# All State Vocational Rehabilitation Agency Call

## Welcome

All State VR Agency Call

January 10, 2017

Regina Bowden welcomed everyone to the first All VR call of calendar year 2017. The VR response to the SSA inquiry for today’s call topics generated mostly Ticket Portal questions, which were covered. Please contact the VR Help Desk at vr.helpdesk@ssa.gov for additional questions.

## Cost Reimbursement

Danielle Armstrong noted that as SSA transitions to the Ticket Portal and to avoid payment delays, claims are input to the system as processed.

## Current Earnings, Cost Formula FY17, Pending Claims report

Raquel Donaldson reported the second quarter earnings from 2016 are in the SSA system. The third quarter of 2016 earnings data file is expected this weekend. An e-mail will be sent when the third quarter earnings are available.

Relative to the VR cost formula FY17, SSA cannot work on any claims with a VR closure date of October 1, 2016 or later until the VR agency’s 2017 cost formula is received, approved and entered into SSA’s system. E-mail, fax or mail your VR agency cost formula to Raquel and alert her of your submission when faxing.

The current pending claims report is not being updated as SSA changes how claims are processed. If you submitted claims that are two months or prior and you have not heard back from SSA, e-mail Raquel or the help desk for a status follow-up.

## Ticket Portal

Katie Striebinger: We are pleased to announce the launching of our new automated VR payment capability in the Ticket Portal on March 6th! We are excited to automate this workload and extend efficiencies of operating in the Ticket Portal to everyone.

Starting on March 6th when you log in to the Ticket portal you will have the following new options from the Main Menu:

* Request a VR payment by SSN
* View all VR Pending Payments for Me
* View VR Payments Already Made to Me
* View VR Claim Payment Adjustments

**Requesting a VR payment**

For the first time ever, you will be able to request a single cost reimbursement payment by filling out a SSA-199 through a screen in the portal.  Once you hit “submit”, you will automatically create a workcase in SSA’s system. Your claim will then appear in the list of pending claims in the “View All Pending Payments for Me” screen. All paper claims previously received prior to March 6th will be input into the system with the “mailed” receipt date and will continue to be processed first in first out.

We plan to begin our pilot of the new VR electronic claim submission, or multiple claim upload, after the March release. We will be in contact with those of you who have asked to participate in the pilot. We sent a GovDelivery message containing a sample file and the file layout on October 18th. We will be sending additional training materials as we rollout the new process.

The preferred method of submission will be the Ticket Portal.  Cases sent by mail will still have to be date stamped and input prior to processing, so you may see a lag time in cases mailed vs cases uploaded through the portal.

**View all VR Pending Payments for Me**

The “View all VR Pending Payments for Me” link will take you to a list of claims that are pending an SSA decision. Cases that are diaried will appear on this list. You will be able to tell which of your claims are diaried and generate a fax coversheet for that claim. Once you gather the required documentation you can send us a fax, using the fax coversheet as the first page, and the portal will automatically attach that evidence to your pending workcase. SSA staff will see that you have faxed in the documentation and process your case.

**View VR Payments Already Made to Me**

The “View VR Payments Already Made to Me” link will take you to a list of claims (in 365-day increments) that have been completed by SSA staff. This will include historical data. These are claims that have been allowed or denied.

**View VR Claim Payment Adjustments**

The “View VR Claim Payment Adjustments” link will take you to a running list of all of the adjustment activity for your VR.

We still have much to do to prepare for the changes ahead. You will be receiving additional communications from us before March and an updated Ticket portal user guide will be posted to the secure training website.

We look forward to working with you as we bring VR payments to the 21st century!

**Questions and Answers -** A Q & A period, which is part of the call recording and transcript, concluded the call.

The full transcript and audio from the All State VR Agency Call are available at <https://yourtickettowork.com/web/ttw/events-archive>.

The next All State VR Agency Call will be held   
**Tuesday, April 11, 2017 at 3 p.m. ET**.