* TODAY IS TUESDAY, 8 AUGUST, 2017.
* PLEASE STAND BY, YOUR EVENT WILL BEGIN SHORTLY. WE APPRECIATE YOUR PATIENCE.
* GOOD DAY AND WELCOME TO THE ALL VR CALL. TODAY'S CONFERENCE IS BEING RECORDED. AT THIS TIME I'D LIKE TO TURN THE CALL OVER TO REGINA BOWMAN.
* >> THANK YOU. WELCOME TO OUR ALL VR CALL. ACTUALLY IT'S THE LAST CALL FOR THIS FISCAL YEAR. LET'S SEE, I THINK THE LAST CALL WE HAD WAS ON APRIL 11 SO IT'S BEEN QUITE A WHILE SINCE WE LAST MET BUT I WANTED TO THANK EVERYONE FOR JOINING US TODAY, I HOPE EVERYONE IS HAVING A GOOD SUMMER. WE DO HAVE A FULL AGENDA FOR TODAY WITH SOME IMPORTANT UPDATES TO SHARE AND THEN AS TYPICAL WITH THESE CALLS WE'LL OPEN UP THE LINE FOR QUESTIONS. BUT BEFORE WE GET STARTED, I WANTED TO JUST GIVE A SHOUT-OUT OR A THANK YOU TO THOSE WHO PARTICIPATED IN OUR COMPREHENSIVE VR TRAINING. SINCE WE HAD OUR LAST ALL VR CALL WE HAVE HAD 3 TRAINING CLASSES. WE HAD ONE IN APRIL, WHICH WE HAD 11 PEOPLE WHO ATTENDED AND ONE IN JUNE AND WE HAD 3 PEOPLE, I THINK, AND WE HAD ANOTHER ONE A COUPLE WEEKS AGO IN JULY AND WE HAD A COUPLE MANAGERS WHO ATTENDED. BUT THESE CLASSES, WE CONDUCT THOSE ON A REGULAR BASIS AND THEY ARE OPEN TO ANYONE AND IT'S SO WE CAN PROVIDE YOU WITH COMPREHENSIVE TRAINING ABOUT THE TICKET PROGRAM AND OUR COST REIMBURSEMENT PROCESS. IF YOU HAVE STAFF WHO ARE INTERESTED IN ATTENDING ANY OF THESE CLASSES, JUST LET US KNOW. WE HAVE SOME REALLY GOOD FEEDBACK ABOUT THE PARTICIPATE [PA-PT/]S WHO HAVE ATTENDED THIS TRAINING. AGAIN, IF YOU ARE INTERESTED IN THE TRAINING PLEASE LET US KNOW.
* WITHOUT FURTHER DELAY I AM GOING TO TURN THE CALL OVER TO DANIELLE, WHO HAS A LOT OF UPDATES ON THE VR COST REIMBURSEMENT.
* >> THANK YOU, REGINA, HELLO, EVERYBODY, I AM GOING TO GO THROUGH A FEW UPDATES. WHAT WE WANT TO DO PRETTY MUCH TODAY IS KIND OF GO THROUGH YOUR FREQUENTLY ASKED QUESTIONS, THINGS PEOPLE HAVE SENT IN AND A LOT OF STUFF WE'VE BEEN SEEING ON THE HELP DESK FROM DIFFERENT AGENCIES SO WE WANT TO TOUCH ON THOSE. KATIE IS GOING TO GO INTO A LOT OF THE THINGS WITH THE PORTAL, SHE HAS SOME UPDATES WITH THAT, I KNOW THAT'S PROBABLY THE HOT TOPIC BUT I HAVE A COUPLE THINGS.
* ONE OF THE FIRST THINGS I WANT TO GET TO IS THE PAPER CASES. RIGHT NOW ALL THE PAPER CLAIMS WE GOT IN BEFORE WE DID THE TRANSITION TO THE NEW SYSTEM HAS BEEN INPUT, SO ANYTHING YOU MAILED IN PRIOR TO THE TRANSITION IF YOU DO NOT SEE IT ON YOUR PENDING PAYMENTS LIST IN THE PORTAL YOU SHOULD UPLOAD THOSE OR ENTER THOSE INTO THE PORTAL. IF YOU HAVE ANY QUESTIONS REGARDING THAT, REACH OUT TO THE VR HELP DESK.
* ALSO ALONG THOSE LINES WE ARE STILL CONTINUING TO PROCESS CLAIMS FIRST IN, FIRST OUT. YOU MAY SEE A DIFFERENCE IN THAT JUST BECAUSE OF NOW THE RATE THAT YOU CAN UPLOAD CASES. BEFORE, SINCE IT WAS A MAIL PROCESS, NOBODY WAS PRINTING AND MAILING 500 CASES AT ONCE BUT WE DO HAVE INSTANCES WHERE WE HAVE HAD 500 CASES UPLOADED IN A DAY. SO YOU MAY SEE THAT LAG BECAUSE THEY ARE STILL FIRST IN, FIRST OUT RIGHT NOW.
* EVERYONE IS PROCESSING CASES ON A DAILY BASIS, THAT WAS ONE OF THE QUESTIONS I HAD GOTTEN RECENTLY. THERE'S NO LAG RIGHT NOW. THE ONLY LAG WE GOT WAS WE DID STOP PROCESSING FOR THE TWO WEEKS WE TRANSITIONED TO THE NEW SYSTEM BUT THAT PROCESS HAS RESUMED NOW.
* WE HAVE HAD A COUPLE INSTANCES WHERE YOU MAILED US IN A PAPER CASE BUT YOU UPLOADED IT UP TO THE PORTAL SO IT GAVE A DUPLICATE. WE JUST ASK, ALL THE PAPER CASES YOU SENT IN HAVE BEEN INPUT SO YOU SHOULD SEE THAT ON YOUR LIST. IF YOU DO ALREADY SEE IT ON YOUR LIST WE ASK THAT YOU DON'T UPLOAD THE SAME CLAIM BECAUSE THAT WILL CAUSE THAT DUPLICATE ISSUE AND IF YOU DO UPLOAD IT, YOU WILL GET MULTIPLE DENIALS BECAUSE WE HAVE THE CASE ON FILE AND THE ONLY WAY TO CLOSE IT OUT IS TO ISSUE A DENIAL. IT MAY JUST BE THAT IT WAS A DUPLICATE.
* AS FAR AS REPORTING ISSUES WE WANT YOU TO CONTINUE DOING THAT THROUGH THE VR HELP DESK. THAT INCLUDES THE SYSTEMS ISSUES, KATIE IS GOING TO GET INTO A LOT OF [THO-ETS/] THINGS BUT KATIE AND THE THINGS SHE IS WORKING WITH HAVE DIRECT ACCESS TO THE HELP DESK. ONE OF THE QUESTIONS I WAS ASKED, THE COMMENT WAS THE INFORMATION WASN'T GETTING FORWARDED. THERE IS NO LAG, THERE IS NO FORWARD PROCESS, SHE HAS DIRECT ACCESS SO SHE DOES SEE ALL OF YOUR ISSUES. IT MAY BE A THING WHERE THERE IS NO UPDATE OR IT'S FORWARDED TO OUR SYSTEMS AREA AND WE'RE WAITING TO HEAR BACK FROM THEM. KATIE WILL GET INTO THAT.
* THE LAST THING I WANTED TO DO WAS JUST THANK ALL OF THE VR'S, REALLY, FOR BEARING WITH US THROUGH THIS TRANSITION TO THE NEW SYSTEM. THERE HAVE BEEN SEVERAL BUMPS, WE KNOW. WE'RE TRYING TO WORK THROUGH THOSE AS QUICKLY AS WE POSSIBLY CAN. WE APPRECIATE ALL OF YOU GUYS WHO WE'VE BEEN ABLE TO REACH OUT TO AND SAY, HEY, CAN YOU TRY THIS REAL QUICK, HEY, CAN YOU SEND ME A COPY OF THIS? THOSE THINGS HAVE BEEN A GREAT HELP TO US AND IT'S BEEN ABLE TO PROVIDE MORE DETAILED INFORMATION TO GET OVER TO OUR FOLKS SO WE CAN GET THINGS DONE. I WANT IT ALSO PUT OUT THERE AS YOU ALL ARE AWARE THINGS RUN AFTER A BUDGET SO SOME OF THE BUDGET CONSTRAINTS HAVE BEEN SOME OF THE REASONS THAT SOME OF THE THINGS HAVEN'T BEEN GETTING FIXED AS QUICKLY AS WE WOULD LIKE THEM TO, BUT WE ARE HARD AT WORK AT THAT. WE ARE WORKING WITH OUR SYSTEM TO GET IT DONE. A LOT OF THE THINGS YOU HAVE SENT IN WE KNOW ARE ISSUES AND WE HAVE BEEN WORKING ON SOME OF THEM BEFORE YOU EVEN REPORTED THEM. I WON'T SAY TOO MUCH BECAUSE I'LL LET KATIE GO THROUGH THE DIFFERENT ISSUES TO GIVE YOU UPDATES ON THOSE, BUT THANK YOU FOR BEARING WITH US, THANK YOU FOR HELPING US WHEN YOU CAN. ANYTHING THAT YOU SEE BY ALL MEANS SEND IT IN TO US, SEND US A SCREEN SHOT. THE SCREENS WE SEE ON YOUR END ARE DIFFERENT FROM YOURS SO WHEN THE HELP DESK COMES BACK AND SAYS CAN YOU SHOW ME THIS, CAN YOU GIVE ME A SCREEN SHOT, IT'S BECAUSE THEIRS LOOKS DIFFERENT AND WHAT YOU SEND TO US WILL BE A GREAT HELP TO TRY TO GET THOSE ISSUES TAKEN CARE OF.
* BEFORE I TURN IT OVER TO KATIE, WHICH I KNOW YOU ARE ALL WAITING A PINS AND NEEDLES FOR, I WILL TURN IT OVER TO RAQUELLE
* >> FOR CURRENT EARNINGS WE ARE NOW RECEIVING THE DATA EVERY MONTH AS OPPOSED TO QUARTERLY AS WE USED TO. ON THE 15TH OF EACH MONTH WE ARE RECEIVING INFORMATION WITH REGARD TO EARNINGS SO WE'RE GETTING INFORMATION IN MUCH QUICKER, IT'S BASICALLY A SCREEN SHOT LIKE FOR NOW WHATEVER COMES IN AUGUST 15TH IS ANY EARNINGS THAT HAVE BEEN REPORTED, I'M KIND OF SMILING TO MYSELF BECAUSE AUGUST 15TH IS DANIELLE'S BIRTHDAY. ANY EMPLOYER WHO HAS REPORTED EARNINGS FROM JULY 15 TO AUGUST 15, THAT'S A GOOD THING, WE WILL BE GETTING MORE EARNINGS IN ON A QUICKER BASIS NOW. YAY
* FOR ADDITIONAL REQUESTED INFORMATION, IF YOU RECEIVE A PVR NOTICE OR C3, ANY TYPE OF NOTICE THAT WE SEND YOU REQUESTING ADDITIONAL INFORMATION YOU CANNOT EMAIL THAT INFORMATION TO US OR FAX THAT INFORMATION TO US. IT SHOULD BE GOING DIRECTLY INTO THE PORTAL. I BELIEVE IN THE TICKET PORTAL GUIDE IT GIVES YOU INSTRUCTIONS ON CREATING THE COVER SHEET WHERE THAT INFORMATION GOES. IT'S ENTIRELY TOO MUCH INFORMATION FOR A PVR DOCUMENTATION TO COME BACK TO US VIA THE FAX OR MAILING OR EMAILING. SO ANY INFORMATION THAT WE REQUEST, IT HAS TO COME BACK THROUGH AND IT AUTOMATICALLY GOES THROUGH THE PORTAL, AUTOMATICALLY MATCHES IT UP TO THAT CASE AND LETS US KNOW THAT THAT CASE IS READY TO BE WORKED. ANYTHING WE RECEIVE VIA FAX OR EMAIL OR MAIL IS COMING RIGHT BACK TO YOU. JUST FYI
* AND THIS IS BECAUSE WHEN YOU SEND IT IN VIA THE PORTAL, IT AUTOMATICALLY ATTACHES IT TO THE WORK CASE. SO AGAIN WE'RE ABLE TO QUICKLY TURN AROUND AND WORK IT AND GET IT OUT OF THE SYSTEM.
* REGINA HAS ALREADY TOUCHED ON THE ONSITE TRAINING. YOU CAN SEND ANY REQUESTS TO THE VR TRAINING WITH REGARD TO THAT. WE LIKE TO DO THE TRAINING WHEN YOU LIKE TO DO THE TRAINING. THERE'S NO SET DATES FOR US, EXCEPT FOR CHRISTMAS OR THANKSGIVING WE ARE NOT ALLOWING THE TRAINING, WE TRY TO CATER IT TO WHOEVER REQUESTS US TO COME SEE US IN BALTIMORE. IF YOU HAVE A REQUEST PLEASE FEEL FREE TO REACH OUT TO THE VR HELP DESK AND LINDA OR GLORIA WILL HELP YOU GET THAT SET UP.
* I WANT TO SAY SOMETHING QUICK ABOUT THE PAYMENT RELEASE DATE SO EVERYONE UNDERSTANDS EXACTLY WHAT PAYMENT RELEASE DATE MEANS. NOT EVERYONE HAS A PAYMENT RELEASE DATE. IF YOU HAVE NEVER TOUCHED BASE WITH ME WITH REGARD TO REQUESTING A CERTAIN DATE EACH MONTH YOU WANT YOUR PAYMENTS RELEASED, THEN YOU DON'T HAVE A PAYMENT RELEASE DATE. SOME VR'S HAVE CHOSEN TO HAVE THEIR PAYMENTS HELD TILL ONE PARTICULAR DAY IN EACH MONTH. SO IF YOUR PAYMENT RELEASE DAY IS THE FIRST OF AUGUST, THAT MEANS ALL THE PAYMENTS THAT ARE WORKED FOR THAT PAST MONTH ARE HELD, ON AUGUST 1ST THAT IS THE DATE THOSE REIMBURSEMENTS GO TO OUR FINANCE DEPARTMENT. THAT IS NOT THE DAY THAT YOU ARE GOING TO RECEIVE PAYMENTS OR WIRES, IT WOULD BE ABOUT 7 TO 10 DAYS AFTER THAT DATE. THAT'S JUST A FYI FOR SOME FOLKS WHO GET A LITTLE CONFUSED AND ARE LOOKING FOR THEIR PAYMENTS ON THAT DATE, YOU STILL HAVE TO ALLOW 7 TO 10 DAYS FOR THE REQUEST TO GO TO FINANCE AND FOR THE WIRE TRANSFER TO ACTUALLY GO OUT.
* AS FAR AS THE NOTICES ARE CONCERNED, THE NOTICES ARE NOT HELD. WHETHER YOU HAVE A PAYMENT RELEASE DATE OR NOT THEY GO OUT AS THE CLAIMS ARE PROCESSED. I KNOW WE'VE BEEN HAVING ISSUES WITH SOME VR'S THAT AREN'T RECEIVING THEIR NOTICES, THAT'S SOMETHING KATIE WILL TOUCH ON AS WELL.
* STATE VR DIRECTORY, EVERY 6 MONTHS I TRY TO UPDATE THE STATE VR DIRECTORY. I SEND IT OUT TO YOUR REGIONAL COORDINATORS AND THEY REQUEST INFORMATION FOR YOU IF YOU HAVE ANY UPDATES WITH REGARDS TO YOUR DIRECTOR, INTERIM DIRECTOR, IF YOU KNOW YOU ARE RETIRING OR SOMEONE ELSE IS RETIRING, ANY INFORMATION THAT GETS UPDATED, YOU DON'T HAVE TO WAIT FOR THAT 6 MONTHS TO SEND ME THAT INFORMATION, I'D PREFER IT GET IT ON A REGULAR BASES BUT I JUST FINISHED COMPILING THE UPDATED DIRECTORY SO YOU SHOULD RECEIVE IT BEFORE THE END OF THE WEEK. I SEND IT TO ALL MY SSA COORDINATORS AS WELL.
* LASTLY, FISCAL YEAR 18, IS ALREADY UPON US AND NEXT MONTH I WILL BE EMAILING AGAIN MY SSA COORDINATOR AND THE DIRECTOR OF THE AGENCY JUST TO LET YOU GUYS KNOW IT'S THAT TIME TO START PREPARING YOUR INFORMATION. USUALLY GIVE UNTIL ABOUT MARCH OF THE FOLLOWING YEAR AS MY CUTOFF TO RECEIVE IT. AGAIN, THAT'S JUST MY CUTOFF BUT OF COURSE JUST TO LET YOU KNOW YOU JUST CAN'T GET PAID UNTIL YOU'VE SENT IT YOUR COST FORMULA INFORMATION AND IT'S BEEN APPROVED BY ME AND YOU RECEIVE AN APPROVE LETTER FROM ME.
* >> ONE LAST THING I WANT TO TOUCH ON. DANIELLE JUST MENTIONED DUPLICATE BECAUSE SOMETIMES YOU GET PAPER CLAIMS AND THEN YOU UPLOAD THE CLAIM. SOMETIMES YOU DISCOVER YOU HAVE A CLAIM YOU DIDN'T WANT TO SUBMIT. IF THAT HAPPENS YOU CAN EMAIL THE HELP DESK OR CONTACT CHATO OR MYSELF AND WE ARE ABLE TO DELETE THE CLAIMS FROM THE PORTAL WITHOUT THEM BEING PROCESSED. THAT'S JUST A FYI, ANYONE WHO DISCOVERS THEY HAVE A CLAIM THEY DIDN'T WANT PROCESSED, LET US KNOW AND WE CAN DELETE IT M E EEND. S
* THAT IS ALL I HAVE TODAY, I WILL TURN IT OVER TO THE WOMAN OF THE HOUR, KATIE.
* >> HELLO, GOOD AFTERNOON, EVERYONE. I HAVE QUITE A BIT OF INFORMATION HERE. I'M GOING TO GO SLOW, I JUST WANT TO LET YOU ALL KNOW THAT WE DO POST AFTER THE CALL WE DO POST A TRANSCRIPT OF WHAT HAPPENED AND THE QUESTIONS SO IF YOU FEEL LIKE YOU MISSED SOMETHING PLEASE JUST WAIT AND IT WILL BE AVAILABLE ON THE WEB SITE IF YOU HAVE ANY QUESTIONS AND THE VR HELP DESK IS ALWAYS HEAR TO ANSWER YOUR QUESTIONS.
* I WANT BE TO LET YOU KNOW IF YOU HAVE EMAILED THE HELP DESK, BUT IF YOU HAVEN'T, SINCE OUR LAST CALL IN APRIL WE HAVE NOT BEEN ABLE TO HAVE A SYSTEMS RELEASE TO CORRECT THE SYSTEMS ISSUE WE ARE HAVING. I KNOW THAT YOU'VE BEEN REPORTING THESE ISSUES AND THANK YOU SO MUCH FOR EVERYTHING YOU DO TO HELP US TROUBLESHOOT AND FIND PROBLEMS SO THEY CAN GET FIXED BUT AT THIS POINT WE HAVEN'T BEEN ABLE TO RELEASE THIS TO YOU SO YOU CAN SEE THE CORRECTIONS WE WANT TO GO IN. PLEASE NOTE THAT WE HEAR YOU, BUT WE HAVE NOT BEEN ABLE TO HAVE A RELEASE YET. ONCE WE FIX IT WE WILL BE ABLE TO FIX ALL THE ISSUES THAT ARE CAUSING US HEARTBURN.
* IF YOU MISS ANYTHING I'M SAYING, THIS WILL BE AVAILABLE FOR YOU.
* THE FIRST THING IS NOTICES. BOTH DANIELLE AND RAQUELLE MENTIONED THAT PAYMENTS ARE BEING APPROVED WHEN APPROVED BY THE VR TEAM. YOU MAY GET THE NOTICE BEFORE YOU GET THE PAYMENT IN YOUR BANK ACCOUNT. WE KNOW THAT CAUSES CONFUSION.
* DENIAL NOTICES DO NOT CURRENTLY INCLUDE THE CP OR SJ ON THE FORM. I KNOW THIS MAKES IT DIFFICULT TO KNOW HOW YOU CAN RESUBMIT THE CLAIM. WE ARE PLANNING TO CORRECT THIS AS WELL.
* ANOTHER PROBLEM, SOME NOTICES ARE NOT BEING MAILED. ANOTHER AREA WE'RE HAVING PROBLEMS IN IS PAYMENTS AND THIS IS QUARTER RELATED. IF YOU ARE RECEIVING THE MESSAGE UNEXPECT ERROR WHEN YOU TRY TO UPLOAD IT TO THE SCREEN, THIS IS A KNOWN ISSUE. PLEASE, YOU ARE JUST GOING TO HAVE TO WAIT TO SUBMIT THE CLAIM THROUGH THE PORTAL IF THAT'S THE WAY YOU WANT TO DO IT. WE WON'T PENALIZE YOU BECAUSE YOU COULDN'T GET IT THROUGH BUT WE HAVE NOT BEEN ABLE TO LET THE CODE FIX THAT WOULD ALLOW YOU THROUGH. IF YOU HAVE THE ABILITY TO SUBMIT IT WITH XML FILE, I WOULD SUGGEST THAT. SOMETHING IS NOT WORKING CORRECTLY NO MATTER WHAT YOU DO. THERE IS NO TRICK TO WORK AROUND THAT ISSUE. WE APOLOGIZE FOR THAT BUT ONCE AGAIN WE HAVEN'T BEEN ABLE TO PUT THE FIX IN YET AND AS SOON AS WE DO, THAT WILL GO THROUGH.
* THROUGH THE XML FILES, SOMETIMES IF YOU SUBMIT A FILE OF CLAIMS ONE OR TWO CLAIMS MAY SAY THE MESSAGE CLAIM VALIDATED, NO ERRORS FOUND. THIS MEANS THAT THE WORK CASE WAS NOT CREATED SO LET'S SAY YOU SUBMIT A FILE OF A HUNDRED CLAIMS AND YOU GET THIS FOR ONE, YOU JUST NEED TO SUBMIT THAT ONE TRANSACTION, THAT ONE PAYMENT REQUEST, IN YOUR FILE. IF YOU GO LOOK IN YOUR PENDING CASE YOU WILL SEE THAT ONE WORK CASE THAT THE ISSUE HAD IS NOT IN THERE. WITH THAT, THERE IS JUST SOME KIND OF ERROR IN THE TRANSMISSION OF THINGS GOING THROUGH AND YOU CAN RESUBMIT IT WITHOUT A [PHRO-B/]. RIGHT NOW THE PORTAL DOES NOT ACCEPT RECONSIDERATION OR SUPPLEMENTAL CASE CLAIMS PRIOR TO MARCH 17, 2017. THIS HAS TO DO WITH THE DATE OF CONVERSION WE HAD SWITCHING FROM ONE CLAIM TO THE OTHER. RIGHT NOW THE WAY TO GET AROUND THIS IS TO SUBMIT ANOTHER CLAIM IN THE PORTAL. PLEASE MAKE SURE WHEN YOU DO THIS THAT YOU PUT IN THE REMARKS WHAT YOU ARE DOING, THIS IS A CASE BEFORE MARCH 2017, IT'S A RECONSIDERATION, WHAT YOU ARE TRYING TO DO AND MAKE SURE YOU COULDN'T GET IT DONE IN THE PORTAL. THAT'S THE WORK AROUND FOR THAT. THE NEXT SECTION WILL BE REPORTED. WE ARE AWARE AND WE ARE WAITING TO GET THE STUDIO, THE ZOO PORTAL VR PAYMENTS DOES NOT INCLUDE DENIAL. THE PAYMENTS ALREADY MADE TO ME HAS A LIMIT OF ABOUT A THOUSAND RECORDS SO IF YOU, IN THE HISTORY OF YOUR VR, HAD MORE THAN A THOUSAND PAYMENTS YOU ARE NOT GOING TO SEE ANYTHING ON THE SCREEN. YOU CAN PICK AS MANY VENUES AS YOU WANT TO GET RECORDS TO APPEAR ON THE SCREEN. YOU ALSO HAVE THE OPTION TO DOWNLOAD IT TO EXCEL. I RECOMMEND DOWNLOADING IT TO EXCEL BECAUSE THAT'S MORE WORKABLE THERE THAN [TA-S/] ON THE SCREEN. RIGHT NOW DENIALS DOES NOT APPEAR ON THAT SCREEN. THE INDEX NUMBER DID NOT APPEAR ON THE SCREEN. THE STATUS DATE, THAT DATE DOES CHANGE AS THE WORK CASE GOES THROUGH DIFFERENT STATUSES IN OUR SYSTEM. THE WORD WILL SAY APPROVED BUT YOU WILL SEE THE DATE CHANGE. IT WILL BE APPROVED IN JULY, APPROVED IN AUGUST, THEN THE DATES WILL STOP MOVING AND IT WILL SAY THE FINAL DATE. THE WORD THERE IS SUPPOSED TO CHANGE, YOU ARE SUPPOSED TO KNOW THAT IT HAS BEEN APPROVED. YOU WILL SEE A STATUS MAKING YOU THINK IT'S PAID BUT THE DATE COULD STILL CHANGE. IT WILL SAY SOMETHING LIKE APPROVED BY VR TEAM, ACCEPTED BY SORD, I KNOW YOU WILL THINK SOMETHING WAS PAID ONE MONTH THEN GO THE NEXT MONTH THE CLAIM HAS MOVED, LIKE IT SWITCHED FROM ONE TO THE OTHER. WE ARE PLANNING TO CORRECT THIS PROBLEM AS SOON AS WE CAN. ALL OF THESE ITEMS WE ARE PLANNING TO CORRECT IN THE FUTURE, WE ARE JUST WAITING FOR A RELEASE TO MAKE THESE CORRECTIONS. ANOTHER THING, THIS IS CAUSED BY THE LIMITED RESOURCES THAT WE HAVE.
* ANOTHER REPORT THAT HAS BEEN AFFECTED BY IT IS THE QBER FILE. WE DO INTEND TO REINSTATE THIS FOR THE FUTURE BUT IT WILL PROBABLY BE IN THE SPRINGTIME. WE GOT A COUPLE QUESTIONS ABOUT THAT, WE PROMISE IT IS COMING, IT'S JUST NOT GOING TO BE AS SOON AS WE THOUGHT.
* A COUPLE GENTLE REMINDERS. IF YOU ARE USING THE TICKET PORTAL AND YOU HAVE NOT HAD A CHANCE TO DOWNLOAD THE TICKET PORTAL USER GUIDE, PLEASE DO THAT. PLEASE GO AND CHECK THE USER GUIDE BEFORE GOING TO THE ER HELP DESK. A LOT OF QUESTIONS WE GOT ARE BASIC THINGS INCLUDED IN THE VR TRAINING. PLEASE GO THEIR FIRST. PLEASE CHECK PAGE 49. PLEASE GO THEIR FIRST IF YOU QUESTIONS HOW TO BE ABLE WITH THE VR USER RIDE.
* TICKET ASSIGNMENT, JUST A REMINDER. WE CANNOT TELL YOU A BENEFICIARY'S NAME IF YOU CANNOT TELL US THE ASSIGNMENT ON THE PORTAL. WE'RE NOT GOING TO GIVE YOU THE NAME YOU NEED TO HAVE THERE SO THE BEST THING BE TO DO IS TO CHECK WITH THE BENEFICIARY. ALSO YOU ARE NOT SUBMITTING OPENING AND CASE CLOSURES USING THE PORTAL. THE PORTAL WILL OPEN AND CLOSE CASES WITH THE EXACT DATE THAT YOU PROVIDE. YOU OPEN CASES SEVERAL YEARS OLD, WHAT YOU ARE DOING IS CAUSING THE BENEFICIARY TO RECEIVE A NOTICE ABOUT A CASE OPENING AND CLOSURE AND THE FIRST THING THEY DO IS CALL THE HELP LINE BECAUSE THEY ARE CONFUSED. WHERE YOU TAKE OVER FROM ANOTHER PERSON OR YOU GO AND YOU SEE SOME MARKERS ARE NOT RIGHT, THEY DO NOT MATCH, MAKE SURE YOUR RECORDS MATCH OURS. IF YOU HAVE A PROBLEM AND YOU WANT TO RECONCILE YOUR RECORDS AND SSA'S RECORDS PLEASE CONTACT THE VR HELP DESK BEFORE YOU DO ANYTHING. INFORMATION WILL BE POSTED AFTER THE CALL, WE HAVE A LOT OF INFORMATION HERE IN CASE YOU FREQUENTLY ASK QUESTIONS AND I'M GOING TO CALL IT OVER TO RAQUEL
* >> IF YOU WOULD LIKE TO ASK A QUESTION PLEASE PRESS STAR 1 ON YOUR TELEPHONE KEY PAD. IF YOU ARE USING A SPEAKER PHONE PLEASE MAKE SURE THAT IS TURNED OFF.
* WE WILL GO FIRST TO EUGENIA COX.
* >> I CAN HEAR YOU, EUGENIA
* A COUPLE QUESTIONS. I THINK IT WAS DANIEL WHO MENTIONED IF YOU DON'T SEE YOUR PLANE ON THE PENDING LIST. WITH WE CHECK WITH THE HELP DESK FIRST BEFORE WE TRY TO RESUBMIT IT BECAUSE THEY ARE NOT ON THE PENDING LIST?
* >> YES, DEFINITELY. IF YOU KNOW YOU SENT IT IN AND YOU DON'T SEE IT ANYWHERE, CHECK WITH US, CHECK WITH THE HELP DESK FIRST. IF WE DON'T SEE IT WE WILL LET YOU KNOW TO SEND IT IN AGAIN.
* >> OUR DENIAL NOTIFICATIONS COME, WE HARDLY GET IN SO IT'S KIND OF THESE THINGS ARE IN LIMBO. I KNOW THERE IS ONES THAT HAVE BEEN DENIED BUT WE JUST DON'T GET THE NOTIFICATIONS.
* TWO MORE QUESTIONS. THE OTHER QUESTION IS, IS THE PORTAL BEING FIXED FOR ASSIGNING, PUTTING TICKETS IN USE FOR US WHEN THAT PERSON IS NOT IN CURRENT PAY BECAUSE I'M STILL GETTING LOTS OF THOSE.
* >> EUGENIA, I CAN ANSWER THAT ONE. THAT IS A MUCH BIGGER SYSTEMS ISSUE. WE ARE NOT FIXING THAT IN THE UPCOMING RELEASE, YEAH.
* >> WE ARE SUBMITTING CLAIMS AND THEY'RE GETTING DENIED BECAUSE THE PEOPLE WERE NOT IN CURRENT PAY. IT'S DENIALS FOR US BUT WE HAVEN'T HAVE SUBMITTED THAT CLAIM IN THE FIRST PLACE.
* >> WE UNDERSTAND IT IS QUITE A COMPLEXISH SHAH TO TRY TO GET TO THE BOTTOM OF. WE'RE GIVING BENEFICIARIES THE PROTECTION THEY SHOULDN'T HAVE. WE COMPLETELY UNDERSTAND THE ENORMITY OF THE PROBLEM, IT'S JUST A BIG FIX.
* >> ONE LAST THING, YOU KNOW THE REFERENCE NUMBER YOU PUT ON THE CLAIM ISN'T A REFERENCE BE NUMBER THAT'S THE ACTUAL REFERENCE NUMB ON THE CLAIM BUT I KNOW YOU HAVE SOME WITH THE NUMBERS TO THE. IS THAT SOMETHING YOU ARE LOOKING AT FIXING SO WE KNOW THE INVOICE NUMBER IS THAT THE TREASURY IS USING.
* >> YES, IT WILL BE MADE IN THE PORTAL.
* >> THAT'S THAT REALLY LONG VR NUMBER THAT'S ON TREASURY.
* >> YES, WE WILL BE ADDING THAT.
* >> GOOD, BECAUSE THERE'S A LOT OF CONFUSION TRYING TO MATCH UP PAYMENTS WITH TREASURY.
* >> WE REALLY YOU ON THAT ONE. WE WANT [-P/] TO PUT THESE THINGS IN PRODUCTION FOR YOU GUYS AND WE HAVE NOT BEEN ABLE TO. WE SALLIE YOUR PAIN.
* >> WE WILL MOVE NEXT TO GINA HALP
* >> I HAVE TWO HOPEFULLY FAST QUESTIONS. ONE WHEN IS THE NEXT RELEASE COMING?
* >> I'M AFRAID WE DON'T HAVE A ANSWER TO THAT. WE DON'T HAVE A DATE SET IN STONE YET, WE ARE WAITING TO GET ONE SOON.
* >> THE PAPER REPORTS THAT COME, I JUST GOT ONE TODAY AND IT SAYS FOR JULY. NOW ARE THOSE CLAIMS THAT WERE PROCESSED JUNE AND RELEASED IN JULY, OR ARE THOSE CLAIMS THAT WERE PROCESSED IN JULY BECAUSE I TRACK WHAT I'M GETTING AND THE NUMBER I HAVE MATCHES US WHAT I SHOW BEING RELEASED TO OUR VR IN JULY, SO IT WOULD HAVE BEEN JUNE PROCESSING. I'M JUST TRYING TO DRAFT THE PAPER REPORT SO I KNOW WHERE I'M AT WITH THAT.
* >> GINA, IT'S RAQUELLE THE NOTICE OF DETERMINATION THAT YOU RECEIVED HAS A JULY DATE OR A JUNE DATE?
* >> IT SAYS, MY SUPERVISOR SENT IT TO ME, IT'S THE ONES THAT YOU SEND OUT TO ALL THE STATES. YOU KNOW, THE MONTHLY REPORTS THAT YOU SEND OUT TO ALL THE VR'S SO IT HAS A JULY DATE ON IT, WE RECEIVED IT, LET ME SEE WHEN SHE RECEIVED IT JUST A COUPLE DAYS AGO OR TODAY, SHE GOT THE YEAR TO DATE REPORT, SHE GOT AN 8-8 AND IT IS FOR JULY 17. IT MATCHES MY PAYMENT THAT CAME IN JULY BUT I'M ALREADY ON TO A PAYMENT, I ALREADY HAVE A DIFFERENT NUMBER FOR THE PAYMENT OF STUFF THAT WAS PROCESSED IN JULY BUT RELEASED ON THE AUGUST 1ST RELEASE DATE. SO I GUESS I'M CURIOUS AS TO WHAT'S ON THE REPORT, IS IT THE RELEASE, LIKE THE PAYMENT'S RELEASED OR IS IT WHAT WAS PROCESSED?
* >> IT'S EVERYTHING THROUGH JULY 31, SO ANYTHING THAT YOUR PAYMENT RELEASE DATE IS AUGUST 1ST, SO NOTHING THAT WAS RELEASED ON AUGUST 1ST SHOULD BE ON THERE.
* >> OKAY, THIS WAS EVERYTHING RELEASED IN JULY ARE ON THAT. OKAY, THAT HELPS ME. THANK YOU.
* >> YOU'RE WELCOME.
* >> AS A REMINDER IF YOU HAVE A QUESTION PLEASE PRESS STAR 1. WE'LL GO NEXT TO JAY MORROW
* >> HELLO, I HAD A QUICK, COUPLE OF QUICK QUESTIONS. ONE OF THEM YOU MENTIONED ON THAT ERROR WHERE IT SAYS THE CASE FAILED SAVING, THOSE ARE RETURNING WITH A WORK CASE ID IN THE FILE. ARE YOU SAYING THAT WORK CASE ID IS NOT BEING ASSIGNED TO THAT CLAIM?
* >> HI, JAY, YES, IT IS NOT CREATE AGO WORK CASE IN OUR SYSTEM, IT'S GIVING YOU SOME FAKE NUMBER. THE TRANSACTION DOES NOT DO ANYTHING. IT'S NOT A REAL WORK CASE.
* >> SO ON THAT YOU RECOMMEND JUST RESUBMITTING THEM IN A SUBSEQUENT FILE?
* >> YES, PLEASE DO THAT. WE GET THE ERROR AND THEN WHEN YOU SUBMIT IT AGAIN IT GOES THROUGH NO PROBLEM. IT'S BEEN VERY ODD.
* >> YEAH, I'VE BEEN RECOMMENDING, I'VE SEEN THAT ONE COME UP SEVERAL TIMES WHEN I'VE BEEN TRAINING PEOPLE HOW TO SUBMIT THE XNL FILES, WE SEE IT COME UP OCCASIONALLY AND I SUGGESTED THEY JUST CALL YOU AND FIND OUT WHAT IT WAS. I HAVE NOT BEEN SUGGESTING THAT THEY RESUBMIT THOSE.
* CAN WE GET A LIST OF ALL THE AIRARIES THAT THE SYSTEMS CAN GENERATE? IS THAT AVAILABLE SOMEWHERE?
* >> THERE ARE THE RETURN CODES YOU CAN GET -- YOU MEAN LIKE THIS ERROR, WHICH IS AN UNUSUAL ERROR?
* >> SOME OF THEM HAVE A CODE WITH THEM, LIKE CODE 8 MEANING THAT THE NAME DOESN'T MATCH UP. THERE'S SEVERAL OF THOSE. I WAS WONDERING IF THAT LIST IS AVAILABLE SOMEWHERE SO WE CAN DETERMINE WHAT TO DO WHEN PARTICULAR ERRORS COME UP.
* >> IF YOU WANT WE CAN POST IT WITH A NUMB TO THAT CALL OR WE CAN SEND IT TO EVERYBODY WITH A BLAST. I'LL MAKE A NOTE OF THAT.
* >> THANK YOU. YEAH, I THINK THAT WAS IT THAT I HAD. THANK YOU.
* >> WE'LL GO BACK TO EUGENIA COX.
* >> HI, THERE WAS ONE MORE QUESTION THAT I HAD. CAN YOU HEAR ME OKAY?
* >> WE CAN HEAR YOU.
* >> WHEN SOMEBODY IS LIKE AN ADULT DISABLED CHILD AND THEY ARE DRAWING OFF OF A PARENT, WHEN WE TRAY TO SUBMIT THOSE IT DOESN'T RECOGNIZE THAT SOCIAL SECURITY NUMBER. WHAT ARE WE SUPPOSED TO DO WHEN THAT'S THE CASE? BECAUSE THEY ARE COST REIMBURSEMENT HE WILL [SKWR-EUPBL/] EVEN IF THEY ARE GROWING UP WITH A PARENT.
* >> ARE YOU TALKING ABOUT THE CASE WE REVIEWED EARLIER TODAY?
* >> YEAH.
* >> THAT WASN'T THE CASE. THE PERSON LIKE I EMAILED YOU WAS NOT A HAC LIKE I SHARED, THE PERSON WAS NOT.
* >> WHAT I'M SAYING IS EVEN WHEN WE FRY TRY TO ASSIGN THE TICKETS AND IT DOESN'T RECOGNIZE -- OR PUT IT IN USE. DO WE NEED TO HAVE THAT OTHER PERSON'S SOCIAL SECURITY NUMBER TO BE ABLE TO DO THAT?
* >> NO.
* >> IN THE CASES WHERE THE PERSON IS 16 TO 18 ON SSI, AT THE TIME WE SERVE THEM THEY WOULDN'T BE TICKET ELIGIBLE. HOW DO WE SUBMIT THOSE? WILL THE SYSTEM ACCEPT THEM?
* >> YES, IT WILL. AND IF YOU ARE RUNNING INTO AN ISSUE WHERE THE TICKET WON'T, THE SYSTEM WON'T ACCEPT IT, THEN JUST EMAIL US AT THE HELP DESK. BUT YOU SHOULDN'T HAVE THAT ISSUE.
* >> OKAY, WHEN EITHER --
* >> IT SHOULD NOT BE HAPPENING.
* >> CORRECT. IF THE PERSON RECEIVING BENEFITS OR WAS 7ING BENEFICIARIES FOR DISABILITY THEN YOU SHOULD HAVE THAT ISSUE .
* >> I JUST WANT TO JUMP IN. YOU CAN REQUEST A VR PAYMENT FOR SOMEONE BEFORE THEY HAVE A TICKET BUT YOU CAN'T OPEN A TICKET IF THEY ARE NOT 18. YOU CAN'T ASSIGN THE TICKET. IS THAT WHAT YOU ARE TRYING TO DO, ASSIGN IT?
* >> NO, THIS ISN'T ABOUT ASSIGNING A TICKET, THIS IS ABOUT A COST REIMBURSEMENT CLAIM.
* >> SO YOU SEND THAT TO US. IF THOSE INSTANCES WHERE IT WOULDN'T BE TAKEN WELL IN COST REIMBURSEMENT.
* >> HELLO? CAN YOU HEAR ME?
* >> YOU ARE BREAKING UP ON US.
* >> OH, OKAY. THAT WAS THE ONLY QUESTION I HAD. THANK YOU.
* >> OH, YOU ARE WELCOME.
* >> WE'LL GO NEXT TO SCOTT BROWN.
* >> I HAVE A QUESTION ABOUT THE MORE THAN A THOUSAND PENDING CLAIMS. WHEN WE HAVE MORE THAN A THOUSAND PENDING WE CANNOT ACCESS, SEND IN THE EVIDENCE OF PVR'S OR TRANSITIONAL WORK. IS THAT ISSUE GOING TO BE COMING THROUGH THIS RELEASE AS WELL?
* >> HI, THIS IS KATIE, YES, THAT IS ALSO GOING TO BE CORRECTED IN THIS RELEASE.
* >> I ALSO HAS ONE ABOUT THE TPR, THE MORATORIUM. IS THAT GOING TO BE TAKEN CARE OF AS WELL?
* >> WE STILL HAVE A MORATORIUM ON TPR'S. IF THAT WAS HAPPENING WE WOULD GIVE EVERYONE REMINDERS ABOUT THIS HAPPENING AND A TRAINING SESSION BEFORE WE EVEN BEGAN TPR THERE IS STILL A MORATORIUM AND YOU WILL GET ADVANCED NOTICE BEFORE WE EVEN THINK OF STARTING.
* >> WE'LL GOOD BACK TO JAY MORROW
* >> ONE QUICK QUESTION ON THE RSA CODE THAT GETS INCLUDED ON EACH EXPENDITURE. MY UNDERSTANDING IS THAT THOSE CODS, LIKE THE CODE LIST CHANGED, HERE IN JULY. NOW THEY HAVE 2017RSA CODES. ARE THOSE CODES, THE 2017 ONES, GOING TO BE ACCEPTED BY THE PORTAL?
* >> THIS IS KATIE. NO, THE PORTAL HAS NOT BEEN UPDATED WITH THE 2017 RSA CODES.
* >> ARE THEY NOT USING THOSE CODES MOVING FORWARD? [STPHAO-/] [STPHA-/] RIGHT NOW THE SSA CODES ARE IN THE SYSTEM AND WE CAN CONTINUE TO USE THOSE.
* >> NO, I UNDERSTAND THAT. BUT SOME STATES PROVIDE THE SSA CODE AND THEN SOME STATES ARE CURRENTLY PROVIDING THE RSA CODES AND THEY ARE USING THE 2017 LISTS, THE PORTAL WILL ACCEPT THOSE BUT THERE ARE SOME CODES IN THE 2017 CODES THAT ARE GOING TO BE DIFFERENT. I WAS CURIOUS IF MOVING FORWARD THEY ARE GO [TPW-/]ING TO START USING RECORDS WITH THOSE ADDITIONAL CODES OR SHOULD WE LOOK TO SWITCH EVERYTHING TO THE SSA CODE?
* >> JAY, THIS IS THE BEST ANSWER I CAN GIVE YOU. WE HAD THE RELEASE IN MARCH, THE CODE WE HAVE IN OUR SYSTEM ARE THE SSA AND THE RSA CODES WE SENT OUT. IT SHOULD FIX A LOT OF THESE PRODUCTION PROBLEMS. THE RELEASE AFTER THAT WE DON'T EVEN KNOW WHEN THAT WOULD BE, WHAT IT WOULD INCLUDE, SO I DON'T EVEN HAVE A FUTURE DATE TO GIVE YOU AND WE MIGHT THINK ABOUT HAVING THE 2017 RE-RELEASED. I CAN'T SAY I KNOW WHEN WE'RE GOING TO START USING THE RSA CODES. AT THIS POINT THE SAFEST SITE IS TO USE THE SSA CODE BECAUSE THEY ARE NOT --
* >> THANK YOU.
* >> YOU'RE WELCOME.
* >> AT THIS TIME WE HAVE NO FURTHER QUESTIONS IN THE QUEUE .
* >> THANK YOU, OPERATOR. AT THIS TIME I'M GOING TO GO AHEAD AND SEND IT BACK OVER TO REGINA TO CLOSE US OUT.
* >> OKAY, THANKS, RAQUELLE WE HAD A LOT OF QUESTIONS TODAY, THEY GOOD QUESTIONS. DON'T FORGET, AFTER THE CALL IF YOU THINK OF OTHER THINGS, ANY OF THE PRESENTERS, DANIELLE OR RAQUELL E OR MYSELF. SEND THEM TO THE HELP DESK AND WE CAN ADDRESS THEM. WITH THAT, GOOD-BYE FOR THIS AFTERNOON AND WE LOOK FORWARD TO THE NEXT VR CALL. THANK YOU.
* >> THAT DOES CONCLUDE TODAY'S CONFERENCE. AGAIN, THANK YOU FOR YOUR PARTICIPATION.

[END OF CALL].