



Policy No. 709	Subject: Authorizations and Billings
Section: Other Policies and Procedures	Revised: 09/2016
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1. DESCRIPTION

IVRS uses a unified authorization and billing form (R-450). Both processes are accommodated on one form, which has been designed for ease of completion by all parties. Changes to authorizations (i.e. cancellations and amendments) also utilize this form.

Services are included in the [Individualized Plan for Employment \(IPE\)](#) and entered and approved in IRSS prior to purchasing goods and services. In the event circumstances require a verbal authorization to be made, it shall be followed up with an IRSS entry and approval at the earliest possible time.

IVRS requires staff to obtain three itemized competitive bids for goods and services costing \$1,500 or more, prior to authorizing these amounts. Use of the [Job Candidate Procurement Approval Worksheet](#) is required.

2. RECEIPTS AND DOCUMENTATION

Attach receipts or other documentation to the billing sent to financial staff to support the expense.

When the job candidate is the payee, the job candidate must sign the billing in addition to providing supporting documentation.

3. FAXED INVOICES

Receiving/using a faxed or emailed copy of an invoice is acceptable for payment if this is the vendor’s normal business practice for billing. Before sending the copy to financial



staff, note on the invoice that this is the vendor’s normal way of doing business with IVRS.

4. IVRS APPROVAL AND DATE

An authorized staff person must indicate their approval of the payment of the claim by initialing and dating the “For IVRS use only” box. Professional staff must approve payment for contracted services provided by a Community Rehabilitation Partner (CRP) after assuring that the service has been delivered and performance measures are met. After entering the billing information into IRSS, make copies of the signed R-450 form and invoice (if one was received), and forward the original R-450 billing form with payee signature to Financial for payment processing, or if no payee original signature on billing, then forward the original R-450 billing form with original invoice attached to Financial for payment processing.

5. DEFINITION OF SERVICE DATE WHICH INDICATES FISCAL YEAR

Please refer to the financial policy titled [Fiscal Year Determination for VR Case Service Expenditures](#) for this information.

6. GUIDELINES FOR EMAILING R-450 FORMS

Email is a convenient and inexpensive mechanism for sharing information. At the same time, issues of confidentiality and security must be addressed to ensure the privacy of our job candidates is maintained.

When emailing authorizations to vendors and job candidates, please follow these IVRS guidelines:

- a. Attach the authorization to an email in the PDF version generated from IRSS to reduce the risk of alteration after emailing.
- b. Be aware of the following risks associated with sending confidential emails by email:
 - i. Use care when typing email addresses and double-check for accuracy to avoid sending to an incorrect address by mistake.
 - ii. Make advance arrangements to ensure email is received by a specific individual.



- iii. Avoid sending to shared email accounts where messages may be opened by an unintended recipient. Any message may be forwarded to unintended recipients.
 - c. The authorization form is considered confidential under the Open Records Law as it contains job candidate information. In the event of an open records request, all email must be reviewed to redact job candidate information. As a way to filter and identify the confidential authorization emails, always use a standard subject line of “SecureMail – Confidential R-450 – This is not a bill” when sending authorizations by email. The recipient will receive a plain text message indicating they have a secure email from the State of Iowa. The recipient will be required to set up an account to retrieve the secure email. Email messages are kept on the system for 14 calendar days and then are deleted by the system automatically. Following is a link to a folder containing information about how to use the Secure Email System for internal and external users: //vrdsdfs2/agency_wide/Encrypted_Email.
 - d. When sending the authorization only to the job candidate, use the following message in the body of the email: “Attached is your copy of the IVRS authorization for services as agreed to by you and your vocational rehabilitation counselor. It is not a bill. If the authorization services form is not correct please contact your counselor as soon as possible at the number listed. Thank you.”
 - e. When sending the authorization only to the vendor, use the following message in the body of the email. “Attached is an official IVRS authorization for services and billing (R-450) form. Receiving this document from an authorized IVRS representative and email account is proof of authorization of services and is used in lieu of authorized signature. Refer to the attached R-450 form for further instructions and information. Thank you.”
 - f. When sending the authorization to the vendor and job candidate in the same email, protect the job candidate’s email address by inserting it in the bcc field. Use the message for the vendor noted in number 5 (above) for the body of the email.



- g. When sending the authorization by email, do not include the job candidate's Social Security number as part of authorization description nor include this in any part of the message. Only the last 4 digits of a Social Security number may be noted when using email correspondence.
- h. As a reminder, use appropriate email etiquette.
- i. Should correspondence become prolonged, notify job candidate to come in or discuss issues by phone to minimize security risk.