# Vocational Rehabilitation Services Manual C-800: Neurodevelopmental and Psychological Services

Revised April 1, 2019

## C-804: Psychological Services

Psychological Services are services provided to eligible individuals who have clinically diagnosed psychiatric conditions that are defined within the DSM-5.

Psychological Services are provided only:

* when comparable benefits, such as community centers or indigent care services, are not available;
* when prescribed by a licensed psychologist or psychiatrist;
* when clinically necessary to achieve a planned employment outcome; and
* to individuals whose psychological disorders:
  + are stable or slowly progressive; and
  + can be corrected or stabilized within a reasonable time.

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### C-804-3: No-Show Payments

A "no-show" is defined as a customer who fails to appear for a scheduled appointment without giving prior notice of cancellation to the provider. When a VR customer is a no-show for a scheduled appointment with a psychiatrist, social worker, licensed professional counselor, or psychologist for a service under VR sponsorship, the provider may claim a service fee equal to 50 percent of the usual and customary fee, or the allowable MAPS fee, whichever is less. For additional information about paying for no-show service, refer to [D-204-5: No-Show Payments](https://twc.texas.gov/vr-services-manual/vrsm-d-200#d204-5).

The VR counselor must contact customers who are no-shows for a scheduled appointment with a psychiatrist, social worker, licensed professional counselor, or psychologist to discuss the missed appointment and the importance of keeping future appointments. The VR counselor must document this contact as a counseling and guidance case note in RHW.

### C-804-4: Psychological Consultants

Regional psychological consultant’s responsibilities include:

* Provide updates on DSM-5 diagnoses and new treatment modalities for behavioral health conditions within the region when requested by state office Program Specialist for Behavioral Health.
* Provide technical assistance to peer psychologist within their assigned region.

For additional duties and responsibilities please see VRSM B-101-7: Consultants.

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