# **Vocational Rehabilitation Services Manual D-400: Quality Assurance and Continuous Quality Improvement**

Revised September 18, 2023

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## **D-403: Monitoring Processes and Procedures**

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### **D-403-3: Case Reviews**

VR management teams are required to monitor the services that are provided to VR customers and ensure compliance with published policies and procedures. Case reviews are part of this monitoring.

Published VR policy and procedure manuals, the MOSAIC Process Guide, and the Quarterly Unit Case Review Plan serve as references for management to identify the type and quantity of required case reviews.

For a detailed list of VR manuals and guides, refer to the [TWC Online Manuals](http://intra.twc.state.tx.us/intranet/gl/html/manuals.html) page.

**ReHabWorks**

Case reviews are conducted on case documentation located in ReHabWorks; supporting content is maintained in each customer's paper case file.  Case reviews are documented by the reviewer (or their representative, such as the State Office Program Specialist for Physical Restoration Services) in Texas Review, Oversight, and Coaching System (TxROCS). When a case review is conducted as part of a required review or consultation to approve or deny a specific case action or service, a case note must also be entered in RHW indicating decision that was made as a result of the case review.

Information about RHW functionality is documented in the [ReHabWorks User Guide](https://intra.twc.texas.gov/intranet/manuals/rhwhelp/index.html) and in the [RHW-FAQ's](https://twcgov.sharepoint.com/sites/ws/vr/VRSRHWSupp/VR%20RHW%20Support%20Resources/RHW%20FAQs.docx) in the VR SharePoint team site.

**Texas Review, Oversight, and Coaching System**

The Texas Review, Oversight, and Coaching System (TxROCS) is the electronic system within ReHabWorks used to capture and organize data from individual customer case reviews that are conducted statewide by TWC-VR management.

Information about TxROCS functionality is documented in the [TxROCS User's Guide (Word)](https://intra.twc.texas.gov/intranet/manuals/TxROCSUserGuide.docx).

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### **D-403-5: Fraud Deterrence and Compliance Monitoring Division**

The TWC Fraud Deterrence and Compliance Monitoring Division (FDCM) is responsible for investigating reports of potential fraud, waste, abuse, and misconduct. FDCM includes the VR Contract Oversight and Support department. The mission of the VR Contract Oversight and Support department is to conduct remote and on-site monitoring and provide oversight of contracted VR customer services. The department also performs other services related to and in support of the monitoring function.

For more information, refer to the Fraud Deterrence and Compliance Monitoring SharePoint site on the intranet.

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