Cost Reimbursement

1. ***Question: How far back does the Cost Reimbursement payment history go [in the new Ticket Portal]?***
   Answer: SSA has history going back to the early 80's. At this time we anticipate history will go back as far as the Ticket program, as there is a relationship with the other data that will be in the common system.

2. ***Question: Can I submit reconsideration for CR via fax?***
   Answer: Yes

3. ***Question:*** *With the QBER, if there are interruptions, will timely filing be waived?*
   Answer: No. The QBER was updated quarterly; the last update was February, 2015. We hope to begin the replacement service (see Question 4 below) in the April-June quarter, minimizing any delay for you and making a timely filing waiver unnecessary.

4. ***Question: What specifically is replacing the QBER and is it going to be as accurate and valid in terms of what it finds?***
   Answer: Yes, it will be as accurate and valid. It still will be based on quarterly state wages, but you will not be provided earnings level or specific quarter earned. Instead you will be provided a list of beneficiaries that may qualify you for cost reimbursement based on earnings information in our records. For VREN payment cases you have ePay.

5. ***Question: Payments include cost reimbursement not just milestone/outcome payment, correct?***
   Answer: No, currently the Ticket Portal gives query information about milestone/outcome payments pending and paid.

QBER and Ticket Portal

1. ***Question: Will the QBER still be available to download?***
   Answer: Actually the system is programmed to provide a QBER report. Acting on the advice of SSA General Counsel, we have stopped sharing the QBER. It will be unavailable at least until renewal of SSAs agreement with the Office of Child Support and Enforcement (OCSE) who provides the earnings information. The information may be there eventually but it is not available now.

2. Will the new QBER also give 9 months above blind SGA for blind agencies?
   Answer: The file for blind agencies will be run using the earnings criteria that qualifies those agencies for reimbursement i.e. the SSN of an individual who is blind would only be in the file if that person met the blind SGA threshold.

3. ***Question: It seems the denial codes will not be the same as the payment code list used by SSA for cost reimbursements. Is this correct? If so, will this information be available on the new portal somewhere?***
   Answer: The new Ticket Portal currently addresses Ticket Payments and includes Ticket Payment denial codes. When the Vocational Rehabilitation Reimbursement Management System (VRRMS) data is in iTOPSS in spring 2016, the payment codes unique to CR will be available in the portal too.

4. ***Question: You said for CR, we will be notified when clients have 9 mos. SGA and can file a claim. How will I be notified? By letter, email or thru the portal somehow?***
   Answer: At this time we believe notification will be provided via secure email, but that may change. We will let you know in advance of providing the information.

5. ***Question: I used QBER solely to locate quarterly wages. Will I be able to find them in this system?***
   Answer: As described in #4 above, we will not provide specific wage information, nor will we be able to provide earnings by quarter. We may reinitiate provision of that information in the future but do not have a definitive answer at this time.

6. ***Question: In what section do we change individuals from in-use to Ticket assignment?***
   Answer: Starting at the main menu, once you choose an individual from your beneficiary listing, you can go to the More Action screen to make changes. This function would only be used for those state VR agencies that are VRENs.

7. ***Question: What is the drop dead date for full use of this portal and not use the old portal and MOVEit?***
   Answer: Anticipated Summer 2015.

8. ***Question: When will the IVR be discontinued?***
   Answer: Summer 2015

TPR

1. ***Question: Do we have to request TPR information on each individual client, can we still generate a batch of TPRs that are due and still get notification of TPRs that need to get completed?***
   Answer*:* On the main screen if you go to the Tickets Currently Assigned to Me screen, there is a column for TPR status. If there is a pending TPR you will see a notification that you have a TPR needing response. There is no batch TPR file at this time. As you respond to TPRs you can check a box to remove the beneficiary from your list and keep visible only the ones in need of response to track your progress as you complete multiple TPRs in one session.

Ticket Assignments

1. ***Question: Will we be able to get a report on all the individuals as opposed to looking them up individually? Can you speak to the batch upload and whether there will be an analysis report provided back to the state VR agency?***
   Answer: Yes, if you send in a batch upload to check assignability, you will receive instant response depending on the size of the file. Larger files may take a few minutes. This is not yet available; therefore, we did not provide any screen views.

2. ***Question: Do we have access to both currently assigned Tickets as well as previously assigned Tickets?***
   Answer: Yes, there will be two links on screen for you to choose to view current beneficiaries or your prior Ticket assignments.

3. ***Question: How would we be able to check Ticket assignabilities in batches, compared to the current Portal?***
   Answer: We don't yet have screens for you to view, but from the main menu that will be under the Assignment section where you will have the option to check assignability in batches.

4. **Question: Do we have access to both currently assigned tickets and previously assigned tickets? We send in 900 to 1000 people (plans and closures) every month. When we send in a batch, will we be able to get a full report on all the individuals vs. looking up the status individually?**
   Answer: Yes you will be able to transmit an electronic file to the system to check for ticket assignability, similar to your MOVEit system in place now for In-Use SVR files.

IPE

1. ***Question: Will we be able to send an electronic file with all of our IPEs for the month whether they are Ticket to Work cases or not like we have in the past?***
   Answer: Yes, you may continue to send all case openings initially as CR cases. For those cases that you later decide to convert to Ticket payment cases, you can change them to CR through the portal. Starting at the main menu, once you choose an individual from your beneficiary listing, you can go to the More Action screen to change the case from CR to Ticket.