# Vocational Rehabilitation Standards for Providers Manual Chapter 22: Vehicle Modifications

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## 22.1 Overview of Vehicle Modification Equipment

The contractor and contractor staff that provide the services described in this chapter also must comply with VR-SFP Chapters 1–3 of the VR Standards for Providers manual.

The standards in this chapter apply to contracted vehicle modification equipment (VME) purchased by the Texas Workforce Commission Vocational Rehabilitation (TWC-VR) customers.

TWC-VR only purchases VME and associated installation from contracted manufacturers (contractors).

After a driving evaluation has been completed and the customer selects a contractor, then the VR counselor may authorize the purchase of VME and associated installation only when it is vocationally necessary and is expected to improve the customer's ability to participate in VR services that are required to obtain, maintain, advance in, or regain employment as defined in the customer's Individualized Plan for Employment (IPE).

## 22.2 Vehicle Modification Equipment Contractor Qualifications

The contractor is required to:

* be an approved Quality Assurance Program (QAP) accredited by the National Mobility Equipment Dealers Association (NMEDA);
* have a technician certified by NMEDA on staff for the VME being installed/purchased; and
* have a welder certified by the America Welding Society on staff to perform any welding that may be necessary during VME installation; and
* have the required insurance listed in VR-SFP 22.3 Vehicle Modification Equipment Insurance of this chapter;
* to provide the equipment accepted for purchase as listed on the [TTI/TWC](https://vr.tti.tamu.edu/) website.

## 22.3 Vehicle Modification Equipment Insurance

Contractors must have at a minimum the following insurance required by NMEDA:

* Garage Keeper's Liability insurance; and
* a Product and Completed Operations policy which must be specifically named and listed as a separate coverage. It may be contained in the general liability policy or in the Garage Keeper's policy but must be identified specifically. Product and Completed Operations policies must have limits of $1 million per occurrence. Minimum limits on these policies must be $1 million aggregate and listed on the certificate.

The contractor submits the VR3445, Provider Insurance Verification and a certificate of insurance (ACORD) or other equivalent form detailing coverage and signed by the agent to serve as proof of coverage. The certificate must include a statement that Products and Completed Operations liability coverage is included in the policy.  Addendums, changes, and updates to renewal dates on these insurance policies must be sent to TWC within 30 days of implementation.

## 22.4 Description of Vehicle Modification Equipment and Installation

Contracted VME and associated installation items purchased for customers includes, but are not limited to:

* lowered floor conversions;
* mobility aid hoists;
* mechanical and electronic primary control systems (hand controls);
* reduced effort powered steering;
* access battery systems;
* seating systems; or
* driver and passenger restraint systems.

A complete list of VR vehicle modifications that are accepted for purchase can be found at [Texas A&M Transportation Institute [TTI] Adaptable Vehicles and Equipment](https://vr.tti.tamu.edu/).

Only equipment listed on the TTI/TWC website can be purchased for a customer.

The contractor must:

* modify vehicles according to specifications provided in the TWC Service Authorization associated with the customer;
* follow the manufacturer's recommended warranty schedule;
* follow the manufacturer maintenance recommendation, with minimum maintenance being performed at the end of the 6th and 12th months of operation;
* provide preventive maintenance at no additional cost to VR;
* accept TWC' final payment for services as fulfilling the contractor's claim for those services; and
* not pursue the customer, the customer's parent or guardian, or any other individual for additional payments without prior written approval from TWC.

## 22.5 Maintenance and Warranty

The VME contractor provides written operation and maintenance instructions to the VR customer.

Based on the product type and the manufacturer's warranty, the contractor provides preventive maintenance on the VME in accordance with the manufacturer's recommended schedule.

If the manufacturer does not have a maintenance recommendation, maintenance is performed at the end of the sixth and 12th months of operation. Preventive maintenance must be provided at no additional cost to VR.

## 22.6 Products Returned, Exchanged, or Replaced

Contractors must provide the VR office that issued the service authorization with a written notice of all goods or equipment purchased with VR funds that are subsequently returned to, exchanged, or replaced by the contractor.

This notice must include the:

* description of the item returned;
* date the item was returned;
* reason for the return;
* amount of credit due, if any;
* customer's name;
* case identification number; and
* subsequent actions that were taken (exchanged or replaced).

If the items or equipment are being exchanged or replaced, the contractor must get a new service authorization from the VR staff if the replacement cost of the device is different from the original cost.

When a refund is due, the contractor must remit to VR by the 15th day of each month a check in the amount of the total credit accumulated during the previous calendar month. This payment must be accompanied by supporting documentation and/or credit invoices for each transaction or item for which the credit reimbursement is issued. The supporting documentation and/or credit invoices supplied must include the service authorization number and the customer case ID number.

## 22.7 Vehicle Modification Equipment Method of Payment

Contractors agree to provide contracted VME in accordance with what VR customarily pays across the state, on average.

When the customer is partially responsible for payment for approved VME, VR pays the contractor an amount equal to the service authorization. The customer is responsible for paying the remaining balance to the contractor.

## 22.8 Vehicle Modification Equipment Process and Procedure

After a driving evaluation has been completed and the customer selects a contractor, the VR counselor provides the driving evaluation and/or medical prescription to the contractor and requests that the contractor complete VR3408, Vehicle Modification Evaluation.

Both the VME and VR3408 completion are done at no cost to VR.

If the VME is provided because of an automobile accident, the contractor must list the insurance reimbursement on VR3408.

VR issues a service authorization to confirm that the estimate is approved. The contractor does not begin work until the service authorization has been received from VR.

## 22.9 Vehicle Modification Equipment Outcomes Required for Payment

For the contractor to receive payment, the contractor must:

* provide new, contracted VME as specified on the VR service authorization at the rate established in 22.7 Vehicle Modification Equipment Method of Payment;
* deliver the VME to the contractor's place of business on a date and time mutually agreed upon by the VR counselor, customer, and contractor within 45 days of the service authorization, or notify the caseload-carrying staff of the estimated delivery date before the service authorization is issued;
* deliver the VME in a fully functional state, as detailed in VR3408, Vehicle Modification Evaluation, to meet the VR customer's prescribed needs;
* deliver proof of a successful inspection by assigned VR staff or by TTI; and
* submit an invoice that includes all VME necessary for the customer (should include only the VME approved on the service authorization and be in accordance with VR3408).

Payment is made when the VR counselor verifies:

* the VME delivery, and
* that all documentation listed above has been received.