# All State Vocational Rehabilitation Agency Call

 Transcript

 All State VR Call

May 10, 2016

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Operator: Ladies and gentlemen, thank you for standing by. Welcome to the national vocational webinar. During the presentation all participants will be in listen only mode. Afterwards we will conduct a question and answer session. At that time if you have a question please press star followed by 1 on your telephone. You May also enter any question at any time throughout the webinar by using the chat feature located in the lower left corner of your screen.
If you need operator assistant at any time please press star zero. As a reminder this conference is being recorded Tuesday, May 10, 2016. I would like to turn the conference over to Regina Bowden. You May begin.

Regina Bowden: Hello, everyone, welcome to our monthly national Voc Rehab teleconference call. Thanks, everyone, for joining us today. Our VR staff are here in the room and prepared to address the topics on our agenda. As always, a reminder if your questions aren't answered today or if you have questions on a daily basis please reach out to VR.helpdesk@ssa.gov. We do want you to always reach out to that help desk if you have questions.
Danielle is not here today but we have Raquel is here today and she's going to share the information that Danielle would have shared today.

Raquel Donaldson: Good afternoon, everyone, this is Raquel, just a few things to go over. The latest month earnings file that was received was for April 15th. Also in regards to resubmittals, we are receiving a lot of resubmittals that have different dates and what I mean by that is the VR open date is the same, but we're finding that the VR closure date is different and the amounts on the resubmittals are different as well.
We have asked the analysts and technicians to actually return those claims to the VR's. They should mirror, the resubmittals should mirror the original claim, meaning all the dates and all the amounts should always be the same. If you have any questions about that of course you know how to reach me at the VR help desk or my direct line.
Second, when you are sending your recons via fax or email, please make sure you include a copy of the claim, sr199 to make it that much easier for Shane and I to review.
We had a couple questions about acceptable documents that we listed last time. They are the SSA-verified wages, W-2 information and the work number.
Lastly, in regard to May's VR training it will be held next Wednesday, May 18th, we will be hosting the South Carolina commission for the blind for the two day ticket training. So we're looking forward to having them here and again if you have anyone on your staff that's looking for that two-day training they can reach out again to the VR help desk or to Linda Custis directly.
Now I’m going to turn it over to Shada Roper and Candice and they are going to discuss work transition.

Shada Roper: Good afternoon, welcome, thanks again for joining us on today's call.
In the past several months we have been sending many c3 notices and requesting transitional work proof and we notice that this is causing some confusion for the VR's. In addition, it's causing a slowdown in our work processing and of course it's also giving you more work. Therefore, today as we are reviewing these kinds of claims we decided we would give you a work around so you can proactively send in these kinds of claims.
On the call is a policy analyst ready with a quick presentation to explain what transitional work is and what not transitional work is so you can prepare yourself for handling potential transitional work claims.
Candice Whaley is on the line and she is ready to do a quick presentation so we can get that transitional information and you will have a work-around to be able to get these claims out.

Candice Whaley: Good afternoon, I’m Candice Whaley, one of the transitional work analysts. Our definition for the regs is a continuous period preceded by transitional work activity, employment or self-employment which gradually evolved with or without periodic interruption into SGA and that work activity began less than a year after VR services ended and any VR services which significantly motivated or assisted the beneficiary in returning to or continuing to SGA will be considered to have contributed to the continuous period, which is work performed during the year after VR closure.
And this is the definition of our regs.
Transitional work. This is when work is performed less than one year after VR closure. We have a brief slide up here explaining what transitional work is and how the earnings are reviewed.
Before starting working in March, 2012, the earnings are below SGA but are gradually increasing, they reach their 9 month of SGA on October 2013. This would be considered a payable claim? Why? Because transitional work was involved.
This is an example of no transitional work. This is when more than one year after VR closure, the beneficiary is not working but then begins to work SGA. So, for example, the beneficiary is not working, they start working making SGA in February 2013 and the 9 month continuous period of SGA is reached October, 2013. You see in this case you will have to prove that you assisted the beneficiary by providing services that led to them working at an SGA level.
Also, did the training you provide lee to the beneficiary's chosen job and is the job they are working now the job listed as the goal in their IPE if you know your client has reached the CP of SGA more than one year after VR closure, this is what we're going to do.
Please send a copy of the IPE and any case notes that you have with your claim. This will expedite the processing of your claim and assess the need to send you out a notice.
In the remarks section of the claim, please enter possible transitional work. Are there any questions or concerns on this matter?

Regina Bowden: Actually now at this time we can open up the lines if you do have questions just in regards to work transition.

Operator: As a reminder if you would like to ask an audio question please press star 1 on your telephone key pad. Again, that's star 1. And there are no audio questions.

Regina Bowden: Alright, now we're going to turn it over to Nate Arnold who's going to discuss the VR case closure and medical CDR protection. Nate

Nate Arnold: Thank you, Raquel, good afternoon, everybody. I wanted to take a minute or two to sort of remind everybody to be, the councilors, particularly, to be as clear as possible with customers when their case is being closed that they only have three months of CDR protection unless they assign their ticket to an employment network or somebody else for on-going employment support. We have had a couple circumstances where people had CDR's done on them and they kind of glibly said I shouldn't get one because I have CDR protection but in fact their cases were closed for some time. Apparently the people were under the impression that because they had worked with VR they got permanent protection from CDR's and of course that is not the case. The whole subject when closing the case would be a natural lead-in to partnership plus to take that opportunity and say, you know, we know you're working but you've got 3 months of protection. If you assign the ticket obviously you would get on-going employment support and continuing CDR protection. Just a reminder item, I don't know why all at once we had a couple but it seemed to be a recent thing and that's really all I wanted to say on that so back to you, Raquel.

Raquel Donaldson: Thanks, Nate. At this time we're going to do something a little different. We've had a few suggestions with regard to (inaudible) out of state wages, VRs are asking how to get employment information when the client is working out of state. At this time if you all would call in and give any information or thoughts of how, what you are using to get out of state wages, I’m sure the other VRs asking for this help would appreciate it. Operator, can you open the lines?

Operator: Yes, we have a question from Eugenia Cox.

Eugenia Cox: With regard to the wage information, there are agreements between certain states to be able to give information between states. There is also other types of agreements, they are just verbal where you can call and they will say that would be a good claim but they May not be able to give you any wage information so the state would have to call it in or send it in without any wage information. So it's kind of a verbal verification.
There's just all kinds of ways and I believe at one time we put together a list of states that would be willing to give some or partial information.

Regina Bowden: Eugenia, do you still have that list of states?

Eugenia Cox: Oh, yeah, probably. I keep everything. But, again, it would be on a state by state basis. It May have changed because there's a lot of turnover in the jobs that we do. Some states can't even tell you if they were working with the person. And I believe that Virginia has an agreement, I believe they sent it to me at one point in time, a written agreement from state to state they May be willing to share. Again, it's really on just calling the individual on the contact list from that state and see what they are allowed and not allowed to do and just try your best to try to determine.
Sometimes what I do, and I don't know if anybody else has done this, when I am going through my claims in the ticket tracker, the ticket tracker system, I will see when I go into the portal I will see that the ticket's been assigned to another VR agency at some point in time. So what I usually do as a courtesy is if I feel that person has good SGA or trying to get some good SGA, I will give that state a call an say you May have a potential claim on this client you were working with. That's another way just to allow that other state to also claim on the period of service that they served them.
Again, it really is developing relationships between the states, getting to know who your counterparts are and making sure that you are providing as much as this business as they are able to provide.

Raquel Donaldson: Just to piggyback off what Eugenia is saying, I have a state VR directory. If you don't have this directory please reach out to me via the VR help desk or my email directly and I’m more than happy to give that to you.

Eugenia Cox: One more thing, I tried to call in when the c3 question came up. I think you asked us to send that stuff ahead also before. You said if you have a non-transitional case that, you know, to be proactive and send it ahead. Looking at the hand book unless it is changing in the handbook it says if you don't provide it then a c3 letter will be sent out. Is that when you continue to have --.

Raquel Donaldson: Yes, it would benefit you to send in all the case notes and IPE's so we can evaluate the claim then, instead of having to send a c3 notice that would help us out.

Eugenia Cox: I don't know about the other states but to actually get the case file we May have to call (inaudible) and wait 3 days before we get a hard copy file. We May have to go to an archive, huge building, and look through boxes for the file. Is it acceptable, most of us have a case management system where we can actually print all these documents out but it May not have the original picture on it.

Raquel Donaldson: That will be fine.

Eugenia Cox: We're dealing with thousands of people where other ENs are only dealing with a handful of people. We are working state-wide, being able to print something out of our kaits management system is a whole lot easier than to try to fine it in our files like we would for a ppr

Raquel Donaldson: That would be acceptable. You can go ahead and send that in.

Eugenia Cox: Just as long as you have the information it doesn't necessarily have to be the original?

Raquel Donaldson: Correct.

Eugenia Cox: I just wanted to be sure you were still going to be sending those out.

Raquel Donaldson: Thanks for calling in.

Operator: Your next question comes from the line of David Leon

David Leon: I just wanted to say we use many of the same tactics as Eugenia in Oregon. Almost every state is able to share some information. I only know of a few that aren't. We did have to amend our agreement with our statewide employment commission to be allowed to continue to share that data and I would be happy to take those clauses from our most recent contract and share them with any other state that's having double being allowed to share.
The biggest issue, to be honest, is getting a response. From my states that I border and we work with very closely, that's never a problem. But often times if I’m trying to get information from a state across the country and we don't have that same level of rapport relationship but I find two or three emails and eventually I’m able to get what I need. The work number is also a great source, especially if the client is working in a position where you know that employer is going to be listed, but the list you update every 6 months is going to have a contact. I can only thing of two that have told me they are not allowed to share that data. A couple have told me it's a good claim, I can't give you the info, I have actually put that on the claim, I can't get that data, however whichever state has indicated I should submit, please follow-up.

Raquel Donaldson: Thank you, David.

Operator: Your next question comes from the line of Dawn Duvall.

Dawn Duvall: Hi, good afternoon, there. This is Dawn in Alaska. Same thing Eugenia and David both have mentioned. Unfortunately Alaska won't share anything with anybody. We can't get a memorandum of understanding in place to get our own UI wages from across the hallway. It's kind of ridiculous how stringent some states are and we happen to be one of them. So if I could get a list of those states, Eugenia, of other states that are willing to share wage information it would be great if you can email it out.
I was also going to mention the work number is where I find the majority of my out of state wages. We did come up with a form letter that we send to our client if we have a valid current address that we ask for that information, if they could submit pay stubs or even just fill out the form with the quarterly wages and I've sent that in before with claims, but it seems like no matter what type of wage proof we submit with the claim, social security has to verify that anyway. So if they don't be have that same information in their own system they are going to send it back as not meeting SGA, even when the wage information is provided. I just wanted to throw that out there, I've had that happen many times and I just turn around and resubmit it because by the time I resubmit it, they then have those wages I've sent in.

Regina Bowden: Thanks, dawn.

Operator: Your final question comes from the line of Tom Skulk.

Tom Shelleck: Hello. A more global systemic and long-term solution to this, I think, comes from weoa which contains language that the core partners are supposed to be able to access wage data that is produced from all the states. And there is a program, the wris system, wage record interchange system, that is currently being negotiated among p the states led by the department of labor so that whatever state signs on to the agreement would be able to share and receive wage record information from the other states.
That's supposed to be, the agreement is supposed to be completed this summer but I listened in on a teleconference call back in March among about 20 states that were participating in that and at that time it did seem that they were a little ways off from a final agreement. But if that does come into effect then VR agencies as a core partner of weoa would be able to submit a request through their individual state department of labor and that would go out to the other states that are part of the wris system and they would be able to receive whatever wage information that is available in the other states as documentation that could be used for reimbursement purposes. But the primary purpose that this wris system is being developed, actually it's a wris2 system that's being developed is to enable the core partners of weoa to meet the weoa recording requirements for outcomes of services they provide to customers. So that's long range and it's more global and systematic way of making that wage information from other states available to all of us.

Regina Bowden: Thank you, Tom. Operator, do we have any more questions?

Operator: There are no further questions at this time.

Regina Bowden: Thank you. We just have one more topic that we do want to throw out there for the VR's to call in and give your input on. This is the ticket to work tracker. Other VR's are asking who's using the tracker and is it beneficial. So if you would call in with input on that, we would appreciate it. Operator, no call ins?

Operator: Yes, ma'am, we do. We have a follow-up question from Tom Shelleck.

Erick: We use the ticket tracker and we find it to be very useful. We've been using it a little over, what, 3 years at this point and since we've used it, the reimbursements we receive probably doubled from the state. I’m not going to attribute it all from the tracker but it does provide a better way than what we had been using before, which was a combination of paper tracking and an internal system we created ourselves. So it's very, very useful.
We've actually talked with jay there before about how many states are using it. I think it's 29 state VR's using it in some form or another so I know at this point a majority of the states, either the VR or the combined agencies or there's additional blind agencies using it. So I know it's a large number of states, we're not even using it to capacity yet but it provides a nice way to link, once you are able to link your wage data, your sve wage verification of benefits through social security and also wage verification all in one place, very easy to use, very simple process, it even assists in the actual generation of the actual claims that are submitted, so the forms themselves so you don't even have to do that part yourself. Very useful program, we've found it to be worth renewing every year and we're going to continue to renew that on an on-going basis.

Regina Bowden: Awesome. Thank you very much, Eric.

Operator: Your next question is from Mike Hermanson.

Mike Hermanson: This is Mike Hermanson in Montana and I would pretty much echo the previous comments.

Raquel Donaldson: You are liking the tracker yourself?

Mike Hermanson: Yeah, it works real well, it's really helped us and improved our reimbursements.

Raquel Donaldson: If you are on the chat you can see it sounds like everyone is echoing Eric from Maryland's sentiments with regard to using the tracker.

Operator: Your next question is from the line of Pat Rohr.

Pat Rohr: Hi, I’m just wanting to emphasize that the tracker is a great tool to use for reimbursements. We've been using it in Minnesota now for about three years and I have nothing bad to say about it.

David Leon: I can't see the chat. But I would say the exact same thing, tracker has been a fantastic tool, not only has it increased our cost reimbursement when we first did a test run to see what the event would be, it identified over 10 million in claims that were too late for us to submit but it immediately showed the power of this tool.
In addition if you start using all the features there are ways to use it as a check and balance to make sure that every case that should be in use is in use. We have had great success with utilizing the in use feature of tracking at catching those transition cases that are suddenly awarded benefits or under cases where someone May have applied at application and received benefits after service status and trackers help dramatically to not only make sure those cases get placed in use, but is an easy report out mechanism to follow-up when that happened if it ever comes up as a claims issue.

Operator: You do have a question. One moment while I get the information. Caller, your line is open. Please respond.

Caller: Hi, there, can you hear me?

Regina Bowden: Yes, we can hear you.

Nikki Hellerman: This is Nikki Hellerman in California and I will support everything everyone says about the tracker, but also an added benefit to the tracker we've found in California for the volume of claims we submit, it's definitely an added feature to be able to use the tracker to process the volume we've processed. Also I have a day that jay morrow who updates the tracker, he goes above and beyond to make sure we're using the tracker to its fullest potential. Just wanted to add that.

Regina Bowden: Thank you so much. Operator?

Operator: Yes, ma'am, we do have one other participant. Caller, please respond.

Eugenia Cox: Hi, this is Eugenia. I've been using the tracker for eight years and I've told everyone if I wasn't in a relationship I would definitely marry this thing.
It's amazing how it works. For us to be able to equal how it works we would have to track everybody that we have had contact with. You still have to know what you're doing but it identifies things we would never catch. Actually there's 7 states that have it, 37 v state agencies that have it currently. I know because I just got that information. There's actually a few states that are lucky enough to have it. The nice thing for social security is we're able to generate all our data out of the tracker and it knows what we can resubmit what it can't resubmit, and it does it to date.
And what I mean by that when I’m sending in my data before for, say, the end of January and Maybe the end of February. But now when I generate these reports and I started utilizing that function of generating the data, it will give you all the information to date. So you'll be getting all of information and almost all of February, depending on when I send it in. You are actually getting data quicker than when other states were sending it before. So its functionality even will identify claims that they don't have wages but you can possibly try to find wages for those. And it imports all the information back out of the portal and incorporates it, all the wait information. It is amazing, I know Texas would be giving it a thumb's up. I don't know if anybody from Texas is on the call but if you are lucky enough to have the tracker then you are going to reimburse your cost reimburse.

Operator: We do have a question from Tom Shelleck.

Eric: It's actually Eric again. Jay is also very willing to work with you if you have a request. We actually had, when QBER was still up and running, we ran a report all of portal, pulled all the responses and had jay upload it into tracker and that produced for us a huge influx of potential claims. So he's very willing to try different thanks that it's Maybe not designed for but it's at capacity. Something like the rifbl Tom was talking about comes back around, I’m sure jay would be willing to work with states to get the functionality. The very first thing Raquel is talking about, i think that's a tracker issue. It's on cases we were submitting when the cases were still open. What tracker does is it puts a closure date as the date you created the case and then it gives the amount you did at that point. I just did several and i noticed even though I used resubmittal out of traffic, it used a more recent request and a recent dollar amount since we spent more money. I think that's a tracker issue and we might try to get some information there but I wanted to bring that up because it tied into what Raquel discussed at the very beginning of the call.

Regina Bowden: At this time we're going to open up the lines for anything, any topic. Feel free to call in. I wanted to request that you keep your questions to two questions maximum because we want to give everybody an opportunity to call in or as many people as possible until 4:00 to call in and ask questions. If you are not able to get the call through, feel free to reach out to the bureau help desk or to one of us directly.
Operator, are there any calls or questions?

Operator: Yes, ma'am, we have a line from the line of Annie Starzen.

Annie Starzen: I was going to comment on the resubmittals of claims, when a claim has stayed open. My understanding is that you have to put a close date on every claim. So whatever the close date was for that original claim, that's a close date you have to use even if in truth it was closed later. I actually go back and pull my original claim and make it so the close date is still the original close date that I had on the original claim, even though technically the claim is open and it is now closed. That way I have never had the issue of more money being put into the claim, I cut it off and that never enters into the claim. So I think it's probably the best way to avoid what ends up being different claims when you send them for resubmit. If that makes sense.

Regina Bowden: I couldn't have said it better myself, Annie, thank you. Operator.

Operator: We do have a question from the line of Gina Haupt.

Gina Haupt: I just have a question regarding the resubmit lamb. So now if a case is open when you submit it and it is denied because the person has not yet reached SGA, so you wait a while and resubmit it but in the meantime services are still going on. Would that not cause the change and it would be valid that you could submit then was they have not reached SGA and yet it is a resubmittal.

Raquel Donaldson: Hi, basically when you have a resubmittal you can't change the amount or the VR period. What we do is when your case closure has no date on there we used the 9 months of SGA that you have as your employment date on the actual claim. If you resubmit the claim and you want additional tracking, that is not viable because that's the same claim we key nighed for asa

Gina Haupt: What I’m saying is there is no soldier date at the time?

Raquel Donaldson: It's still open. You're saying, when you say SGA has not been achieved at that time, that means not paid. You wait a while, they are still receiving services, they still haven't achieved SGA and now when they receive SGA you send it back in with the new point of SGA but there are possibly services being provided at that time.
But for the resubmittal of claims, we can't give you the dates for that additional period. So we have to have a VR closure date in our system for processing that claim. We have to uets either the 9 months of SGA where we submit, we will get the claims back if we don't have anything.

Gina Haupt: I guess that's what I’m saying, is that if we guys send it in and normally what I do is submit the 9 months of SGA if you say, no, they didn't reach SGA, are we able to redo the with the 9 months of SGA and proved on? Is that considered valid?

Raquel Donaldson: No, that's not considered claim because you are based on a period of we claimed for SGA we're still tracking SGA, just as you are.

Gina Haupt: What if the case is open and they are still getting services? You thought they reached SGA but they have not.

Raquel Donaldson: According to our regulations we cannot change it. That's why for all these years you've never had anybody submit a claim with a different amount or a different VR closure date and be paid for that resubmittal because according to regulations we cannot add additional money foir tracking, acp or direct calls. That would be considered a supplemental. Once it's paid you can resubmit the claim for additional direct calls proposed employment, but you can't be paid for additional acp and tracking during that period.

Gina Haupt: That seems weird to me. Because they are getting SGA and they have not reached SGA but you submit it thinking they have but they don't and it stays an open case, they are obviously going to gather up stuff and that data is going to change.

Operator: We do have another question from the line of Donna Osborne.

Donna Osborne: Hi. Along the same lines I was wondering if you had an open case and it was denied because the person hadn't reached 9 months SGA like you thought, would you just send in a new claim on that same case, not call it a resubmittal so it could be a new closure date?

Candice Whaley: Hi, this is Candice again. Basically if you submit a claim that was denied and then you are sending in the claim again and it's during that period, we can't process that claim. It only can be processed as a resubmittal recon or a supplemental. Our system doesn't allow in the milds of the dates, basically, you can't have in between dates going on. So it's not going to process it. It will kick it out on our end. It's not what we decide, our system is based that way on the VR enter dates and VR closure dates, we can't override that.

Raquel Donaldson: Donna, are you still there?

Operator: Your line is open, participant, please go ahead with your response.

Eugenia Cox: Hi, this is Eugenia. What I hear you saying, just for clarification, is when you submit a claim and that claim has to stay the way that claim was. But instead of being able to correct it because the case wasn't closed, which happens a lot, we have to now submit it as a reconsideration for a resubmittal but exactly the same and then we have to go and produce another claim from the end of that period to when they actually close or when they reach SGA or the end of the SGA period. So now instead of us submitting one claim and taking care of it, we're going to have to resubmit the original claim as is, and then turn around and do another supplemental claim to get any other money so basically we're having to do twice the work. Is that what we're saying?

Candice Whaley: We're saying once the claim is paid then you May submit a supplemental claim for additional direct cost or post-employment. We cannot pay for one claim and then you submit a claim during that period because our system will tell us you're between dates and it won't allow us to override. When you have a claim and you submit it and it's been denied, you can submit it as a recon or resubmittal but it has to have the same dates. We cannot change the dates.

Eugenia Cox: Yeah, we have to submit the original claim as is and then for us to get the rest of the money that May be owed us, Maybe a year later but we're still working with them and they still haven't reached SGA and they finally did reach SGA, now we have to go back and reach a supplemental claim to the end of the first claim to the end of the SGA period or when we close it, whatever comes first. Is that correct?

Raquel Donaldson: Eugenia, this is Raquel we can only pay post-employment and it has to be within the next payment period of the original claim. So if the date on your supplemental do not fall in between the net payment period, the original claim, you can't submit it.

Eugenia Cox: Let's say we're sending somebody to school and we think they reached SGA halfway through their employment plan, okay? So we send it in and it gives us a date, the tracker says, okay, as of today we're closing, even though it's not closed. So we snit it, you guys deny it because it didn't reach SGA, so that's the original claim so we have to keep it as that claim.
So we're going along monitoring it again and a year later we're going to, because we think they reached it again, we're going to resubmit that original claim with that original closure date that we gave it but we May have a year's worth of expenses. You're saying when we do a supplemental claim after that first claim was done and you end up paying it, let's say you end up paying it, after that date of closure we won't get any administrative costs or tracking, all we'll get is the expenses we incurred from the end of that to the other. Is that what you're saying?

Candice Whaley: Eugenia, we're going to have to go ahead, send an email to the VR help desk and we'll discuss this with you. We have to follow the regs. What i'll do is send you the regs so you'll know we are processing the claims correctly and if you have any other questions that you want to talk about you can call me directly. My number is 410-594-2122. Anybody --.

Eugenia Cox: Is this Candice?

Candice Whaley: Yes.

Eugenia Cox: What I'll do, I’m going to do an example just for clarification and I’ll send it out to all the states so you can clarify just to say is this this or this so there will be something clarified. That's what I'll do.

Candice Whaley: That's fine.

Raquel Donaldson: Actually, Eugenia, we'd rather you didn't do that. We can talk to you about there so you are clear and everything and then if anyone else has questions, they can address them to the help desk also. And then we will direct those questions, though.

Eugenia Cox: Well, I believe there is more than just me that's confused about this. So I believe this has to be a group effort here.

Raquel Donaldson: Anyone that has questions in regards to what we're discussing can feel free to reach out to Candice, myself or Shada directly or the VR help desk directly.

Eugenia Cox: I'll send my questions just to you and then what I do with the response is really up to me.

Regina Bowden: Operator, any other questions on the line?

Operator: Yes, ma'am, we have one from warner grantor.

Warner Grantor: Hi, this is Warner. Hi, I have a question on a totally different, if you don't mind. The question is I fully expect to no longer have to do the RSA-1 13 report and they're going to discontinue it. My question is will I still need to create these reports anyhow in order to do the cost formulas to determine our add-in rates in the future.

Raquel Donaldson: No, we'll have to figure out a different way to work the cost out. Pretty much on standby like you, but it's a great question.

Warner Grantor: Thank you very much.

Operator: Annie, your line is open, you may proceed.

Annie: Ii tried to withdraw my question. Is there a way to do that now? We used to be able to press star 3 and it didn't seem like it took.

Operator: No, Annie, you are on the line with us all.

Annie: I wanted to withdraw it because it was like beating a dead horse. I was going to say about the whole resubmittal things that it's just one of those things where you're out of luck. At least I understand that's not really a question so I tried to withdraw it. Is there a way to withdraw questions? That's my question. We used to be able to press star 3 and to withdraw a question and now it seems there's no way to actually, if you say I want to ask a question and then you think to yourself, no, I don't, how do you withdraw that.

Operator: To withdraw your question press the pound key.

Annie: Just press the pound key? Oh, that's terrific. Thank you.

Operator: You're welcome.

Raquel Donaldson: We will definitely follow up on the next month all VR call with regard to the questions and concerns regards to resubmittals and reconsiderations. Our next call will be on Tuesday, June 14th at 3:00 p.m. and I look forward to everyone being on the call as possible. Thank you very much for calling in or being on the chat line or both.

Regina Bowden: This is Regina, thanks, everyone, this was a good call today. We really like the input and everyone who participated, we appreciate that. The comments and again if you have questions today that didn’t get answered or if you have follow-up questions to the discussions from today just contact our help desk, VRhelpdesk@ssa.gov. Thanks, everyone.

Operator: That concludes today's webinar. You may now disconnect.

END OF CALL