Title: VR Call Start: 4/11/2017 3:00 PM EDT

TODAY IS TUESDAY, 11 APRIL, 2017. PLEASE STAND BY, YOUR WEBINAR WILL BEGIN SHORTLY. WE APPRECIATE YOUR PATIENCE.

.

>> THANK YOU, EVERYONE, FOR STANDING BY. AT THIS TIME WE ARE GATHERING ADDITIONAL PARTICIPANTS AND SHOULD BE STARTING SHORTLY. THANK YOU FOR YOUR PATIENCE AND PLEASE REMAIN ON THE LINE.

PLEASE IS IT NOT BY, WE ARE ABOUT TO BEGIN.

GOOD MORNING, EVERYONE, TODAY'S CONFERENCE IS BEING RECORDED [-FPLTD/] AT THIS TIME I WOULD LIKE TO CALL THE CALL OVER TO REGINA BOWDEN WITH THE SOCIAL SECURITY ADMINISTRATION. PLEASE GO AHEAD, MA'AM.

>> THANKS. HI, THIS IS REGINA AND WELCOME TO OUR QUARTERLY ALL VR CONFERENCE CALL. IT'S BEEN QUITE A WHILE SINCE WE ALL CONVENED LIKE THIS SO WE HAVE A FULL AGENDA TODAY.

SINCE OUR LAST CALL A LOT HAS HAPPENED. WE ROLLED OUT OUR VR AUTOMATION AND JOINED THE 21ST CENTURY. WE SHARED OUR UPDATED VR PROVIDERS HANDBOOK AND ALSO ATTENDED THE SPRING CONFERENCES SO WE'VE BEEN QUITE BUSY. WE REALLY APPRECIATE THE OPPORTUNITY TO PARTICIPATE IN THE CONFERENCE. WE TOOK PART IN THE VR TRAINING, DAY AND A HALF OF VR TRAINING. WE MET WITH VR REPRESENTATIVES FROM ALL OVER THE COUNTRY AND SOCIAL SECURITY COMMITTEE MEETINGS AND IN THE COMMITTEE MEETING WE HAD A VERY GOOD ROBUST CONVERSATION AND DISCUSSION AND WE SHARED SOME INTERESTING IDEAS AND FROM THOSE DISCUSSIONS WE ACTUALLY BROUGHT BACK A FEW ACTION ITEMS, SOME OF WHICH WE HAVE BEEN EXPLORING SINCE RETURNING AND BEFORE WE CLOSE TODAY I HAVE SOME REALLY GOOD NEWS THAT I HAVE TO SHARE WITH YOU. BUT FOR NOW WE HAVE A VERY FULL AGENDA AND I JUST WANT TO TURN THE CALL OVER TO DANIELLE WHO IS ADDRESS THE FIRST ITEMS ON THE AGENDA. THEN AFTER GOING THROUGH THE AGENDA AND OUR QUESTION AND ANSWER SESSION, OF COURSE, WE ALWAYS HAVE TO HAVE THAT AT THE END OF THE CONFERENCE CALL , I WILL CIRCLE BACK AND WE CAN SHARE THE GOOD NEWS. DANIELLE?

>> HELLO, EVERYONE, JUST A COUPLE UPDATES. AS REGINA THE NEW SYSTEM HAS ROLLED OUT ON BOTH ENDS, ON THE PORTAL FOR YOU GUYS AND THE INTERNAL ITOP SYSTEM FOR US WHICH IS WHERE WE ACTUALLY PROCESS YOUR CLAIMS. KATIE IS GOING TO GET INTO ON DETAIL BUT WE KNOW IT'S A BRAND NEW SYSTEM. THERE HAVE BEEN SOME BUGS, WE'RE WORKING THOSE OUT, WE WANT TO THANK EVERYBODY THAT'S BEEN WANTING TO GET THINGS FIGURED OUT. KATIE IS GOING TO GO THROUGH THAT AND GIVE US SOME UPDATES.

ALONG WITH THE NEW SYSTEM I'VE GOT A COUPLE QUESTIONS SO I'LL GIVE AN OVERVIEW OF SOME THINGS BECAUSE IT MAY BE SOME QUESTIONS THAT OTHER PEOPLE MAY HAVE. ONE OF THE QUESTIONS WAS REGARDING THE MAILING OF THE CLAIMS. BECAUSE WE HAVE PUT IN SO MUCH TIME, ENERGY AND MONEY INTO CREATING THIS SYSTEM TO MAKE IT MORE EFFICIENT FOR YOU, THE PREFERRED METHOD OF SENDING THE CLAIMS IS THROUGH THE PORTAL SUBMISSION. THERE ARE A COUPLE WAYS YOU CAN DO THAT, THROUGH THE SCREENS OR THROUGH THE FILE UPLOAD. KATIE IS GOING TO GO INTO MORE DETAIL.

AT THIS POINT, NO, WE HAVE NOT DISCONTINUED THE PROCESS WE USED TO MAIL IN PAPER CLAIMS, HOWEVER BECAUSE OF THE PROCESS TO GET THOSE INTO THE NEW SYSTEM THERE IS CURRENTLY ABOUT A THREE-MONTH LAG TIME. WITH THAT BEING SAID, BECAUSE OF THE WAY THEY ARE COMING IN, THEY ARE BEING DATE STAMPED AND FILED IN DATE ORDER BUT THERE'S NO WAY FOR STAFF TO GIVE YOU A PENDING LIST LIKE YOU WERE USED TO. UNTIL THEY ARE ENTERED INTO THE SYSTEM THEY WON'T SHOW UP ON THE PENDING LIST FOR YOU. WE ARE WORKING THROUGH THE BUGS IN THE PORTAL AND TO BE HONEST, YOU HOLDING A CLAIM FOR A FEW WEEKS UNTIL WE GET SOME OF THE BUGS WORKED OUT WILL STILL BE MORE EFFICIENT THAN MAILING IT IN AND HAVING IT SIT ON OUR END.

I'VE GOTTEN A COUPLE QUESTIONS ABOUT TIMELY FILING. OF COURSE, THOSE OF YOU WHO ARE HAVING VERY SPECIFIC PORTAL ISSUES WE ARE NOT GOING TO DENY THOSE CASES FOR TIMELY FILING. WE KNOW THAT THERE ARE CERTAIN ISSUES GOING ON WITH THE PORTAL, WE KNOW THERE'S A LAG RIGHT NOW IN THE UPLOAD BECAUSE IT HASN'T EVEN BEEN ROLLED OUT, THE UPLOAD, TO EVERYBODY. KATIE IS GOING TO GO INTO THAT MORE AS WELL. SHE HAS BEEN WORKING WITH SOME OF YOU ONE ON ONE AND IF YOU ARE READY TO DO THE UPLOAD SHE CAN ENABLE THAT FOR YOU, BUT JUST TO LET EVERYBODY KNOW THAT IS NOT GOING TO BE A REASON THAT WE DENY YOUR CLAIM FOR TIMELY FILING.

THE OTHER THING I WANTED TO MENTION WAS THE VR HAND BOOK. YOU SHOULD ALL HAVE RECEIVED THAT NOW. IT WENT OUT IN THE EMAIL BLAST. IF YOU DIDN'T, PLEASE CONTACT THE VR HELP DESK FOR TWO REASONS. ONE, WE CAN GET A COPY TO YOU. TWO, WE NEED TO MAKE SURE THAT YOU ARE ON THAT MAILING LIST BECAUSE THE LIST THAT IT WENT OUT TO IS ALL OF THE VR CONTACTS THAT WE HAVE, SO WE WANT TO MAKE SURE YOU ARE GETTING ALL OF THAT INFORMATION.

A COUPLE NOTABLE THINGS I WANT TO MENTION ABOUT THE HANDBOOK. YOU WILL NOTICE TWO SECTIONS MISSING, THE TPR SECTION AND THE PARTNERSHIP PLUS SECTION. THOSE TWO THINGS WILL BE ISSUED SEPARATELY. THE OTHER AREA OF ORDES HANDLES THAT AND THEY ARE GOING TO GIVE YOU A SEPARATE DOCUMENT THAT GIVES YOU GUIDANCE ON THAT.

THE OTHER NOTICABLE THING THAT YOU WILL SEE IN THE HANDBOOK, YOU WON'T SEE RESUBMITALS. THE ONLY THING YOU WILL SEE IS RECONSIDERATIONS. SO AT THIS POINT ANY CLAIM THAT'S DENIED THAT YOU SEND BACK IN FOR US TO REEVALUATE IS GOING TO BE A RECONSIDERATION, REGARDLESS OF THE DENIAL REASON. THOSE ARE THE MOST NOTABLE CHANGES ABOUT THE VR HAND BOOK. EVERYTHING ELSE WE JUST TRIED TO ORGANIZE TO MAKE IT CLEAR. IF YOU HAVE QUESTIONS, CONCERNS, SUGGESTIONS, BY ALL MEANS PLEASE SEND THOSE IN TO THE VR HELP DESK AS WELL.

I'M GOING TO TURN THE CALL OVER NOW TO RAQUEL FOR OUR NEXT AGENDA ITEM.

>> GOOD AFTERNOON, EVERYONE, THIS IS RAQUEL FIRST ITEM IS MONTHLY REPORTS. AS OF LAST MONTH THERE ARE NO LONGER MONTHLY REPORTS. SO THAT LARGE PACKET YOU USED TO RECEIVE FROM ME EACH MONTH YOU WILL NO LONGER RECEIVE SO YOU WON'T GET THE PAYMENT ACTION SHEET, THAT'S GONE. THE CASE CLEARANCE REPORT, THAT'S GONE. THE ONLY THING THAT YOU WILL RECEIVE AS WE WORK EACH INDIVIDUAL CLAIM YOU WILL HAVE MAILED TO YOU THE NOTICE OF DETERMINATION AND THAT GIVES YOU ALL OF THE INFORMATION IN REGARDS TO WHY IT WAS DENIED OR PAID. ALSO THE ONLY MONTHLY REPORT THAT YOU SHOULD STILL RECEIVE FROM YOUR REGIONAL COORDINATOR WILL BE THE YEAR TO DATE REPORT OF CLEARANCES. YOU DID NOT GET IT FOR THE MONTH OF MARCH JUST BECAUSE WE'RE STILL HAVING SYSTEM ISSUES BUT IT WILL BE COMING OUT TO YOU VERY SOON, HOPEFULLY. CROSS YOUR FINGERS.

ALL THE OTHER INFORMATION YOU CAN SEE, ACTUALLY SEE IN THE PORTAL, WHICH IS WHY WE'RE DOING AWAY WITH THE PAYMENT ACCESS SHEET AND THE CASE CLEARANCE REPORT. THE REMITTANCE INFORMATION THAT YOU ALL RECEIVE OR YOUR FINANCE DEPARTMENT WILL RECEIVE, IT WILL HAVE PAYMENT IDENTIFIER INFORMATION ON IT. HOPEFULLY, I KNOW KATIE HAS SWAPED BUT SHE PROMISED ME SHE WILL SEND OUT AN EMAIL BLAST TO EVERYONE IN A COUPLE DAYS JUST LETTING EVERYONE KNOW HOW TO MATCH THE PAYMENT INFORMATION WITH THE IDENTIFIERS. AND IF THERE'S ANYONE WHO DOES NOT RECEIVE ANY OF THE EMAIL BLASTS, AS DANIELLE MENTIONED FOR THE VR HAND BACK OR THIS CALL OR ANY OF THE INFORMATION YOU KNOW I SEND OUT, IF YOU CAN EMAIL THE VR HELP DESK AND WE WILL PUT THAT EMAIL ADDRESS UP THERE. I KNOW I'VE BEEN WORKING WITH SOME OF YOU IN REGARDS TO THERE'S INTERNAL ISSUES WITH YOUR EMAIL ADDRESS AND FOR SOME REASON WE JUST CAN'T GET IT TO, MAKE IT TO YOU, FOR THOSE PEOPLE I KNOW I HAVE A LIST AND I TRY TO SEND ALL THE INFORMATION TO YOU WHEN I RECEIVE IT AS FAR AS THE EMAIL BLASTS ARE CONCERNED.

LASTLY, THE FOURTH QUARTER 2016 EARNINGS WE SHOULD BE RECEIVING THIS WEEK, SO RIGHT NOW WE STILL ARE ONLY WORKING WITH THIRD QUARTER 2016 BUT WE SHOULD RECEIVE WITHIN THE NEXT WEEK FOURTH QUARTER 2016. NOW I WILL TURN IT OVER TO KATIE STRIEBINGER SO SHE CAN DISCUSS THE NEW PORTAL FUNCTIONALITY REFRESHER. KATIE.

>> HI, GOOD AFTERNOON, EVERYONE. I AM GOING TO TRY TO KEEP MY PIECE SHORT SO WE CAN HAVE PLENTY OF TIME FOR QUESTIONS. I DO WANT TO START BY SAYING I AM GOING TO BE SENDING A BLAST OUT TO EVERYBODY WHO IS ON THE VR DISTRIBUTION LIST WITH, LIKE, AN FAQ ABOUT THE PORTAL AND HOW THINGS HAVE CHANGED SINCE WE SWITCHED OVER. IT'S GOING TO BE A LENGTHY EMAIL BLAST SO I WAS TRYING TO GET EVERYTHING TOGETHER AND I THOUGHT THIS CALL WAS A GOOD OPPORTUNITY TO GET ANY QUESTIONS FROM YOU THAT I MAY NOT ALREADY HAVE IN MY LIST OF COMMON QUESTIONS. I WANT TO GO OVER A LIST OF COMMON QUESTIONS AND JUST A COUPLE REMINDERS.

WE HAD TWO DIFFERENT TRAINING SESSIONS ON THE NEW COST REIMBURSEMENT PAYMENT FUNCTIONALITY IN THE PORTAL BEFORE WE LAUNCHED. I KNOW NOT EVERYONE WAS ABLE TO ATTEND THOSE. THE PRESENTATION STARTED WITH THE BEST WAY TO GET INFORMATION ABOUT HOW TO ACCESS THE NEW FUNCTIONALITY IN THE PORTAL IS TO DOWNLOAD THE TICKET PORTAL USER GUIDE. IN ORDER TO ACCESS THE TICKET PORTAL USER GUIDE YOU HAVE TO BE A CURRENT PORTAL USER. WHEN YOU ARE REGISTERED AS A PORTAL USER YOU ARE GIVEN ACCESS IT A SECURE WEB SITE THAT ONLY HOUSES THE TICKET PORTAL AND TICKET PORTAL INFORMATION. THAT IS WHERE THE TICKET PORTAL USER GUIDE IS LOCATED. THAT IS THE WAY YOU START.

THE TICKET PORTAL ITSELF, THE USER GUIDE IS NOT THERE IN THE TICKET PORTAL. SO IF YOU ARE STARTING OUT, YOU NEED TO START WITH THE USER GUIDE FIRST BECAUSE IT LAYS OUT THE INFORMATION YOU NEED TO PUT ON THESE SCREEN AND THAT'S WHAT I COVERED IN MY TRAINING. IF YOU MISSED THAT TRAINING I URGE YOU TO GET A COPY OF THE TICKET PORTAL USER GUIDE.

THAT SAID, THERE ARE PIECES OF THE PORTAL THAT ARE NOT WORKING PROPERLY AND WE ARE AWARE OF IT. WE ARE WORKING WITH OUR SYSTEMS TEAM TO IDENTIFY THE PROBLEM AND FIX THEM AS QUICKLY AS POSSIBLE BUT RIGHT NOW A COUPLE OF THINGS ARE A PROBLEM.

ONE OF THE MAIN PROBLEMS IS YOU CAN GET ALL THE WAY TO THE END, IF YOU REQUEST A PAYMENT USING THE SCREEN, YOU CAN GET ALL THE WAY TO THE END AND GET AN ERROR MESSAGE KICKING YOU OUT. THAT CAN HAPPEN FREQUENTLY WHEN YOU ENTER A LOT OF DIRECT COSTS. RIGHT NOW WE ARE URGING PEOPLE TO JUST ENTER ONE DIRECT COST FOR THE TOTAL AMOUNT OF ALL THE COSTS YOU ARE REQUESTING FOR YOUR PAYMENT. YOU MAY HAVE 20 DIRECT COSTS TOTALING A THOUSAND DOLLARS, JUST PUT THE FIRST DIRECT COST IN, PUT IT FOR A THOUSAND DOLLARS AND SUBMIT YOUR CLAIM. YOUR CLAIM SHOULD -- WE HAVE NOT HAD PROBLEMS WITH CLAIMS WITH JUST ONE DIRECT COST CLEARLY MAKING IT THROUGH. ONE THING I DID GO OVER IN THE TRAINING, THE SCREEN, IF YOU ENTER A PAYMENT REQUEST IN THE SCREEN THERE IS NO SAVE FUNCTION. IF SOMETHING GOES WRONG AND YOU GET AN ERROR, YOU HAVE LOST ALL THE WORK YOU DID. THAT'S AN IMPORTANT PIECE OF THE SCREEN. WE ARE WORKING TO FIX THE PROBLEM THAT'S KICKING PEOPLE OUT AT THE VERY END BUT IN THE MEANTIME I ENCOURAGE YOU TO JUST DO ONE DIRECT COST AND SUBMIT IT FOR THE TOTAL AMOUNT.

SAYING THAT, IT'S GOING TO CREATE A CASE IN OUR SYSTEM BUT WE AREN'T GOING TO HAVE ALL THE INFORMATION. YOU NEED TO FOLLOW-UP BY FAXING US THE REST OF THE DOCUMENTATION OR DIRECT COSTS BY FAXING US A COVER SHEET. IF YOU HAVE TROUBLE YOU CAN EMAIL THE HELP DESK. BUT AT THIS TIME BECAUSE WE ARE HAVING PROBLEMS THAT IS MY RECOMMENDATION FOR TRYING TO GET A SINGLE PAYMENT REQUEST TO WORK THROUGH THE SCREEN. WE ARE HOPING TO FIX THIS SO WE DON'T HAVE TO CONTINUE WITH THIS PROCESS BUT UNTIL YOU HEAR OTHERWISE, THIS IS THE BEST WAY TO GET YOUR CLAIMS THROUGH.

THE SECOND WAY IS TO ACTUALLY UPLOAD A BATCH FILE LIKE THE BATCH FILE THAT YOU SUBMIT EVERY MONTH. THIS IS DONE USING AN X AMOUNT FORMATED FILE. I WANT TO SEND A REMINDER BECAUSE WE'VE GOTTEN A COUPLE QUESTIONS. THIS IS AN ACTUAL X AMOUNT FILE FORMAT AND IT HAS ITS OWN TAGGING. YOU CANNOT TAKE A CURRENT PAYMENT REQUEST YOU HAVE LIKE PDF AND JUST CHANGE THE FORMAT DESIGNATION, THE PORTAL WILL NOT ALLOW YOU UPLOAD THE FILE.

THIS IS THE TWO WAYS WE ARE ENCOURAGING YOU TO SUBMIT YOUR PAYMENT REQUEST. IN THE PORTAL WE KNOW THERE ARE SOME PROBLEMS AND WE'RE WORKING THROUGH IT AND WE APPRECIATE YOUR PATIENCE. ANY TIME YOU GET AN ERROR WE WOULD APPRECIATE SO YOU CAN SEND TO THE HELP DESK SO WE CAN RESEARCH IT. IF YOU CAN SEND SCREEN SHOTS, IF YOU CAN TELL THE ACTIONS YOU ARE PERFORMING BEFORE YOU GOT THE ARROW, THAT WILL HELP US NARROW IT DOWN AND MAKE SURE EVERYTHING IS FIXED PROPERLY IN THE NEXT RELEASE.

I WANT TO HAND IT BACK OVER TO RAQUEL

>> THANKS, KATIE. OPERATOR, WE WANT TO GO AHEAD AND OPEN UP THE LINES FOR QUESTIONS.

>> THANK YOU, IF YOU WOULD LIKE TO ASK A QUESTION PLEASE PRESS STAR 1 ON YOUR TELEPHONE KEY PAD. PLEASE MAKE SURE YOUR MUTE SIGNAL IS TURNED OFF SO YOUR QUESTION CAN REACH US. THAT'S STAR 1 TO SIGNAL TO ASK A QUESTION.

WE DO HAVE A COUPLE IN QUEUE NOW. WE'LL GO TO OUR FIRST QUESTION.

>> HI, THIS IS EUGENIA COX

>> HI, EUGENIA

>> A FEW QUESTIONS FOR THE PORTAL CLAIMS PROCESS. SO RIGHT NOW THE PORTAL DOESN'T LET US LOOK AT ANY CLAIMS THAT HAVE BEEN DENIED AND THE REASON WHY THEY WERE DENIED. ALL I CAN SEE IS THAT THERE'S ONLY A PENDING PAYMENTS -- PENDING CLAIMS AND I'M ASSUMING THOSE ARE GOING TO GET PAID SECTION.

>> HI, EUGENIA, IT'S KATIE, ARE YOU SAYING IN THE VR PAYMENTS ALREADY PAID TO ME?

>> NO, THERE IS ONE SECTION THAT SAYS VR PAYMENTS PENDING.

>> RIGHT.

>> AND ON THERE IT LISTS I'M ASSUMING WHAT WE'RE GOING TO GET PAID ON. IS THAT CORRECT?

>> NO, PENDING JUST MEANS WE HAVE IT IN OUR SYSTEM.

>> OKAY, IT DOESN'T MEAN YOU HAVE MADE A DECISION ON THEM YET.

>> NO, THAT'S THE SECOND LINK, VR PAYMENTS ALREADY MADE TO ME.

>> BUT WHAT IF THEY GET DENIED, THERE'S NOTHING IN THERE THAT SHOWS ME IF IT WAS DENIED.

>> WOULD YOU SEND ME A SCREEN SHOT, YOU SHOULD BE ABLE TO SEE YOUR ENTIRE CASE IN THE PORTAL USING THAT LINK.

>> ALL IT TELLS ME IS ONES THAT ARE PENDING. IF YOU GO INTO THE OTHER TAB IT TELLS ME PAYMENTS THAT ARE ALREADY MADE TO ME.

>> EUGENIA, WHEN YOU ARE ON THAT SCREEN, IT DOES DEFAULT TO A SET DATE. I WONDER IF YOU HADN'T HAVE DENIALS IN THAT TIME FRAME --.

>> IT JUST SHOWS ME THE ONES I'VE BEEN PAID ON, IT DOESN'T SHOW ME ANY DENIALS. I HAVE GOTTEN NOTIFICATION OF ONE DENIAL IN THE MAIL.

>> IF YOU COULD PLEASE SEND A SCREEN SHOT TO THE HELP DESK, THANK YOU FOR BRINGING THAT TO MY ATTENTION.

>> ON THE PAYMENTS MADE TO US IT DOESN'T TELL US WHEN THEY REACHED SGA, AND THAT'S SOMETHING WE NEED TO KNOW ESPECIALLY ON THE STATES THAT HAVE THE TICKET TRACKER BECAUSE IT TELLS US, THE TRACKER ALSO TRACKS ANY SUPPLEMENTAL CLAIMS THAT WE WOULD POSSIBLY DO TO US FOR A JOB -- FOR POST EMPLOYMENT AND WE NEED THAT DATE. I WAS TOLD IT'S ONLY ON THE MAILED NOTIFICATION BUT, I MEAN, THERE ARE SOME THAT WE GOT PAID ON IN, LIKE, THE 2ND OF APRIL AND WE HAVEN'T GOT ANY MAILED NOTIFICATION YET. SO AT LEAST OUT HERE IN THE WEST COAST IT'S GOING TO TAKE 10 OR SO DAYS OR SO BEFORE WE SEE ANY NOTIFICATION. IS THERE ANY WAY TO GET THE END OF CP DATE OR THE SGA DATE? SAME THING.

>> YOU ARE SAYING THAT'S NOT IN THE NOTICE?

>> IT IS IN THE NOTICE WE GET IN THE MAIL, WHICH WE'RE STILL WAITING ON, BUT NOWHERE IS IT LISTED ON THE PORTAL.

>> IN THE PORTAL.

>> OKAY, THAT WAS FOR KATIE.

>> IS IT POSSIBLE THAT WE CAN GET THAT INFORMATION?

>> THIS IS KATIE, I'LL TAKE THAT DOWN AS A REQUEST FOR A CHANGE THE PORTAL. THAT IS NOT PART OF THE CURRENT FUNCTIONALITY.

>> YEAH, THAT'S INFORMATION THAT BEE NEED. WHEN IT GOT PAID, HOW IT GOT PAID, AND WHEN THEY REACHED THE SGA THE OTHER THING IS I'M HAVING A LITTLE GO-ROUND WITH OUR ACCOUNTING. APPARENTLY THERE'S REALLY NO WAY TO IDENTIFY, OTHER THAN THE FACT THAT IT'S A COST REIMBURSEMENT CLAIM, THEY HAVE TO DIG TO DETERMINE, AND I KNOW YOU SENT THAT THAT WHOLE PRINTOUT ABOUT THE VR, THAT BIG LONG STRING THAT'S THE REFERENCE NUMBER, KATIE, AND THAT'S THE ONLY IDENTIFICATION BUT THAT NUMBER ISN'T LISTED ANYWHERE ELSE. SO YOU USE THAT LONG VR NUMBER ON THE TREASURY BUT WHEN YOU SEND US A NOTIFICATION THERE'S A TOTALLY DIFFERENT REFERENCE NUMBER OR INVOICE NUMBER. SO THERE'S NO WAY TO CONNECT THE PAYMENT THAT WE GET IN TREASURY TO THE PAYMENT NOTIFICATION THAT WE GET AND THE INFORMATION IN THE PORTAL. THE PORTAL HAS THAT REFERENCE NUMBER, WHICH IS JUST AN INVOICE NUMBER THAT'S GIVEN, I BELIEVE THE NOTIFICATION CALLS IT THE SSA REFERENCE NUMBER AND IT LOOKS LIKE IT'S A 7-DIGIT NUMBER. BUT THAT NUMBER ISN'T REFERENCED ANYWHERE NEAR THE PAYMENT THAT COMES INTO TREASURY.

>> CORRECT. THIS IS DANIELLE THE IDENTIFIER YOU ARE SPEAKING OF THAT SHOULD BE COMING OUT IN THE BLAST, I DON'T KNOW IF EVERYONE'S RECEIVED IT YET, THAT'S YOUR IDENTIFIER COMING FROM TREASURY. WHAT YOU USED TO LINK THAT TO THE PAYMENT IT INCLUDES PART OF THE BENEFICIARY'S NAME AS YOU WILL SEE IN THE BREAK DOWN AND IT HAS THE PAYMENT DATE. SO THAT'S WHAT YOU CORRELATE TO THE LETTER.

>> OKAY, SO WE HAVE TO TRY TO FIGURE OUT THAT LONG NUMBER TO TREASURY TO KNOW, BUT TREASURY HAS NOTHING TO DO WITH OUR CLIENTS. WE'RE AT AN AGENCY OF 13,000 PEOPLE AND THEY ALL WANT TO KNOW IS WHAT THE PAYMENT WAS 4 AND TO LINK IT TO A PROGRAM. AND I CAN'T TELL THEM, YEAH, THAT BELONGED TO JOE SUBMIT, THEY HAVE WOULD HAVE TO GIVE ME THAT RESEARCH DOCUMENT THAT GET THAT NUMBER BECAUSE RIGHT NOW WHEN THAT COMES IN, ALL WE HAVE IS AN INDICATION TO RETRY. THE INCOMING ACH NUMBER JUST SAYS MISCELLANEOUS PAY, U.S. TREASURY.

>> THAT'S THE ONLY IDENTIFYING INFORMATION DUE TO PII THAT WE CAN INCLUDE IN THAT NUMBER. THAT'S THE ONLY CORRELATION. THAT'S THE NUMBER THAT THEY GENERATE AND THOSE ARE THE, THAT'S THE ONLY WAY TO CORRELATE THAT. [OFF MIC] FROM THE CHANGE, HONESTLY.

>> BUT THE INFORMATION THAT YOU GIVE TO

GIVE TO PARS3

TREASURY HAS MORE P FOR EXAMPLE 1560278.

>> THAT IS A WORK CASE NUMBER.

>> YEAH, BUT NOW WE'RE DEALING WITH TWO NUMBERS. YOU GOT A WORK CASE NUMBER --.

>> THAT'S WHAT YOU WOULD USE WHEN YOU ARE REACHING OUT TO THE HELP DESK ON A PARTICULAR CLAIM. THAT'S WHAT THE WORK CASE NUMBER IS.

>> YEAH, BUT THAT'S WHAT'S REFERENCED IN OUR NOTIFICATION, THAT'S WHAT'S REFERENCED IN THE PORTAL AND EVERYTHING. SO WE HAVE TO TRY TO FIGURE OUT WHAT PAYMENT, BY LOOKING AT THIS LONG STRING OF NUMBERS THAT [WA-E/] DON'T HAVE ACCESS TO, WE HAVE A QUESTION THAT, THAT'S A PAGE BEYOND WHAT TREASURY HAS TO DO. THEY HAVE TO RESEARCH IT. SO SOMEHOW WE HAVE TO BE ABLE TO GET TO TREASURY TO DETERMINE WHAT THE LAST FOUR LETTERS OF THE PERSON'S LAST NAME, IT SHOULD SAYS LAST 4 LETTERS OF THE PERSON'S NAME. SO YOU ARE GIVE WITHING TREASURY MORE INFORMATION ABOUT THE CLIENT THAN IF WE WERE GOING TO USE THE REFERENCE NUMBER. WHY CAN'T WE JUST USE ONE NUMBER, THE REFERENCE NUMBER , AND USE THAT --.

>> THE IDENTIFIER TREASURY IS USING. WE CAN HAVE KATIE TAKE THAT DOWN AS SOMETHING MAYBE THEY CAN ADD TO A PORTAL BUT THERE'S NO GUARANTEE THAT WOULD HAPPEN BECAUSE EVEN TO GET THAT PART IN THE REFERENCE NUMBER THEY WERE VERY STRICT ABOUT WHAT YOU COULD PUT IN IT. SO WE'RE KIND OF LIMITED THERE. BUT KATIE CAN TAKE THAT BACK AS AN ACTION ITEM AS WELL.

>> WE JUST NEED A SIMPLE CONNECTION BETWEEN THIS SO WE CAN IDENTIFY -- RIGHT NOW THE ONLY IDENTIFIER WE HAVE BETWEEN TREASURY AND US IS THE AMOUNT. THAT'S ALL WE HAVE.

>> OKAY.

>> WE JUST NEED ANOTHER IDENTIFIER THAT WE CAN EASILY REFERENCE WITH TREASURY.

>> OKAY, WE'LL TAKE THAT BACK AS AN ACTION ITEM. THAT'S THE ONLY THING WE CAN DO RIGHT NOW.

>> AND THEN THE OTHER THING IS IF, AND I JUST WANT TO MAKE THIS CLEAR. I'D HEARD THAT IF YOU DON'T ENTER THE CORRECT AMOUNT OF TRACKING IN THE PORTAL , LIKE IF YOU ARE DUE 3 MONTHS AND YOU DON'T ENTER CORRECTLY 3 MONTHS, YOU WON'T GET PAID AT ALL. I DID GET VERIFICATION THAT IF YOU ENTER 9 MONTHS AND YOU SHOULD HAVE ENTERED 3, YOU WILL ONLY GET PAID FOR THE 3.

>> RIGHT, THE SYSTEM WILL IDENTIFY THE RIGHT NUMBER. YOU DON'T HAVE TO PUT IN THE AMOUNT, YOU HAVE TO PUT IN THE MONTH.

>> NO, I THINK IT ASKS FOR AMOUNT.

>> NO, IT ASKS FOR THE MONTH. IF YOU ARE SEEING SOMETHING DIFFERENT YOU CAN SEND A SCREEN SHOT BUT IT IS ASKING FOR A MONTH.

>> WHAT MONTH, THE MONTH WE STARTED TRACKING OR ENDED.

>> A START AND END MONTH FOR THE ITEM YOU ARE REQUESTING PAYMENT FOR.

>> I DON'T REMEMBER THAT BEING IN THERE. I WENT THROUGH AND I SPENT A COUPLE HOURS ON ONE CLAIM AND THEN IT KICKED ME OUT WHEN I WAS ALMOST DONE.

>> GO BACK TO THE EMAIL YOU WERE SENT. I THINK SHE GAVE YOU A BREAKDOWN ON WHAT YOU NEED TO ENTER ON EACH ONE. IF YOU ARE SEEING SOMETHING DIFFERENT, SEND US A SCREEN SHOT SO WE CAN LOOK AT THAT.

>> OKAY, THAT'S ALL I HAVE RIGHT NOW FOR THE PORTAL STUFF.

>> THANK YOU.

>> THANK YOU.

>> ONCE AGAIN, THAT IS STAR 1 TO SIGNAL. WE HAVE A FEW OTHER QUESTIONNESS QUEUE. WE WILL MOVE TO OUR NEXT QUESTION.

>> HI, THIS IS DAWN OSBORN FROM KENTUCKY. I HAVE A COUPLE QUESTIONS. ONE THING I WANTED TO ASK ABOUT, YOU SAID YOU ARE ABOUT 3 MONTHS BEHIND IN PROCESSING THE PAPER CLAIMS. IF WE'VE GOT SOME SHOWING THAT WE SUBMITTED IN 2016 WHAT DO WE NEED TO DO ABOUT THAT?

>> EMAIL THE VR HELP DESK.

>> OKAY. THE SECOND QUESTION IS KIND OF A FOLLOW-UP ON THE TRACKING. WHEN WE WERE DOING TRACKING IN THE PAPER COPIES, MY UNDERSTANDING WAS ALWAYS THAT IF WE INPUT AT LEAST ONE MONTH THEN WE WOULD GET HOWEVER MANY MONTHS WERE CORRECT BECAUSE IT'S HARD FOR US TO KNOW EXACTLY WHEN THE LAST MONTH, THE 9TH MONTH OF SGA IS, BUT I HAD A LOT OF TRACKING COSTS AND THANK YOU FOR THOSE OF YOU WHO HAVE HELPED ME GET THE INPUT BUT I WANT TO GET THEM CORRECTLY ON MY OWN. IT'S ASKING FOR TRACKING COSTS PLACE, IT'S NOT GIVING YOU THE OPTION WHETHER OR NOT TO INPUT TRACKING MONTHS OR NOT, IT'S REQUIRING YOU TO ENTERALITY LEAST ONE, BUT DO I NEED TO INPUT 9 BECAUSE IT MIGHT HAVE BEEN 9 MONTHS OR I'M JUST NOT REAL CLEAR ON HOW TO DO THAT.

>> I GUESS THAT'S TWO PARTS. I UNDERSTAND WHAT YOU ARE SAYING. YES, WHAT YOU WOULD WANT TO DO IS PUT IN THE 9 MONTHS. THE SYSTEM IS GOING TO PAY YOU THE CORRECT AMOUNT OF TRACKING MONTHS BUT I BELIEVE LIKE YOU WERE SAYING INITIALLY IF YOU PUT IN THE ONE MONTH AS IN YOU ARE ONLY REQUESTING THE ONE MONTH, THAT'S WHAT IT'S GOING TO PAY .

>> SO GO AHEAD AND REQUEST 9 AND IT WILL GIVE YOU THE CORRECT AMOUNT.

>> YES.

>> THANK YOU.

>> HI, GOOD AFTERNOON, I DO HAVE A FEW QUESTIONS REGARDING THE DENIAL. I DID HAVE A FEW DENIALS COMING THROUGH THE MAIL BUT AGAIN WHAT THAT OTHER CALLER WAS STATING, THERE IS NO REASON GIVEN LIKE THERE'S NO REASON IF IT WAS UNTIMELY, IF THEY DID NOT MEET SGA, IS THAT GOING TO BE CORRECTED SO WE CAN SEE WHAT THE REASONING WAS FOR DENIAL?

>> I'M SORRY, COULD YOU REPEAT THAT, PLEASE.

>> FOR INSTANCE, WHEN I LOOK INTO MY PORTAL TO SEE WHAT'S BEEN APPROVED FOR PAYMENT AND WHAT HASN'T, I HAVEN'T BEEN SEEING ANY DENIALS BUT I THINK I HAVE RECEIVED 3 OR 4 DENIALS COME BY U.S. POSTAL SERVICES AND SO IS THAT HOW THE DENIAL, IS THAT HOW THE DENIALS ARE GOING TO BE HANDLED, THEY ARE GOING TO COME BY THE MAIL INSTEAD OF THE PORTAL.

>> THAT'S THE SAME ISSUE EUGENIA WAS. IF YOU CAN TAKE A SCREEN SHOT AND SEND IT TO THE HELP DESK, THAT'S SOMETHING YOU SHOULD BE ABLE TO SEE.

>> WHAT ABOUT IN THE PORTAL IF WE SEE THE PAYMENT WAS ALLOWED BUT WHEN WE SEE THE AMOUNT IT HAS NO AMOUNT AND HAS A ZERO AMOUNT GIVEN. BECAUSE THAT'S SHOWING UP ON MY PORTAL RIGHT NOW. IT'S SAYING PAYMENT WAS ALLOWED YET THE AMOUNT THAT IS ALLOWED IS ZERO DOLLARS? [STPHAO-/] EMAIL THE HELP DESK BECAUSE I HAVE A FEELING THAT YOU ARE DEALING WITH AN OVERPAYMENT AND IT SOUNDS LIKE IT'S DEDUCTING FROM YOUR OVER PAYMENT, THAT IS SOMETHING -- THIS IS RAQUEL, THAT'S SOMETHING I CAN WALK YOU THROUGH SO YOU CAN UNDERSTAND WHAT YOU ARE LOOKING AT. IF YOU HAVE ANY TYPE OF OVERPAYMENT THEN ANY CLAIM THAT'S PAID AFTER THAT IS GOING TO BE DEDUCTED FROM THAT OVERPAYMENT UNTIL YOU ARE AT ZERO BALANCE OF THE OVERPAYMENT. SO IF YOU ARE LOOKING AT A CLAIM THAT IS PAID BUT IT'S AT ZERO THAT'S PROBABLY WHAT'S GOING ON.

>> TWO MORE QUESTIONS. NAMES ARE SHOWING UP ON MY PENDING LIST THAT ARE NOT OURS SO THAT IS DEFINITELY A CONCERN. AND I HAVE EMAILED THE HELP DESK ABOUT THAT.

>> PENDING LIST IN THE PORTAL?

>> YES, AND I HAVE EMAILED THE HELP DESK ABOUT THAT. THERE WAS A NUMBER OF NAMES, PROBABLY APPROXIMATELY 10 NAMES THAT DID NOT BELONG TO US.

>> I HAVE NOT SEEN, YOU KNOW, I WORK THE HELP DESK AND I HAVEN'T SEEN THE EMAIL. SEND THAT TO ME BECAUSE THE WAY THE PORTAL WORKS IS EVERYTHING IS MATCHED UP WITH YOUR DUNS.

>> Y'ALL RESPONDED TO LIKE THE EMAIL PORTION BUT DID NOT RESPOND TO THE ATTACHMENT. IN THE ATTACHMENT WE HAD THIS INFORMATION AT BECAUSE, YOU KNOW. OKAY. AND THEN I GUESS I MIGHT BE STILL CONFUSED ABOUT THE TRACKING MONTHS BECAUSE I'M HAVING TO INPUT THESE INDIVIDUALLY AND THE TRACKING MONTHS, LIKE ON MY PAPER FORM, IT DOES NOT INDICATE HOW MANY MONTHS IT WAS UNTIL I FEEL LIKE I'M KIND OF GUESSING THERE AND I DON'T WANT TO UNDERESTIMATE .

>> WE'VE ALWAYS HAD TO PUT IN THE NUMBER OF MONTHS SO -- THIS BETSY

>> IT'S BRENDA.

>> BRENDA IN LOUISIANA?

>> UH-HUH.

>> YOU SHOULD ALWAYS BE PUTTING IN THE TRACKING MONTHS IN THERE, AS DANIELLE WAS JUST EXPLAINING TO DONNA, IF YOU PUT ONE MONTH IT'S ONLY GOING TO PAY YOU FOR ONE. IT WILL TABULATE IT CORRECTLY FOR YOU. YOU DON'T WANT TO GET UNDERPAID.

>> SO GO AHEAD AND PUT THE 9 IN THERE.

>> CORRECT .

>> AND THAT'S IT FOR ME.

>> THANK YOU, BRENDA.

>> WE DO HAVE A FEW MORE QUESTIONS IN QUEUE. MOVE TO OUR NEXT QUESTION.

>> HI, EVERYONE, THIS IS [OFF MIC] FROM CALIFORNIA. I HAD A COUPLE QUESTIONS ABOUT THE PORTAL. ONE IS TO REITERATE THE IMPORTANCE OF INCLUDING THE END OF CP DATE. THAT WOULD DEFINITELY BE EXTREMELY HELPFUL FOR OUR PROCESS, ESPECIALLY BEING SUCH A LARGE STATE. WE ALSO ONLY SEE THE DENIED CLAIMS IN THE PORTAL SO I WILL SEND THAT ON TO THE HELP DESK. BUT I HAD A COUPLE OTHER THINGS I WANTED TO BRING UP. ONE IS WE HAVE ENCOUNTERED SOME CLAIMS THAT WE HAVE TRIED TO SUBMIT THROUGH THE PORTAL THAT HAVE NEGATIVE EXPENDITURES AND THOSE ARE KICKED BACK, THEY ARE NOT ACCEPTED, I BELIEVE THE WHOLE FILE IS REJETED WHEN WE HAVE A NEGATIVE EXPENDITURE. I WONDERED IF THERE WAS ANYTHING BEING DONE TO ACCOUNT FOR THAT.

>> IT SHOULD JUST REJECT THE ONE. WE'VE GOTTEN THAT FROM SOMEONE ELSE AND THE REST OF THE FILE CAME THROUGH, IT JUST REJECTED THAT ONE. THAT IS SOMETHING THAT KATIE DOES HAVE AN EMAIL ON THAT THEY ARE TRYING TO FIGURE OUT WHAT THE ISSUE IS. BECAUSE WE HAVEN'T, WE AREN'T REALLY SURE. WHAT I'M GOING TO ASK YOU, THOUGH, THAT PARTICULAR CASE CAN YOU REACH OUT TO -- ACTUALLY I WILL HAVE RAQUEL REACH OUT TO YOU BECAUSE WE ARE TRYING TO FIGURE OUT THE SPECIFICKS ON THAT SPECIFIC CASE. WE'VE HAD A COUPLE ISSUES WITH THAT AND WE'RE TRYING TO FIGURE OUT SPECIFICALLY WHAT'S GOING ON WITH THOSE CASES. AFTER THE CALL RAQUEL WILL REACH OUT TO YOU WITH A COUPLE MORE CASES BUT KATIE HAS THIS ISSUE DOWN AS AN ACTION ITEM AS WELL.

>> TO BE CLEAR, WE ARE NOT CHANGING OUR SYSTEM TO ACCEPT NEGATIVE EXPENDITURES. YOU HAVE TO MAKE THE MODIFICATION ON YOUR END. YOU CANNOT SEND NEGATIVE EXPENDITURES THROUGH THE PORTAL.

>> OKAY. AND I KNOW THAT WE'RE WORKING WITH JANE MORROW ON SOME WAYS TO WORK AROUND THAT BUT THAT'S NOT GOING TO BE CHANGED ON YOUR END, THOUGH, IT SOUNDS LIKE.

AND I HAD ANOTHER QUESTION ABOUT THE RSA SERVICE CODE. IN THE PAST WE HAVE NOT SUBMITTED CLAIMS WITH RSA SERVICE CODES AND IT SOUNDS LIKE THAT'S SOMETHING THAT NEEDS TO BE SUBMITTED THROUGH THE ELECTRONIC PROCESS. AND OUR RAW FILES DO INCLUDE THE STATUS CODE DESCRIPTIONS, NOT JUST THE RFA SERVICE CODE, AND WE JUST HEARD FROM OUR FOLKS WHO HANDLE OUR CASE MANAGEMENT SYSTEM THAT BEGINNING IN JULY WE WILL NOT BE USING THE RSA SERVICE CODES OR THEY WILL BE CHANGED. IS THAT SOMETHING THAT SOCIAL SECURITY IS AWARE OF?

>> THAT IS SOMETHING THAT WE LITERALLY JUST HEARD RIGHT BEFORE THIS CALL AS WELL.

>> OKAY.

>> SO WE NEED TO FIND OUT SOME MORE INFORMATION ABOUT THAT AS WELL.

>> OKAY, THOSE WERE MY MAIN QUESTIONS ABOUT THE PORTAL. AND I HAD ONE ABOUT THE MORATORIUM ON THE TPR'S, I ASSUME IT'S STILL IN PLACE?

>> THIS IS KATIE, YES.

>> OKAY, AND IT WILL BE UNTIL THE [OFF MIC] ARE ALL WORKED OUT ON THE PORTAL, IS THAT MY UNDERSTANDING?

>> IT'S NOT RELATED TO THE PORTAL BUT I SENT OUT THAT WE WOULD NOT START TPR UNTIL WE HAD A CHANCE TO TRAIN EVERYONE HOW TO RESPOND TO TPR'S IN THE PORTAL. THEY ARE NOT TIED TOGETHER.

>> OKAY, SO IT DOESN'T SOUND LIKE ANY TIME SOON, THEN.

>> YOU WILL KNOW. YOU WILL GET A BLAST ABOUT PLEASE ATTEND TRAINING FOR TPR AND YOU WILL KNOW WHAT'S COMING. YOU WILL GET PLENTY OF NOTICE.

>> WE'LL KNOW ABOUT IT. OKAY, THAT SOUNDS GREAT.

>> IT WILL BE IN YOUR FACE, YOU WILL NOT BE ABLE TO IGNORE IT.

>> SOUNDS GOOD TO ME.

>> WE'LL MOVE TO OUR NEXT QUESTION.

>> HELLO, THIS IS JAY MORROW, MY QUESTION HAD TO DO WITH THE RSA CODES BUT MEGAN JUST ASKED THAT. BUT I HAVE A QUESTION THAT'S RELATED TO THAT. IT LOOKED IN THE SPECIFICATIONS FOR THAT XML FILE THAT YOU COULD EITHER PROVIDE THE RSA CODE OR AN SSA CODE. IS THERE AN ACTUAL LIST OF SSA CODES THAT COULD BE USED INSTEAD OF THE RSA CODES?

>> YES, THE PORTAL WILL ACCEPT BOTH AND KATIE CAN SEND THAT TO YOU.

>> YEAH, I PUT THAT IN A FAQ IF THAT WOULD HELP EVERYONE.

>> OKAY. AND SO FOR THE TIME BEING IS THERE SOMETHING WE SHOULD BE DOING WITH THOSE RSA CODES UNTIL WE FIGURE OUT WHAT IS GOING TO BE HAPPENING SINCE THOSE ARE BEING CHANGED IN JULY, 2017?

>> THIS IS DANIELLE FOR NOW THE RSA CODES THAT YOU HAVE ARE WHAT IS BUILT INTO THE PORTAL SO YOU CAN CONTINUE USING THOSE. LIKE I SAID BEFORE, WE LITERALLY JUST FOUND OUT THAT THEY COULD POTENTIALLY BE CHANGING SO WE HAVEN'T HAD A CHANCE TO GO BACK AND RESEARCH AND FIND OUT WHAT'S GOING ON WITH THAT YET.

>> OKAY, RIGHT NOW, THE WAY THAT MOST OF THE TILES THAT WE'RE SENDING IN DO NOT ACTUALLY INCLUDE THE RSA CODES. I'M WORKING WITH THE VOC REHAB AGENCIES SO THAT INFORMATION CAN GET PASSED ON. RIGHT NOW ALL RECORDS ARE JUST DEFAULTING TO THE OTHER SERVICE CODE, WHICH IS LIKE A 186, SO IS IT OKAY TO CONTINUE TO SUBMIT THOSE WITH THAT CODE OR SHOULD WE HOLD OFF ON SUBMITTING ANY. I DON'T WANT TO GO WORK ON GETTING THE RSA CODES ADDED IN AND THEN THEY CHANGE IN A FEW MONTHS AND WE HAVE TO DO IT ALL OVER AGAIN. SHOULD I JUST HOLD OFF ON GETTING THE RSA CODE AND SUBMIT THEM WITH THE 186 OR NOT SUBMIT THEM AT ALL.

>> DON'T SUBMIT THEM AT ALL. WE HAVEN'T HAD A CHANCE TO EVEN FIND OUT WHAT'S CHANGING, WHEN IT'S CHANGING, WE DON'T KNOW MUCH ABOUT IT JUST YET.

>> OKAY, THANK YOU, THAT'S ALL I HAVE.

I DID WANT TO POINT OUT ONE LAST ITEM. I HAVE SEEN SEVERAL STATES LOOK UP THAT PAYMENT REPORT AND I HAVE NOT SEEN A DENIAL ON ANY OF THEM THAT I HAVE LOOKED AT ON THE PORTAL, SO I THINK IT'S PROBABLY SOMETHING WRONG THERE WHERE THE DENIALS ARE NOT BEING INCLUDED IN THAT SECTION ON THE, I THINK IT'S PAYMENTS ALREADY MADE TO ME, I HAVE NOT SEEN A SINGLE ONE THAT HAS A DENIAL IN THERE.

>> WE'RE ON IT. THANK YOU.

>> OKAY.

>> WE'LL MOVE TO OUR NEXT QUESTION.

>> HI, THIS IS CHRIS ROBINSON FROM MAINE. THIS IS MY FIRST CALL AND I HAVE A VERY BASIC QUESTION AND THAT IS COULD YOU PROVIDE THE ER DESK FOR THE VR HELP DESK EMAIL?

>> HI, CHRIS, IT IS VR.HELPDESK AT SSA.GOV.

>> WOW, THAT COULDN'T BE EASIER. THANK YOU.

>> AND IF YOU NEED ME TO I WILL EMAIL IT TO YOU DIRECTLY WHEN I GET BACK TO MY DESK.

>> THANK YOU.

>> AGAIN, STAR 1 TO SIGNAL. WE WILL MOVE TO OUR NEXT QUESTION.

>> HI, THIS IS ANNIE FROM TEXAS AND I'M CALLING, I HAVEN'T ACTUALLY SENT IN ANY CLAIMS YET BECAUSE I'M WAITING FOR THE CHECKER UPDATE TO DO BATCH FILES, BUT I THOUGHT I REMEMBERED THAT WE HAVE TO SEND IN WAGES. AND IF THAT'S WRONG THEN I'M OKAY, BUT IF WE DO HAVE TO SEND IN WAGES MY QUESTION IS THAT A LOT OF TIMES I FIND CLAIMS THAT I BELIEVE HAVE EARNED WAGES, THEY HAVE AT LEAST ACCORDING TO OUR CASE MANAGEMENT SYSTEM , BUT THEY ARE NOT IN THE TRACKER BECAUSE THEY ARE NOT WAGES THAT HAVE BEEN MADE IN TEXAS, THEY ARE EITHER MADE IN ANOTHER STATE OR THEY ARE FEDERAL OR WHAT HAVE YOU. SO IF WE HAVE TO SEND IN WAGES WHAT DO WE DO WITH THOSE ONES WHERE THEY DON'T HAVE WAGES THAT I CAN SHOW YOU?

>> ANNIE, IT'S RAQUEL HOW ARE YOU? YOU DO NOT HAVE TO SEND IN WAGE INFORMATION.

>> OKAY, THEN WHATEVER THE THING WAS I READ, I MUST HAVE BEEN READING THE WRONG -- THERE WAS SOME SORT OF -- NEVER MIND, IT DOESN'T MATTER. THANKS.

>> IF YOU HAVE WAGE INFORMATION BY ALL MEANS YOU CAN SEND IT BUT ARE YOU REQUIRED TO SEND WAGE INFORMATION, NO, YOU ARE NOT.

>> AWESOME, THANK YOU.

>> THANK YOU.

>> MOVE TO OUR NEXT QUESTION .

>> HI, THIS IS DAVID IN VIRGINIA. I HAVE A COUPLE OF QUICK QUESTIONS AND THEY ARE MORE ABOUT TIME AND PROCESS. IF WE OPTED, AS VIRGINIA DID, TO HAVE ALL OUR PAYMENTS ON ONE DAY AND FOR US THAT HAPPENS TO BE TOMORROW, I'M TRYING TO DETERMINE WHAT DATE RANGE I SHOULD PUT IN THE PORTAL FIRST TO DETERMINE WHAT I SHOULD ALERT TREASURY TO. SO AT THIS POINT -- AND WE RECEIVED PAYMENTS IN MARTHA WE HAVE NOW FIGURED OUT, BUT SHOULD THE DATE I USE BE APRIL 1ST THROUGH 11, SHOULD I USE A DIFFERENT DATE RANGE AND THEN WHAT WILL I USE GOING FORWARD? BECAUSE MY ASSUMPTION WAS WE COULD PICK THAT DATE AND IT COULD BE FOR THE PRIOR MONTH'S PAYMENTS AND IT'S NOW LOOKING LIKE THAT MIGHT NOT NOW BE THE CASE.

>> SO IF YOUR RELIEF DATE IS TOMORROW WHAT WOULD HAPPEN TOMORROW IS EVERYTHING FROM -- WHICH WOULD HAVE BEEN MARCH 11TH TILL TOMORROW'S DATE, EVERYTHING WE PROCESSED IN THAT WINDOW IS WHAT WILL GET RELEASED TOMORROW.

>> OKAY, NOW THAT I UNDERSTAND THAT, AND THAT'S FINE FOR TOMORROW, CAN I SEND THROUGH THE HELP DESK A NEW DATE TO USE THAT MAKES IT MUCH MORE, MUCH EASIER? BECAUSE LIKE OTHER STATES WE HAVE TO FIGHT WITH TREASURY TO GET THAT MONEY. AND THEN, AGAIN, THIS HAS BEEN BEAT OVER THE HEAD BUT I JUST WANT TO MAKE SURE I UNDERSTAND. IS THERE A WAY CURRENTLY IN THE PORTAL FOR ME TO GO AND PULL ALL MY DENIALS AND THEN SORT BY THE DENIAL CODE TO RESEARCH, OR I SHOULD HAVE BEEN LOOKING UNDER THE PAYMENTS PAGE WHICH AS THE OTHER STATES SAID WE DON'T ACTUALLY SEE THE DENIALS?

>> IT SHOULD BE UNDER THAT SECTION BUT CLEARLY THERE'S PROBABLY AN ISSUE WITH IT THAT KATIE IS LOOKING INTO. AND ONCE SHE FIGURED THAT OUT, SHE'LL SEND OUT SOME MORE INFORMATION TO EVERYONE. BECAUSE FROM THE NUMBER OF PEOPLE THAT HAVE SAID THEY AREN'T SEEING IT, IT MUST BE AN ISSUE.

>> SO FOR ME IT'S GOING TO BE MARCH 12TH THROUGH APRIL 11 WILL BE THE DATES I USE. THANK YOU VERY MUCH. AND THANK YOU, GUYS, I FEEL LIKE I'VE BEEN ON THE PHONE OR EMAILING YOU DAILY. I REALLY APPRECIATE HOW RESPONSIVE AND HELPFUL YOU HAVE BEEN AS WE LEARN THE NEW SYSTEM.

>> THANK YOU, DAVID.

>> WE'RE STANDING BY WITH NO FURTHER QUESTION SIGNALS AT THIS TIME.

>> REGINA, DID YOU WANT TO LOOP BACK TO YOU NOW?

>> YES, THAT'S FINE. WOW, A LOT OF QUESTIONS AND WE HAD ANTICIPATED THAT. THIS IS A NEW SYSTEM, WE JUST ROLLED IT OUT, THERE ARE, YOU KNOW, A LOT OF BUGS, WE'RE TRYING TO WORK OUT THOSE. WE APPRECIATE YOU BRINGING THESE MATTERS TO OUR ATTENTION. IF YOU HAVE QUESTIONS THAT AREN'T ANSWERED TODAY, BE SURE TO CONTACT THE HELP DESK. KATIE IS WORKING ON THIS AND ALL THE OTHERS AND AGAIN WE JUST APPRECIATE ALL OF THE INPUT.

A COUPLE OF THINGS, REMINDERS, BEFORE WE END TODAY. NO. 1, WE'VE GOT ROOM IN OUR APRIL 24TH THROUGH 25TH VR COST REIMBURSEMENT TRAINING CLASS. RIGHT NOW I THINK WE'RE UP TO 15 PARTICIPANTS SO IF YOU'D LIKE TO GET SOMEONE IN THAT CLASS IT'S FREE OF CHARGE, JUST LET US KNOW, LINDA.CUSTIS AT SSA.GOV OR YOU CAN SEND AN INQUIRY TO THE HELP DESK.

NO. 2, JUST TO FOLLOW-UP ON THE CONVERSATIONS ABOUT GETTING US TO FULL AUTOMATION, WE WANT TO ENCOURAGE ALL STAFF TO USE THE XML FILE UPLOAD FOR SENDING IN YOUR CLAIM SO WE CAN TRULY MOVE AWAY FROM PAPER PROCESSING AND TRUE AUTOMATION.

LASTLY, THE GOOD NEWS. WE ARE WORKING ON THE RESTORATION OF QBER AND WE'RE LOOKING AT EARLY SUMMER. EVER SINCE WE STOPPED THE QBER WE HAVE HAD PEOPLE INQUIRING WHEN WE WOULD RESTORE THAT AND AT THE CONFERENCE LAST WEEK WE INDICATED WE WOULD LOOK INTO THAT AND WE HAD ALREADY STARTED LOOKING INTO THAT, BUT WE DID FIND OUT THAT WE CAN RESTORE TO QBER SO THAT WILL BE EARLY SUMMER.

SO I JUST WANTED TO SHARE THAT NEWS WITH YOU AND THAT'S ABOUT ALL THAT WE HAVE TODAY. AGAIN, WE APPRECIATE YOUR PARTICIPATING IN THE CALL, WE APPRECIATE ALL THE GOOD QUESTIONS AND KEEP THEM COMING AND WE'LL ADDRESS THEM AS THEY COME IN. SO THANK YOU VERY MUCH. AND OUR NEXT CALL WILL BE ON TUESDAY, JULY 11 AT THE SAME TIME, 3:00 PM THANKS, EVERYONE.

>> THIS CONCLUDES TODAY'S CONFERENCE. THANK YOU FOR YOUR PARTICIPATION. YOU MAY NOW DISCONNECT.