

ICAN Participant Reimbursement Process

Only customers enrolled and participating in ICAN can receive participant reimbursements (PR) according to the [ICAN Participant handbook](#). ICAN partners and teams determine the need for a reimbursement and will inform ESD using the [Participant Reimbursement Request form](#). The ESD ICAN team will review all PR requests and will be issuing reimbursements to participants.

The following steps must be completed when reviewing and requesting participant reimbursements on behalf of a participant.

Enrollment, PR information and Required Forms.

- a. During the enrollment process ICAN participants should be informed of ICANPR. This is done by reviewing the ICAN Participant Handbook and Participant Reimbursement Agreement.
- b. Providers must answer any questions participants have about ICAN Participation and PR.
- c. The participant reimbursement agreement must be reviewed, signed and uploaded into VJL before ESD ICAN can issue PRs to a participant.
 1. This form can be signed by the participant or can be reviewed with a participant and signed by the ICAN provider on their behalf.

Participant Reimbursement Request

- a. ICAN Providers and Participant determine a PR need.
 1. PR must be reasonable, necessary and directly related to ICAN activities. (Participant Handbook pg 10)
- b. Once a need is identified the provider and participant must gather required verification and the provider must document the need in VJL.
 1. Appropriate verification for each PR type is listed in the Participant Handbook.
 2. VJL Services and Case notes must be entered and include the PR need, why the item is being requested and the current ICAN activities someone is completing.

- c. When verification is received upload the documents into VJL and complete the ICAN Participant reimbursement request form.

Participant Reimbursement Request
Individual Career Advancement Network (ICAN)

Participant Name:		SSN Last four:	
Town of Residence:		VJL Number:	
ICAN Teaming Details			
Current ICAN Phase:			
Current ICAN Team:			
Braided Funding Explored? ☐ Yes ☐ No <i>Details must be in VJL case notes.</i>			
Participant Reimbursement Request #1			
Date:	Type:	Item being Purchased:	Amount:
Related ICAN component and allowable activity:			
Customer – EBT Card ☐	Vendor Name and Address		
Customer – Check ☐			
Vendor Payment ☐			

1. Enter the participant's name, last four of SSN (if known), VJL Participant ID and town of residence.
 2. ICAN Teaming Details: Enter current ICAN phase (participant handbook page 12), Current ICAN Team – list all providers on their team, Check yes or No if braided funding has been explored. Braided funding should be explored with all provides on a participant's team before submitting the ESD.
 3. Fill in the date, PR type, Item being purchased and Requested amount.
 4. Select the ICAN component and activity that the item being requested will support.
 5. Select how the participant would like to receive the funds:
 - i. Customer – EBT card: Funds are received the next day after approval. Quickest and easiest way to access funds. Funds are available on the cash side of the EBT card and can be accessed at stores that accept EBT or via the ATM. ([The Vermont EBT Card | Department for Children and Families](#))
 - ii. Customer – Check: Funds are received within 7-10 days via check directly to the participants.
 - iii. Vendor Payment – Payment is sent directly to a vendor.
 6. Leave Blank if funds are going to the EBT card or a check to the participant. Complete with vendor details if the funds are being sent to a vendor.
- d. Email ESD ICAN to inform them that a PR request needs to be reviewed
1. Email must include the VJL Part ID.
- e. ESD will review the request – including verification, and case documentation. Any questions from ESD will be sent back to the provider who submitted the request.
1. ESD attempt to have PR completed within 5 days.
 2. Providers should reach out to ESD ICAN if they have outstanding PR requests, not completed within 7 days.

- f. **PR approvals:** If a PR is approved ESD will inform the provider who submitted the request that there was an approval and will note the approval in VJL. The provider is responsible for relaying the approval to the participant.
- g. **PR Denials:** If a PR is denied, ESD will inform the provider and send a denial notice to the participant. The notice will also be uploaded into VJL and documented in case notes. The provider is responsible for relaying the denial to the participant and assisting with alternative options to meet the need.