

**RSM 3
FINANCIAL POLICIES AND PROCEDURES MANUAL
SECTION 1100**

PURCHASE PROCEDURES

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1101 Authorizations for Services

Obtaining goods and services for applicants and participants is accomplished through the authorization process. AWARE™ includes three types of authorizations:

- Recurring (Maintenance, Transportation, and Other)
- Service (service request to WTC)
- Vendor

See **RSM 2, Section 1200** for a description of WTC Service authorizations.

This section includes policy and procedures for Vendor Authorizations, beginning with **Section 1102**, and Recurring Authorizations at **Section 1105**.

1102 Purchase from Vendors

Purchases from vendors may be made by case services credit card when possible or by authorization. With either method, the purchase must be pre-approved in writing by a DORS official. All required supervisory, administrative, and Central Office approvals, in accordance with **Section 1005**, must be obtained prior to initiating the purchase. If an R-Stars transfer of funds is required for a purchase from another state agency, staff will request assistance from DORS Fiscal Operations through supervisory channels.

1102.01 Use of DORS Case Services Credit Card

- a. **Purpose** – The purpose of the DORS case services credit card is to increase efficiency in the purchase of goods and services for DORS consumers.
- b. **Requirements** – Purchases using the case services credit card may be made only by DORS staff authorized to use the card. All purchases using the case services credit card are subject to the same requirement as purchases made with a case service authorization. The credit card is to be used in accordance with the [Comptroller's Corporate Purchasing Card Program Policy and Procedures](#).
- c. **Sanctions** – Improper use of the agency case services credit card may result in disciplinary actions and possible reimbursement to the agency for the purchases made by the card holder, as deemed appropriate by MSDE.
- d. **Authorized Users** – Case services credit cards will be issued to the Supervisors in the Office of Field Services (OFS), Office for Blindness & Vision Services (OBVS) and the Workforce & Technology Center (WTC). Only in rare cases, and with the approval of the Office Director, will a case service credit card be issued to a technical specialist, a staff specialist or other staff as appropriate. Case service credit cards are to be used only for the purchase of goods and services that are 1) required as part of assessment services for applicants and eligible individuals and 2) included on an approved Individualized Plan for Employment (IPE).
 1. **VR Technical Specialist** – In the event that the agency makes the decision that a VR Technical Specialist will be issued a corporate credit card for case service purchases, the following restriction will apply:
 - i. The VR Specialist must receive prior written approval for all credit card purchases, when the purchases involve consumer's cases that are assigned to the VR Specialist.
 - ii. The AWARE™ authorization must be issued by the Supervisor or Regional Director.
 - iii. This limitation does not apply when the VR Technical Specialist is making a credit card purchase at the request of another VR Specialist for the other VR Specialist's consumer.
 2. **VR Supervisor** – In the event that a VR Supervisor is required to cover a vacant case load or assigned a case load by the agency, the following restriction will apply.
 - i. The VR Supervisor must receive prior written approval for all credit card purchases for those cases that are assigned to them from Regional or Central Office management.
 - ii. The AWARE™ authorization must be issued by the Regional Director or Central Office senior staff.
 - iii. This limitation does not apply if the Supervisor is making a credit card purchase at the request of their staff for consumers not served by the Supervisor acting as VR Specialist.

- b. **Third-Party Online Payment Systems** – Third-party online payment systems, such as PayPal, may be used for purchase of approved goods and services. DORS staff may not establish accounts with such systems and shall assure that:
1. Corporate credit card information is entered only into secure systems, as indicated by https:// in the site's URL address.
 2. Corporate credit card information is not saved by the payment system.

1102.02 Use of Vendor Authorizations

Authorizations are issued as DORS' pre-approval for vendors to provide goods and/or services to applicants or eligible individuals and to subsequently invoice DORS for payment. Except for purchases made by case services credit card, goods and services may not be ordered or contracted for until a proper authorization is issued. For authorizations requiring supervisory, administrative, and Central Office approval, see **RSM 3, Section 1005**.

1102.03 Tax Exempt Status

DORS, as a State agency, does not normally pay State sales tax on purchases. MSDE's **tax exemption number (30002563)** is provided on the authorization and on the case services credit card, so that vendors can legally remove the sales tax from their invoices. Contact the office of DORS Fiscal Operations Branch Program Manager to obtain a copy of the tax exemption certificate.

1102.04 Generation of Authorizations

The participant must be at least in Applicant status in AWARE™ in order for an authorization to be generated by the system. Authorizations may not be generated for individuals who are only registered in the Referral module. Staff must have the appropriate approval authority (security) in order to issue an authorization.

1102.05 Open Vendor Authorizations at Closure

Every effort shall be made by DORS staff to assure that all invoices are paid and all authorizations closed by the time of closure of the record of services. In extraordinary circumstances, the record of a participant may be closed as a successful rehabilitation once closure criteria are met (see **RSM 2, Section 1001.11**) even if there are open vendor authorizations awaiting receipt of invoices. (Both Center Service Authorizations and Recurring Authorizations must be closed prior to closure of the record of services.)

In the unusual event the case record is closed with an open vendor authorization, the counselor shall contact all vendors with open authorizations and request final billing as soon as possible and no later than 30 days after closure. As indicated in **Section 1104.08**, the Office Director issues authorizations to pay invoices received after case closure.

1103 Preparation of Vendor Authorizations

In order to be processed, authorizations must be filled out completely and accurately. Asterisks indicate required information necessary to complete the authorization.

- From the Participant module, select a participant for whom the authorization is needed. Using the **New** button at the top of the Case Management page, select **Authorization**.
- **Select Type of Authorization to be Created:** Three types of authorizations that can be generated will be displayed: "**Recurring**" (M&T); "**Service**" (WTC); and "**Vendor**." Select **Vendor**. Vendor Authorizations include direct purchases via credit card and authorizations

written to a vendor for services to be provided to a participant. Select Vendor so that the Vendor Authorization page will be displayed.

General:

- ***Begin Date** – Date that service is to begin or commodity purchased. System will automatically default to the current date. It will not allow backdating but can be forward dated.
- ***End Date** – Date the service is to end or expected delivery date for a commodity. System will default to the end of the State fiscal year.
- ***Payment Type** – Three choices:
 1. Select "**warrant**" if a check will be sent to the vendor.
 2. Select "**credit card**" if the purchase is to be made with the corporate credit card.
 3. Select "**RSTAR**" **only if directed by Headquarters staff.**

If the credit card is being used, **Credit Card Holder** dropdown must be completed with the name of the authorized user of the credit card.

- ***Budget** – Source of funds to be used to pay for services or commodities. The system will display only those funds that can be used based on case type (VR or IL) and status.
- **Vendor** – Select the vendor by using one of the search criteria:
 - **Vendor Number** – This is the vendor's federal tax number.
 - ***Vendor Name** – This can be used to search for a vendor by using either the full or partial name to locate the correct vendor.
 - ***Authorization Address (City or Zip)** – This can be used to search for a vendor in a particular city or zip code. **This is to be used only with small cities and towns (e.g., Hagerstown, Easton) as the system will be slowed significantly if all vendors in Baltimore are entered.** Includes address, city, state, zip, country, subdivision and postal code.
- **Vendor for Credit Card Purchases** – Use the vendor name if the vendor is in the system; use "**U.S. Bank**" if the actual vendor is not in the system.
- ***Items** – Select New to begin the selection of services or commodities. This will bring up a new page "Authorization Item."
- **Authorization Item Page** – This page is used for selection of items for Authorization.
- ***Item Number** – This is the line item number on the authorization. The system will automatically default to "1" when beginning a new authorization. With each new item added to the authorization the system will automatically update the item number. **Note:** this is not the quantity of a particular service or item that is being purchased.
- ***Service Category** – Select the type of service being requested from the pull down menu.
- **Service Sub-Category** – If a service sub-category is required, the system will generate a message indicating that. Select "**Service Sub-category**" and the appropriate service sub-categories will be displayed. **Note:** Service sub-category has no asterisk, but it will not allow you to move ahead without adding the sub-category, if required.

- ***Units** – This is the number of the same items or services that will be purchased.
- ***Rate** – This is the single rate cost or fee for each item or service. For CRPs, AT and medical services the fees are found in RSM 5, Section 200. Note that the system may default to the highest allowable rate for a good/service. Be sure the amount for the particular vendor is accurate, per Fee Schedule. Enter decimal points as needed. The system will automatically calculate the cost for the services based on the number of units and the rate charged.
- **Description** – This is required when details about a purchase are necessary (e.g., participant contribution, petty cash, Medicare reimbursement). Other information about items may be added. This information **prints on the authorization**.
- **Completion of Items on Authorization** – If the item is complete and everything is correct, use the "**Finish**" button in the upper left corner to save and to exit the page. This will return the user to the Vendor Authorization page to add other items and/or complete Section 4.
- **Additional Items** – If additional items need to be added to the authorization, the process is repeated by selecting "**New Item**" from Section 3, Items, and entering the required information again on the Authorization Item screen.

Other:

- **Bill To** – The system will automatically default to the user's office location. This may be changed by selecting **Change Bill To Location**. This will display other DORS office addresses.
- **Ship To** – The system will automatically default to the user's office address. This can be changed to the desired location.
- **Special Instructions** – This is a text box that can be used to give the vendor specific instructions about any aspect of the services or items to be purchased. These instructions **will be printed** on the authorization.
- **Other Comments** – This is a text box that can be used to provide case notes that pertain to that specific authorization. This information **does not print** on the authorization.

Completion of the Authorization Process:

- **Issue** – Staff with security to issue may issue the authorization. From the Vendor Authorization page, select Issue Authorization from the Actions dropdown menu. This selection will not be available if the staff person drafting the authorization does not have the security to issue it. Contact staff with security to issue to advise him/her that the authorization is ready.
- **Print, Sign, Send or Keep** – The person who issues the authorization is automatically taken to a print screen of the authorization, and can print at this point. Others who did not issue the authorization can print by selecting Reprint Authorization from the Actions dropdown menu while on the Vendor Authorization page. The person authorized to issue signs and dates the authorization. The original hard copies of credit card authorizations and recurring authorizations are retained in the record of services. Hard copies of all other authorizations are forwarded to the vendor.

See **Section 1105** for procedures for Recurring Authorizations (M&T).

1104 Preparation of Vendor Authorization – Special Circumstances

1104.01 Vendor Authorizations – Case Services Credit Card Purchases

Purchases made with a case services credit card for a participant must be recorded in AWARE™ through the issuance of a vendor authorization. Credit card transactions will be handled as follows:

- a. The counselor will draft a vendor authorization to be used as a request to the supervisor to charge the item. Authorizations are to be developed in accordance with **Section 1103**.
- b. The supervisor shall review the case record. Upon approval to purchase the item(s), the supervisor will issue the authorization and complete the case services credit card transaction. The authorization number will be entered on the Cardholder's Activity Log under the column "For Acct Use Only PO# Site."
- c. See **RSM 3, Section 1202** for Payment Procedures.

1104.02 Petty Cash Voucher System

The petty cash voucher system allows pre-payment by check and may be used in limited circumstances for the purchase of the following services:

- a. Advance payment for maintenance and transportation.
- b. Licensing examination fees.
- c. Other emergency services.

1104.03 Petty Cash Authorization

An authorization for petty cash, not to exceed \$1,000, will be issued to the Maryland State Department of Education (MSDE) working fund. The vendor name in AWARE™ is **Maryland State Dept of Ed Working Fund**. The authorization will be created in a similar manner as other vendor authorizations, except that the payment type must be "**FMIS Payment**."

- a. In Section One of the "Vendor Authorization" page, select Payment Type: "**FMIS Payment**."
- b. In Section Four of the "Vendor Authorization" page the "Description" box will include:
 1. The statement: "To Be Paid From Working Fund (Petty Cash);"
 2. The list of goods and services to be provided; and
 3. **For M&T**, the dates of the period to be covered must be indicated.
 4. **For licensing examination fees**, include this statement: "Make check payable to [enter name of licensing entity and address]" and "Mail to [enter DORS office]."
 5. **For M&T or other emergency services, if someone other than the consumer is to be paid**, type: "Make check payable to [vendor name and address]" and "Mail to [individual or vendor]."
- c. The regional/program director must document approval of the petty cash purchase by:
 1. Signing the **Petty Cash Request (RS-3f)**, which shall be submitted to MSDE A&F, with a copy retained in the record of services, and
 2. Signing the authorization prior to submission to MSDE A&F.

- d. The following must be attached to the authorization for petty cash when submitted to A&F:
 - 1. The original and one copy of a completed **Verification of Receipt of Petty Cash Payments (RS-3i)** form.
 - 2. The original of the **Petty Cash Request (RS-3f)**, signed by the regional/program director.
- e. **For licensing examination fees**, A&F will make the check payable to the licensing agent and send it to the DORS office indicated on the authorization to mail it along with the application. A copy of the application and the **Verification of Receipt of Petty Cash Payments (RS-3i)** form will be retained in the participant's record of services.

1104.04 Authorization for GED® Testing

See **RSM 2, Section 715.04**, and **RSM 5, Section 206.01**.

1104.05 [REMOVED]

1104.06 Authorizations and Medicare Reimbursement

Authorizations involving Medicare reimbursement will include in the Amount **only the amount of DORS contribution for the item**. Such authorizations shall include in the "Special Instructions" section, as appropriate:

- a. Total requested cost of the item(s) or service(s).
- b. Anticipated 80% Medicare allowance.
- c. Remaining cost which will be paid by DORS.

Purchases subject to competitive bidding and involving Medicare reimbursement will be coordinated through the office of the AFS Director. The vendor selected must agree to accept the Medicare assignment. The authorization will be prepared specifying Medicare allowance and DORS costs as indicated above.

1104.07 Authorizations for Hospitalization

DORS staff will call the hospital to ascertain the current approved per diem rate and the individual's physician to obtain an estimate of number of days of hospitalization required (see **RSM 3, Section 1000**). The authorizations will be prepared accordingly. Following hospitalization and upon receipt of the invoice, the estimated cost will be adjusted by cancellation or increase (see **Section 1106**).

Separate authorizations are usually required for the physician's or surgeon's fee and for the anesthetist as well as pathology and lab fees in some cases.

A **Fee Exception/Approval Request (RS-3h)** must be submitted for establishment of a fee not published in DORS Vendor Fees and is required for all hospitalization and related services.

1104.08 Authorizations for Bills Received after Case Closure

Invoices that arrive after the case is closed shall be paid when they cover goods or services which were authorized and provided while the record was open (**not** post-employment services). If the original authorization for those services has been closed or canceled:

- a. Enter a case note explaining that the late invoice was received and why it needs to be paid.

- b. Enter the I.D. number of the closed or cancelled authorization in the "**Other Comments**" box of the new authorization drafted to pay the invoice.
- c. Contact the OFS, OBVS or WTC Director, as applicable, to request issuance of the authorization so the invoice can be paid.

1104.09 Authorizations for Goods and Services Subject to Competitive Bidding

For purchases subject to competitive bid which cost over \$5,000, the DORS Procurement Supervisor (in consultation with the WTC Program Manager for Rehabilitation Technology Services (RTS), as appropriate, and in coordination with the Department of Budget & Management if over \$25,000) will oversee the bidding process and will advise the DORS counselor of the selected vendor and cost. The DORS counselor will draft an authorization according to the usual procedure (see **Section 1103**), noting any special delivery instructions in the "Special Instructions" section.

1104.10 Authorizations for Assistive Technology

Some special procedures apply to AT, especially when recommended by RTS, as follows:

- a. **AT Recommended by RTS** – When RTS recommends purchase of AT and the consumer's DORS counselor agrees, the following procedures apply:
 - 1. Vendor Authorizations Drafted and Issued by the DORS Counselor:
 - i. When developing a Vendor Authorization to purchase an item recommended by RTS, the "**Bill to Address**" on the authorization should remain as the DORS counselor's address since the DORS counselor will be issuing (and paying the invoice, unless it is a credit card purchase).
 - ii. The "**Ship to Address**" on the authorization should be changed if the equipment is to be shipped to RTS. When this occurs, RTS staff will e-mail the DORS counselor to advise of the arrival of the equipment so the DORS counselor can then pay the invoice once received.
 - iii. A copy of the RTS equipment recommendation page is to be sent with the copy of the authorization forwarded to the vendor, if the equipment recommendation is long and/or detailed. Include on the authorization in the "**Special Instructions/Printed on Authorization**" text box: "**See attached equipment list.**"
 - 2. **Vendor Authorizations Drafted, Issued and Paid by RTS** – Designated RTS staff may use the RTS Client Services purchasing card to order items for consumers to meet immediate needs. Such items are generally less than \$500. In such instances, the designated RTS staff will issue and pay the vendor authorization. Once the authorization has been issued, the RTS staff will order the item, deliver the equipment to the consumer and pay the invoice as needed.
- b. **AT Equipment Recommended by DORS Counselor or Community Provider:**
 - 1. DORS staff shall purchase AT equipment recommended by a community provider or at their own recommendation, as described in **RSM 2, Section 1602.04**, in accordance with DORS purchasing policy. See **RSM 3, Section 1000**.
 - 2. Vendor Authorizations for such purchases shall include the local DORS office address in the "**Ship to Address**" section. The "**Ship to Address**" may include RTS' address only if special arrangements have been made with the RTS Program Manager prior to the delivery.

1104.11 Authorizations for Missed Appointment Fees

When invoices are received for missed or broken appointment fees:

- a. Draft a new authorization using the appropriate "missed appointment fee" service subcategory.
- b. Cancel the original authorization if the appointment will not be rescheduled.

1105 Recurring Authorizations

Recurring authorizations are used for payments to the participant for maintenance, transportation and other services to family members, consistent with policy in **RSM 3, Section 1012** and **RSM 2, Section 717**. DORS staff shall emphasize to consumers that M&T may be provided for specific purposes over and above their usual living expenses related to the employment goal, and is not a general supplement to their income.

1105.01 Establishment of M&T

- a. **Delegated authority does not apply** – Establishment of M&T requires supervisory approval, and may require higher levels of approval depending on the total amount anticipated; see **Section 1005.02**.
- b. The **Request to Establish Recurring Payments to Participants (RS-3d)** form is required to be completed before recurring authorizations are generated. A copy of the completed form is to be provided to the consumer so they can keep a record and know what to expect in maintenance and transportation support.
- c. The **Request to Establish Recurring Payments to Participants (RS-3d)** form must be forwarded to DORS Accounting at the time of the participant's first payment request (Authorization Review report). The original shall be retained in the record of services. See **Attachment 1100-1, Recurring Payment Schedule**, for information about timing of payments and due dates for authorizations.
- d. The counselor shall enter a case note stating the explicit reason for M&T.
- e. The supervisor will acknowledge approval of M&T through signature on the **Request to Establish Recurring Payments to Participants (RS-3d)** and by issuing the authorization.
- f. **DORS staff will need to plan ahead** – maintenance payments need to be initiated soon enough to allow for receipt by the consumer in time to meet the expense for which they are intended. If timing will not allow for receipt of the first recurring payment when required, the counselor shall contact DORS management and consider a petty cash payment prior to the beginning of the recurring cycle.

1105.02 Preparation of Recurring Authorizations

In order to be processed, authorizations must be filled out completely and accurately. Asterisks indicate required information necessary to complete the authorization.

- From the Participant module, select a participant for whom the authorization is needed. Using the **New** button at the top of the Case Management page, select **Authorization**.
- **Select Type of Authorization to be Created** – Three types of authorizations that can be generated will be displayed: "**Recurring**" (M&T); "**Service**" (WTC); and "**Vendor**." Select "**Recurring**."

General:

- ***Begin Date** – This is the date that AWARE™ uses to calculate the payment cycle. Always refer to the **DORS M&T Payment Schedule** for the proper "Begin Date." Note: The end date will be calculated automatically by AWARE™. **Note:** The AWARE™ security system will not permit payments in the next fiscal year.
- ***Budget** – Source of funds to be used to pay for services or commodities. The system will display only those funds that can be used based on case type (VR or IL) and status.
- ***Items** – Select New Item to begin the selection of services or commodities. This will bring up a new Authorization Item page.
- **Authorization Item Page** – This page is used for selection of items for Authorization.
- ***Item Number** – This is the line item number on the authorization. The system will automatically default to "1" when beginning a new authorization. With each new item added to the authorization the system will automatically update the item number. Note: this is not the quantity of a particular service or item that is being purchased.
- ***Service Category** – Select the type of service being requested from the pull down menu.
- ***Service Sub-Category** – If a service sub-category is required, the system will generate a message indicating that. Select "**Service Sub-category**" and the appropriate service sub-categories will be displayed.
- ***Begin Date** – This is the date that AWARE™ uses to calculate the payment cycle. Always refer to the **DORS M&T Payment Schedule** for the proper Begin Date. **Note:** the system will default to the Begin Date that was set on the Recurring Authorization page. Do not change this date. If the date is wrong, make the correction from the Recurring Authorization page.
- ***Frequency** – Select Bi-Weekly from the drop down menu.
- ***Quantity** – This is the number of payments that are to be made to the participant.
- ***Rate** – This is the amount that the participant will receive for each payment.
- ***Description** – This is a required field in the event that a Service Sub-Category is not required.
- **Completion of Items on Authorization** – If the item is complete and everything is correct, use the "**Finish**" button in the upper left corner to save and to exit the page. This will return the user to the Recurring Authorization page to add other items and/or complete Section 3.
- **Additional Items** – If additional items need to be added to the authorization, the process is repeated by selecting New Item and entering the required information again on the Authorization Item screen.

Other:

- ***Bill To** – The system will automatically default to the user's office location. This may be changed by selecting "**Change Bill to Location**." This will display other DORS office addresses.
- **Special Instructions** – This is a text box that can be used to give the participant specific instructions about the use of funds. The DORS counselor shall advise the consumer of the specific purpose of the M&T in this text box as well as the requirement to submit the **M&T Log (RS-3k)** or the **PAS Monthly Log (RS-6s)**, as applicable, on a monthly basis. These

instructions **will be printed** on the authorization. The counselor shall send a copy of the authorization to the consumer.

- **Other Comments** – This is a text box that can be used to provide case notes that pertain to that specific authorization. This information **does not print** on the authorization.

1105.03 Completion of the Authorization Process

- **Issue** – Supervisors may issue the authorization. From the Recurring Authorization page, select Issue Authorization from the Actions dropdown menu. This selection will not be available if the staff person drafting the authorization does not have the security to issue it. Contact the supervisor to advise him/her that the authorization is ready.
- **Print, Sign, Keep** – The supervisor issuing the authorization is automatically taken to a print screen of the authorization, and can print at this point. Others who did not issue the authorization can print by selecting Reprint Authorization from the Actions dropdown menu while on the Vendor Authorization page. The supervisor signs and dates the authorization. The original hard copies of recurring authorizations are retained in the record of services.

1105.04 Continuation of M&T

- a. The counselor shall review monthly **M&T Logs (RS-3k)** or **PAS Monthly Logs (RS-6s)**, as applicable, submitted by the consumer to assure appropriate usage.
- b. If the counselor recommends continuation of M&T, the counselor will initial the Open Recurring Authorization Report, consistent with anticipate number of "pays" on the **Request to Establish Recurring Payments to Participants (RS-3d)**, and will forward to the supervisor for approval/signature.
- c. The counselor shall discuss with the consumer failure to submit required logs, inappropriate usage of M&T documented on the logs, as applicable.
- d. The counselor shall discontinue M&T payments to consumers who have failed to provide required monthly logs, and those who have used M&T for in appropriate reasons, and may take further measures, consistent with **Section 1012.05(d)**.

1105.05 Closure of Recurring Authorizations prior to Case Closure

Consistent with **Section 1102.05**, Recurring Authorizations must be closed before the record of services can be closed in AWARE™.

1106 Changes to Authorizations

1106.01 Canceling (Voiding) Draft Authorizations During Preparation

If an error is made in drafting an authorization which will result in the decision not to issue the authorization, the authorization will be cancelled in the following manner:

- From Authorizations layout, select the authorization to cancel, then select "**Cancel Authorization**" and "**GO**" from the Actions dropdown menu. A warning will be displayed: "This will cancel authorization #xxx and any outstanding obligations. Do you wish to continue?" Select "**OK.**"

1106.02 Amendments to Financial Entries (Case Budget Increases, Cancellations) on Authorizations

The amendment process can be used in all cases to increase the amount of an authorization and in some cases decrease the amount of an authorization; add new items; change the "End Date" of the authorization; and/or change the "Service" and/or "Service Sub-Categories."

a. Amendment Procedures: No Payments against Authorization:

1. From the **Authorizations** layout, select the authorization to amend, then select "**Amend Authorization**" from the Actions dropdown menu. A warning message will be displayed; select "OK."
2. The **Vendor Authorization** page will be displayed. The following fields can be modified from this screen:
 - End Date
 - Fund Source – Once the authorization is issued, the fund source cannot be changed.
 - Special Instructions
 - Other Comments
3. Under **Items**, the following fields can be edited by selecting the item number:
 - Service Category
 - Service Sub-Category
 - Number of Units
 - Rates
 - Description
4. Selecting "**New Item**" allows the user to add items to the authorization. Complete this section in accordance with instructions in Section 1103 (Section 1105 for recurring authorizations).

b. Amendment Procedures: Authorization with Payments Already Made:

1. From **Pages** layout, select "**Amend Authorization**."
2. The **Vendor Authorization** page will be displayed. The following fields can be modified from this screen:
 - End Date
 - Special Instructions
 - Other Comments
3. Selecting "**Edit**" allows the user to change (see Section 1106.02(3) above):
 - Number of Units
 - Description
4. Selecting "**New**" allows the user to add items to the authorization. Complete this section in accordance with Section 1103 or Section 1105. This can be used in event that payments have already been made and an invoice has been received which exceeds the amount remaining on an authorization.

c. Amendment Procedures: Cancellation of Individual Item:

1. From **Authorization** layout, select the authorization to be amended.

2. This will bring up the **Vendor Authorization** page. Go to section 3, **Items**, and select the item that is to be cancelled. Select "**Delete Item**" and "**GO.**" A warning message will be displayed that says "**This will cancel item x and any outstanding obligations. Do you wish to continue?**" Select "**OK.**" This will cancel that item and automatically process the decrease.

d. **Cancellation of Authorization:**

1. From **Authorization** layout page, select the authorization to be cancelled.
2. From the **Vendor Authorization** page, select the "**Actions**" button and choose "**Cancel Authorization**" from the dropdown menu. A warning message will be displayed that says "**This will cancel Authorization number xxxxx and any outstanding obligations. Do you wish to continue?**" Select "**OK.**" This will cancel the authorization and automatically process the decrease.

- e. **Changes in Vendor Information** – If DORS staff become aware that the vendor's name and/or address is different from that on the authorization (e.g., an invoice is submitted with a different address), DORS Accounting will facilitate changing required documentation for the vendor. A change in vendor information cannot be made based on a phone call or email, but rather requires an official document, such as the IRS form W9, an invoice, letter with letterhead, or completion of a new **DORS Provider/Vendor Application**.