



Division of Rehabilitation Services

Karen B. Salmon, Ph.D.
State Superintendent of Schools
Scott Dennis
Assistant State Superintendent

This message is for all DORS Approved Vendors.

**New requirement:
All Invoices and Reports to be submitted to DORS by fax.**

Background

DORS Vendors regularly submit Invoices and Reports to DORS offices through a variety of means, such as emailing DORS Staff directly, faxing, mailing and hand delivery. Unfortunately, these multiple processes can result in misplaced invoices/reports, poor internal controls, and delayed payments among other issues. Consumers' Personally Identifiable Information (PII) is at risk to exposure/loss.

Effective as of **August 1st, 2019**: To ensure a secure process is consistently applied to the receipt of all Invoices (and supporting documentation reports), DORS is requiring all Vendors to fax the invoices and reports to the DORS office at which the Authorization originated.

DORS has instituted the use of a secure e-faxing process, referred to as Retarus e-faxing. This secure e-faxing process will ensure Consumer PII is protected, will reduce the likelihood of lost/misplaced invoices and reports, and reduce the amount of printed materials. Requiring one avenue for invoice/report submission will support consistency for DORS vendors and offices across the state, which also increases internal controls for invoice processing.

Actions

- Office locations and fax numbers are found on the Public webpage [DORS Office Locations](#)
- All DORS Authorizations now contain wording regarding the faxing requirement.
- Reports and invoices are to be submitted separately for each Authorization/Consumer.
Batches of reports and invoices will no longer be accepted.
 - For example, if a Vendor wishes to submit invoices and reports for 10 different Consumers, they are to submit 10 separate faxes: one fax (containing a report and an invoice) for each Consumer.
 - If a Vendor sends an e-fax which contains invoices/reports for multiple Consumers, they are to be contacted, informed the Invoices/Reports won't be processed, and asked to follow the instructions.
- Similarly, all Invoices are to be for one (1) Consumer.
- All invoices must include an Invoice number.
 - The Invoice number may not be the Consumer's name, the Consumer's DORS Identification number, or the DORS Authorization number.

- After **October 1st, 2019** invoices/reports received by any means other than e-faxing will not be processed/accepted. Staff will assist with helping Vendors adjust to this new requirement by providing individual reminders during Team meetings, email correspondence, liaison meetings, etc.
- **Electronic Signatures on Reports:** All reports are to be signed by the Vendor. The following formats are acceptable:
 - a scanned document which contains a hand-written signature (in black ink);
 - a pdf document, on which the "stamp" function has been utilized and shows the Vendor's approval, name, date, and time;
 - the following phrase is included near the signature line: "I hereby declare or affirm under the penalties of perjury the contents of the foregoing report are true and accurate, as authenticated by my electronic signature."
 - Some other format which authenticates the signature.
- **Requests for additional hours:** All Vendor requests to provide Service hours (such as Job Coaching) above/beyond what is on the Original Authorization should be discussed in advance with the DORS Counselor.
 - If a Vendor requests additional Service hours on an existing Authorization, before submitting an Invoice, the existing Authorization may be amended.
 - If a Vendor submits an Invoice on an existing Authorization, which has more hours than is Authorized *and* hasn't received prior approval for the extra hours, DORS Counselors are to create a NEW Authorization for these hours, rather than amend the current open Authorization; as well as request the Vendor to refrain from exceeding the authorized hours in the future.
- **NOTES:**
 - If you hand-sign the report, please use black ink.
 - Vendors are not required to fax information other than Invoices and Reports; but can certainly chose to do so, as this is a secure method for transmitting information.
 - REMINDER: Any documents containing Personally Identifiable Information (PII) must be transmitted using secure methods (i.e. faxing or Virtru protected email).