* TODAY IS TUESDAY, 12 JULY, 2016.
* PLEASE STAND BY, YOUR WEBINAR BEGIN SHORTLY. PLEASE REMAIN CONNECTED.
* .
* >> LADIES AND GENTLEMEN, THIS IS THE OPERATOR. TODAY'S CALL IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON MUSIC HOLD. THANK YOU FOR YOUR PATIENCE.
* LADIES AND GENTLEMEN, THIS IS THE OPERATOR. TODAY'S CONFERENCE IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON MUSIC HOLD. THANK YOU FOR YOUR PATIENCE.
* LADIES AND GENTLEMEN, THIS IS THE OPERATOR. TODAY'S CONFERENCE CALL IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON MUSIC HOLD. THANK YOU FOR YOUR PATIENCE.
* LADIES AND GENTLEMEN, THIS IS THE OPERATOR. TODAY'S CONFERENCE IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON MUSIC HOLD. THANK YOU FOR YOUR PATIENCE.
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* >> LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY AND WELCOME TO THE NATIONAL ALL VOCATIONAL REHABILITATION CALL. DURING THE PRESENTATION ALL PARTICIPANTS WILL BE IN A LISTEN ONLY MODE. AFTERWARDS WE WILL CONDUCT A QUESTION AND ANSWER SESSION. AT THAT TIME IF YOU DO HAVE A QUESTION, PRESS STAR THEN 1 ON YOUR TELEPHONE KEY PAD. IF YOU NEED TO REACH THE OPERATOR PRESS STAR ZERO. AS A REMINDER THIS CALL IS BEING RECORDED TUESDAY, JULY 12, 2016.
* >> HELLO, EVERYONE, AND WELCOME TO OUR MONTHLY ALL VOCATIONAL REHABILITATION CONFERENCE CALL. THANK YOU SO MUCH FOR JOINING US. WE HAVE A FULL AGENDA TODAY AND I'M GOING TO TURN IT OVER TO DANIELLE ARM STRONG.
* >> HELLO, EVERYONE, WE DON'T HAVE A TON OF INFORMATION THIS CALL BUT SOME IMPORTANT THINGS THAT WE WANTED TO GET OUT TO YOU ALL.
* FIRST I WANTED TO THANK EVERYBODY FOR ALL YOUR RESPONSES WHEN WE REACH OUT TO YOU FOR THE TOPICS YOU WANT TO HEAR ON THIS CALL. GOING FORWARD WE ARE STILL GOING TO DO THAT, BUT AS YOU KNOW WITH THE TRANSITION TO AUTOMATION, A LOT OF THE UPCOMING CALLS ARE GOING TO BE PRETTY MUCH TRAINING FOR THE PORTAL AND THE SYSTEM TO COME.
* NEXT MONTH'S CALL IS GOING TO FOCUS ON TRAINING FOR THE NEW TPR PROCESS. WE'LL TRY TO GIVE YOU AS MUCH ADVANCE NOTICE FOR THE TOPICS SO YOU CAN BE SURE YOU HAVE THE PROPER PERSONNEL ON THE CALL TO RECEIVE THAT TRAINING.
* LAST MONTH'S CALL WE ALSO GAVE OUT SOME INFORMATION ON THE 301 PROCESS. AGAIN, REMINDING YOU THAT THE 301 PROCESS IS COMPLETELY OUT OF OUR AREA. WE HAVE THOSE SPEAKERS TO GIVE YOU AS MUCH INFORMATION AS WE COULD, SOME BACKGROUND. FROM THAT CONVERSATION A LOT OF THE INFORMATION IS FROM THE SSA FIELD OFFICE AS WELL. WE HAVE REACHED OUT TO THEM, WE DON'T HAVE ANY UPDATES YET BUT BECAUSE WE HAVE TO GET THAT FROM ANOTHER AREA, WE'RE WORKING WITH THEM TO GET THAT TOGETHER. AS SOON AS WE GET INFORMATION AND PRESENTERS FOR THAT WE WILL PRESENT THAT ON THE CALL.
* HOPEFULLY YOU HAVE ALL RECEIVED, WHICH WE MENTIONED ON THE LAST CALL, LETTING YOU KNOW ABOUT THE PENDING CLAIMS AND WHAT THE TRANSITION TO THE SYSTEM THAT WE WOULD NOT BE PUTTING THOSE CLAIMS INTO THE OLD SYSTEM SO YOU WOULDN'T SEE THEM ON YOUR PENDING LIST. BASED ON THAT WE HAVE A COUPLE QUESTIONS THAT CAME IN AND I'M GOING TO ADDRESS THOSE BECAUSE THEY ARE PROBABLY THINGS THAT EVERYBODY WAS, MAY HAVE BEEN INTERESTED IN.
* THE FIRST QUESTION WAS, DOES THIS MEAN THAT YOU WILL BE HOLDING ALL OF OUR CLAIMS SUBMITTED AFTER JULY 1ST, 2016 UNTIL THE FALL? YES. ONE OF THE QUESTIONS WAS ALSO BASICALLY TO DEFINE FALL. RIGHT NOW WE ARE HOPING THAT THAT WILL BE SEPTEMBER-OCTOBER, BUT IF ANY OF YOU HAVE EVER DEALT WITH A SYSTEMS RELEASE, IT'S A MOVING TARGET. SO WE ARE TAKING DIRECTION FROM OUR SYSTEMS COMPONENT. SOME OF YOU HAVE REACHED OUT TO KD ABOUT PARTICIPATING IN THE POLISH OF THAT SO YOU WILL HEAR MORE ON THAT TO COME AND AS WE GET MORE DEFINED DATES WE WILL SHARE THAT INFORMATION WITH YOU.
* THE NEXT QUESTION WAS IF ALL OF OUR CLAIMS HAVE ALREADY BEEN PROCESSED, THEN WE WILL RECEIVE ABSOLUTELY NOTHING IN AUGUST OR SEPTEMBER? THAT IS NOT ENTIRELY TRUE. WHAT'S HAPPENING IS ALL OF THE CLAIMS THAT WE HAVE IN THE CURRENT SYSTEM, WE HAVE PROCESSED TO COMPLETION. BECAUSE EVERY CLAIM IS DIFFERENT WE CAN'T GIVE YOU A SPECIFIC TIME FRAME FOR THAT. HOWEVER, AS THE CLAIMS ENTER THE SYSTEM, GET PROCESSED, WE WILL START PROCESSING THE OTHER CLAIMS WE HAVE RECEIVED. WE'RE GOING TO KEEP PROCESSING CLAIMS AS NORMAL IF IT'S IN THE OLD SYSTEM BEFORE THE CUT OFF OR THE NEW SYSTEM AFTER THE CUT OFF. WE WILL CONTINUOUSLY BE PROCESSING CLAIMS.
* NOW, WHAT WE CAN'T GUARANTEE IS THAT ALL OF YOUR CLAIMS WILL BE PROCESSED OR ALL OF ANOTHER STATE'S CLAIMS WILL BE PROCESSED BECAUSE WE ARE PROCESSING THEM ON FIRST IN, FIRST OUT, WHICH GOES INTO ONE OF THE NEXT QUESTIONS. WILL CLAIMS MAILED BETWEEN JULY 1ST AND THE NEW SYSTEM BE PROCESSED FIRST IN, FIRST OUT? YES, THEY WILL BE PROCESSED FIRST IN, FIRST OUT.
* THE SECOND PART TO THAT QUESTION WAS IF WE CHOOSE TO HOLD CLAIMS WILL THEY BE EXEMPT FROM TIMELY FILING DEADLINES IF APPLICABLE? WE ARE NOT GOING TO PENALIZE YOU FOR HOLDING CLAIMS IN ORDER TO USE THE SYSTEM WITH THE CASE UPLOAD. IF YOU HAVE SOMETHING THAT YOU'RE SENDING IN THAT MISSED THE TIMELY FILING DEADLINE BECAUSE OF THIS, JUST CLEARLY NOTE THAT ON THE CASE OR WHEN YOU SEND THAT IN CONTACT THE HELP DESK SO THAT WE CAN IDENTIFY THOSE CASES AND WE WILL NOT PENALIZE YOU FOR THOSE.
* THE LAST QUESTION REGARDING THIS IS I JUST SENT A PACKET OF CLAIMS TODAY. I'M NOT SURE WHEN TODAY IS, BUT THIS HAS BEEN COMPILED -- RIGHT BEFORE I RECEIVED THE MESSAGE. DO YOU MEAN THE CLAIMS WILL BE PROCESSED IN THE NEW SYSTEM AND THE PAYMENT WILL BE EXPECTED DAILY, NOT MONTHLY.
* THAT IS TWO FOLD. IF IT WAS BEFORE JULY 1ST IT'S NOT GOING TO BE ENTERED IN THE SYSTEM, IT'S GOING TO BE FILED AND STORED UNTIL WE START TO PROCESS THOSE CASE. I'M NOT SURE WHO THAT WAS FROM BUT IF YOU WANT TO ASK SPECIFIC QUESTIONS ABOUT SPECIFIC DATES YOU SENT THAT IN, PLEASE CONTACT THE HELP DESK.
* AS FAR AS THE PAYMENT, WE DID TALK TO YOU ABOUT THE PAYMENTS BEING PROCESSED DAILY BUT YOU DO HAVE THE OPTION WE COULD HOLD THOSE IF YOU DON'T WANT THEM DAILY WE CAN STILL DO THAT MONTHLY. YOU'LL HAVE THAT OPTION IN THE NEW SYSTEM SO THAT IS REALLY GOING TO BE UP TO EACH AGENCY TO DECIDE.
* THAT WAS ALL OF THE QUESTIONS THAT WE GOT IN SO FAR REGARDING THE STATUS OF THE PENDING CLAIMS. AT THIS POINT I'M GOING TO TURN THE CALL OVER TO RAQUEL DONALDSON.
* >> GOOD AFTERNOON, EVERYONE, THIS IS RAQUEL I JUST HAVE ONE ISSUE REGARDING THE BPQY, SOMEONE SENT IN A QUESTION, THEY WANTED TO KNOW IF OTHER STATES HAVE PARTICIPATED IN THE TEST PHASE. SO WE ACTUALLY REACHED OUT TO PATRICE MCCLEAN IN OBOS AND HER RESPONSE WAS ANYONE INTERESTED IN PARTICIPATING CAN SUBMIT THEIR CONTACT NAME, THE ORGANIZATION NAME, AND PHONE NUMBER AND WE'RE GOING TO ACTUALLY POST THIS ON THE CHAT LINE. THERE IS AN ADDRESS ORDES.BPQY.POC @ SSA.GOV. SO WE'LL POST THAT INFORMATION, I'LL HAVE SHAY POST THAT ON THE CHAT LINE FOR YOU AND IF YOU MISSED IT AT ALL YOU CAN SEND AN EMAIL TO ME AND ALSO WILL PROVIDE YOU WITH PATRICE MCCLEAN'S EMAIL ADDRESS. I WILL HAVE SHAI POST THAT ON THE CHAT LINE TODAY FOR YOU.
* THAT IS ALL I HAVE TODAY. I'M GOING TO TURN IT OVER TO KATIE STRIEBINGER WITH REGARDS TO WINDOWS 10.
* >> HI, GOOD AFTERNOON, EVERYONE. I JUST WANTED TO GIVE A BRIEF UPDATE ABOUT WINDOWS 10. WE GOT SEVERAL EMAILS CONCERNED THAT THE UPGRADE TO WINDOWS 10 IS FREE UNTIL THE END OF JULY AND THERE HAVE BEEN CONCERNS THAT THE PORTAL WILL NOT WORK CORRECTLY WITH WINDOWS 10.
* WE HAVE DONE TESTING ON OUR SIDE WITH THE PORTAL WITH WINDOWS 10 AND THE RECOMMENDED BROWSER FOR WINDOWS 10 IS INTERNET EXPLORER 11. IF YOU ARE ENCOUNTERING ISSUES USING THE PORTAL, PLEASE CHECK THE BROWSER YOU ARE USING. THE DEFAULT BROWSER WITH WINDOWS 10 IS THE NEW EDGE BROWSER. WE DO NOT RECOMMEND THAT BROWSER. A COUPLE PEOPLE WHO WERE HAVING PROBLEMS WERE USING THAT BROWSER. WE RECOMMEND YOU USE INTERNET EXPLORER 11 WHEN YOU UPDATE BECAUSE I BELIEVE MOST WINDOWS USERS ARE INTENDING TO UPGRADE.
* IF YOU ENCOUNTER ANY PROBLEMS, WE HAVE NOT ENCOUNTERED ANY PROBLEMS ONCE WE MAKE THAT SWITCH TO A DIFFERENT BROWSER. IT IS COMPATIBLE WITH WINDOWS 10 AND WE HAVE NOT SEEN ANY ISSUES SINCE WE HAD MADE THAT CHANGE.
* I DID WANT TO, I WANT TO SAY SOMETHING ABOUT THE TRAINING NEXT MONTH. THAT IS STRICTLY TRAINING ON TPR AND HOW TPR WORKS AND HOW IT'S GOING TO WORK WITH THE NOTIFICATIONS AND THE BUSINESS PROCESS. IT IS NOT GOING TO BE A TRAINING FOR HOW DO YOU RESPOND TO TPR REQUESTS IN THE PORTAL, THAT WILL BE A SEPARATE TRAINING. SO JUST TO MAKE THAT CLEAR, THIS IS TO GIVE YOU EDUCATION ABOUT TPR, WE GET SEVERAL QUESTIONS ABOUT TPR AND HOW IT WORKS AND HOW IT'S GOING TO AFFECT YOUR BENEFICIARIES. WE WANT TO TAKE THIS OPPORTUNITY ON THE CALL IN AUGUST TO GIVE YOU A REFRESHER AND SOME NEW INFORMATION SO IF YOU HAVE QUESTIONS PLEASE COME ON WITH THEM, OUR GURU WILL BE SPEAKING AND SHE IS OUR EXPERT AND SHE IS GOING TO GET US ALL READY TO GO WHEN WE START THE NEW PROCESS LATER IN THE FALL. AND THAT'S ALL I HAVE, I WILL GIVE IT BACK TO RAQUEL
* >> THANK YOU, KATIE. AT THIS TIME THAT'S PRETTY MUCH ALL WE HAVE SO WE'RE GOING TO GO AHEAD AND OPEN UP THE LINES FOR QUESTIONS. OPERATOR, WILL BE OPEN UP THE LINES, PLEASE.
* >> AT THIS TIME TO ASK AN AUDIO QUESTION PLEASE PRESS STAR 1 AND YOUR FIRST QUESTION COMES FROM TOM.
* >> HELLO, I WONDER IF YOU COULD GIVE US AN UPDATE ON THE MONTHLY WAGES THAT ARE GOING TO BE AVAILABLE THROUGH THE PORTAL. I THINK YOU SAID THAT THEY ARE GOING TO BE WAGES THAT ARE GOING TO BE SUPPLIED THROUGH THE OFFICE OF CHILD SUPPORT ENFORCEMENT.
* >> HE'S ASKING ABOUT THE PORTAL. CAN YOU ANSWER THAT ONE?
* >> THERE'S TWO PIECES. THE FIRST PIECE IS THAT WE HERE AT SSA WILL BEGIN GETTING INFORMATION ON A MONTHLY BASIS STARTING IN OCTOBER, BUT EARNINGS WILL NOT BE AVAILABLE IN THE PORTAL. IF YOU MEAN SOME KIND OF DOWNLOAD OR DUMP OR YOUR BENEFICIARY'S EARNINGS THAT IS NOT A FEATURE THAT IS COMING.
* >> OKAY, BUT AS LONG AS IT IS AVAILABLE TO YOU SO IT WILL BE THERE ON A MONTHLY BASIS AS OPPOSED TO THE QUARTERLY AVAILABILITY RIGHT NOW?
* >> YES, CORRECT.
* >> AND A SECOND, JUST A QUICK SECOND QUESTION. IF WE HAVE CASES THAT WE WANT TO SUBMIT RIGHT NOW THAT HAVE BEEN DENIED BUT SUBMIT FOR A RECONSIDERATION OR A RESUBMITAL, WOULD THEY BE PROCESSED NOW OR WOULD THEY GO INTO THE QUEUE AND BE PROCESSED AFTER THE NEW SYSTEM IS IN EFFECT?
* >> HI, THIS IS DANIELLE, THEY WOULD BE TREATED JUST THE SAME AS THE OTHER CLAIMS COMING IN. WE CAN'T INPUT ANYTHING INTO THE SYSTEM RIGHT NOW TO PROCESS THOSE, SO THEY WOULD BE FILED AND PROCESSED FIRST IN, FIRST OUT, BASED ON THE SYSTEM THAT WE'RE IN AT THE TIME.
* >> OKAY, I GUESS YOU ANSWERED MY QUESTION. NOT HAPPILY, BUT I UNDERSTAND.
* >> SORRY.
* >> THANKS VERY MUCH.
* >> WE FEEL THE SAME WAY. WE'RE KIND OF AT THE MERCY OF SYSTEMS BUT THE END RESULT IS GOING TO BE WORTH IT.
* >> AGAIN, TO ASK AN AUDIO QUESTION PLEASE PRESS STAR 1. AND THERE ARE NO OTHER QUESTIONS AT THIS TIME.
* >> ALL RIGHT, THANK YOU VERY MUCH FOR EVERYONE WHO DID CALL IN TODAY. WE APPRECIATE IT AND THE NEXT CALL WILL BE THE SECOND TUESDAY IN AUGUST, WHICH I DON'T KNOW RIGHT NOW.
* >> I'M SORRY, DO YOU HAVE ANOTHER QUESTION FROM THE LINE OF EUGENIA COX
* >> HOW, CAN YOU HEAR ME?
* >> HI, WE HEAR YOU, HOW ARE YOU?
* >> GOOD. THE ONE QUESTION I'M SURE EVERYBODY HAS AND I PUT IT ON THE CHAT IS WHY WOULD YOU STOP USING A SYSTEM THAT WORKS BEFORE YOU'VE IMPLEMENTED AND TESTED A NEW SYSTEM?
* >> I'LL TRY TO ANSWER THAT. I'M NOT REALLY -- I'LL TRY TO ANSWER WHAT I THINK YOU ASKED.
* RIGHT NOW THE SYSTEM THAT WE HAVE, AS YOU'VE HEARD ME SAY SEVERAL TIMES, IS VERY LABOR-INTENSIVE AND IT'S A PAPER PROCESS. WITH THAT IT'S PRONE TO ERROR, HUMAN ERROR, BECAUSE YOU HAVE A PERSON SITTING AT THEIR DESK WITH LITERALLY A PILE OF PAPER.
* THE SYSTEM THAT WE'RE MOVING TO IS A BRAND NEW SYSTEM SO IT'S BEING CREATED FROM SCRATCH FROM THE GROUND UP. THAT IS GOING TO TAKE TIME AND BECAUSE IT'S SUCH AN INTRICATE PROCESS, THE CODING THAT THEY HAVE TO DO AND THE CONVERSION THAT THEY HAVE TO DO, THERE'S GOING TO BE A LAG AND THERE'S GOING TO BE A LAPSE. SO IT'S NOT THAT WE'RE GOING TO STOP USING THE SYSTEM, WE'RE JUST GOING TO -- WE HAVE TO STOP PUTTING NEW CASES INTO THE SYSTEM.
* SO IN CASE I EXPLAINED THAT WRONG, THERE'S NOT GOING TO BE A STOP IN CASES AT ALL. SO WE'RE GOING TO CONTINUE PROCESSING THE CASES, YOU JUST WON'T SEE THEM ON YOUR PENDING LIST RIGHT NOW. SO ONCE WE COMPLETE ALL THE CASES THAT WE HAVE CURRENTLY IN THE SYSTEM, FOR EXAMPLE, WE'RE GOING TO START PROCESSING THOSE CASES IN WHICHEVER SYSTEM IS UP AT THE TIME. THE OLD SYSTEM IS NOT GOING AWAY UNTIL THE NEW SYSTEM IS FULLY IMPLEMENTED, FULLY TESTED AND WE'RE SURE THAT IT'S WORKING. SO IT'S NOT THAT WE'RE STOPPING IT, WE JUST CAN'T CONTINUE TO INPUT CASES AND HAVE THEM SIT IN THE OLD SYSTEM. SO ONCE WE COMPLETE THOSE CASES WE'LL GO TO THE OTHER CASES, THEY WILL BE INPUT AND PROCESSED AT THE SAME TIME. SO MAYBE THAT IS A LITTLE CLEARER.
* >> YEAH, BUT THAT EXPLAINS YOUR SIDE OF IT. IN THE MEANTIME WE'RE SITTING HERE FROM JULY, AUGUST, SEPTEMBER, WE HAVE NO IDEA WHEN WE'RE GOING TO SEE MONEY AGAIN. SO WE'RE SITTING OUT HERE IN THE DARK WHILE YOU GUYS ARE IMPLEMENTING TESTING, INPUTTING, AND IT COULD BE THAT IT DOESN'T WORK CORRECTLY, THERE'S PROBLEMS, SO WE HAVE NO IDEA. WE'RE SITTING OUT HERE IN THE DARK AND WE DEPEND ON THE MONEY THAT COMES IN. WE'RE KIND OF STUCK WITH ABSOLUTELY NOTHING FOR MONTHS. IT COULD BE LONGER.
* >> THE PAYMENTS AREN'T STOPPING, THEY ARE JUST BEING PROCESSED -- THEY JUST AREN'T ON YOUR PENDING LIST, REALLY. THAT'S THE ONLY THING THAT'S DIFFERENT. WE'RE CONTINUING TO PROCESS THE CASES AS WE NORMALLY WOULD, YOU JUST DON'T SEE IT ON YOUR PENDING LIST. THAT'S THE ONLY DIFFERENCE.
* >> OH, SO YOU ARE STILL GOING TO BE PROCESSING AND PAYING OUT THE CLAIMS?
* >> YES, YES, THAT'S NOT STOPPING AT ALL.
* >> OKAY, SO WE'RE JUST NOT GOING TO -- I DON'T KNOW THAT EVERYBODY UNDERSTANDS THAT. SO YOU ARE NOT HOLDING THE CASES LIKE YOU SAID, YOU ARE PROCESSING THEM AND WE WILL GET PAYMENT FOR EVERYTHING AFTER JULY 1ST. IS THAT CORRECT?
* >> YES, THANK YOU FOR CLARIFYING THAT. IT JUST WON'T APPEAR ON YOUR PENDING LIST.
* >> WHEN YOU SAID HOLDING THE CASES WE'RE ALL THINKING HOW LONG WILL THAT BE? IF THAT'S THE CASE THEN THERE'S REALLY NO QUESTION BECAUSE IF YOU ARE STILL CONTINUING TO PROCESS ALL THE CLAIMS AFTER JULY, HOWEVER YOU ARE DOING IT AND WE'RE STILL GETTING PAYMENTS THEN THERE'S NO ISSUE.
* >> EXACTLY.
* >> OKAY, I DON'T KNOW THAT EVERYBODY UNDERSTOOD THAT.
* >> OKAY, WELL THANK YOU FOR ALLOWING US TO CLARIFY THAT TODAY, IN CASE ANYONE ELSE WAS CONFUSED AS WELL.
* >> THE OTHER THING WAS THE PROBLEM WITH THE WINDOWS 10 ISSUE, NOT EVERYBODY IS JUST ALLOWED TO USE WHATEVER WINDOWS BROWSER THAT WE WANT. WE'RE A STATE AGENCY AND EVERYBODY USES THE SAME BROWSER SO IF EVERYBODY HAS WINDOWS OR INTERNET EXPLORER 10, THAT'S WHAT WE HAVE TO USE. WE DON'T HAVE A CHOICE. SO I DON'T EVEN KNOW IF IT'S POSSIBLE FOR US TO USE ANOTHER BROWSER UNLESS --.
* >> THE USER GUIDE HAS THE FIRST COUPLE PAGES IT HAS A CHART SHOWING YOU ALL THE OPERATING SYSTEMS YOU CAN USE THAT WORK WITH THE PORTAL AND THEN THE BROWSERS THAT WORK WITH THE OPERATING SYSTEM. WE ARE WORKING ON UPDATING THE TICKET PORTAL TRAINING GUIDE TO CONTAIN A NEW SCREEN FOR VR PAYMENTS SO WE AREN'T GOING TO SEND A NEW GUIDE JUST TO UPDATE THAT CHART. I'M JUST ADDING TO THAT CHART, WINDOWS 7 STILL WORKS BUT IF YOU UPGRADE TO WINDOWS 10 THE ONLY BROWSER THAT WORKS RIGHT NOW IS IE 11.
* >> YOU ARE WORKING ON GETTING THAT FIXED.
* >> WE'RE UPDATING THE TICKET PORTAL, UH-HUH.
* >> WE'RE NOT GOING TO HAVE A CHOICE BECAUSE THE ALLIANCE SYSTEM IS, HAS TO BE UPGRADED TO WINDOWS 10 SO ALL THE STATES THAT HAVE THE ALLIANCE CASE MANAGEMENT SYSTEM ARE GOING TO HAVE TO UPGRADE. WE'RE NOT GOING TO HAVE A CHOICE.
* >> AS LONG AS YOU USE IE 11 YOU WON'T HAVE A PROBLEM.
* >> IT LOOKS LIKE MORE PEOPLE ARE ON THE CHAT THING, OKAY, WE CONTINUE TO SUBMIT AS USUAL AND EVERYBODY GETS PAID. THAT'S THE REASON I'M CALLING IN FROM HAWAII, I'M GOING SNORKELING AND NOT THINKING ABOUT IT. I THOUGHT WE WEREN'T GOING TO GET ANY PAYMENTS PROCESSED.
* THE LAST QUESTION I HAVE, KATIE, AS I CONTINUE TO SUBMIT THE NAMES OF PEOPLE BEING PUT IN USE BUT DON'T HAVE AN ACTIVE TICKET, YOU KNOW I'M UP TO, LIKE, 6 OR 7 THAT I SUBMITTED TO YOU. ARE YOU THERE?
* >> YEAH, I'M HERE.
* >> KATIE? MY QUESTION IS THAT THE ONLY WAY I'M ABLE TO FIND OUT THAT THESE TICKETS WERE PUT IN USE MISTAKENLY IS BY ME SUBMITTING A CLAIM AND GETTING DENIED. AND I'VE MENTIONED THIS BEFORE, BUT I'M SUBMITTING THESE CLAIMS IN GOOD FAITH TO SSA BECAUSE SSA'S SYSTEM PUT THAT TICKET IN USE WHICH VALIDATED THE FACT THAT THAT PERSON WAS ELIGIBLE FOR THE PROGRAM. AND EVERY SINGLE TIME THAT I GET A DENIAL BECAUSE THAT PERSON WAS NOT IN BENEFITS BECAUSE YOUR SYSTEM PUT THEM IN USE, I'M GETTING DINGED FOR A DENIAL AND THE ONLY WAY I'M ABLE TO FIND THOSE IS WHEN I GET A DENIAL. HOW IS THAT GOING TO BE RESOLVED AND ARE WE ABLE TO TAKE THOSE DENIALS OFF? BECAUSE EVEN THOUGH YOU ARE NOT USING OUR PERCENTAGES OF, YOU KNOW, CORRECT CLAIMS, WE STILL LOOK AT THOSE PERCENTAGES. AND AGAIN WE'RE MAKING, WE'RE SUBMITTING THOSE CLAIMS IN GOOD FAITH BECAUSE YOU ARE TELLING US THEY ARE GOOD CLAIMS OR THE PORTAL IS TELLING US THOSE ARE GOOD CLAIMS. WHAT'S HAPPEN TO GO TRY TO RESOLVE THIS ISSUE AND CAN WE GET CREDIT BACK FOR NOT, FOR THOSE DENIALS?
* >> THIS IS KATIE. I CAN'T SPEAK TO THE CREDIT PART, ALL I CAN SPEAK TO IS THAT EVERY EXAMPLE YOU SEND HELPS US GET CLOSER TO FIGURING OUT WHAT'S WRONG. WE ARE LOOKING INTO IT, THE DEVELOPER IS LOOK INTO IT. I WILL LET YOU KNOW AS SOON AS WE HAVE A FIX FOR IT AND WE FIGURE OUT WHAT'S WRONG. THANK YOU FOR SENDING THE CASES AND PLEASE CONTINUE TO SEND THEM. WE ARE WORKING ON THE SYSTEMS PART. WE DON'T KNOW RIGHT NOW WHY IT'S DOING IT AND IT WAS NOT AN INTENTION, IT'S A MISTAKE AND WE'RE TRYING TO COME TO THE BOTTOM OF IT AND CORRECT IT.
* >> YEAH, AND I DON'T KNOW ABOUT RAQUEL, DO YOU HAVE ANY ANSWERS FOR US GETTING, TAKING THOSE DENIALS OFF OF OUR RECORDS WHEN THIS SITUATION HAPPENS.
* >> IT'S RAQUEL KATIE FORWARDED ME SOME INFORMATION YESTERDAY AND I ACTUALLY SENT YOU AN EMAIL LETTING YOU KNOW THE DENIALS WERE MOVED AND THE CONSIDERATION WAS DONE. I GET INFORMATION FROM KATIE, I RESEARCH IT AND TAKE CARE OF IT.
* >> OKAY, THERE'S ABOUT 7 OF THEM FOR ME RIGHT NOW. IF YOU DON'T HAVE THOSE, I'LL LET YOU KNOW WHICH ONES THEY ARE WHEN I GET BACK.
* >> THAT'S FINE. IT SOUNDS LIKE IT'S JUST CASE SPECIFIC FOR OREGON SO YOU CAN TALK TO ME ABOUT IT ONE ON ONE WHEN YOU RETURN FROM VACATION.
* >> I DON'T KNOW THAT ANY OF THE OTHER STATES ARE ACTUALLY SEEING THE PROBLEM. THEY MAY JUST BE SUBMITTING THE CLAIMS AND GETTING DENIED BECAUSE THE PERSON WAS NOT ON BENEFITS AT THE TIME. THEY MAY NOT BE LOOKING AT IT, GOING BACK TO THE PORTAL AND SAYING WAIT A MINUTE, THAT WAS PUT IN USE AT THE TIME, WHY AM I GETTING THIS DENIAL? SO I DON'T KNOW THAT EVERYBODY'S CATCHING IT, I DON'T THINK IT'S OREGON SPECIFIC. I LOOK INTO IT FURTHER THAN MOST PEOPLE WOULD. BUT I AM SEEING THAT TICKET AND IF PEOPLE ARE NOT NOTICING IT, ANY OF THOSE THAT THE PERSON GETS DENIED BECAUSE THE PERSON IS NOT ON BENEFITS, YOU SUBMITTED IT IN GOOD FATE. SO LOOK AT IT. LOOK AT IT AND SAY IT WAS DENIED BECAUSE THEY ARE NOT ON BENEFITS BUT I'M GOING TO GO TO THE PORTAL AND LOOK. YOU NEED TO NOTIFY SOCIAL SECURITY AND LET THEM KNOW THIS IS HAPPENING BECAUSE IT SHOULD NOT BE HAPPENING. OKAY?
* >> ARE THERE ANY OTHER QUESTIONS?
* >> YES, WE DO HAVE A QUESTION FROM THE LINE OF TOM SHOERICH.
* >> IT'S ACTUALLY ERIC HERE WITH TOM. THANK YOU, EUGENIA, MARYLAND HAD NOTICED THE SAME THING AND WE QUESTIONED IT AS WELL AND THEY COME BACK FINE AS SOON AS WE GET THEM ON RECONSIDERATION OR REVIEW. I ACTUALLY HAD A FEW WITH THAT SAME ISSUE. THAT IS SOMETHING THAT SEEMS TO BE GOING ON AND WE'VE GOTTEN IT IN THEY HAVE BEEN DENIED AND THE BENEFITS, BEFORE THE SERVICES OR SGA WAS AFTER SERVICES. REGARDLESS, WE HAVE HAD THE SAME KIND OF ISSUES SO IT'S NOT JUST AN OREGON SPECIFIC THING, IT'S SOMETHING THAT'S OCCURRED HERE AS WELL.
* I DID WANT TO ASK ONE QUICK QUESTION AND THAT IS WE HAVE HAD A NUMBER OF CASES WHERE THEY HAVE COME BACK IN WITH 8 OR 10 MONTHS SGA AND NOW I HAVE CASES COMING BACK WITH 5 OR 6 QUARTERS OF SGA, I WANT TO GET AN IDEA AS TO WHAT QUARTER YOU CAN ASSURE US YOU HAVE BECAUSE I'M GETTING ONES COMING BACK WITH SGA FROM 15-1 THROUGH TO THE PRESENT AND THEY ARE SAYING IN THE LAST MONTH, SO IF YOU GUYS COULD ANSWER THAT. THANK YOU.
* >> RIGHT NOW WE HAVE THE FIRST QUARTER OF 2016.
* >> OKAY, THAT'S WHAT I THOUGHT. SOME I JUST GOT BACK IN THIS LAST BATCH WHERE WE HAD FROM 14-4 THROUGH 16-1 COMING BACK WAS DENIED LAST MONTH. I JUST WANT TO BE SURE I CAN SEND THEM BACK IN AND MAKE SURE YOU GUYS HAVE THE CURRENT INFORMATION. THANKS.
* >> THANK YOU.
* >> AND YOUR NEXT QUESTION WILL COME FROM THE LINE OF DAVID LEON
* >> I HAVE ONE QUESTION AND A QUICK COMMENT. ONE OF THE THINGS I'VE BEEN USING TO CLEAN UP MY LIST IS THAT GREAT, YOU CAN TAKE THE IN USE LIST AND IF YOU'RE USING TRACKER YOU CAN RUN THE LIST ON THE PORTAL AGAINST THAT AND IT WILL PULL UP YOUR DISCREPANCIES AND IT'S BEEN A GREAT HELP IN SLOWLY TRYING TO MAKE SURE MY LISTS ARE THE SAME.
* BUT MY QUESTION GOES BACK TO THE CLAIMS THAT ARE COUNTED AS A PRIOR TO JULY 1ST AND IF I GOT BACK A RETURN RECEIPT THAT YOU RECEIVED IT ON THE 28TH OF JUNE, I CAN EXPECT THAT THOSE WILL BE IN THE PENDING LIST SOON AND THEN THE SECOND PART OF THAT IS, AT WHAT POINT CAN I ASK TO WHAT DATE IS YOUR PENDING LIST CURRENT SO I CAN MAKE SURE BECAUSE IT'S ABOUT TIME FOR ME TO GO BACK THROUGH THOSE.
* >> TO THE FIRST PART OF YOUR QUESTION, YES, IF WE GOT IT IN BEFORE JULY 1ST IT SHOULD BE INPUT AND SHOULD SHOW UP ON YOUR PENDING LIST. YOU CAN CONTACT THE HELP DESK DIRECTLY IF YOU WANT TO CHECK ON THOSE.
* >> OKAY.
* >> THE SECOND PART, YOU CAN CONTACT THE HELP DESK AT ANY TIME REGARDING THAT BECAUSE WHAT YOU'LL SEE IS, WHAT YOU HAVE ON YOUR CURRENT PENDING LIST WE'RE GOING TO BE WORKING THOSE DOWN BUT THAT'S GOING TO BE, OF COURSE, FIRST IN, FIRST OUT, NOT SPECIFIC TO YOUR STATE.
* SO ONCE YOU SEE THAT THAT'S DOWN THAT'S PROBABLY AN INDICATION THAT YOU CAN CONTACT THE HELP DESK TO SEE WHERE WE ARE AND AS I SAID BEFORE, WE'RE GOING TO TRY TO KEEP YOU UPDATED AS MUCH AS WE POSSIBLY CAN EACH MONTHLY CALL.
* >> OKAY, THANK YOU.
* >> NO PROBLEM, THANK YOU.
* >> AND AGAIN TO ASK A QUESTION, PRESS STAR 1 ON YOUR TELEPHONE KEY PAD. AND YOUR NEXT QUESTION COMES FROM MEGAN HELEN
* >> HI, THIS IS MEGAN HELEN AND I WANTED TO REITERATE WE SEE SOME OF THE SAME THINGS OREGON SEES WITH THE TICKET BEING PLACED IN USE BUT THE CONSUMER ACTUALLY BEING PLACED ON BENEFITS. WHAT WE'VE SEEN AS WE LOOKED INTO THOSE IS THAT THE CONSUMERS HAVE BEEN RETROACTIVELY TERMINATED ON THOSE CASES. I'M NOT SURE IF THAT'S WHAT OTHER PEOPLE ARE SEEING BUT THAT'S WHAT WE WERE SEEING.
* I ALSO HAD A QUESTION ABOUT TPR'S. I KNOW NEXT MONTH WILL BE GETTING SOME MORE INFORMATION ABOUT THE TPR PRAUTS SAYS. CAN YOU GIVE US ANY UPDATES ON WHEN WE CAN EXPECT THE MORATORIUM ON TPR'S TO END SO WE CAN CLUE IN OUR FIELD STAFF?
* >> HI, THIS IS KATIE, I'LL TRY TO ANSWER IT.
* OUR GOAL IS NOT TO START TPR'S, SELECTIONS FOR NEW TPR'S, UNTIL AFTER WE HAVE GOTTEN EVERYONE IN THE NEW VR PAYMENT SYSTEM. WE'VE GOTTEN EVERYTHING WITH THE PORTAL, SO IT WILL NOT BE, IT WILL BE LATE FALL, YOU KNOW, I'M GOING TO SAY THANKSGIVING. THAT'S NOT GOING TO BE ANY TIME RIGHT AWAY BECAUSE WE WANT TO MAKE SURE, WE KNOW THAT YOU AS VR AGENCIES HAVE THE MOST CLIENTS WHO ARE GOING TO BE SELECTED FOR TPR AND WE DIDN'T WANT TO GIVE YOU A NEW SYSTEM TO WORK WITH AT THE SAME TIME YOU'RE STARTING THE TPR SELECTION. BUT WE DO NOT HAVE A HARD AND FAST DATE AND WHEN WE HAVE A DATE WE WILL LET YOU KNOW. WE WILL GIVE YOU ADVANCE NOTICE. IF WE'RE GOING TO GIVE YOU A BIG CHANGE ALREADY, WE'RE TRYING TO NOT POST THINGS AT THE SAME TIME. BUT WE DID THINK IN ADVANCE OF STARTING THE NEW TPR SELECTIONS WE WOULD GIVE EVERYBODY A CLEAN SLATE AND GET EVERYBODY ON THE SAME PLANE WHEN IT COMES TO TPR'S.
* >> THAT'S VERY HELPFUL, THAT GIFS US A LITTLE BIT OF A BALLPARK. THANK YOU VERY MUCH.
* >> AND YOUR EFFECT QUESTION WILL COME FROM THE LINE OF DANA HOTT.
* >> HI, I KNOW I ASKED THIS ON THE PORTAL ON THE SCREEN BUT IT MAY NOT BE CLEAR. IF YOU ARE A STATE THAT OPTS OUT OF DOING TPR YOU WON'T HAVE TO START DOING TPR'S, WILL YOU?
* >> IN THE NEW TPR PROCESS THERE REALLY IS NO OPTING OUT. A BENEFICIARY IS GOING TO BE SELECTED FOR A TPR, THEY WILL BE MAILED A NOTICE, IF YOU HAVE OPTED OUT THEN THERE'S NOTHING FOR YOU TO DO. WE'RE NOT ACTUALLY -- YOU'RE NOT GOING TO BE GETTING NOTICES, YOU JUST WON'T HAVE ANYTHING TO DO.
* >> OKAY. SO IN OUR STATE IT WOULD STILL BE UP TO THE CONSUMER TO RESPOND BACK?
* >> YES, IT IS ALWAYS THEIR RESPONSIBILITY.
* >> OKAY, THANK YOU.
* >> YOU WILL DEFINITELY GET A LOT MORE INFORMATION ON THE NEXT CALL.
* >> AND YOUR NEXT QUESTION IS A FOLLOW-UP FROM EUGENIA COX.
* >> JUST A QUESTION ON THE TPR QUESTION. SO SINCE THERE IS A MORATORIUM ON THE TPR'S, IS IT JUST THAT YOU ARE LISTED ONE DAY AND 10,000 TPR NOTICES ARE GOING TO GO OUT? IF SO WILL WE KNOW WHAT DAY THAT IS BECAUSE OUR STAFF WILL BE OVERWHELMED.
* >> NO, WE ARE NOT GOING TO BE SELECTING 10,000 AT ONE TIME.
* >> BECAUSE THAT'S WHAT HAPPENED WHEN THEY LISTED THE MORATORIUM ON (INAUDIBLE), ALL THESE PEOPLE GOT NOTIFICATIONS AND OUR PROTECTION ADVOCACY WAS BOMBARDED SO I JUST WANT TO GET AN IDEA OF HOW IT WILL START SO WE HAVE AN IDEA SO WE CAN (INAUDIBLE) SO HOW THAT'S GOING TO ROLL OUT.
* >> WHEN WE TALK NEXT MONTH WE WILL GO OVER ALL THIS INFORMATION. WE'RE GOING TO START WITH A SMALL AMOUNT OF SELECTIONS TO MAKE SURE EVERYTHING IS WORKING PROPERLY. WE MAY LIFT THE MORATORIUM BUT I DON'T EXPECT TO SEE A LOT COME OUT AT ONE TIME. WE HAVE NO INTENTION OF BOMBARDING PEOPLE WITH 10,000 AT ONE TIME.
* >> THANK YOU.
* >> AND CURRENTLY THERE ARE NO FURTHER QUESTIONS ON THE PHONE.
* >> OKAY, IF THERE ARE NO FURTHER QUESTIONS THEN I JUST WANT TO THANK EVERYONE, THIS IS THE END OF ANOTHER GOOD CALL. WE APPRECIATE VERY MUCH ALL OF YOUR QUESTIONS AND PARTICULARLY THE OPPORTUNITY TO CLARIFY A LOT OF THE ISSUES AROUND YOUR NOT HAVING ACCESS TO THE PENDING. WE ASK THAT YOU BEAR WITH US, WE PROMISE AS DANIELLE INDICATED IT WILL BE BETTER, AS WE TRANSITION FROM THE PAPER TO THE AUTOMATED PROCESS. THANK YOU SO MUCH FOR PARTICIPATING AND REMEMBER THAT IF YOU HAVE QUESTIONS TODAY THAT WERE NOT ANSWERED OR IF YOU HAVE ADDITIONAL QUESTIONS YOU CAN CONTACT OUR HELP DESK. THANK YOU VERY MUCH.
* >> ONCE AGAIN WE'D LIKE TO THANK YOU FOR YOUR PARTICIPATION ON TODAY'S CONFERENCE CALL. YOU MAY NOW DISCONNECT. (END OF CALL).