

Frequently Asked Questions

Question #1: What is the process to sign up as a Provider for a service? (Services are activities provided by other people such as doctors, dentists, or job developers.)

Answer: Complete a Provider Agreement Form and provide all additional required materials including: proof of a Nevada Business License, registration with the Controller's Office to acquire a Vendor Number, a Scope of Work, Proof of Insurance, and HIPAA Form. It may also be necessary to complete a Criminal History Background Check.

Please visit our website for additional information:
http://nvdetr.org/Rehab%20pages/Provider_Agreements.htm

Question #2: What is the process to sign up as a vendor for a good? (Goods are items that are tangible such as books, computers, or work boots.)

Answer: It is not necessary to complete a Provider Agreement Form; however, you will need to be registered with the Controller's Office and have an assigned Vendor Number. The registration form can be requested by phone (775) 687-6869 or can be found on the web at:
http://controller.nv.gov/VendorServices/Vendor_Services.html

**If you are unsure if you are offering a service or a good, please contact the Operations Unit at 775-687-6869.

Question #3: Where do we send the Provider Agreement Form and the additional required materials?

Answer: Please **email** all materials to: VR-Provider-Agreement@nvdetr.org

OR

Please **mail** all materials to: DETR/Rehabilitation
Operations Unit
751 Basque Way
Carson City, NV 89706

Question #4: What happens following submittal of the VR Provider Agreement Form and additional required materials?

Answer: Materials are reviewed and verified by DETR Operations Staff. Staff determines if all requirements are met. If requirements are missing or clarification is needed you will be contacted immediately by an Operations Staff member. Once Provider qualifications have been reviewed and approved, each provider's data will be recorded and filed. A fully executed copy of the Provider Agreement will be returned to the Provider. A statewide list of providers is maintained and available to all Division employees.

Question #5: Who do I talk to if I have questions about working with the clients, billing, or payments?

Answer: The primary contact for all questions concerning a BVR/BSBVI client is the referring counselor. At the time of referral the counselor will make clear the vocational goal and expectations for the services being purchased. If you (the Vendor / Provider) have any questions regarding vocational direction, where to send a bill, how much to bill, format for reports, etc., contact the referring counselor or refer to the answer in the FAQ.

Question #6: How does a Bureau of Vocational Rehabilitation (BVR) or Bureau of Services to the Blind and Visually Impaired (BSBVI) Counselor refer a client for Services?

Answer: Referrals are initiated by a BVR/BSBVI Rehabilitation Counselor based on the eligibility of the client. An Authorization for specific services including the allowable dollar amount will be issued and provided to the Vendor / Provider. Authorizations are documentation that the good or service has been pre-approved. No goods or services are to be provided without the Authorization Document.

Question #7: How does a Vendor / Provider invoice for services?

Answer: Invoices may be submitted along with reporting or after the reporting for rendered services or goods that have been received. All necessary reports must have been received by the referring counselor in accordance with the Authorization for Purchase prior to payment of any invoice. For questions on invoicing requirements, please see Invoicing Requirements at the end of this document.

Question #8: Do I have to have a Nevada Business License? What if my business is located outside of Nevada?

Answer: A State of Nevada Business License or notification of exemption from the Nevada Secretary of State is required to do business with the State of Nevada. All Vendors and Providers must file for a State Business License or for a State Business License exemption with the Secretary of State's office. For more information regarding State of Nevada business licensure or exemption status

please visit <http://nvsos.gov/>. It is the responsibility of the vendor to obtain a business license in the appropriate counties or municipalities.

Question #9: Vendor number for Providers - Do we need to apply for this now or can we wait until our practice has been approved before we submit an application?

Answer: You must have a vendor number prior to your Provider Agreement being approved. In order to receive payment all Providers must be registered with the State Controller's Office. The registration form can be found in the Provider Agreement Packet, on the web at http://controller.nv.gov/VendorServices/Vendor_Services.html or the form can be requested by phone (775) 687-6869.

Question #10: Why, as a Provide, do I have to carry extra insurance to work with BVR/BSBVI?

Answer: The insurance requirements are mandated by the State of Nevada's Risk Management Division and are required in order to conduct business with the state.

Question #11: With regards to the Insurance attachments, is the insurance schedule for Medical Services the only one applicable to my service or are they all considered applicable?

Answer: Insurance requirements are based on your profession. If you are not sure what insurance is required please contact DETR Operations Unit at 775-687-6869.

Question#12: Fingerprinting - Do we return the forms to you and then you send the cards out to us and we bring them to the appropriate authority for fingerprinting?

Answer: All forms, along with the completed fingerprint card, and a certified check or money order made out to Department of Public Safety (DPS) in the amount of \$38.25 need to be sent to:

DETR/Rehabilitation
Provider Agreement Manager
751 Basque Way
Carson City, NV 89703-5146

All providers entering into an Agreement to provide employment support services with Vocational Rehabilitation, and their employees and/or subcontractors, (who have contact with clients) must complete and sign the Criminal Background Check Notice and Authorization form, Fingerprint Background Waiver Form, and the Fingerprint Request Form. These forms are available online at: http://nvdetr.org/Rehab%20pages/Provider_Agreements.htm

Question #13: Do I have to submit my fingerprints for a background check if I have already submitted them through my employer for employment?
(For Job Development/Placement Providers.)

Answer: Yes. Pursuant to the Code of Federal Regulations, Title 28, Chapter I, Section 50.12(b), “Records obtained under this authority may be used solely for the purpose requested and cannot be disseminated outside the receiving departments, related agencies, or other authorized entities.” Criminal history records are confidential and are mailed directly to the Rehabilitation Division from the FBI and the Nevada Department of Public Safety. Should information in the criminal history report be cause for denial of a vendor application or disqualifies an employee of a Job Development Service Provider the individual that submitted the request will be contacted immediately, and, if applicable, the employer will be notified that the employee did not pass the background check.