STATE OF WISCONSIN DWD

Department of Workforce Development

Vocational Rehabilitation

Service Delivery Expectations Across DVR Statewide Services

SERVICE PROVIDER TRAINING

2026 RELEASE

Training Objectives

- Overview of shared expectations across DVR Statewide Services.
- Clarifies how services are authorized, delivered, and documented.
- Supports consistent communication, reporting, and invoicing practices.

How Statewide Services Work in DVR

- DVR services follow a structured process:

Referral/ PO
- Consumer + DVR identify need.
- PO issued.

Service Delivery
- Contact within 5 days.
- Deliver per Tech Specs.

Reporting
- Document service + progress.
- Required for payment.

Invoicing
- Must match PO + report.
- Submit within 60 days.

Payment
- Typically net 30 days from invoice approval or IRF.

Authorization & Expectations

How DVR Authorizes Services

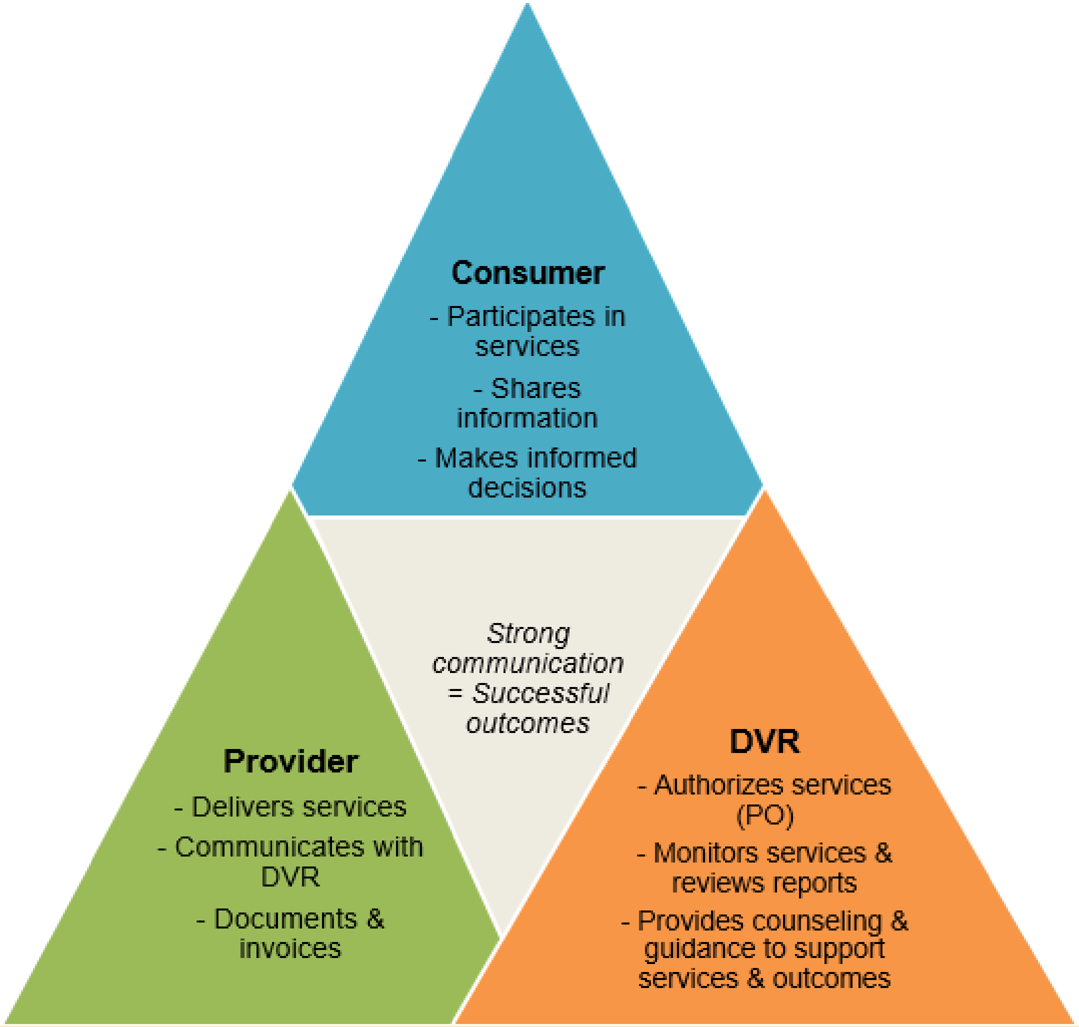
- DVR authorizes services using a Purchase Order.
- PO defines:
  - Authorized service(s)
  - Start date and end date (service timeframe)
  - Quantity and rate of the service
- PO must be received prior to the start of services.
- No PO = no service delivery.

How DVR Authorizes Services

- PO / Referral may include:
  - Individualized Plan for Employment (IPE)
  - Background/assessment information
  - Purpose and/or goals of the service
  - Functional Assessment Rating (FAR), including consumer disability limitations
- Important information or notes may be included in the "Notes" section of the PO.

Roles & Communication

- Effective services rely on:
  - Ongoing communication (DVR, provider, & consumer).
  - Shared expectations.
  - Problem-solving together.



Roles and Communication

- Consumer Engagement and Partnership (cross-service standard)
  - Establish a contact standard (frequency, method, duration).
  - DVR must be notified promptly for safety concerns or urgent issues or risks.
  - Use professional judgement for non-urgent updates.
  - Review the Shared Roles & Responsibilities across DVR Services document with consumers, to support shared understanding.

Service Delivery Expectations

Cross-service expectations:

- Contact consumer within five (5) days of the receiving the PO.
- Services align with competitive integrated employment (CIE) principles.
- Authorization for services (PO) is required before services begin.
- Services must follow technical specifications and timeframes.

Managing Purchase Orders (POs)

- POs define:
  - Service authorization.
  - Expected timeframe.
- DVR has fiscal rules that dictate how long a PO can be written for, depending on the service.
- DVR may extend POs as needed based on service duration.
- Providers are responsible for:
  - Tracking service timelines within the authorized timeframe.
  - Communicating with DVR about delays or needed adjustments.

Reporting
(Service Delivery Documentation)

Reporting Expectations

- Reports are required for all services per specifications.
- Ongoing/monthly services:
  - Submit report monthly (due within five days of the end of the month).
- One-time/completion services:
  - Submit within five business days of completion of service.
- Reports are used by DVR to:
  - Monitor consumer progress.
  - Identify next steps.
  - Make service decisions.
  - Authorize payment for completed services.

How Reports Are Submitted to DVR

- Reports should be submitted using DVR's approved methods.
- The preferred method ensures the fastest access and reduces processing delays.
  1. Service Provider Portal (preferred)
  2. URL Upload
  3. Fax
  4. Email
- More information on DVR report submission methods available at: How to Submit Reports to DVR

Preferred Method – Portal Upload

- Attach reports directly to consumer case.
- Select correct report month/year.
- Reports are immediately visible to DVR staff.
- Providers can view uploaded reports.
- Errors must be correct through DVR (cannot delete).

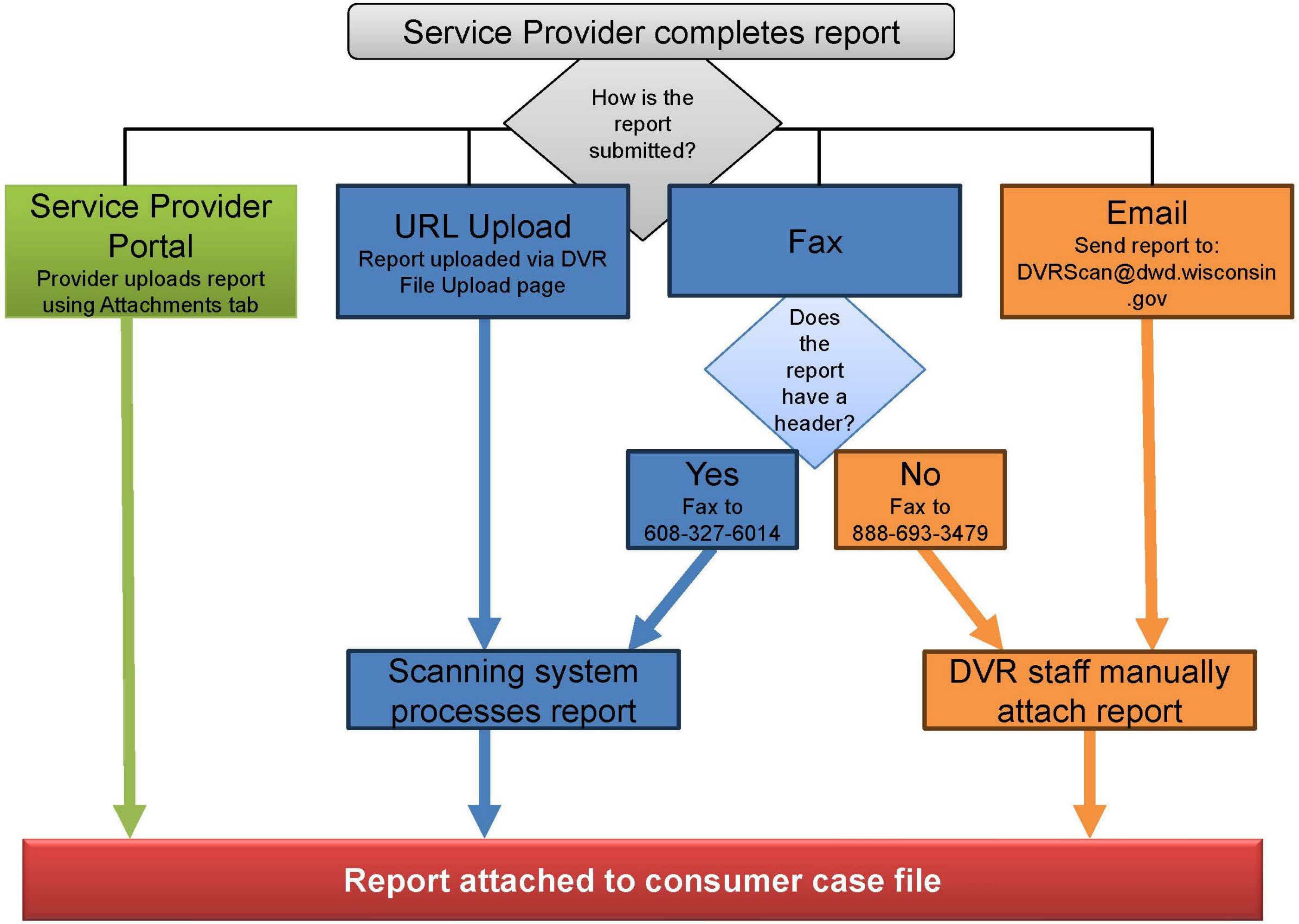
Alternate Report Submission Methods

URL Upload	Fax	Email
Uses portal credentials	Two numbers depending on format	Sent to DVRScan inbox
Routes into IRIS system	Some versions require headers	Manually attached by DVR staff

Report Submission Best Practices

- Verify consumer IRIS number before submitting
- Use correct report form for service type
- Do not alter report formatting or headers
- Do not include cover letters
- Use correct provider abbreviation
- Submit complete, final versions of reports

How Reports Enter DVR Systems



Fiscal Rules
(Invoicing)

Fee and Payment Rules

- Services must comply with Technical Specifications to be eligible for payment.
- Providers may not seek or accept payments from another source for the same consumer and service funded in the same timeframe as DVR-funded services.
- Providers must retain documentation to support billing. DVR may request supporting documentation to verify service delivery.
- Missing or incomplete reports must be corrected within ten (10) business days.
- No cancellation fees will be paid for Statewide or Other Services.

Written authorization for services, when a provider does not have a reported waitlist for that service, assumes the provider has the capacity to serve the consumer and comply with the timeframes outlined in the Tech Specs and Fee Schedule. DVR may monitor service completion timeframes.

Invoicing Basics & Timing

- Invoices must be submitted:
  - As soon as possible after service is complete.
  - At the latest, within 60 days of service end date.
- Invoices must accurately reflect:
  - PO authorization.
  - Actual services delivered (time & deliverable).
  - Reported information.
- A copy of the PO is **not** an invoice.

Invoicing Requirements

- Invoices must include:
  - Actual dates of services (not dates on the PO)
  - Invoice date
  - Invoice number
  - PO number(s)
  - Provider name, address, contact info, federal ID or FEIN #
  - Consumer name(s) (and case identifier number(s))
  - Itemized services or goods with costs breakdown per consumer
  - Invoice total
  - Remit-to address
  - Authorized signature
  - Required certification statement (for Statewide Service Providers)

What Delays Payment?

- Common errors:
  - Missing or late reports
  - Invoice/report mismatch
  - Expired PO or no PO
  - Missing required invoice elements
  - Not updating change of address

DVR Systems

(Provider Portal)

DVR Provider Portal = Service Delivery System

- The Service Provider Portal is the primary system used to manage DVR services.
  - Reporting (service documentation)
  - Purchase Orders (authorization and assignments)
  - Invoicing (submission and tracking)
- Documentation submitted in the portal supports:
  - Service verification
  - Case decision-making
  - Payment approval

DVR Provider Portal - Basics

- Access is limited to authorized and trained staff
- Each user must have their own account
- Agencies assign roles based on responsibilities
- Key roles (simplified):
  - Staff: view assigned cases and POs
  - Administration: view all items; unable to sign agreements.
  - Main Contact: view all items; able to sign agreements.
  - Invoicer: creates and submits invoices; is also Staff or Other.
  - Other: attach files, access POs; no access to IPE/FAR, etc., unless assigned.
- Most provider staff will only see POs and consumers assigned to them.

DVR Provider Portal – POs & Alerts

- POs are assigned to individual staff.
- Your assigned POs appear in: **My Work List**
- You can also search:
  - Purchase Orders
  - Consumers
- The portal will notify you when:
  - A new PO is assigned
  - A PO is changed (dates, units, etc.)
  - DVR sends a message or shares an attachment
  - An invoice is requested
- Optional setting to receive emails when a new PO has been assigned to you or a new message has been received (personalize in My Personnel Info tab).

DVR Provider Portal – Provider Waitlists

- Providers are responsible for keeping waitlist statuses accurate in the portal to reflect current service availability **and** consumer status.
- If a provider has a waitlist for a service and a new PO is issued for that service/county, the PO will automatically have a waitlist flag (checked).
- The waitlist flag should be reviewed and updated when:
  - A new PO is received or assigned
  - Services begin or resume with a consumer
- Providers should periodically review assigned POs to ensure waitlist flags remain accurate.
- Waitlist flags should also be reviewed during invoicing processes, as services have been delivered and the flag should no longer be checked.

DVR Provider Portal - Invoicing

- Preferred method of submitting invoices is via the DVR Portal.
  - Select PO line → Create Invoice
  - Enter:
    - Invoice number
    - Actual service dates
    - Quantity (required)
  - Save draft if needed
  - Submit when complete (read-only after submission)
- Reminders:
  - Portal does **not** auto-save.
  - Use “Submit to DVR” to finalize invoice.

DVR Provider Portal - Invoicing

Portal tips and features; common functions

- Invoice search by:
  - Status
  - Invoice number
  - PO number
- Import additional PO lines if needed.
- Attach receipts when applicable.
  - Upload in Consumer Summary – Attachments tab
  - Link to invoice line by clicking "Associate Attachment"

Support and Wrap Up

Common Pitfalls

- Starting services before a PO is issued
- Waiting to communicate issues
- Submitting incomplete or unclear reports
- Missing reports
- Invoicing too late
- Mismatch between service, report, and invoice
- Duplication of services
- Starting with good intent but drifting from Tech Specs

Key Takeaways

- DVR authorization (PO) is required before services can begin.
- Technical Specifications are the governing reference for services.
- Communication with DVR should be ongoing - not just through reports.
- Documentation must support both service delivery and billing.
- Timely reporting and invoicing are critical.

Where to Find Information

- DVR Service Provider webpages include:
  - Technical Specifications
  - Fee Schedule
  - Reports/Forms
  - Announcements & updates
  - Service Provider trainings
    - Required trainings
    - Technical assistance
  - Guidance and Tools

Additional Information

DVR Service Provider webpage:
https://dwd.wisconsin.gov/dvr/service-providers/

Contact us:
DVRServiceProviders@dwd.wisconsin.gov