# PART D, CHAPTER 4: BUSINESS PROCEDURES FOR TWC-VR STAFF

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| **Policy Number** | **Authority** | **Scope** | **Effective Date** |
| Part D, Chapter 4 | Texas Government Code §2155.382(d), [2 CFR §200.302](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-D/section-200.302), Texas Government Code, Chapter 2251, [Texas Government Code, Sections 403.055, 403.056 and 403.078](https://fmx.cpa.texas.gov/fm/pubs/payment/gen_prov/?s=payee_numreq&p=txid_num), and Texas Government Code §411.117 | All TWC-VR staff | 9/3/2024 |

## PURPOSE

In accordance with the authority (Federal and State) listed above, this policy is issued by the Texas Workforce Commission Vocational Rehabilitation Division (TWC-VR). Adherence to these rules and regulations issued under the Rehabilitation Act of 1973, as amended by Title IV of the Workforce Innovation and Opportunity Act (WIOA), supports Texans with disabilities in gaining, maintaining, and advancing in competitive integrated employment (CIE).

Specifically, the purpose of this policy and these procedures is to ensure adherence to TWC-VR specific business procedures, such as accessing legal counsel, responding to vendor payment requests, payment processes outside of service authorizations, setting up vendors with the State, and processing background investigations.

## DEFINITIONS

Warrant Number: Term used to identify payment made to a specific vendor. This identifier uses a nine-digit format for payments made by check and a seven-digit format for payments made by direct deposit.

## POLICY

### General Overview

The State Comptroller's Office establishes requirements for State agencies to abide by prompt payment requirements, provide public information when requested, and establish vendors to do business with State agencies. TWC-VR implements processes in accordance with the State Comptroller's Office requirements as well as any applicable state statute.

### **Texas Public Information Act**

The Texas Public Information Act requires all State agencies, including TWC-VR, provide access to information that is collected and retained during the conducting of business. When a member of the public submits a written request for public information to TWC-VR, TWC-VR must release the information to the extent provided by law, with limited exceptions to protect and ensure confidentiality of customer data.

### Prompt Payment Act

The Prompt Payment Law requires the State Comptroller's office to automatically compute and pay interest owed to vendors for late payments processed through the Uniform Statewide Accounting System (USAS).

## PROCEDURES

### Payment Processes

* Warrant Status: The status of a warrant for payment from the State to a vendor may be accessed by the vendor, if they have set up an account via the [Texas State Comptroller website](https://mycpa.cpa.state.tx.us/securitymp1portal/displayLoginUser.do). TWC-VR staff may verify payment information in RHW, using information from the Service Authorization (SA). Standard processing time for direct deposits from the Comptroller's office to a vendor's bank account is two business days from the warrant date.
* Warrant Cancellations: If a vendor does not receive a payment made via paper warrant after 30 days from the warrant issue date, TWC-VR staff may request a warrant cancellation. The canceled warrant must be requested for reissuance.
* Erroneous Warrant Issuance: When a State warrant or payment was issued in error, recovery may be necessary.
  + Warrants may be canceled before mailing through the Comptroller's office.
  + Warrants may be returned by the vendor if the warrant was not cashed.
  + If the vendor cashed the warrant that was issued in error, a refund is requested from the vendor.
* Warrant Reissuance: A warrant may be reissued upon cancellation of the original warrant.
* Warrant Hold: Prior to issuance of payment to a customer, or parent or guardian of a customer, TWC-VR must verify the customer's hold status. Payments made to a customer who is on hold are kept and held by the Comptroller's office. A vendor's hold status is not processed prior to warrant issuance.
* Direct Deposit and Warrant Hold: When a payment is made and on hold to a payee, who is also set up for direct deposit, the direct deposit is overridden, and a warrant is generated. The direct deposit instructions remain in suspense until the hold record is released. Direct deposit resumes automatically when the payee is released from hold.
* Prompt Payment Requirements: Penalty payments for late warrants reduce the agency's available funds for other purposes.
  + Computation: The Comptroller's Office automatically computes and pays interest to vendors when warrant payments are late. The prompt payment requirements begin on the later date of—
    - Service performed;
    - Receipt of goods and/or required report received;
    - Valid invoice received; or
    - Notification that payment by a third party (insurance carrier and/or Medicare) will not be made (for VR vouchers only).

The payment processing period ends with the payment distribution.

* Replacement Warrants: Interest does not accrue for replacement warrants when the original warrant is lost or stolen. When replacement warrants are reissued, they are flagged as exempt from accruing interest penalties.
* Payment After Close of a Fiscal Year: After the close of a State fiscal year, TWC has 23 months to process all payments for goods and services received during that State fiscal year. When invoices for services to customers arrive after the end of the State fiscal year, the purchase was authorized payment procedures depend on the amount of lapsed time since the end of the fiscal year the SA was issued.

A miscellaneous claim is filed for invoices for SAs issued during the previous fiscal year. Such claims may be paid in RHW through the end of the current fiscal year (August 31) if authorized for payment prior to the end of the current fiscal year.

Per Federal liquidation period requirements, TWC has 120 days to make payment on any outstanding obligations at the end of the fiscal year after the FFY in which the grant was originally awarded.

### Warrant Cancellations

After 30 days from warrant issuance, when a wire transfer has not initiated, TWC-VR staff must email [payables@TWC](mailto:payables.rhwconsumers@twc.texas.gov).texas.gov to request a warrant cancelation. Documentation must include the following:

* SA number;
* Voucher number and voucher amount;
* Warrant number; and
* Reason for the warrant's cancellation.

The TWC-VR office is responsible for reissuing any warrant that is requested to be canceled.

### Recovery of Erroneously Issued Warrant

All contact with a vendor to recoup a warrant issued in error must be documented in the payment documentation and be 30 days apart. Contact must occur by phone on the first request, and in writing via certified mail and tracked receipt on second request and third request. After 30 days from the third contact, vendor tax ID information is processed with TWC Accounting for a vendor hold.

### Forgery Claims

If a payee claims forgery, the TWC-VR staff member emails [payables.rhwconsumers@twc.texas.gov](mailto:payables.rhwconsumers@twc.texas.gov) and RHW accountants follow current Comptroller Forgery Notification Procedures.

### Releasing a Held Warrant

TWC-VR staff must complete the *Held Warrant Release Request form (VR1777)* and submit it to [payables.vendorholds@twc.texas.gov](mailto:payables.vendorholds@twc.texas.gov) for processing. The *(VR1777)* must include two different TWC-VR staff members as the requester and approver.

### Prompt Payment

The notification of delivery of services may occur verbally; therefore, communications with the vendor must be documented in the case record, including the name and date contacted. The date payment confirmation is obtained is the new invoice receipt date.

### Documentation of VR Purchases

Documentation must include, at a minimum, the following:

* For Non-RHW purchases: WRAPS requisition number or service record information;
* For RHW transaction: Service authorization number and receipt information, including—
  + Packing slip date-stamped when received;
  + Receipt number entered into WRAPS or date receipt entered into customer system;
  + If applicable, physician's report received or Medical and Health Explanation of Benefits (EOB) date-stamped upon receipt by the office;
  + Documentation of requested services completed and accepted by TWC-VR, including date of completion and acceptance;
  + Original vendor invoice date-stamped upon receipt by the office (if original is unavailable, the invoice of record must contain the statement "ORIGINAL INVOICE UNAVAILABLE");
  + Complete documentation on all disputed invoices; and
  + Payment voucher number.

### Miscellaneous Claims

Invoices involving requested payments for SAs issued with dates of service in the year before the previous fiscal year, requests must be sent to [VR.Budget@twc.texas.gov](mailto:VR.Budget@twc.texas.gov) with a copy of the SA and the signed invoice. The payment amount should match the payment requested on the invoice. The following information must be included:

* SA Number, RHW Case ID, and Customer Name;
* Cost Center;
* Approval to Pay;
* Amount to Pay with Invoice Number; and
* Reason for late payment request.

### Department of Public Safety (DPS) Criminal History Checks

The CCH verification log is required by the DPS to track CCH requests. The log is maintained by regional and State points of contact for conducting the initial CCH from Audit to Audit. Regional points of contact keep a copy of the *VR1510* received from requestors in a confidential and secure location. Regional points of contact are also responsible for maintaining the CCH verification log and submitting monthly CCH verification logs to the State Office Program Specialist(s) for CCH. The CCH verification log should contain the following:

* Name of customer and purpose of CCH;
* Reference# (ReHabWorks Case ID);
* Check whether CCH Printed/Not Printed; and
* Date Printed and initials of person conducting the CCH.

### Fingerprint Procedures

If verification cannot be made based on a customer's name, the secure site user instructs TWC-VR staff to submit a completed and signed *VR1510*, using the standard encryption method, to the State Office Program Specialist(s) for CCH to complete a fingerprint search request.

### System Access

Hiring regional HR liaisons, managers, supervisors, or their designees, are responsible for completing and submitting the *Information Technology Access Service Request for TxROCS and RHW (IT1260)* to VR RHW support to add, update, or remove access to TWC-VR. The TWC-VR RHW support team in VR Program Operations department is responsible for reviewing submitted *IT1260* forms and ensuring that submitted user role requests are accurate and appropriate.

* When corrections are needed, TWC-VR RHW support returns the *IT1260* to the TWC-VR staff member who submitted the request, noting the necessary corrections. Once the corrected *IT1260* is received, it is submitted to AIP. AIP notifies VR RHW support when the *IT1260* has been processed, at which point TWC-VR RHW support verifies the completion of the update in RHW.
* To ensure that old user roles are removed for transferred employees, an *IT1260* is submitted to TWC-VR RHW support. TWC-VR RHW support reviews current user role access and verifies that the correct user roles to be added and/or removed are noted on the *IT1260*, based on the approved user role documents.
* The VR Supervisor, VR Manager, or TWC-VR delegated staff follows agency policies for processing terminations through CAPPS and submits the *IT1260* for termination to AIP and TWC-VR RHW support. AIP receives and processes the termination request to disable the account and remove all access. TWC-VR RHW support processes *IT1260s* for terminations to make necessary update

## APPROVALS & CONSULTATIONS

TWC-VR staff must follow the following approvals and consultations:

* *When a customer, a customer's representative, or a customer's lawyer requests that TWC-VR staff verbally discuss a customer's case with a lawyer, the TWC-VR employee notifies the employee's immediate supervisor and contacts OGC before speaking with a customer's lawyer.*

**REVIEW**

The Policy Planning and Statewide Initiatives Team, or designee, is responsible for reviewing this policy and these procedures and will update the Document History log if necessary.

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| **Date** | **Type** | **Change Description** |
| 9/3/2024 | New | VRSM Policy and Procedure Rewrite |