# Vocational Rehabilitation Standards for Providers Manual Chapter 24: Communication Access Services

Revised January 15, 2024

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## 24.3 Interpreting Services

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### 24.3.3 Outcomes Required for Payment

For interpreting services, the provider must submit the following for payment:

* , and
* Documentation on a separate document or on the invoice of the following:
  + Customer name
  + Location where service was provided indicating any service provided remotely
  + Assignment date and time
  + Assignment duration
  + All addresses traveled to during the round-trip (if billing for travel time)
  + Service provider name
  + Service provider certification level

Invoices for cancellation fees, including cancellation upon arrival, must state the fees being billed are cancellation fees and not actual services provided.

## 24.4 Communication Access Realtime Translation (CART) Services

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### 24.4.3 Outcomes Required for Payment

For CART services, the provider must submit the following for payment:

* , and
* Documentation on a separate document or on the invoice of the following:
  + Customer name
  + Location where service was provided indicating any service provided remotely
  + Assignment date and time
  + Assignment duration
  + All addresses traveled to during the round-trip (if billing for travel time)
  + Service provider name
  + Service provider certification level

For remote CART services, the provider must submit the following for payment:

* Unedited transcript in Microsoft Word
* Complete and accurate invoice

Invoices for cancellation fees, including cancellation upon arrival, must state the fees being billed are cancellation fees and not actual services provided.

## 24.5 Communication Access Reimbursement of Travel Costs

### 24.5.1 Service Description

For out-of-area travel, the reimbursement of travel-related costs is based on round-trip travel and payment can include reimbursement of approved:

* lodging; and
* per diem.

The VR program does not reimburse for travel expenses to transport customers.

Providers do not qualify for a state tax exemption.

Travel per diem for overnight accommodations may be provided only with prior approval from VR with a service authorization for projected travel costs. Lodging and meal reimbursements are approved by VR and must use the information in the fee schedule.

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### 24.5.3 Outcomes Required for Payment

The communication access provider must submit the following for payment:

* , and
* Documentation on a separate document or on the invoice of the following:
  + Customer name
  + Location where service was provided indicating any service provided remotely
  + Assignment date and time
  + Assignment duration
  + All addresses traveled to during the round-trip (if billing for travel time)
  + Copies of receipts and supporting documentation for all expenses
  + Service provider name
  + Service provider certification level

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