



# Questions to Ask Every IDD Vendor You Evaluate

Most software demos look the same. The interface is clean, the workflow seems simple, and the salesperson knows every answer. What a demo cannot tell you is whether the platform was actually built for agencies like yours, whether it can handle your state's billing requirements, or whether support holds up six months after go-live. These questions are designed to get past the demo and into the substance of what a vendor actually delivers.

## About fit for your organization type

- How many of your customers operate vocational programs or sheltered workshops specifically, and can you show us that in your reference list?
- Was this software built for IDD from the ground up, or adapted from another market?
- How many customers do you have in our state, and how do you handle our state's specific billing requirements?

## About billing

- Walk me through exactly how a claim is submitted in your system for our specific program type and state.
- How does your system handle errors, before submission or after rejection?
- If we participate in managed care billing, how does your platform handle that specifically?

## About vocational programs and client payroll

- Does your platform support piece-rate and 14(c) commensurate wage calculations natively?
- Can you demonstrate your vocational time tracking interface running on a floor-level device?
- How does client payroll integrate with time tracking in your system?

## About financials

- Does your platform include a native general ledger, or do we need a separate accounting system?
- How does your system handle the financial reporting our board and leadership team need?

## About implementation and support

- What percentage of your support calls are resolved on the first contact?
- Who is our dedicated implementation contact, and what is their specific IDD background?
- How do you communicate and deploy updates when state billing requirements change?

## About contract terms

- Who owns our data, and how do we export it if we ever need to leave?
- Are regulatory updates included in our subscription, or billed separately?

If a vendor cannot answer these questions directly, that is an answer. IDD agencies operate in a high-stakes billing environment with real regulatory consequences. Your software partner needs to have done this before, specifically in your program type and your state. Vertex Systems has worked with IDD agencies, sheltered workshops, Arc chapters, and Goodwill organizations for 30+ years. If you want to see how we answer these questions for your agency, schedule a conversation at [vertexsystems.com](https://vertexsystems.com).