

CSD Access Services – Michigan Rehabilitation Services (MRS) Service Menu

Vendor Name: Communication Service for the Deaf, Inc. – CSD Access

Contact Information:

- Jonathan Ferrer, Senior Operations Manager
- Email: services@csdaccess.org
- Website:
 - General: www.csd.org
 - Services: www.csdaccess.org

To Submit Service Request: <https://csdaccess.org/sr-michigan/>

Service Offerings & Rates

In-Person Services:

Service Type	Rate	Billing Structure (Minimums)	Billing Structure Increments	Recommended Application
In-Person American Sign Language Interpreting (Scheduled)	\$135.00 per hour	2 hours	15 minutes	*Prescheduled meetings or appointments where the consumer is physically present and requires full visual access and environmental awareness.

*All requests for In-Person interpreting support are encouraged to be submitted to CSD Access at least two (2) weeks in advance. Requests submitted within five (5) days of the scheduled appointment will be accommodated on a best-effort basis but cannot be guaranteed.

MRS Staff should email CSD Access at least three (3) business days in advance to confirm the scheduled appointment will take place.

While advance notice improves scheduling outcomes, in-person coverage cannot be guaranteed. MRS Staff are encouraged to email our team in advance to confirm interpreter availability prior to finalizing their appointments. Virtual service options are encouraged whenever feasible to support interpreter availability and ensure timely service delivery.

Virtual Services:

Service Type	Rate	Billing Structure (Minimums)	Billing Structure Increments	Recommended Application
Virtual American Sign Language Interpreting (Scheduled)	\$105.00 per hour	1 hour	15-minutes	Prescheduled meetings or appointments where time and duration are known in advance, but in-person support is not requested by or necessary for the consumer.
Virtual American Sign Language Interpreting (On-Demand)	\$120 per hour	No minimum usage-based	15-minutes	Last minute, immediate, short, or unplanned interactions requiring immediate communication access.

Scheduled Virtual Interpreting: Requests are recommended to be submitted at least five (5) business days in advance. However, CSD Access will accommodate requests regardless of advance notice, subject to interpreter availability.

VRI On-Demand: No advance notice is required. Interpreters are available 24/7 to provide immediate communication support as needed.

- VRI On-Demand: <https://app.getvri.net/connect/location/EPjdR21Eae5lcXaj4LxM>

Authorization & Billing Notes

All invoices shall reflect the total time services were provided, including any applicable minimum service requirements. CSD will bill Client for the recurring charges 48 hours after the services are provided. Payment is due net 30 days from the date of the invoice. If any invoice

remains unpaid for more than sixty (60) days, services will be suspended until the account is brought current. Any time exceeding the stated minimum shall be rounded up to the nearest quarter hour (or unit), in accordance with Michigan Rehabilitation Services' structure outlined below.

Services Minutes	Round Up to Nearest Quarter Hour/Unit
:01 - :15	.25
:16 - :30	.50
:31 - :45	.75
:46 - :60	1

Request Submissions and Support

- Requests for Services can be submitted via:
 - The MRS authorization form. Sent to: services@csdaccess.org
 - The CSD Access External Request Form

Service Overview, Authorization, and Support

This service menu provides an overview of available services, applicable rates, and billing practices in accordance with Michigan Rehabilitation Services (MRS) policies. To ensure accurate processing, all authorizations should clearly indicate the approved hours for each requested service.

For questions, scheduling assistance, or other support, MRS Staff members are encouraged to contact the CSD Access team directly.