# Vocational Rehabilitation Services Manual D-300: Records Management

Revised April 1, 2019

## D-304: Transfer of Cases and Caseloads

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### D-304-2: Transfer of Open Cases

Within three business days of receiving a request to transfer an open case, the current VR counselor and RA team must:

* document the request for a transfer, including the reason that the case is being transferred and the office to which it is being transferred;
* update all demographic information in RHW;
* review and/or update the IPE, joint annual review (JAR), or IPE amendment (for the VR counselor only);
* review and/or update disability information in RHW (for the VR counselor only);
* close or update all service records;
* pay and/or close all service authorizations; and
* notify the VR Manager about the request for a case transfer.

Providers must be notified when service authorizations are closed without payment. The receiving unit issues a new service authorization when the case is received for ongoing services, when applicable.

#### Transferring within the Same Supervisory Unit

A formal case review is not required for cases that are transferred within the same supervisory unit; however, the VR Manager must enter an RHW case note to verify that the transfer has been completed.

The VR counselor/RA team to which the case is assigned must contact the customer in a timely manner to schedule an appointment for the customer to meet with the assigned VR counselor to resume services.

#### Transferring to a Different Supervisory Unit

Within five business days of receiving a request for a case transfer, the transferring VR Manager or VR Supervisor:

* completes a partial Compliance and Quality review of the Customer Eligibility, Application, and Diagnostic Interview, the Eligibility Decision, and the Level of Significance in TxROCS;
* prints a copy of the completed case review;
* using certified mail, sends the case file and the printed copy of completed case review to the receiving office;
* completes [VR1025, Case Transfer Letter](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html), notifying the customer that his or her file has been sent to the receiving office; and
* places a copy of the transfer letter in the customer's case file.

Within three business days of receiving the paper case file, the receiving VR Manager or VR Supervisor:

* assigns the case to the receiving counselor in RHW;
* enters a case note verifying that the case was received and assigned; and
* notifies the VR counselor that the case was assigned.

### D-304-3: Transfer of Closed Cases

If the customer's case is closed at the time that he or she requests a case transfer, the VR staff refers to VRSM B-206: Opening a Case, to determine whether to reopen the case or take a new application.

If the customer will be reapplying for services and the paper case file is still at a Workforce Solutions Office at the time of the request, the closed case file must be sent, using certified mail, to the receiving office within three business days of the request for a transfer.

If a customer's closed case file has been transferred to the TWC RMC, the VR staff retrieves the paper case files from the TWC RMC in accordance with [TWC Records and Information Management Manual, Section 3.14 Retrieving Stored Records](http://intra.twc.state.tx.us/intranet/phss/docs/rm_policy_sop.pdf).

A closed case must not be transferred from one caseload to another caseload in RHW.

### D-304-4: Transfer of an Entire Caseload

To transfer an entire caseload, the regional director sends a memorandum to the TWC VR director requesting:

* approval; and
* coordination of the transfer.

Additional guidance for transfer of an entire caseload will be provided by state office.

### D-304-5: Transfer of a Case Using ReHabWorks

Once the paper case file is delivered to the receiving VR office, receiving staff must transfer the case in RHW. If the case is sent to TWC RMC, staff mailing the case must transfer the case in RHW. To transfer the case in RHW, staff:

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