# Vocational Rehabilitation Services Manual D-200: Purchasing Goods and Services

Revised January 15, 2020

## D-203: Purchasing Decisions

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### D-203-3: Comparable Services and Benefits

Comparable services and benefits, including accommodations and auxiliary aids and services, are resources that are provided or paid for, in whole or in part, by other Federal, State, or local public agencies, by health insurance, or by employee benefits. These resources must be available to VR customer at the time needed and they must be commensurate to the services that the customer would otherwise receive from the TWC-VR. (Based on 34 CFR §361.5(c)(8).)

Comparable services and benefits do not include:

* scholarships or other awards of merit;
* student loans;
* personal loans; or
* customer contributions to the cost of services.

#### Requirement to Use Comparable Services and Benefits

When a customer is determined eligible for VR services, 34 CFR §361.53 requires that prior providing any VR service, TWC-VR must determine whether comparable services and benefits exist under any other program and whether those services and benefits are available to the customer. When comparable services benefits are available, these resources must be used for planned services before using VR funds.

#### Exceptions for Use of Comparable Services and Benefits

Comparable services and benefits must be utilized unless doing so would significantly interrupt or delay:

* the progress of the customer toward achieving the employment outcome identified in the IPE;
* an immediate job placement; or
* the provision of VR services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.

The VR Manager must approve any exceptions to the use of available comparable benefits for the above reasons. Otherwise, no exceptions are allowed to this policy.

While all available resources should be utilized to ensure compliance with [D-203-2: Best Value Purchasing](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d203), the requirement to use comparable services and benefits does not apply to the following goods and services:

* Assessments for determining eligibility and VR needs;
* Counseling and guidance;
* Referral and other services to secure needed services from other agencies;
* Job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services; and
* Rehabilitation technology, including telecommunications, sensory, and other technological aids and devices.

#### Federal Financial Aid

If the customer needs postsecondary training to reach the IPE goal, the customer must be informed that he or she is required to apply for and use, if granted, support from the Federal Financial Student Aid Program that does not include a payback requirement. When applicable, include this requirement on the IPE. Refer to [C-414-6: Financial Aid](https://twc.texas.gov/vr-services-manual/vrsm-c-400#c414-6) for additional information.

#### Services and Benefits for Veterans

The US Department of Veterans Affairs has a range of benefits available to veterans of the military, naval, and air services, and to certain members of their families. Among the benefits available to service-disabled veterans and their families are several types of financial assistance, including monthly cash payments, health care, housing benefits, and educational benefits.

In addition, additional resources for veterans are:

* Centers for Independent Living;
* Community Services for the Blind;
* TWC's Texas Veterans Leadership Program;
* Texas Veterans Commission; and
* the Hazelwood Act.

For additional information, refer to [A-304: Veterans with Disabilities](https://twc.texas.gov/vr-services-manual/vrsm-a-300#a304).

#### Insurance as a Comparable Benefit

VR is the payor of last resort. Comparable benefits and the customer's required participation in the cost of services must be applied before VR funds are spent.

After the customer's primary and/or secondary benefit coverage has been applied and the customer's ability to pay has been determined, if VR is paying a portion of the total owed to the provider, VR may pay an amount equal to the customer's copayment, coinsurance, or deductible due.

VR payment must not exceed:

* the amount allowed by the customer's insurance;
* the allowable VR rate; or
* the VR contract rate whichever is less.

When purchasing hearing aids and accessories, if the customer’s copayment, coinsurance, or deductible is lower than the TWC-VR contracted rate, VR staff must request a contract exception in order to pay the hearing aid dispenser rather than the contracted manufacturer. For more information, see VRSM D-210 Exceptions to Contracted Fees and MAPS Fees.

#### Documenting Use of Comparable Services and Benefits

The exploration of and use and non-use of comparable services and benefits must be thoroughly documented in the customer's case file. This includes documentation in ReHabWorks (RHW):

* Case notes
* Service records
* IPE or IPE amendments
* Closure Services page.

Copies of documents related to approval or denial of comparable benefits must be filed in the customer's paper case file.

#### Documenting Comparable Benefits in ReHabWorks

The following comparable benefits selections can be selected to document the use of comparable benefits when service records, IPEs, and Closure Services pages are developed in ReHabWorks:

* Centers for Independent Living
* Child Protective Services
* Educational Institutions (elementary and secondary)
* Educational Institutions (postsecondary)
* Educational Service Center
* Employers
* Employment Networks (not otherwise specified)
* Federal Student Aid (such as Pell grants, SEOP (Supplemental Educational Opportunity Grant), work study, etc.)
* Intellectual and Developmental Disabilities Agencies
* Lion's Club
* Medicaid Programs
* Medicaid Waiver
* Medical Health Provider (public or private)
* Medicare
* Mental Health Provider (public or private)
* One-Stop Employment and Training Centers
* Other Sources
* Other State Agencies
* Other VR State Agencies
* Public Housing Authority
* Scholarship
* Social Security Administration (Disability Determination Services or District office)
* State Department of Correction and Juvenile Justice
* State Employment Service Agency
* Tuition Waiver (non-blind, non-deaf)
* Tuition Waiver Blind
* Tuition Waiver Deaf
* Veteran's Administration
* Waiver Programs—MDCP In-Home, CLASS & Family Support Class
* Welfare Agency (state or local government)
* Worker's Compensation

### D-203-4: Customer Participation in the Cost of Services

A customer's eligibility for VR services does not depend on the customer's income or liquid assets; however, if the customer's net income or liquid assets exceed the basic living requirements (BLR), the customer must participate in the cost of services.

For a list of services that explains when BLR is or is not applied, refer to [E-400: Applying Basic Living Requirements (BLR) to VR Services**[MS Word](https://twc.texas.gov/files/partners/vrsm-e-400.docx)**](https://twc.texas.gov/files/partners/vrsm-e-400.docx).

The monthly net income and liquid assets levels that are used to calculate the customer's required contribution to the cost of services are available on the [VR Basic Living Requirements (BLR) intranet page](http://intra.twc.state.tx.us/intranet/vrs/html/basic-living-requirements.html).

#### Exception

A customer whose net income or liquid assets exceed the BLR is not required to help pay for services, if:

* the customer is eligible for Social Security disability benefits—that is, Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI); or
* the VR Manager grants an exception because the customer's participation would prevent the customer from receiving a necessary service.

The VR counselor must inform the customer that failure to provide complete and accurate financial information:

* violates federal and Texas law; and
* may result in a denial or delay of services that are not exempt from customer contribution requirements.

#### Determining the Customer's Requirement and Ability to Participate

To determine whether a customer must participate in the cost of services and his or her financial ability to do so, the VR counselor uses the following four-step procedure.

1. Determine whether the customer is required to participate in the cost of services

When determining whether the customer is required to participate in the cost of services, VR staff:

* + considers the monthly net income and liquid assets of the customer;
  + considers the monthly net income and liquid assets of the customer's spouse (if applicable); and
  + considers the monthly net income and liquid assets of the parent or legal guardian if the customer is claimed as a dependent for purposes of federal income taxes; and
  + compares the total monthly net income and liquid assets BLR levels.

NOTE: When completing the Monthly Financial Information screen in RHW, the customer's net income must be entered in the Economic Resources section to get an accurate BLR calculation.

1. Obtain documented proof of the all income and expenses.

When an individual applies for services, the VR counselor requests documented proof of all:

* + income (excluding any payment in-kind, such as food stamps or housing subsidies);
  + liquid assets (cash plus assets that are easily converted to cash);
  + expenses; and/or
  + any allowable additions to the BLR.

A customer who is eligible for Social Security disability benefits (SSI or SSDI) provides only proof of Social Security eligibility. The law exempts recipients of Social Security disability benefits from the requirement to participate in the cost of VR services regardless of income, so no additional proof of income or expenses is required.

1. Calculate the customer's contribution.

When the customer's liquid assets exceed the BLR level after including any allowable BLR additions, the customer must contribute an amount equal to the excess toward the cost of goods and services.

For each month in which VR pays for goods and/or services, the customer must contribute the difference between the customer's monthly net income and the BLR level after including any allowable BLR additions.

The customer's contribution must not exceed the cost of the good and/or service.

1. Review, periodically, the customer's proof of income and expenses.

At least annually, the VR counselor:

* + reviews the customer's income, liquid assets, and expenses; and
  + documents the review results in a RHW case note.

If the customer's income, liquid assets, or expenses change significantly during the life of the case, the VR staff

* reassesses whether the customer must participate in the cost of services;
* documents proof of the changes (and, if documentation is not available, notes the reason in a case note);
* updates the financial information in RHW; and
* documents the reason for the change in the comment section of the financial information page at the time of the update (this will create a case note in RHW when the changes to the page are saved).

If the customer's IPE is developed before proof of income and expenses is received, the VR counselor does not include services that require the customer's participation in the cost (see list of service exempt from customer participate below).

When proof of income and expenses are received, the VR counselor amends the IPE as needed.

#### Types of Income, Liquid Assets, and Required Proof

The table below lists the types of income and corresponding proof required of the customer, spouse, and parent (if the customer is claimed as a dependent).

|  |  |
| --- | --- |
| **Income** | **Proof Required** |
| Net wages and net income from other enterprises | Requires:   * a check stub; * a bank statement; or * an earnings statement. |
| Social Security disability benefits (SSI or SSDI) received by the customer for their disability | No proof is required for the actual income amount of the customer's SSI or SSDI checks; however, proof of eligibility for SSI or SSDI benefits must be in the customer's casefile. |
| All other Social Security benefits (for example, survivor or retirement benefits received by the customer or the customer's spouse or parents, Social Security disability received by the customer's spouse or parents, and so on) | Requires:   * an award letter; * a check stub; * an income tax return; or * a bank statement. |
| The following income received by the customer:   * Public support payments * VA income benefits * Unemployment compensation income * Workers' Compensation income * Private disability insurance * Annuities | Requires:   * an award letter; * a check stub; * an income tax return; or * a bank statement. |
| Child support payments received by the customer | Requires:   * an award letter; * a check stub; * an income tax return; * a court order; or * a bank statement. |

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| --- | --- |
| **Liquid Assets** | **Proof Required** |
| Cash and assets from savings or other accounts | Account statements |

#### Refusal to Provide Financial Information

Customers have the right not to disclose their financial information. However, when a customer declines to provide the information, VR assumes that the customer has resources that exceed the BLR level, after including any allowable BLR additions. In such a case, the customer must fully participate in the cost of planned services, except in the case of the services listed in "Services Exempt from the Customer's Cost Participation" below.

#### Calculating Customer Participation

The customer's required contribution to the cost of services is referred to as the Basic Living Requirements (BLR).

RHW is designed to automatically calculate a customer's participation based on:

* 200 percent of the United States Health and Human Services Poverty Guidelines; and
* the customer's income, family status, and economic need, as entered in RHW.

See the U.S. Department of Health and Human Services Poverty Guidelines for the current fiscal year and see VR's BLR tables; these tables are available to the public upon request.

RHW determines the amount that a customer must contribute to the cost of services, based on the customer's net monthly income and family size as related to the poverty guidelines for the current fiscal year.

The amount is calculated as monthly but is applied only in the months that a service or good is provided that requires participation in cost of services.

#### Allowable Additions to BLR

The total monthly costs of the allowable additions below are automatically added to the BLR when entered in RHW.

| **Allowable Additions** | **Proof Required** |
| --- | --- |
| Monthly home mortgage or rental payments | Required:   * statement; * canceled check; * money order stub; * contract; and * lease. |
| Prescribed diet and medicines used by the customer | Required:   * itemized receipts; or * canceled checks. |
| Debts imposed by court order | Court record |
| Medical costs and disability-related expenses of the customer  Based on 34 CFR §361.54(b)(2) | Required:   * itemized statements; or * canceled checks. |

#### Payments

When feasible, a customer who is participating in the cost of goods and/or services pays the service provider directly. When direct payment to the provider is not feasible, the VR counselor arranges for the customer to submit the required amount to TWC-VR by check or money order.

However, if the customer exceeds BLR and the amount they are required to pay towards the cost of services is in excess of the contracted cost for hearing aids and accessories, the customer must submit the required amount to TWC-VR by check or money order.

When paying TWC-VR, the total amount that the customer is required to pay must be received prior to any service authorizations being issued.

When receiving a payment from a customer to meet BLR requirements, the VR counselor or RA:

* documents the receipt of the check or money order in a case note in RHW;
* draft a memo that includes the customer's identifying information, including case i.d. and specific details that explain the purpose of the funds and the date received in the field office and mailed to TWC Revenue and Trust Management;
* make a paper copy of the check or money order and the memo;
* file copies in the customer's paper casefile; and
* mail the original check or money order and the memo to:

Texas Workforce Commission  
Revenue & Trust Management  
PO Box 149261  
Austin, TX 78714

For questions, contact TWC Revenue and Trust Management Depository section at (512) 463-2611.

#### In-kind payments

The customer may pay "in kind" for certain services listed on the IPE; for example, paying for transportation to receive services, or paying for uniforms, textbooks, and the like.

#### Services Exempt from the Customer's Cost Participation

The VR counselor reviews with the customer the customer's agreement to pay for the cost of services.

For a list of services that explains when BLR is or is not applied, refer to [E-400: Applying Basic Living Requirements (BLR) to VR Services**[MS Word](https://twc.texas.gov/files/partners/vrsm-e-400.docx)**](https://twc.texas.gov/files/partners/vrsm-e-400.docx).

Services exempt from the customer's cost participation include the costs for:

* the assessment for determining the customer's eligibility;
* the assessment for determining the customer's VR needs, including associated maintenance and transportation;
* VR counseling and guidance and referral for other services;
* in-house services provided directly by VR staff;
* job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
* personal attendant services;
* any auxiliary aid or service (for example, interpreter services) that a customer with a disability requires to participate in the VR program;
* diabetes education services;
* orientation and mobility services; and
* Preemployment Transition Services (PreETS).

This policy must be applied uniformly to all customers in similar circumstances.

#### SSI and/or SSDI Recipients

Customers eligible for SSI or SSDI because of a disability are exempt from the cost participation requirement. Limitations on payments (for example, on payment of tuition and fees) are also not applied; however, VR policy on the use of best value and comparable services and benefits must be followed for all VR customers.

#### Potentially Eligible Customers

BLR does not apply to services that are provided directly to potentially eligible VR customers; however, policy on the use of best value and comparable services and benefits must be followed for all VR customers.

#### Students or Youth with Disabilities

The BLR does not apply to:

* the cost of participation in training seminars and GSTs for students or youth with disabilities (see [C-1307-1: Student Participation in the Cost of Training Seminars and GSTs](https://twc.texas.gov/vr-services-manual/vrsm-c-1300#c1307-1)); or
* the cost of parents or legal guardians to participate in the training seminars and GSTs for students or youth with disabilities (see [C-1307-2: Family Participation in Training Seminars and GSTs](https://twc.texas.gov/vr-services-manual/vrsm-c-1300#c1307-2)).

The BLR is applied to the following expenses associated with participation in training seminars and GSTs for students or youth with disabilities:

* incidental expenses and transportation costs for the student to participate in the services; and
* transportation costs for family members, unless a parent or representative is required to participate in the activity for the student to attend.

VR policy on the use of best value and comparable services and benefits must be followed for all VR customers.

### D-203-5: Separation of Duties

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### D-203-6: Ethics of Purchasing

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### D-203-7: Service Category Codes

In ReHabWorks, there is a drop-down list of service descriptions from which an entry is selected when creating a service record. The selected service category code helps determine the applicable receiving and payment requirements enforced by ReHabWorks and may be used by the system to determine whether a transaction can be paid in advance.  Proper selection of the service category code supports VR’s ability to ensure:

* compliance with federal reporting obligations;
* proper use of VR funds;
* compliance with state comptroller requirements; and
* proper categorization of goods & services for the SSA-VR reimbursement process.

Staff must use the correct service category code for the good or service being authorized, and service category code selection is reviewed as a part of the formal technical and purchasing case review process.  For questions about service category code selection process, VR staff can email [vr.rhw.datamaintenance@twc.state.tx.us](mailto:vr.rhw.datamaintenance@twc.state.tx.us).

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## D-205: Purchasing Threshold Requirements

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### D-205-3: Competitive Bids

Obtaining competitive bids ensures the agency is complying with applicable State purchasing requirements and Federal grant requirements. We must also apply best value purchasing principles, as outlined in [D-203-2: Best Value Purchasing](https://twc.texas.gov/vr-services-manual/vrsm-d-200" \l "d203-2), to the extent possible.

Services authorizations must not be split to avoid the requirement to obtain bids as this is a violation of State procurement requirements, Federal grant requirements, and purchasing ethics. Therefore, this is subject to corrective action and documentation in the Performance Improvement Plan section of the staff member’s next Performance Planning Review.

#### Competitive Bids Required

Competitive bids are required for the purchase of:

* non-contracted goods and services when:
  + the total cost of purchases from a single service provider or
  + the total cost of a single service authorization (SA) is greater than $5,000;
* tuition and required fees for training at an out of state or private training institution;
* room and board greater than $5,000 per semester when paid directly to a private or out of state training institution; and
* room and board greater than $5,000 per semester when paid to an off-campus housing facility, such as apartment complexes or other rental properties.

When competitive bids are required, these bids may be obtained by field staff and must be documented in a purchasing case note as cost comparisons in a RHW case note. At a minimum, the bid documentation must include the:

* name, address, and phone number of the providers contacted; and
* details of the responses from providers, such as brand. make, model, description of good or service, and the prices quoted.

If a potential provider is contacted and is not able or willing to provide a bid (cost estimate), this is referred to as a "no bid"; include this in your documentation.

When the service authorization is generated by field staff for a purchase that requires a bid, RHW saves the SA as a draft. The generation of this draft SA alerts procurement staff, who will review the documentation in RHW to ensure compliance with policies and procedures for the specific purchase, including the documentation of the required bids and justification for the use of VR funds. If there are questions or concerns about the documentation, procurement staff will contact the issuer of the SA. Once procurement staff confirm that there is documentation of the required bids, the SA will be released, and field staff may proceed with the purchase. For additional information about draft SA’s, refer to ReHabWorks Users’ Guide.

#### Competitive Bids Not Required

Competitive bids are not required for the purchase of:

* goods and services when the total cost of a single SA is less than $5,000;
* goods and services when the total cost of all related purchases from a single service provider is less than $5,000;
* contracted goods and services;
* MAPS purchases;
* tuition and required fees for training at a public training institution in the state of Texas; and
* room and board for training when paid directly to a public training institution in Texas.

If the product or service is not under contract or is not a MAPS purchase, and the cost is less than $5,000, competitive bids are not required; this is referred to as a spot purchase.

Refer to D-205-4: Exceptions to Purchasing Threshold Requirements for a specific list of goods or services that are exempt from these threshold requirements.

### D-205-4: Exceptions to Purchasing Threshold Requirements

Purchasing threshold requirements are in addition to any other published policies and procedures for the purchase of specific goods and services. If a good or service is listed below as "exempt" from the purchasing threshold requirements in this section of the VRSM, staff must review other sections of the VRSM to ensure that they have complied with all processes and procedures before generating the service authorization.

The following purchases are exempted/excluded from the purchasing threshold requirements throughout [D-205: Purchasing Threshold Requirements](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d205):

* contracted hospital services;
* contracted durable medical equipment (DME);
* contracted orientation and mobility or diabetes education services;
* contracted hearing aids and related products;
* interpreter/CART services for students enrolled in training programs for longer than 30 days when paid to paid directly to the training institution or an appropriately contracted service provider;
* medical goods and services, including orthotics and prosthetics and low-vision devices, purchased using MAPS codes;
* tuition, required fees, and room and board for training when paid directly to a public training institution in the state of Texas (excludes room and board paid to other entities, such as apartment complexes and private training institutions);
* contracted vehicle modifications; and
* other contracted services, as established and described in the VR Standards for Providers manual.

**Multicustomer SAs**

The purchasing threshold requirements in D-205: Purchasing Threshold Requirements do not apply to the total cost of a multicustomer service authorizations. However, threshold requirements do apply to multicustomer service authorizations when a per customer cost reaches one of the threshold amounts. When a per customer cost reaches one of the threshold amounts, including the $2,500 threshold for pre-purchase reviews, the purchase requires the same approvals and reviews as a single non-multicustomer SA would require.

For additional information about multicustomer SAs, refer to [D-213-5: Multicustomer Purchases](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d213-5).

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## D-206: Purchasing Restrictions

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### D-206-2: Payee Restrictions

TWC-VRD has the responsibility to maintain a high level of ethical standard when purchasing goods and services for VR customers. This includes but is not limited to avoiding direct conflicts of interest and the appearance of impropriety in the purchasing of goods and services.

#### Family Members of VR Customers

To prevent a conflict of interest, VR must not purchase goods or services for the customer from a family member.

The term "family" includes:

* spouse;
* child;
* parent;
* grandparent;
* brother;
* sister;
* cousin;
* aunt;
* uncle;
* niece;
* nephew;
* any other individual related by:
  + kinship;
  + adoption; or
  + marriage (such as a step relative, for example, stepchild, stepparent);
* all related individuals who are dependent upon the employee or employee's family member for personal care or services on a continuing basis; and
* all individuals living in the same household with the employee or with an employee's family member (regardless of kinship).

The only exceptions to this policy include purchase of personal assistant services or transportation services, which may be purchased from a customer’s family member. Refer to [C-1403: Personal Assistant Services](https://twc.texas.gov/vr-services-manual/vrsm-c-1400" \l "c1403) and [C-1402: Transportation Services](https://twc.texas.gov/vr-services-manual/vrsm-c-1400" \l "c1402).

#### Customer Representatives

To prevent a conflict of interest, VR must not purchase goods or services for the customer from a provider who is serving as the customer's representative.

Goods and services may be purchased from a provider who is serving as the customer's representative only:

* before the customer designates the provider as his or her representative; or
* after the customer has revoked the provider's authority to act as his or her representative.

Exceptions are not allowed to this policy.

For additional information, refer to D-203-6: Ethics of Purchasing and C-105-3: Counseling and Guidance Ethics.

### D-206-3: Out-of-State Purchases

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### D-206-4: Taxes

Purchases made for the state are not subject to Texas sales taxes per Texas Administrative Code Title 34, Part 1, Chapter 3, Rule §3.322.

State agencies are not automatically exempt from paying any tax or fee assessed by the United States, another state, or the State of Texas; however, the State of Texas is exempt from paying sales and use taxes.  A taxable item sold, leased, or rented to the State, or a taxable item stored, used, or consumed by the State is exempt from the following taxes and surcharges:

* Retail sales,
* Leases and rentals of most goods, and
* Taxable services.

When working with new providers, inform them that purchases made for the state are not subject to Texas sales taxes.

When purchasing goods from providers in other states, out-of-state sales taxes should not be paid when:

* FOB destination is specified on the PO, and
* delivery is to a Texas address.

A statement is included on all SA’s that ensures that providers are reminded of this restriction on each SA.

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## D-210: Exceptions to Contracted Fees and MAPS Fees

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### D-210-3: Exceptions to Hospital Contracts

If a customer needs a medical service at a hospital that does not have a VR contract:

1. The assigned MSC contacts the regional quality assurance specialist to review the VR need for the procedure and that it was well documented.
2. The regional quality assurance specialist will send the VR3423 form to the CMU mailbox for assignment to a contract manager.
3. The assigned contract manager will negotiate a rate for the contract exception.
4. The contract manager will then submit the VR3423, Exception to Contracted Hospital Purchase form to the VR Division Director for final approval.
5. The contract manager will return the executed VR3423 to the regional quality assurance specialist.

Hospital contract payments that are below the contracted rate or made in addition to the contracted rate are permitted when the customer's circumstances warrant. Refer to VRSM C-702-6: Reduced Payment Agreement for additional information, including information on the use of [VR3422, Reduced Payment Agreement](https://twc.texas.gov/forms/index.html).

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## D-211: Setting Up and Paying Providers

Before the service record is generated and before the SA is issued, the staff member ensures that:

* the service provider, customer, or individual has been established in RHW as a provider; and
* the service provider, customer, or individual is linked to the appropriate specifications.

If the service provider, customer, or individual is not already established as a provider, the unit purchasing specialist reviews the:

* [VR1020, TWC Substitute W-9 and Direct Deposit](https://twc.texas.gov/forms/index.html) form; or
* [VR1021, Consumer or Parent Information and Direct Deposit](https://twc.texas.gov/forms/index.html) form when setting up a customer or a customer's family member to receive payments (such as maintenance or transportation).

Both of these forms include additional instructions for completing and submitting the forms to establish the providers in RHW.

Note: State law prohibits the state comptroller from paying funds directly to anyone who owes the state because of delinquent taxes or a defaulted debt, such as a guaranteed student loan.

Refer to D-206-2: Payee Restrictions for additional policies and procedures regarding restrictions related to the provider’s association with the VR customer and how this may impact the purchase of goods and services.