR Staff or Contractors shall proceed below to Section D.1.d).
 - b) If the preferred supplier will accept the OOD authorization, but is not willing to accept the ODM max fees, the individual may elect to receive the service from the supplier, but will be responsible for any cost that exceeds these fee(s)
 - 1) If the individual is not willing or is unable to pay the difference, VR Staff or VR Contractors shall follow the guidance for individuals who do not have an established relationship with a supplier in Section D.1.b.
 - c) If the preferred supplier will not accept an OOD authorization, VR Staff or VR Contractors shall proceed to Section D.1.b.
 - d) If the supplier is not on OOD's "MPD Supplier List" and is willing or unwilling to accept an OOD authorization and the ODM max fees (including out-of-state suppliers) then, the VR Staff or VR Contractors shall forward the necessary information to the OOD SME who shall add the supplier to OOD's "MPD Supplier List" and continue to Section E.
 - b. When an individual does not have an established relationship with a supplier, VR Staff or VR Contractors shall use OOD's "MPD Supplier List", and work with the individual to make an informed choice to select a local supplier.
 - i. The following criteria should be taken into consideration when selecting a supplier from OOD's "MPD Supplier List":
 - a) the location of the supplier;
 - b) the supplier's availability for appointments; and

- c) the frequency/duration of the service(s) (i.e. the number of appointments and length of time between appointments).
 - ii. If a supplier is not available to meet the need from the list, VR Staff or VR Contractors may contact other suppliers, following the guidance in Section D.1.b. i. a-c, to provide the necessary service.
 - a) If the contacted supplier is willing or unwilling to accept an OOD authorization and/or the ODM max fees (including out-of-state suppliers) then VR Staff or VR Contractors shall forward the necessary information to the OOD designated SME who shall add the supplier to OOD's "MPD Supplier List" and continue to Section E.
- 2. When options to identify a local supplier willing to accept an OOD authorization and/or ODM max fees have been exhausted, VR Staff or VR Contractors shall work with the individual to select a supplier closest to the individual's residence from OOD's "MPD Supplier List" who accepts OOD authorizations and ODM max fees.
 - a. When a local supplier is not available, VR Staff or VR Contractors shall follow "Vocational Rehabilitation Transportation Services" (80-VR-11-11) to assist the individual in overcoming transportation barriers for VR Services, if necessary.

E. Service Authorization

- 1. Prior to authorization, VR Staff or VR Contractor shall proceed as detailed below.
 - a. Identify the Current Procedural Terminology (CPT) code, also known as the Healthcare Common Procedure Coding System (HCPCS) code and ODM max fee assigned to each individual service.
 - i. Only MPD services with a CPT/HCPCS code shall be authorized.
 - a) When a supplier identifies a MPD service that does not have a CPT/HCPCS code, VR Staff or VR Contractors shall not authorize for that service, however, should determine if the individual's service need:
 - 1) may be addressed by a comparable MPD service that has a CPT/HCPCS code assigned; and/or
 - 2) can be met using the OOD VR Fee Schedule or an OOD direct service contract (i.e. Orientation and Mobility Training, ADL Skills Training, Rehabilitation Technology, Low Vision Services).
 - b) In cases where there is a CPT/HCPCS code does not have an ODM max fee, VR Staff or VR Contractors shall authorize the supplier's customary fee for that service.
 - ii. When there is a disability related need, for goods or services that are not listed in ODM Fee Schedules (including vision service contracts), OOD's VR Fee Schedule, or an OOD direct services contract, VR Staff and VR Contractors shall document efforts to ensure lowest, most responsive price (i.e. least cost) as required in "Vocational Rehabilitation Purchases" (40-FIN-01-06).

- a) Whenever possible, VR Staff and VR Contractors should not routinely contact the same suppliers for quotes to ensure fair competition.
 - b) Price comparison shall be documented in an AWARE Case Note
 - b. Determine if there are comparable benefits (e.g. insurance, Ohio Medicaid, Medicare) to cover all of or a portion of the cost of the services prior to authorization.
 - i. When a comparable benefit is available, VR Staff or VR Contractor shall work with the supplier and/or the individual to obtain an itemized estimate of the cost of each component and the comparable benefit's expected contribution towards the cost of each component.
 - a) Once obtained, the itemized estimate and expected contribution quote shall be attached to an AWARE Case Note.
 - ii. When an available comparable benefit and/or individual contribution covers the total cost of an individual service, VR Staff or VR Contractors shall not authorize (i.e. contribute toward the cost for any portion of that service including out of pocket expenses (e.g. co-insurance, deductible).
 - a) The only exception to this is for a required co-payment when the individual requests assistance due to financial hardship.
 - iii. When an available comparable benefit and/or individual contribution does not cover the ODM max fee, VR Staff or VR Contractors may authorize (i.e. contribute) the amount up to the ODM max fee.
 - a) VR Staff or VR Contractors may authorize for a co-payment only when the individual requests assistance due to financial hardship.
 - iv. VR Staff or VR Contractors should obtain documentation of coverage (e.g. insurance card, listing of coverage under insurance) and scan into AWARE, when available.
- 2. When preparing an authorization for MPD services, VR Staff or VR Contractors shall indicate OOD's contribution by including (in the "Special Instructions Printed on the Authorization" section the information provided below.
 - a. A break-down or itemization of each MPD service as provided below.
 - i. Associated CPT code.
 - ii. ODM max fee.
 - a) In cases where there is a CPT/HCPCS code without an ODM max fee, indicate "No ODM max fee for this service".
 - iii. OOD contribution amount, if applicable, toward the cost.
 - b. A co-pay amount, if applicable.

- c. The following statement:

“OOD has approved the above amount for this service. The supplier agrees that no additional payment for the goods or services listed on this authorization will be requested from the person named above or that person’s family, unless the person previously agreed to pay an additional amount. If the supplier determines a need for additional goods or services to be paid for by OOD, they will not be conducted or added without OOD’s prior written approval. Please attach the explanation of benefits and/or medical claim form and HCFA’s CPT information at the time of billing.”

F. OOD Vision Services Contracts

1. When purchasing eyeglasses, VR Staff or VR Contractors shall only utilize contracted suppliers.
 - a. When a disability related need exceeds the capacity of the services available through a contracted supplier, VR Staff or VR Contractors shall request supervisory approval to purchase services from suppliers without an OOD contract.

G. Prohibited Services

1. VR Staff or VR Contractors shall not authorize for the following medical services, as prohibited by OAC 3304-2-57 or by the OOD Executive Director:
 - a. abortion;
 - b. experimental surgery and/or medical equipment;
 - c. sterilization;
 - d. transplants of vital organs, other than kidneys;
 - e. transsexual surgery or any ancillary procedures associated with, or leading up to, such surgery; and
 - f. medical marijuana;

H. Violation

An employee who violates this procedure may be subject to discipline up to and including removal.

FORMS AND ATTACHMENTS

- N/A

RESOURCES

- Vocational Rehabilitation Definitions (80-VR-99.A)
- Vocational Rehabilitation Purchases (40-FIN-01-06)
- Vocational Rehabilitation Assessment Services (80-VR-11-01)
- Vocational Rehabilitation Transportation Services (80-VR-11-11)
- Referral to Community Rehabilitation Program (CRP) (80-VR-10.A)
- Referral for Physical or Behavioral Health Services (80-VR-10.B)

REVIEW

It is the responsibility of the Deputy Director, or designee, to review this procedure, on or before, the date listed in the header and if applicable, make any necessary revisions. The Deputy Director, or designee, shall document the review as required in "Policy and Procedure Development, Review, Dissemination and Acknowledgement" (10-ADM-01).