



## Managed Service Provider (MSP) Program Purchase Order (PO) Process

When creating a PO for services under the MSP Program (contract #DHS-23-VR-0057):

1. PO is required to be issued to Knowledge Services
2. Within the PO "Description", please include:
  - a. Participant/Client full first and last name
  - b. Unique Service Start and End Date (month, day, and year)
    - i. One (1) PO per calendar month
      1. MSP cannot accept PO's with overlapping dates of service for a Participant/Client for a single service
  - c. If pre-identified by the Participant/Client, please include the name of selected provider
  - d. Service Category
    - i. i.e., Job Coaching, or Supported Employment, or Trial Work Experience
  - e. Sub-Service Category
    - i. For Job Coaching: Supported Employment-Adult, Supported Employment-Youth, Pre-ETS, General
    - ii. For Supported Employment: Intake, Assessment and Plan-Adult; Intake, Assessment and Plan-Youth; Customized Employment-Adult; Customized Employment-Youth
3. Authorize the quantity of hours specific to each Participant/Client's need
  - a. Payment will be issued based on hourly service provision
4. Authorize the hourly rate based on the service location(s)
  - a. Additional line(s) must be added on the PO if multiple service locations are being authorized
    - i. i.e.; Virtual/Other Islands/Big Island
5. PO must be issued, signed, and emailed to [HIVRS@knowledgeservices.com](mailto:HIVRS@knowledgeservices.com)
  - a. PO is required to be signed (wet signature or electronic signature) prior to emailing to [HIVRS@knowledgeservices.com](mailto:HIVRS@knowledgeservices.com)
  - b. *All PO's must be emailed directly to the MSP Program Team at [HIVRS@knowledgeservices.com](mailto:HIVRS@knowledgeservices.com) for processing*

