Bureau of Vendor and Contracted Services

Provider Engagement Call Summarization

November 15, 2017
BVCS Organizational Structure

Vendor and Contracted Services
Chief: Cathy McEachron

- Vendor Registration
  Unit Manager: Frankie Hernandez-Mendez

- Monitoring and Employment Contracting Unit
  Unit Manager: Maggie Munsey

- Field and Provider Relations Unit
  Unit Manager: Heather Servais

- Special Contracts Unit
  Unit Manager: Jennifer Ellingsen
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- Lauretta 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](http://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