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MEMO

To: Registered Service Providers

From: Valerie Consbruck, Financial and Utilization Specialist
Administrative Office of Courts and Probation

Date: 6/24/2024

Re: Voucher Review Guides

The QCR (Quality Compliance Reviewer) team has been working diligently to develop consistency with the voucher review process. We have developed review guides that can assist in completing vouchers for payment. These review guides do not take the place of the service definitions but are meant to give you quick reference as to what the QCR's are looking for to process vouchers as timely as possible. The guides are not new information, it is what has been expected since the development of the service definitions and outlines what is required for payment. The previous system asked for information using a specific format and now it is requested in narrative form. The new system has allowed for many changes in documentation and data gathering, leading us to develop these guides to assist all of us in being more consistent.

Key Points:

- The Registered Service Provider Network and issuance of vouchers is a financial assistance program for justice involved individuals. Probation is not a primary funding source, and all other resources are to be exhausted prior to the issuance of a voucher.
- Accepting a referral and the issuance of a voucher continues to require the provider to verify the family or individual insurance and request authorization. Adults with insurance are not eligible for a voucher
- All vouchers must be assessed for ability to pay or family financial responsibility. If the ability to pay is \$0 it is to be documented on the voucher. If there is a sliding fee due, based on the sliding fee scale located on the website, it needs to be entered on the voucher.
- EOBs for juvenile services must be uploaded when insurance is available.

Starting September 1, 2024, we will be reviewing all vouchers according to these guides. The Review Guides will be in the toolbox of the Service Provider Portal. There should be little change if you have been following the service definitions. The QCR team has been educating providers and officers, problem solving and working to assist this past year on the changes to the new system and we hope you are witnessing more consistency.

Please contact NSC.probationvouchers@nejudicial.gov, 888.471.0869 OPT - 2 or Valerie.Consbruck@nejudicial.gov, 402-314-9760 if you have any questions or concerns.