

# Vocational Rehabilitation Services Manual D-200: Purchasing Goods and Services

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## D-204: The Purchasing Process

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### D-204-5: No-Show Payments

A no-show occurs when a VR customer:

- misses an appointment for a VR-sponsored service provided by a psychiatrist, social worker, licensed professional counselor, or psychologist; and
- does not properly cancel the appointment in accordance with the provider's policy.

In compliance with the requirements of 2 CFR §200.53 Improper Payment, VR does not pay for no-shows because a good or service is not received.

#### Legal Reference

##### 2 CFR §200.53 Improper Payment

(a) Improper payment means any payment that should not have been made or that was made in an incorrect amount (including overpayments and underpayments) under statutory, contractual, administrative, or other legally applicable requirements; and

(b) Improper payment includes any payment to an ineligible party, any payment for an ineligible good or service, any duplicate payment, any payment for a good or service not received (except for such payments where authorized by law), any payment that does not account for credit for applicable discounts, and any payment where insufficient or lack of documentation prevents a reviewer from discerning whether a payment was proper.

##### 2 CFR §200.405 Allocable Costs

(a) A cost is allocable to a particular Federal award or other cost objective if the goods or services involved are chargeable or assignable to that Federal award or cost objective in accordance with relative benefits received.

~~VR accepts no-show billings for consideration only from the following:~~

- ~~• Psychiatrists~~

- ~~Social workers~~
- ~~Licensed professional counselors~~
- ~~Psychologists~~

~~The service provider must notify the VR counselor within one working day of the customer's failure to appear.~~

~~The acceptable fee for a no-show is limited to 50% of the payment allowed by MAPS for the codes authorized on the SA.~~

~~No-show billings from other disciplines, specialties, and contractors are not eligible for payments.~~

### ~~Exception for Interpreter Services Under Contract~~

~~Interpreters that have a contract with TWC to provide interpreter services can be paid for no-shows at 50% of the allowable payment rate according to the conditions of their contract. However, if a scheduled interpreter does not have a contract with TWC to provide interpreter services, they cannot be paid for no-shows.~~

### ~~Processing a No-Show Payment in RHW~~

~~A no-show specification is different from the specification for the service that would have been provided; therefore, the VR staff member either:~~

- ~~1. closes the SA, so that a new one can be created; or~~
- ~~2. adds a line item to the SA.~~

~~VR staff members:~~

- ~~1. create a service record;~~
- ~~2. select No Show for the specification; and~~
- ~~3. enter the correct Begin Date and End Date (even though both dates occurred in the past).~~

~~Once the SA includes a line item for the no-show payment, the VR staff member processes the payment in the same manner as any other payment to a provider.~~

~~For more information about creating a service record or adding a line item to an existing SA, refer to the [ReHabWorks User's Guide, Chapter 16: Case Service Record](#).~~