Title: VR Call Start: 1/10/2017 3:00 PM EST

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TODAY IS TUESDAY, 10 JANUARY, 2017. PLEASE STAND BY, YOUR WEBINAR WILL BEGIN SHORTLY. WE APPRECIATE YOUR PATIENCE.

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>> LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY AND WELCOME TO THE NATIONAL ALL VOCATIONAL REHABILITATION WEBINAR. DURING THE PRESENTATION ALL PARTICIPANTS WILL BE IN LISTEN BE ONLY MODE. AFTERWARDS WE WILL CONDUCT A QUESTION AND ANSWER SESSION. AT THAT TIME IF YOU HAVE A QUESTION PLEASE PRESS THE STAR KEY FOLLOWED BY THE 1 KEY ON YOUR TELEPHONE KEY PAD. YOU MAY ALSO ENTER QUESTIONS AT ANY TIME THROUGHOUT THE WEBINAR USING THE CHAT FEATURE LOCATED IN THE LOWER LEFT-HAND CORNER OF YOUR SCREEN. IF YOU NEED TO REACH AN OPERATOR AT ANY TIME PRESS STAR ZERO. AS A REMIND TODAY'S CONFERENCE CALL IS BEING RECORDED TUESDAY, JANUARY 10, 2017. I'D NOW LIKE TO TURN TODAY'S EVENT OVER TO REGINA

>> THANK YOU, HELLO, EVERYONE, AND WELCOME TO OUR FIRST VR CALL FOR FISCAL YEAR -- ACTUALLY CALENDAR YEAR 2017. HAPPY NEW YEAR. THANK YOU ALL FOR JOINING US THIS AFTERNOON.

WE HAVE ACTUALLY A SHORT AGENDA TODAY, BUT WE SENT OUT A REQUEST FOR TOPICS AND THE MAJORITY OF THE QUESTIONS THAT WERE RECEIVED WERE IN REFERENCE TO THE TICKET PORTAL UPDATES SO WE'RE GOING TO SPEND A LOT OF TIME ON THE TICKET PORTAL UPDATE, BUT AS USUAL AND AS OUR ROUTINE AT THE END WE'LL HAVE AN OPPORTUNITY FOR ANY QUESTIONS THAT YOU HAVE. AND AGAIN IF THE QUESTIONS THAT YOU HAVE ARE NOT ANSWERED TODAY OR IF YOU THINK OF A QUESTION AFTER THE CALL, YOU CAN ALWAYS CONTACT OUR HELP DESK.

SO WE'LL JUMP RIGHT INTO OUR AGENDA TODAY.

>> GOOD MORNING, EVERYBODY, HAPPY NEW YEAR TO YOU. FIRST JUST A FEW REMINDERS. KATIE IS GOING TO GET INTO DETAILS ABOUT THE UPCOMING SYSTEMS CHANGES, BUT JUST TO REMIND YOU AS WE TRANSITION TO THAT PROCESS WE ARE STILL RECEIVING IN THE MAIL BUT THEY ARE BEING INPUT TO THE SYSTEM AS THEY ARE PROCESSED SO THAT WE DON'T HAVE THAT LAG OF DUPLICATES BETWEEN THE TWO SYSTEMS. SO IF YOU HAVE ANY QUESTIONS ABOUT ANYTHING YOU SENT IN, JUST CONTINUE TO SEND THOSE IN THROUGH THE HELP DESK. YOU'LL SEE THEM ON THE PENDING LIST AS THEY ARE BEING PROCESSED SO JUST WANTED TO MAKE YOU AWARE OF THAT.

THE ONLY OTHER UPDATE THAT WE HAVE IS -- ACTUALLY KATIE WILL ACTUALLY TALK TO YOU ABOUT THAT ONE, I DON'T WANT TO JUMP THE GUN. RIGHT NOW I WANT TO TURN IT OVER TO RAQUEL DONALDSON.

>> CURRENT EARNINGS. RIGHT NOW WE'RE LOOKING AT THE SECOND QUARTER 2016. HOWEVER, THE THIRD QUARTER 2016 WE SHOULD RECEIVE THAT DATA FILE BY THIS WEEKEND, SO BEFORE WE SPEAK AGAIN, WE WILL BE WORKING WITH THE THIRD QUARTER 2016 AND I WILL ALSO SEND OUT AN EMAIL JUST TO REMIND YOU GUYS OF THAT.

WITH REGARD TO FISCAL YEAR SENT 17 I WANT ALL THE VR'S TO REMEMBER THE TECHNICIANS AND ANALYSTS CANNOT WORK ANY DATE WITH A CLOSE ACT OF OCTOBER 2016, THE CURRENT, UNTIL I RECEIVE THE COST FORMULA AND I SEND YOU BACK YOUR APPROVAL AND THAT INFORMATION GETS UPDATED IN THE SYSTEM. YOU CAN EMAIL IT TO ME, YOU CAN MAIL IT TO ME OR YOU CAN FAX IT TO ME. I DON'T NEED YOU TO DO TWO OF THE THREE OR ALL THREE, JUST ONE. JUST A REMINDER, I NEED THE RSA2 AND THE RS A-1 13 TO REVIEW IT.

IF YOU ARE GOING TO FAX THE INFORMATION OVER TO ME, IF YOU COULD JUST SHOOT ME A QUICK EMAIL, GIVE ME A PHONE CALL SO I CAN LOOK OUT FOR IT, THAT WOULD BE GREAT. I DO WORK FROM HOME TWO DAYS, TUESDAYS AND FRIDAYS, SO IF I'M NOT IN I CAN HAVE SOMEONE ELSE LOOK OUT FOR THAT INFORMATION SO WE CAN GET THAT APPROVED FOR YOU.

LASTLY, THE PENDING CLAIMS REPORT. RIGHT NOW THERE'S REALLY NOT A PENDING CLAIMS REPORT AND THAT'S BECAUSE WE'VE CHANGED THE WAY WE'RE PROCESSING THE CLAIMS. NOTHING GETS ENTERED IN UNTIL THE TECHNICIAN OR ANALYST IS READY TO WORK IT SO IF YOU HAVE ANY CLAIMS THAT YOU THINK YOU SUBMITTED AT LEAST TWO MONTHS IN THE PAST OR PRIOR TO THAT AND YOU HAVEN'T HEARD ANYTHING ABOUT IT, IT'S NOT WAITING FOR A NOTICE OR ANYTHING, THEN DEFINITELY FEEL FREE TO EMAIL ME OR EMAIL THE HELP DESK -- ME -- AND I'LL FOLLOW UP WITH TRYING TO FIND OUT THE STATUS OF THOSE CLAIMS. BUT IT'S PRETTY MUCH A WASTE OF YOUR TIME TO REQUEST A PENDING CLAIM REPORT BECAUSE IT'S NOT GOING TO BE UPDATED, GIVE YOU THE UPDATED INFORMATION YOU ARE LOOKING FOR.

AND THAT IS ALL I HAVE FOR TODAY. SO I'M GOING TO GO AHEAD AND TURN IT OVER TO KATIE STRIEBINGER WITH REGARD TO THE TICKET PORTAL UPDATE.

>> HI, EVERYONE. WE ARE PLEASED TO ANNOUNCE WE ARE LAUNCHING OUR NEW AUTOMATED VR PAYMENT CAPABILITY IN THE TICKET PORTAL ON MONDAY, MARCH 6TH. WE ARE EXPECTED TO AUTOMATE THIS WORKLOAD AND EXTEND THE EFFICIENCIES OF OPERATING IN THE TICKET PORTAL TO EVERYONE. STARTING ON MARCH 6TH WHEN YOU LOG INTO THE TICKET PORTAL YOU WILL HAVE THE FOLLOWING NEW OPTIONS FROM THE MAIN MENU: REQUEST A VR PAYMENT BY SSN, VIEW ALL PENDING VR PAYMENTS FOR ME, VIEW VR PAYMENTS ALREADY MADE TO ME, AND VIEW VR CLAIMS PAYMENT ADJUSTMENTS.

FOR THE FIRST TIME EVER YOU WILL BE ABLE TO REQUEST A SINGLE COST REIMBURSEMENT PAYMENT BY FILLING OUT A SS A-1 99 FORM THROUGH A SCREEN IN THE PORTAL. ONCE YOU HIT SUBMIT, YOU ARE AUTOMATICALLY GOING TO CREATE A WORK CASE IN SSA'S SYSTEM. THEIR CLAIM IS THEN GOING TO APPEAR ON THE LIST OF PENDING CLAIMS AND THE VIEW ALL PENDING PAYMENTS TO ME SCREEN OFF THE MAIN MENU. ALL PENDING CLAIMS PREVIOUSLY RECEIVED PRIOR TO MARCH 6 WILL BE INPUT INTO THE SYSTEM WITH THE MAILED RECEIPT DATE AND WILL CONTINUE TO BE PROCESSED WITH THE FIRST IN, FIRST OUT PROCESS.

WE PLAN TO BEGIN OUR PILOT OF THE NEW VR ELECTRONIC CLAIMS SUBMISSION OR UPLOADING A FILE WITH MULTIPLE CLAIM AFTER THE MARCH RELEASE. WE WILL BE IN CONTACT WITH THOSE OF YOU WHO HAVE ASKED TO PARTICIPATE IN THE PILOT. WE HAVE SENT A GOV DELIVERY MESSAGE CONTAINING A SAMPLE FILE AND THE FILE LAYOUT ON OCTOBER 18. WE WILL BE SENDING ADDITIONAL TRAINING MATERIALS AS WE ROLL OUT THE NEW PROCESS. IF YOU NEED THAT SAMPLE FILE OR THE LAYOUT, PLEASE DO EMAIL THE VR HELP DESK AND I CAN SEND THAT TO YOU. THE PREFERRED METHOD OF SUBMISSION FOR CLAIMS WILL BE THE TICKET PORTAL. CASES SENT BY MAIL WILL STILL HAVE TO BE DATE STAMPED AND INPUT PRIOR TO PROCESSING IN THE NEW SYSTEM SO YOU MAY SEE A LAG TIME IN CASES MAILED VERSUS CASES UPLOADED THROUGH THE PORTAL OR ENTERED ON THE SCREEN.

NOW, THE VIEW ALL PENDING PAYMENTS FOR ME WILL TAKE YOU TO A LIST OF CLAIMS THAT ARE PENDING IN SSA DECISIONS, CASES THAT ARE DIARIED WILL APPEAR ON THIS LIST, MEANING WE ARE WAITING ON INFORMATION FROM YOU. YOU WILL BE ABLE TO TELL FROM THIS LIST WHICH CASES ARE DIARIED AND THEN YOU CAN SEND US A FAX USING THE FAX COVER SHEET AS THE FIRST PAGE ON THAT FAX REQUEST AND THE [PO-ERGTS/] WILL OUGHT MATTLY ATTACH THAT EVIDENCE TO YOUR PENDING WORK CASE. THIS WILL SPEED UP THE PROCESS BECAUSE SSA STAFF WILL SEE YOU HAVE FAXED IN THE INFORMATION TO GO WITH YOUR PENDING WORK CASE AND THEY WILL BE ABLE TO PROCESS YOUR CASE. THE VIEW VR PAYMENTS ALREADY MADE TO ME LINK WILL TAKE YOU TO A LIST OF CLAIMS AND YOU CAN SEARCH IN 365 DAY IMPLEMENTS, THIS LINK WILL SHOW ALL HISTORICAL DATA SO YOU CAN GO BACK TO THE FIRST CLAIM EVER SUBMITTED TO SSA IF IT HAS BEEN PUT INTO OUR SYSTEM. THESE ARE CLAIMS THAT HAVE BEEN EITHER ALLOWED OR DENIED. BUT I EXPECT EVERYONE ON MARCH 6 TO BE GOING IN THERE AND CHECKING THEIR PAYMENTS.

THE LAST LINK IS VIEW VR CLAIM PAYMENT ADJUSTMENTS. THIS LINK WILL TAKE YOU TO A RUNNING LIST OF ALL THE ADJUSTMENT ACTIVITY FOR 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 WEB SITE BEFORE MARCH 6. WE LOOK FORWARD TO WORKING WITH YOU AS WE BRING VR PAYMENTS TO THE 21ST CENTURY AND I WAS GOING TO GO TO CALL FOR QUESTIONS BUT I DID SEE A QUESTION IN THE CHAT ROOM ABOUT THE PRODUCTION ISSUE, IS TICKET PORTAL PUTTING TICKETS IN USE WHEN THE PERSON IS NOT IN CURRENT PAY? THAT IS STILL A CURRENT PRODUCTION PROBLEM, WE ARE STILL WORKING ON THE CAUSE AND FIXING THE SOFTWARE BUG. I HAVE NO UPDATE FOR THAT YET BUT WE ARE STILL LOOKING INTO THAT AND TRYING TO GET THE ISSUE CORRECTED.

SO THERE ARE TWO DIFFERENT WAYS, THERE WILL BE TWO DIFFERENT WAYS TO ENTER YOUR CLAIM. YOU CAN EITHER DO IT ONE CLAIM AT A TIME BY ENTERING AN SSN AND YOU CAN ENTER THE COMPLETE CLAIM START TO FINISH, INSTEAD OF FILLING OUT THE SS A-1 19 AND SENDING IT TO US YOU CAN FILL OUT THE FORM ON THE SCREEN THAT WILL CREATE A SINGLE CASE. AFTER THE MARCH 6 RELEASE WE WILL THEN PILOT BEING ABLE TO UPLOAD A FILE WITH MORE THAN ONE CLAIM AT A TIME. SO THERE WILL BE TWO WAYS FOR YOU TO SUBMIT CLAIMS TO US, BUT STARTING MARCH 6 THE ONLY OPTION YOU ARE GOING TO HAVE FOR THE TIME BEING IS TO DO ONE CLAIM AT A TIME THROUGH THE SCREEN.

JUST TO, ANOTHER COMMENT, FOR THOSE USING THE TICKET TRACKER, YES, USING THE TICKET TRACKER YOU WILL BE ABLE TO UPLOAD CLAIMS TO THE PORTAL. THE TICKET TRACKER.

>> THERE WAS ONE MORE QUESTION IN THE CHAT BEFORE WE OPEN UP FOR QUESTION AND ANSWERS. WILL WE HAVE ANOTHER CALL BEFORE IT GOES LIVE SINCE THIS WILL BE A NEW SYSTEM? AS KATIE STATED, THERE WILL BE MORE COMMUNICATIONS THAT GO OUT AND THERE WILL BE TRAINING SET UP AND THOSE WILL USE THIS SAME FORMAT. SO YOU WILL RECEIVE MORE ABOUT THAT AS WE GET CLOSER TO IT .

>> THANKS, DANIELLE. OPERATOR, WE WILL NOW OPEN UP TO ANY QUESTIONS YOU MAY HAVE.

>> LADIES AND GENTLEMEN, AGAIN TO ANSWER A QUESTION OVER YOUR PHONE LINE PRESS STAR THEN 1 ON YOUR TELEPHONE KEY PAD AND STAND BY FOR OUR FIRST QUESTION.

OUR FIRST QUESTION COMES FROM TOM SHERRIC.

>> HOW, THIS IS ACTUALLY ERIC HERE WITH TOM FROM MARYLAND. THANK YOU VERY MUCH FOR THE UPDATES, IT SOUNDS LIKE WE'RE MOVING FORWARD AND GETTING CLOSE TO THE PORTAL BEING ACTIVE WHICH IS EXCITING TO US. I HAVE A QUESTION WITH REGARD TO CURRENTLY USING THE PORTAL FOR A COUPLE THINGS AND ONE OF THE THINGS WE'VE STARTED TO USE IS THE NUMBER OF MONTHS OF SGA IN THE LAST 24 MONTH PERIOD. WHAT I WAS TRYING TO FIGURE OUT WAS HOW CURRENT THAT IS, IF THAT FALLS IN THE LINE OF, WAS THAT UPDATED WHEN THE 16-3 NEW WAGES ARE COMING IN WILL THAT BE UPDATED WITH NEW MONTHS? I'M JUST TRYING TO GET AN UPDATE ON THE STATUS THERE.

>> HI, THIS IS KATIE. I CAN ATTEMPT TO ANSWER YOUR QUESTION. YOU MEAN WHEN YOU GO TO THE TICKET STATUS AND USE HISTORY AND INQUIRY A BENEFICIARY?

>> YEAH, BASICALLY IT SAYS FOR THAT PARTICULAR BENEFICIARY THE NUMBER OF MONTHS IN THE LAST 24 MONTHS THAT SHOW EITHER TRIAL WORK PERIOD OR THAT SHOW SGA I'M JUST WONDERING HOW CURRENT THAT INFORMATION IS, HOW OFTEN THAT'S UPDATED.

>> THAT IS IN REALTIME. THAT IS BASED ON THE EARNINGS DATA WE HAVE IN OUR SYSTEM.

>> SO RIGHT NOW IT WOULD BE 16-2 DATA AND THEN PENDING THAT RECEIPT OF THE 16-3 FILE, IT WILL BE 16-3.

>> NOT SURE WHAT YOU MEAN BY 16-2.

>> THE SECOND QUARTER OF 2016, WHICH IS WHAT I THINK RAQUEL CURRENTLY HAVE IN TERMS OF WAGES RIGHT NOW.

>> WE GET OUR NEXT QUARTERLY FILE FROM OXI, IT SHOULD BE AROUND JANUARY 15. AS SOON AS THAT'S LOADED INTO OUR DATA BASE IT WILL BE REFLECTED IN THE PORTAL. THE PORTAL IS JUST DOING A REALLY TIME INQUIRY EVERY TIME YOU DO A BENEFICIARY NAME IN IT, IT GOES IN AND SAYS HOW MANY MONTHS OF EARNINGS THERE ARE SO, YES, YOU COULD CHECK THERE TO SEE IF WE HAVE ANY --.

>> THAT WOULD BE GREAT. A RELATED QUESTION IN TERMS OF HOW UPDATED THE PORTAL IS, HOW UPDATED IS IT OR WHEN IS IT UPDATED WITH REGARD TO THE CURRENT PAY STATUS FOR THE INDIVIDUAL LIKE ON THE BOTTOM OF THOSE SCREENS.

>> EVERYTHING IS REALTIME. IT IS DIRECTLY, YOU ARE DIRECTLY LOOKING AT THE SAME TABLES AND THE SAME DATA BASE THAT WE USE.

>> OKAY, PERFECT.

>> THERE IS NOT, LIKE THE OLD SYSTEM USED TO HAVE, YOU KNOW, WITH THE CONTRACTOR SYSTEM AND THAT HAD A DAY LAG. BUT THIS, EVERYTHING IS IN REALTIME. YOU ARE LOOKING AT THE SAME DATA FROM THE SSA SYSTEM.

>> OKAY, I APPRECIATE IT. THANKS.

>> OUR NEXT QUESTION WILL COME FROM THE LINE OF EUGENIA COX

>> I THINK ONE OF THE QUESTIONS I ASKED ON THE CHAT LINE WAS MOST STATES USE THE STATE UI WAGE DATA AS THEIR SUPPORTING DOCUMENTATION. WILL WE NEED TO FAX THAT TO YOU AS SUPPORTING DOCUMENTATIONS ON THESE INDIVIDUAL CLAIMS OR BATCH CLAIMS EVEN THOUGH YOU DON'T USE IT, YOU USE YOUR OWN DATA? HELLO?

>> HI, THIS IS DANIELLE, I THOUGHT KATIE WAS GOING TO RESPOND. WHEN YOU ARE DOING THE FILE UPLOADS, NO, YOU WON'T BE SUBMITTING OR FAXING IN ANY OF THE WAGE DATA WITH THAT FILE.

>> SO THE UI WAGE DATA.

>> YES.

>> BECAUSE YOU ALREADY HAVE IT.

>> RIGHT.

>> OKAY. SO WE'LL JUST BE SUBMITTING THE CLAIM ITSELF, THEN, WITHOUT THE SUPPORTING DOCUMENTATION UNLESS WE HAVE EVIDENTIARY, SOME SORT OF OTHER WAGE INFORMATION.

>> YES, THAT'S CORRECT.

>> OKAY. AND THEN I JUST WANT TO REMIND FOLKS THAT IF ANYBODY NEEDS THE COST FORMULA SPREADSHEET THAT I SEND OUT EVERY YEAR, LET ME KNOW, I PUT MY EMAIL ADDRESS ON THERE TO USE FOR CALCULATING. WE JUST GOT OUR RSA2 REPORT, STILL WAITING ON THE OTHER ONE. I DON'T KNOW HOW FAR AHEAD EVERYBODY IS OR IF YOU'VE HAD ANY SUBMITTED YET.

AND THEN THE OTHER QUESTION I HAVE KIND OF GOES ALONG THE LINE OF MARILYN'S QUESTION. YOU KNOW ON THE PORTAL WHERE IT SHOWS THE CURRENT PAY STATUS AT THE BOTTOM WHEN YOU ARE DOING AN INQUIRY?

>> YES, UH-HUH.

>> SOMETIMES IT WILL SAY THEY WERE NEVER IN CURRENT PAY, EVEN THOUGH THEY HAVE A TICKET. IT JUST SAID NO, NO, NO, ALL THE WAY DOWN. SHOULDN'T THEY AT ONE POINT IN TIME BEEN IN CURRENT PAY?

>> IT'S REFLECTING -- WE COULD HAVE REVERSED IT, IT'S VERY POSSIBLE WITHOUT A SPECIFIC, YOU KNOW, TICKET TO LOOK AT. VERY OFTEN -- NOT VERY OFTEN -- I'VE SEEN IT HAPPEN AS SOON AS SOMEONE HAS A TICKET THERE WAS REALLY NO PERIOD ELIGIBLE FOR SOMEONE TO BE ASSIGNED. IT DOES HAPPEN.

>> IT HAS AN ASSIGNED TICKET, IT GIVES A ASSIGNMENT DATE BUT IT SHOWS NO CURRENT PAY AT ALL EVEN ON THE DAY THEIR TICKET BECAME AVAILABLE.

>> THAT IS A PROBLEM WITH THE PORTAL, IT IS ALLOWING THE ASSIGNMENT EVEN IF IT IS NOT IN CURRENT PAY.

>> YEAH, I THINK THAT'S TWO DIFFERENT THINGS. THE QUESTION I ASKED ON THAT IS IT'S ASSIGNING TICKETS EVEN THOUGH THEY ARE NOT IN CURRENT PAY AND THAT'S THE ONE YOU ARE WORKING ON.

>> THEY HAVE A TICKET BUT THEY DON'T EVER SEEM TO HAVE BEEN IN CURRENT PAY?

>> EXACTLY.

>> IF YOU COULD SEE THE SPECIFIC SSN TO THE HELP DESK THAT WOULD BE TERRIFIC.

>> I HAVE TO RUN ACROSS ONE. IT DOESN'T HAPPEN OFTEN BUT IT DOES HAPPEN. WHEN IT DOES I'LL LET YOU KNOW.

>> WE DO LIKE TO CHECKUP ON ANOMALIES TO SEE WHAT'S GOING ON.

>> OKAY, THANK YOU.

>> THANK YOU. OUR NEXT QUESTION WILL COME FROM THE LINE OF JUAN GRANFER.

>> WE WERE JUST CURIOUS HERE IF WE ARE NO LONGER SUBMITTING OUR WAGE RECORDS AS BACK-UP DOCUMENTATION, WHAT'S TO KEEP A STATE FROM JUST SUBMITTING EVERY SINGLE VR CASE THAT EVER GOT TO PLAN SINCE THAT ALLOWANCE RATE, THE PERCENTAGE OF CLAIMS ALLOWED DOESN'T REALLY AFFECT US ANY MORE? AND IT'S ALL GOING TO BE ELECTRONIC, WHAT WOULD BE THE INCENTIVE FOR BEING SELECTIVE ON ALL THE CASES THAT YOU SEND TO SSA?

>> I'M NOT SURE IF I UNDERSTAND THE QUESTION 100 PERCENT, BUT I'LL TRY.

YOU HAVE THE WAGE DATA THAT YOU LOOK AT AS A GUIDE BUT WE DO RECEIVE THE DATA THAT'S REPORTED FROM THE STATES. GRANTED, THERE'S A LAG TIME IN THAT BUT ALSO IF YOU HAVE PAY STUBS OR PRIMARY EVIDENCE AND YOU KNOW THAT THAT'S A CLAIM THAT HAS THAT, WE'RE GOING TO RECEIVE THAT DATA SO THAT IS A CLEAR INDICATION ALSO USING WHAT THEY JUST SPOKE ABOUT OF THE MONTHS OF SGA OR TRIAL WORK IN THE PORTAL WILL KIND OF GIVE YOU A GUIDE OF WHAT CASES ARE GOING TO BE REIMBURSABLE. SO THAT WOULD KIND OF HELP YOU DETERMINE WHICH ONES TO SEND IN.

>> AND I GUESS WHAT I'M SAYING IS, WHAT WOULD KEEP -- I DON'T THINK THERE IS REALLY AN INCENTIVE FOR US TO GO THROUGH A LOT, A LOT OF WORK FIGURING OUT WHICH CASES ARE AT SGA AND THAT TYPE OF THING IF EVERY SINGLE CASE COULD BE REVIEWED BY THE UI THERE AND NOT HAVE US SEND IN THOSE WAGES LIKE WE HAVE BEEN DOING. I'M THINKING A STATE COULD SAY, OKAY, WE'LL JUST SEND IN EVERY SINGLE VR CASE THAT EVER GOT TO PLAN AND IF IT DOESN'T GET, IF IT'S NOT ALLOWED, IT'S NO SKIN OFF OUR TEETH, IT'S ALL COMPUTERIZED AND --.

>> WELL, WE CAN'T TELL YOU WHICH CASES YOU CAN SEND IN AND NOT SEND IN, BUT THEY WOULD ALL BE DENIALS SO I DON'T KNOW -- I GUESS I DON'T SEE WHERE THE BENEFIT IS ON EITHER END. IT'S UP TO YOU TO DECIDE WHAT CASES YOU SEND IN.

>> RIGHT, YEAH. I GUESS THE BENEFIT WOULD BE THAT WE WOULD POTENTIALLY GET PAID ON CLAIMS THAT WE COULD HAVE MISSED OTHERWISE AND THIS WAY WE'LL JUST -- SINCE THERE DOESN'T SEEM TO BE ANY MORE OF -- WHAT'S THE WORD I'M TRY TO GO SAY? WE DON'T CARE ABOUT OUR ALLOWANCE RATE ANY MORE, THERE WOULD BE NOTHING STOPPING A STATE FROM JUST SENDING IN EVERY SINGLE RECORD AS A CLAIM, IF THAT MAKES SENSE .

>> I UNDERSTAND YOUR POINT BUT, AGAIN, I GUESS IT'S ONE -- EACH INDIVIDUAL STATE IF THEY WANT TO CONTINUOUSLY SEND IN CLAIMS AND HAVE US SEND THEM THE DENIAL IF THEY ARE PAID OR NOT. I CAN'T REALLY GIVE YOU A REASON TO DO OR NOT DO THAT.

>> OKAY, THANK YOU.

>> AND OUR NEXT QUESTION IS A FOLLOW-UP FROM THE LINE OF EUGENIA COX

>> HI, THIS IS EUGENIA I WANT TO ANSWER THAT LAST GENTLEMAN'S QUESTION. I'M NOT SURE IF YOU USE THE MORO TICKET TRACKER BUT IT GIVES YOU POTENTIAL CLAIMS AND WE AS A STATE ARE STILL REQUIRED TO FOLLOW THE RULES OF THE TICKET COST REIMBURSEMENT RULES THAT SAY THAT WE HAVE TO MAKE SURE THAT THEY MEET WAGE DATA, THEY HAVE TO MAKE SURE THAT THEY WERE GETTING SOCIAL SECURITY AT THE TIME WE WERE SERVING THEM, AND WE HAVE TO MAKE SURE THEY GO ON TO PLAN.

WHEN WE REVIEW ALL THOSE CASES THAT COME OUT OF THE PORTAL WE'RE JUST DOING OUR DUTY TO MAKE SURE THAT THIS IS ALL CORRECT. BECAUSE IF WE JUST SEND OVER EVERY POTENTIAL CLAIM THAT THE PORTAL PRODUCES WE'RE JUST WASTING SOCIAL SECURITY'S TIME AND THAT'S THE REASON THAT THEY USED TO USE THE PERCENTAGE IN THE FIRST PLACE IS THAT -- FOR PRIORITY BECAUSE THAT'S JUST A BIG WASTE OF TIME FOR THEM TO GO THROUGH HUNDREDS AND HUNDREDS OF CLAIMS THAT ARE GOING TO BE DENIED JUST BECAUSE WE DON'T WANT TO GO THROUGH THOSE CLAIMS AND DETERMINE THAT THEY HAVE MET ALL THE REQUIREMENTS TO THE BEST OF OUR ABILITY. SO I THINK THAT THAT'S WHAT THEY WERE GOING. I GO THROUGH, I MIGHT GET A HUNDRED CLAIMS THAT COME OUT OF THAT TICKET TRACKER AND I MAY ONLY TURN IN 50 OF THOSE. BUT I'M GOING TO DO MY BEST TO MAKE SURE THAT THEY ARE GOOD CLAIMS. JUST TO ANSWER HIS QUESTION. I THINK THAT'S WHERE THEY WERE COMING FROM.

>> THANK YOU, EUGENIA

>> AND AT THIS TIME WE HAVE NO FURTHER QUESTIONS.

>> HI, THIS IS RAQUEL DONALDSON AGAIN. JUST TO FOLLOW-UP, EUGENIA MENTIONED HER SPREADSHEET, THE AWESOME SPREADSHEET THAT SHE USES. THAT SPREADSHEET WAS ATTACHED TO THE EMAIL THAT I SENT TO EACH OF THE VR'S. AGAIN, IF YOU DO NEED ANOTHER COPY, REACH OUT TO EUGENIA OR REACH OUT TO THE HELP DESK AND WE'LL SEND YOU ANOTHER COPY OF THE SPREADSHEET THAT CALCULATES THE COST FORMULA. IT IS AWESOME AND IT DEFINITELY MATCHES WHAT I USE AND IT WORKS, SO FEEL FREE TO USE IT. BUT IT SHOULD BE ATTACHED TO ALL THE EMAILS I SENT YOU ALREADY.

>> OKAY, THANKS, RAQUEL THAT'S A WRAP, THEN. WE HAVE HAD ANOTHER SUCCESSFUL CALL AND WE WILL SAY GOOD-BYE AND OUR NEXT CALL WILL BE ON APRIL THE 11TH AND REMEMBER IF YOU HAVE ANY QUESTIONS AFTER THE CALL JUST CONTACT US AT THE HELP DESK, ANY QUESTIONS OR CONCERNS. THANKS A LOT. BYE

>> ONCE AGAIN WE WOULD LIKE TO THANK YOU FOR YOUR PARTICIPATION ON TODAY'S CONFERENCE CALL. YOU MAY NOW DISCONNECT. SPEAKERS, HOLD THE LINE.

(END OF CALL).