# All State Vocational Rehabilitation Agency Call

Transcript

All State VR Call

April 12, 2016

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Operator: Ladies and gentlemen, thank you for standing by and welcome to the national All VR Call. During the presentation, all participants will be in a listen only mode, after which we will conduct a question and answer session. At that time if you have a question please press star followed by the 1 on your telephone. If you need to reach an operator at any time please press star zero. As a reminder this conference is being recorded Tuesday, April 12, 2016. I would like to turn the call over to Regina Bowden.

Regina Bowden: Good afternoon, everyone, welcome to our all VR teleconference call. We appreciate your suggestions for the topics. We have a full agenda with a lot of excellent information to call from cost reimbursement. Update to information about the Ticket Portal and other topics on the agenda we have already shared with you so let's go ahead and get started.   
First of all we have with us today Mark Green, a colleague from ORDES and he is a colleague from beneficiary outreach and support. We received several questions about topics that fall within his area of responsibility. After mark speaks we'll cover the other agenda items but before we cover the other agenda items we'll open the call for questions about anything that mark talks about and, as always, remember, I want to give a plug. If you have questions that are not answered today when we transition to our question and answer part of the call, you can always contact our VR help desk at [VR.helpdesk@SSA.gov](mailto:VR.helpdesk@ssa.gov). So without further delay I will turn over to Mark Green the deputy director at the office for support.

Mark Green: Thank you, everyone, it's been a long time. I have a couple questions, this one is fairly long so I’m going to read it. I'll say at the outset, this is not specifically under our jurisdiction but I want to make a couple points.   
I have received concerns from the area director's office that their AWICs are overwhelmed with (inaudible) the office suggests for work incentive office to submit BPQY is there a process in place to ensure the work incentive providers can obtain any information and at the same time allow workload balance for the AWICs?   
The BPQY is not generally under our jurisdiction here that is an operations question. We are, however, as many of you know because you are participating in it, operate ago proof of concept where we are providing BPQY's to requestors whom we invite into the proof of concept and that's going gang busters. We have provided almost 11,000 BPQYs and it’s sold out nationwide. It's a complicated process that involves the office of assistance here and could take some time. For the present and several months to come, only the providers, VRs, ENs that are in the proof of concept will be able to get BPQYs through that.   
I am however happy or someone will send this over to the operations desk, we have a contact in operations and specific issues in specific parts of the country we have dealt with them through operations. When I finish if this person will ask questions on the phone, please tell me where you are talking about and if not just get in touch with us and tell us what part of the country you are calling from and we'll try to take care of it that way.   
The next is status of the MAXIMUS call center, what are they learned that will make things different? Our training contractor, Virginia Commonwealth University, has had several training sessions on site where the new call center is in far Texas, in fact I will be visiting Pharr, Texas to checkup on everybody there. We are constantly looking at the training, we ask every participant in the training class to fill out an evaluation form, and we’re always looking for redundancies and ways to may have the training shorter, more concise. I know because it's a new contractor there are new processes and a couple new requirements in the statement of work so we've added some information on providing remote virtual services or just a general referral process. It has not changed dramatically, I have a feeling there might be something more behind this question. Otherwise, again, let us know if you have some questions on some subjects, I think maybe VR is being shortchanged on in the training, we'll take a look at that.   
Third question, any change in the consumer Ticket unassignment process? When is this process moving forward? Is there a process says in place on the website where a beneficiary can fill out a form if that person wants to unassign a Ticket from the EN or VR holding the Ticket, the person can either email it or fax it to maximus. I think that is still the case but I know MAXIMUS is methodically going through their web site and looking at the process he is. If that is not the case we will communicate with you but I don't think it's changed but we will let you know.

Finally there are three related questions about timely progress. The first is generally can you share for information about the moratorium? Well, yeah, we still have a moratorium. We are slowly moving toward a situation where we will test a small amount TPR cases just to see it doesn't break the system because they are coming through the now. That's coming up. We will turn this on slowly after that and get back into the sing and when we do that as with everything we will advertise and communicate to you what the schedule is and when things are going full bore. Is he we are still have ago moratorium which leads to the next question when they do start will that (inaudible) no, we will plug the CDR rules. Wherever they were, wherever they are at that time that's the year and the TPR that they will be responsible for and that's the information and evidence that we will request for beneficiaries if you are helping them determine if they have requirements to continue their CDR protection.   
The last question is since we are not doing TPR's can beneficiaries in use have continuous CDR protection? Sure, they will have protection until we start the reviews and send them through the process. We will continue until we make a determination for whichever ones we do that they have not met the timely process requirement. So operator I will take questions now on the subject matter I just addressed please.

Operator: If you would like to ask a question, please press 5 and the number 1 on your telephone. Question from the line of Eugenia Cox.

Eugenia Cox: I'll try to stick to the two subjects you just presented on. When does the new hotline contractor start? Or has it already started?

Mark Green: The call center, that's MAXIMUS. That's TPM, they took over the center when we awarded the contract.

Eugenia Cox: I've been recently getting calls from beneficiaries that were directly directed to us so it's kind of being automatic they send beneficiaries directly to the State VR agency.

Mark Green: The help line is people who are working with VR.

Eugenia Cox: No, they call and they find out what state they are in and give them the contact number for us.

Mark Green: Do you have, by any chance, not now but do you have beneficiaries' names, maybe SSNs or anything that would help us track down those calls.

Eugenia Cox: I don't specifically. I mean I keep the records of all the people that called but I don't keep records of what they are asking for or what they say.

Mark Green: If you can send them until to me and I'll try to track it down. Otherwise we'll just give a general reminder to the call center.

Eugenia Cox: Also I have recently gotten a caller, a beneficiary caller, who said the call center that they just called the hotline and I confirmed the number for them. They said VR would pay for their schools, again, and also, too, they are also giving and this has been a problem in the past. They are giving benefit advice without looking specifically into the beneficiary's history, social security history, specifically about 9 months of trial work. So when we get them we have to try to correct that so I don't know if the call center folks are all benefits planners and if so are they giving specific benefits planning advice to these folks at the time they are pulling the specific information or are they just giving general information.

Mark Green: No, they are not. They have all undergone training from VCU that helps them answer some questions but they are supposed to send callers to the WIPAs. If you have concerns about the call center send them directly to me and I will put them together and we will have some reminder items for the call center folks.

Eugenia Cox: Now going on to timely process, people are getting , I've gotten a couple calls from the states, people are actually getting CDR's which they probably have not passed the TPRs before the moratorium on them and at least I know one state that is trying to help that person with an appeal and they can't do anything because they can't get into the Portal to look at anything with regard to the person's TPR so there is a connection between the two because some of the states, if the person doesn't fill out the timely progress review correctly or doesn't respond then there are states that will complete those for them, which would avoid them ultimately getting a CDR medical review, so if there's a moratorium on the TPRs is there also a moratorium on the CDR?

Mark Green: I think that's probably happened is these are people who failed TPR in the past and they were just now called up, they go into a different status and they are waiting for a system to pick them up with CDR that's probably what happened, they failed, they didn't get called up immediately and they are properly called up for a CDR that is an appropriate way of calling people up.   
If that's not the case, we get occasionally instances, every once in a while we get some questionable cases, how did this happen if this person passed TPR why is this person called up for TPR we look them up and that's a possibility. But without specifics it's hard to give you a general answer on that.

Eugenia Cox: What is the percentage of people that are actually passing the TPRs?

Mark Green: The last time I looked, and this was a while ago, it was around 20 percent. 20 percent pass, 80 percent failure.

Eugenia Cox: That's the number that was given to us previously. I had a state or two ask me that question and I directed them back too maximus. All they are getting is there's a moratorium on TPR's. That's the number I tell folks about how many people are actually passing those TPRs. And is there still the option of states to help in and help out to get timely --.

Mark Green: Yes, that hasn't changed.

Operator: Question from the line of David Leon

Mark Green: Hi, David.

David Leon: How are you? I just wanted to say thank you very much as one of the groups getting to participate in that BPQY proof of concept pilot. It has been fantastic. We sincerely appreciate the way you are try to go work to make the system work better and function better and if there's anything we can do we would be happy to, but we are happy to participate.

Mark Green: Thank you for those kind works, we are very hard to try to make that national, try to provide the same service to everybody.

Operator: Next question from the line of Megan Helmet.

Megan Helmet: This is Megan from California and I had a two-point question on the TPRs. The first question is will that once the moratorium is over will we have access to the TPR information in the Portal in terms of whether a consumer has passed or failed and the date?

Mark Green: What's the second question?

Megan Helmet: Will we have access to the status of their TPR's, whether they passed or failed?

Mark Green: Did you have a second question?

Megan Helmet: Yeah, the second question is if you have kind of an estimate for the Ticket to be turned back on slowly for the TPRs to start again.

Mark Green: I think I can answer the second question, which is probably not. The first question about the Portal, pretty sure, I’m going to defer that to Katie Striebinger is on the line.

Katie Striebinger: Hi, this is Katie. Yes, it's part of my presentation at the end here.

Megan Helmet: Oh, awesome. Okay, that was all my questions.

Operator: No further audio questions.

Mark Green: Okay, if anybody thinks of any questions, just send them in for me and we'll get to them as soon as we can. [Mark.green@SSA.gov](mailto:Mark.green@ssa.gov)

Regina Bowden: We will turn the floor over to Danielle.

Danielle Armstrong: I’m going to go over a couple things we got, thank you for sending those in. We will keep canvasing you for questions prior to the call, but as always if you have issues or questions that you would like to discuss you can send them in to us at any time.   
One thing we received was a question about the beneficiary occupation code, if it's still mandatory. It is still mandatory and it will a field that you have to enter with the upcoming system enhancements as well. So right now there is still a mandatory code that we have to put in.   
The second one was more of a question comment. One VR was asking about some of the errors and issues that they've seen in some of the claims.   
For that I’m just going to just break down the process a little bit. Bear in mind as you guys know you're sending us paper. It's tons of paper and this is an individual sitting at a desk with a pile of paper. They are entering these things constantly. Our technicians, that's all they do all day, so there are going to be some errors, some typos, we are doing the best we can to eliminate that through the process that we told you about.   
However, there's going to be some human error a. That's one reason you are doing this to the system, a lot of the things you are asking about with automation will be eliminated. Bear with us because it's a lot of paper, they are going through paper constantly and you have to work with them on that.   
The next thing we got a comment on was the sending claim list. Actually happy to say right now we revamped the process so user pending claim lift should be up to the desk. What you send in should be input in the system within 1 to 3 days from the time we receive it. The list you are seeing now should be very accurate to what we've gotten in.   
What we're trying to do is get everything input the day we get it in. Of course less people in and out of the office and which see receive the mail, lack for 1 to 3 day gap.   
The next thing I’m going to cover is resubmittals versus (inaudible) there will be more to come on this but I’m going to give you a general pretty much everything is a reconsideration. They are going to be updates to the hand book, you'll see how this is broken down and you will also have this is a resubmittal for this reason or this is a resubmittal for that reason, anything you send back in is going to be a reconsideration. That being said, when you send that in that needs to be a clear-cut reason why you (inaudible) us to reconsideration it. Either you are sending in additional information, this was something we missed on the claim, something. It shouldn't just be this was denied, I’m going to send it back in to see if you pay it. That's one of the things we're trying down, all the technicians are processing claims, we're updating the hand book so you don't have those issues so there's no question when you receive something that you can be ashore that it is correct. Again there will be more to come with that as we update the policy and as these things are coated on the automatic system as well.   
The last thing is going to be an announcement, the help desk at maximus is no longer available so anything you were sending in to the help desk you should be sending to our VR help desk. That is the last update that I have so right now I’m going to turn it over to Linda Custis, who is one of our help desk analysts that you are all with her things.

Linda Custis: Hi, I would like to mention we've had a few instances where the beneficiary has assigned their Ticket to a VR, but the VR has not put it in use right away. When a Ticket is not placed in use the beneficiary can lose their CDR protection and that's through no fault of their own and this looks bad on an agency.   
The other thing I wanted to mention is that if any of you have been getting the pop-up message about your employment verification needs to be updated, I have updated all of the participants however if I missed anyone please give me a call .   
Now we're going to turn it over to Raquel Donaldson, another help desk analyst for some updates.

Raquel Donaldson: Good afternoon, everyone, this is Raquel one of the topics submitted was with regard to wage records, which is a big topic around, as you know. The question was do the VR's still need to submit the wage records?   
My suggestion or my thought is I always encourage you to submit your wage records just keep it in mind that we have to verify, the information has to be verified here at social security. However, there are times we have unverified information and if the information you send in, the employer name and/or the EIN, the id number for the employee that matches what it says at ins we accept that as verified information as well. The more information we have probably the quicker it is that we can approve your claim.   
And that's pretty much all that I have right now.

Danielle Armstrong: Just to add to -- this is Danielle again. Sometimes what you send in can act as a lead or help us corroborate some of the things we have on our records so we can use those things. We do have to verify it with what we have on SSA records, so we encourage you to send it in. Do you have to send it in? No, you do not, we still are going to use every source of earnings that we have available.   
Next we're going to turn the call over to Katie Striebinger, she's going to give some updates and then some Ticket Portal information.

Katie Streibinger: Hello, everyone, I wanted to give a brief update on the topic of checking Ticket assignability. We have gotten a question about reinstating the IVR we have no plans or system resources at this time to reinstate IVR we expect VR agencies to either check assignability in the Portal or to learn which clients had the Ticket responsible and use it when you start going on your case gathering missions.   
As we've been talking about the systems release in the future, the automated system for VR payments, there is a change that is going to happen when the new system in the future.   
The current process you can receive one lump sum amount for all the claims processed in that month, but in the future what we're looking at now is early September, late October. You may receive payments on a flow basis as they are processed meaning you could receive payments on a daily basis or you will have the option to ask us to hold them and we can release them to you but please note if we hold them and then release them you will receive one letter and one check or deposit per claim. This is going to be a major change in flow to the bank. Your agent should assess this ahead of time. This is coming with our release to the new automated system in September.   
I did want to give you some information about the Ticket Portal but I am not seeing a presentation on the screen. Are we having technical difficulties?

Ana Morales: Actually, it is up right now, Katie?

Katie Streibinger: No, I do not.

Ana Morales: Can the listeners on the chat just type if you can see the presentation? So I think they see it.

Katie Streibinger: So I need to log --.

Ana Morales: Yeah, maybe you need to log back in. They are able to see it, thank you.

Katie Streibinger: Give me a minute I’m going to log in and log back out hi, everyone, once again I am Katie Striebinger and I wanted to give you some information about the Ticket Portal. I wanted to share some tips and reminders of things I have brought up in previous calls and I thought maybe having something to show you on a screen would help you remember this information or help it sink in. This should answer some common questions you have, it will touch a little bit on what TPR is going to look like and just a couple things we have added recently. None of this information is going to be available online. Anything that is available to the Ticket Portal, screens or access, we do keep it private, we try to keep it secure so you cannot have it. It's included in the current Ticket training site. You can call the VR help desk and we can help you make sure you are connected with that secure site but nothing here is brand new information for anyone who is an existing Portal user. If you are not an existing Portal user this will give you a glimpse into the Ticket Portal. We encourage you to sign up if it will meet your business needs with your agency.   
The thing about the Ticket Portal is that it contains very important information that we are trying to keep secure. For this reason, if you have access to the Ticket Portal you are not allowed to share the link with anyone or post it on any public web site. For this reason should not be able to google the link Portal, it will not be displaced on the information.   
Do not share the information with anyone. When you go to retire, you are going to want access to your own account. And because of the way the system is set up with the extra security on the cell phone, do not use a shared cell phone for the extra security text. Once again, do not allow anyone to log in as you because there are steps and clearances people have to go through before they are allowed to be as you, as the Portal, and when you do log into the Portal it does make you say you are who you say you are and you are still working with the agency we have you registered with in the Portal.   
We encourage you to share information about the Ticket Portal that is on the public work site. We urge you once again to protect your information and we invite anyone to sign up.   
Another security reminder about the Ticket Portal is any (inaudible) in the set-up of your work session can potentially compromise the Ticket Portal. In order to protect the Ticket Portal we have placed restrictions on the operating systems and browser that will allow you into the Portal. If you make changes to your desk top and you suddenly can't get into the Portal it's likely you have made changes. This chart is in the latest Ticket Portal. This is not something you have to have on your work computer, we recommend staying with windows 7. We are working as an agency getting everything compatible with system 10. We are trying to work out the bugs.   
Another security reminder, the Portal cannot be something you can google and it is for this reason that we have created a secure training web site for all of the users.   
Once you register at the Portal, --.

Regina Bowden: Katie, are you there? She may have dropped off her call, so why don't we just open up the line while we wait on Katie to return for any questions that anyone might have. Operator, are you there?

Operator: In order to ask an audio question, please press star 1. Again, that's star and the number 1 in order to register for an audio question. And your first question comes from the line of David Leon.

David Leon: I have two questions I just want to make sure I understand fully. The first is it has to follow with its verification question. And it is twofold. If I send in actual pay stubs for a client, will that be counted or do we still have to wait until the federal pars4   
wages show up?

Raquel Donaldson: Hi David, it’s Raquel, you answered your own question because those are two forms we absolutely accept. W-2's or what was the other one you said?

David Leon: The work number.

Raquel Donaldson: Absolutely, work number and w-2 are most definitely accepted by us and we do not wait. If we don't have it verified in the system, it doesn't matter, that's verification right there for us.

David Leon: Excellent. My second question, and it may be Katie who has to answer but one of the issues we often have in our cost reimbursement when that money comes in, it goes to the state agency, then when VR changes happen I believe I understood we would either opt to get one lump payment or we would go paid on but we could get a separate deposit for each claim. My question is in timing. Because right now when we get the detailed clearance report sometime around the 7th and the 10th of the month, that's what I use to get our state treasury to release the funds to our agency. How will that work and will the notification be changing so if we did do with the flow a state like Virginia would be able to access that when it is deposited.

Danielle Armstrong: Hi David, this is Danielle, let me say it again and this should answer some of your questions.

David Leon: Okay.

David Leon: Let me just back up. What's going to happen is you are going to receive one letter, one check, one deposit per claim. The option she was giving that you could receive them as they come or if we do a hold, we can hold them until you want them released. However, once err released they will still be released as individual so you're still going to get one check, one notice, one deposit per claim. Does that answer –?

David Leon: Okay, it answers the process part. I think what that means is that I’ll have to work with our fiscal folks on that side. That also means that for the option if we're having a really good period of time, we're getting deposits daily.

Danielle Armstrong: Yeah, that's something we have no control over. Based on our service, SSA's finance and the process they use to send them through, we don't have as much heads up notice as we possibly could as soon as we found out we let you know. And Katie's back on the line so we're going to go back to her presentation. Once she's done we will open it back up for questions.

Katie Striebinger: Hi, everyone, I am so sorry about that. My black berry just hung up on me. I was reviewing the secure training site.   
If you are a Portal user you have access to the site, I encourage you to look at information there and every time there's an update d guide it's posted on that site. Next slide, please.   
I don't know if you noticed there are a few highlights of the Ticket Portal. I’m going to stress the importance of the announcement sdreepb. You can view and download a list of beneficiaries currently assigned to your agency, you can view the status of an individual Ticket, you can open a single VR case and you can open a batch of (inaudible) file. Next slide, please.   
The announcement screen is the first screen that pops up after you log into the Portal. We are using this announcement screen as well as the gov list messages that you get if your email to provide important information. I know there is a constant announcement about protecting the PII of the Portal. We are trying to find a way to make it something that speaks out at you when we have an announcement about soflt system's down time over lease update or systems issues. They ask that you glance at it, I know you are used to saying in your head ok and then go to the main menu. It's easy for us to make it something you see the instant you log into the issue. We recently had an gov delivery message which takes a little bit to get done, it has to be approved, you have to read it and we can just put something in the announcement screen for you to lead that tells you please do not upload the files. There was a chance any file you had submitted would fade out into limbo and you would have to fade out into file. We were hoping telling people there was a problem would save us from having to redo everything. This got corrected on Saturday and everyone's files who were submitted did go to completion, so the files are working properly now. And the message could be remove order Saturday morning once the files are working. Please do be careful on Saturday morning, it's a quick way for us to get your attention. The announcements are a great way for us to communicate information to you so I cannot stress the announcements enough and if you would please make sure you read them. Thank you for that.   
Here I want to talk about managing Tickets. This is a little screen shot of the main menu. The first two links are to your main agencies, beneficiaries currently assigned to me and beneficiaries formerly assigned to me. The information contained in these lists contains every single SSA records, this is actually on SSA record. If your agency has ever worked with a client, this is a great opportunity for you and your agency to reckon sail your records with our records. If you know what cases you have coming up in your system you should be able to reconcile the list and make sure they match. Same thing for closed cases. This is a great way to make sure in order and everything lines up he is especially with TPR pending. Currently a more but once they start ram paging, didn't know up in use in the Ticket Portal. If you have somebody in use at the agency and the SSA systems are going to be the ones pulling the CPRs if a person failed the entry.   
You can see the beneficiary's name, the assignment date, the payment method. I do want to stress here you will have cases where in the Portal VR's have inadvertently assigned cases under the Ticket cases under the milestone outcome agency. Every single beneficiary on your list should have a v under the payment method. Something that you can easily eyeball.   
Now, the current is about payment method, same thing for payment number so at this point it won't apply to you. The last TPR column will tell you if they passed or failed the TPR, the pending TPR column will tell you if there is a pending TPR, either a y or an n this is something you can actually look at today. The information is in the Portal today about a person does have the correct last TPR information and everyone should be a no for pending TPR if you have a no, that is a record and we are trying to fix it were this end.   
Most agencies have thousands of Tickets assigned to them so if you go to the screen you may have to pick some record range in order to make it appear.   
One key feature here is that upload the entire list to download the information to a spreadsheet. That will help you reconcile your ordinaries. Then the action menu on your right will take you to more information for each beneficiary. I do want to mention both lists showed Ticket status in real-time and this is reiterated.   
The Portal allows you to process assignments in real-time. There are 3 in the milds, assignability by SSN, assignment or unassignment to SSA or check the status and assign if possible.   
So this screen, it says status in use screen. This is replacing the IVR you can type in the information and call up the information for a specific beneficiary.   
So here, this is information about an assignable Ticket. As you can see it gives you the Ticket numbers the Ticket mail date, the Ticket status, Ticket termination date, whether there have been any Ticket payments and earnings no less, 24 months. The one thing I want to highlight here is the Ticket status. The Ticket status refers to CDR proi text status. It is in use or not in use. The jacket is not in use it does not with the added protection. This Ticket at that time will screen is reconciled. The Ticket is currently assignable because of the two buttons that appear in the middle.   
Opening a VR case will allow you to put the case in use with your agency. Once again to reiterate, this Ticket here on this screen is assignable. Ticket currently assigned to your agency, you see the same seal. Now if the Ticket is currently assigned to your agency you will see beneficiary name appear on the screen which I have whited out, and that will be the first clue the assigned to your agency. You can tell there on the Ticket is currently assigned to you, there is no unassignment date. But as you can see, the Ticket status says not in use. That is because the beneficiary has lost their protection. That is not mean, the Ticket is not currently assigned to your agency. There's a new Ticket, you are perform more actions for the beneficiary. There is a much quicker way to take actions on one Ticket at a time just by pressing in the SSN. Did they go to the next slide? Is mine advancing funny again?   
I am going to need help if we have any chat questions because every time I log out I lose the chat window. This slide says Ticket window batch upload, is that where we are? This screen here is showing you the batch upload functionality that's available in the Portal. I do want to stress there is 3 different types of files you can use to upload in the Portal. One, CDR open/closed case files, two Ticket assignment unassignment files ear Ticket assignability files. You must choose carefully. The system is assuming if you choose file 1 you want to open and close the cases in the file. Prior to this file being in the Portal, you were sent a file you were submitted based on the way you were submitting and the file name. The Portal is depending on you to select the right option. If you select no. 2, Ticket assign and the unassignment file, it will assume you are an EN you should be careful when you select a file type as one assigns your case under cost reimbursement, type 2 assigns your case under (inaudible) correct the record by sending the exact same file under the other file type. This tells the Portal that you want to convert the Ticket.   
One final piece here on the upload results. The number of errors in this screen does not mean that your file did not work. The Portal is assuming that every file in your, every record in your file, is a case that should be assigned or unassigned open or closed. If I did not assign a case or unassign a case it will look like an error. You can look at the screen to see how many transactions actually worked properly.   
Here are some common error codes, za04 is the beneficiary does not have a Ticket. That is the most common reason that will be an area. B is growth, there is no matching inpet matching VR, the VR closure code if not be post he. You are saying to see this, check the Portal it make sure the case is currently assigned to your agency. VR1 is no assigned yet for your agency, Ticket already terminated, and already assigned to another agency or the Ticket achieved a (inaudible).   
That is the end of our presentation. I hope you got some information there that clarified some of the common questions we get. Again, any questions out of the Ticket Portal please send them to VR help desk dda.gov. I'll give it back to Raquel.

Operator: I have a question from the line of Eugenia Cox.

Eugenia Cox: Hi, it's Eugenia again. That's lot several questions. One of them was a Portal question. How come we get claims denied the person is not getting senior benefits but they're showing an active Ticket in the Portal? Hello?

Regina Bowden: Katie? Is that a Katie question?

Eugenia Cox: It could be a Katie question, it can be a Raquel question.

Regina Bowden: That is Katie, so, yes, if you need her to repeat it --.

Katie Striebinger: Can you repeat the question? I’m sorry, I thought it was about a payment.

Eugenia Cox: No, when we go in, one of the first things was look at is use the Portal to verify social security eligibility. So when we get a claim denied because a person is not on benefits we go in and see that the person is active Ticket holder in current pay and we get the Ticket and our (inaudible) are denied because they are not on benefits. Is there something that doesn't jibe between the information the person that's processing the claim and the information we're getting from the board?

Katie Striebinger: I would need a good example if you have one if you could send it to the VR help desk that would be fine.

Eugenia Cox: Another question is when the Portal cups up it says we're going to lose our security training or we're going to lose access to our Portal. I don't know about other states but we have to send 3 hours doing security training once a year, both in od and in regular basis, files and records. Are we able to do that because most of us do have to participate in those types of trainings as far as our states are required/

Katie Striebinger: We are trying to get ahold of it. The Portal gives a two-week notice before some dates expire. You should not have to worry about those dates. We were a little behind. You are not looking at not getting into the Portal because of that, we are maintaining those dates.

Eugenia Cox: Because we have some submit those as remittances or reconsiderations. So some somebody checking for that when they do that? Is somebody connecting what we're seeing? A security clearance?

Katie Striebinger: No, somebody looking at the records we are looking at before determining somebody is not on benefits. The payment technicians are always verifying the information in the social security system.

Eugenia Cox: Which is the system that's also regulating what we see in the Portal?

Katie Striebinger: They should be the same system. That's why an example would help.

Eugenia Cox: Okay, I can get you an example. Then somebody made the comment about checking, about submitting wages and if they don't jibe with IRS records, somebody is going to have to clarify that because I’m assuming IRS records are updating when people are submitting their tax --.

Regina Bowden: We'll wasn't what she sent it in. You can use any wage data you have is still using what beef on the verified. However, sometimes because we're using AAS records to corroborate some of that so you can make your payment. It's not something you have to send in.

Eugenia Cox: A lot of times we will send you in information, at least in our statement employers are required to report wages quarterly. Quarterly. So we're one quarter. So if you don't see that information but we have it directly from our state employment division and then you turn around and send it back saying that we can't verify because it doesn't match IRS records, well IRS records are yearly on tax information. So something doesn't jibe there.

Danielle Armstrong: The only thing I can tell you is we have to have it on the SSA side. I can't respond to that portion.   
However, I can tell you, when Katie mentioned on the call back, at some point we are going to start receiving monthly files instead of quarterly files but that's all we can give you right now.

Eugenia Cox: Are you going to have information from our states?

Danielle Armstrong: No.

Eugenia Cox: You will never have access from our individual states?

Danielle Armstrong: No, we are not going to be seeing what you are seeing if that's your record.

Eugenia Cox: So you use IRS records, you use reported from individuals?

Danielle Armstrong: We use what's verified on SSA records. Some of it is reported by employers then verified by the SSA record.

Eugenia Cox: So we have access to something you guys don't? Quarterly wage data.

Danielle Armstrong: Okay.

Eugenia Cox: But from what I've seen, you don't take that for anything. We submit it and you use your own resources.

Danielle Armstrong: That's pretty much what we were trying to explain. That's why you can send it in or not send it in, but sometimes we went over and we want to give people time to answer some questions, we can have the help desk contact you back and they can explain to you the rest of the process.

Eugenia Cox: Pay, I also want an update on the QBER report.

Danielle Armstrong: We gave an update on the QBER last call, but we'll have the person who does it.

Eugenia Cox: I would also like an update on the next call with the previous month rule.

Danielle Armstrong: Any topics that you want to see on the next call, please send in to the VR help desk because then we'll add it to next month's agenda.

Eugenia Cox: I also want to mention you really need to allow us more time to ask questions. I know all this stuff was beneficial and an hour is just not enough time for us to get all our questions answered and I do feel that when you cut people off and tell them, sorry, sometimes you've ended a call and you've cut me off and you've ended a call but there wasn't anybody else in the queue. So I just want to say that. Thank you.

Danielle Armstrong: Okay, all right, thank you.

Regina Bowden: Operator, do you have any more questions?

Operator: Next question comes from the line of Gina Haupt.

Gina Haupt: Hi, so I just want to make sure I have this right when I talk to my accounting department. So we send in 50 claims in the months that get processed, or let's say we get 50 checks or 50 approvals, we're going to get 50 different checks for our accounting office?

Danielle Armstrong: Yes.

Gina Haupt: Okay, I did have another question but I can't remember it right now so I guess I'll email the help desk on it.

Operator: There are no further audio questions.

Regina Bowden: Okay, thank you very much. That's the end of our questions, we're going to end today's call. We appreciate the participation.   
Also any question that you did not get answered today, remember you can send those questions to our help desk and we will get back to you with those answers. So thank everyone very much for joining us today.

Operator: This concludes today's conference call, you may now disconnect your line.

CALL ENDED