
DVR Service Agreement Denial and Appeal Process for Statewide Service Providers February 2016

WDA Directors/Supervisors will meet with service providers in a face to face interview and ask prospective providers using an established interview tool to describe their experience, background and skills in order to determine if the provider is able to facilitate statewide services as described in the technical specifications.

If a Director/Supervisor wishes to approve a provider they can provide a verbal approval to the prospective provider and give them information to complete the application online. If a Director/Supervisor does not approve a prospective provider they must follow the process outlined in the next steps.

1. The WDA Director/Supervisor must complete the Statewide Service Provider Denial Form following the “vetting interview”. For those vendors for whom they do not recommend for a service agreement, based on responses to the interview guide, they will provide the justification/rationale and send it to the Contract Specialist.
2. The Contract Specialist will review the denial rationale to insure the rationale is consistently applied and follows established requirements of the services requested and other service agreement terms. The Contract Specialist informs the prospective provider of the service agreement denial and the appeal process in writing. A copy of this letter will also be sent to the Deputy Administrator.
3. In accordance with the appeal process, the service provider may request within 10 business days of notification of non-approval, a review of the denial for service agreement status by the Deputy Administrator.
4. The Deputy Administrator will make a determination in consultation with the WDA Director, Contract Specialist, Department legal counsel and the Administrator whether to uphold the denial of a services agreement, approve a service agreement, or limit the provider to a provisional agreement.

DVR Management retains the right to authorize service agreement status to interested service providers based on the information in the service provider agreement and obtained through the in-person interview. The management review of established service agreements and a redetermination of service agreement status are conducted annually.