* TODAY IS 10-10-17. PLEASE STANDBY. YOUR EVENT WILL BEGIN SHORTLY.
* [MUSIC].
* >>LADIES AND GENTLEMEN YOU'RE CURRENTLY ON HOLD FOR THE ALL VR CALL. AT THIS TIME WE PLAN ON BEING UNDER WAY MOMENTARILY. WE APPRECIATE YOUR PATIENCE AND ASK THAT YOU PLEASE REMAIN ON THE LINE.
* [MUSIC].
* >>LADIES AND GENTLEMEN YOU'RE ON HOLD FOR THE QUARTERLY ALL VR CALL. AT THIS TIME WE ARE STILL GETTING ADDITIONAL PARTICIPANTS.
* WE WILL BE UNDER WAY MOMENTARILY. WE APPRECIATE YOUR PATIENCE AND PLEASE REMAIN ON THE LINE.
* [MUSIC].
* >>LADIES AND GENTLEMEN YOUR CREENTLY ON HOLD FOR T YOU'RE CURRENTLY ON HOLD FOR THE QUARTERLY ALL VR CALL. AT THIS TIME WE ARE STILL GETTING ADDITIONAL PARTICIPANTS. WE WILL BE UNDER WAY MOMENTARILY.
* WE APPRECIATE YOUR PATIENCE AND PLEASE REMAIN ON THE LINE.
* [MUSIC].
* >>PLEASE STANDBY. WE'RE ABOUT TO BEGIN. WELCOME TO THE QUARTERLY ALL VR CALL. TODAY'S CONFERENCE IS BEING RECORDED.
* AT THIS TIME I WOULD LIKE TO TURN IT OVER TO REGINA BOWDEN.
* >>GOOD AFTERNOON. GOOD AFTERNOON EVERYONE AND WELCOME TO OUR CALL AND ACTUALLY THE FIRST CALL FOR THIS FISCAL YEAR.
* THANKS FOR JOINING US TODAY AND I HOPE EVERYONE HAD A GREAT SUMMER. WE HAVE A FULL AGENDA AS USUAL WITH SOME IMPORTANT UPDATES TO SHARE. AND THEN AFTER WE GET THROUGH OUR AGENDA WE'LL OPEN THE LINE FOR QUESTIONS AND ANSWERS AS USUAL.
* BUT BEFORE WE HEAR ABOUT THE UPDATES, WE'RE PLEASED TODAY TO WELCOME A GUEST AND WE HAVE GUEST SPEAKERS TODAY AND THOSE SPEAKERS ARE FROM ORDEZ, OFFICE OF RESEARCH DEMONSTRATION AND EMPLOYMENT SUPPORT. AND THESE GUESTS WILL TELL YOU ABOUT THE PROMOTING OPPORTUNITY DEMONSTRATION PROJECT. AND THEN IMMEDIATELY FOLLOWING THEIR PRESENTATION WE WILL HAVE A QUESTION AND ANSWER SESSION FOR JUST THE POD PART OF THE PRESENTATION. SO, WITHOUT FURTHER DELAY I'M GOING TO TURN THE LINE OVER TO OUR GUEST SPEAKERS ON THE POD PRESENTATION AND THAT WOULD BE DEBRA ENGLER, JOHN JONES, DRAW COUNSELMAN AND VINCENT PELLEGRINI.
* >>THANK YOU SO MUCH REGINA.
* THIS IS DEBBIE ENGLER. I'M GOING TO START US OFF TODAY, I'M GOING TO DO A HIGH LEVEL OVERVIEW OF THE PROMOTING OPPORTUNITY DEMONSTRATION THEN I'LL TURN IT OVER TO JOHN JONES, ONE OF MY COLLEAGUES AND HE'LL TALK ABOUT THE RECRUITMENT AND ENROLLMENT EFFORT THAT WE'LL BE STARTING VERY SOON. SO FOR A LITTLE BIT OF BACKGROUND WE AFFECTIONATELY CALL IT POD, THIS WAS A LEGISLATION THAT CAME OUT AT THE END OF THE YEAR, IN THE LEGISLATION THERE WERE A LOT OF SPECIFIC PROVISIONS ABOUT WHAT THE PROJECT AND WHAT THE DESIGN OF THE DEMONSTRATION SHOULD LOOK LIKE. SO I'LL START THERE AND THEN FILL OUT SOME OF THE OTHER DETAILS. SO, THIS WAS TO BE --
* WE WERE INSTRUCTED THIS IS TO BE A 1 DOLLAR FOR 2-DOLLAR BENEFIT OFFSET. SO WE'LL BE TESTING THE OFFSET. AND, UNDER THAT OFFSET BASICALLY IT'S A GRADUAL REDUCTION IN BENEFITS AS A BENEFICIARIES' EARNINGS INCREASE. SO IF A BENEFICIARY STARTS EARNING OVER A THRESHOLD AND OUR THRESHOLD HERE IS THE TRIAL WORK PERIOD LEVEL OF SGA WHICH FOR 2017 IS $840, OR THE AMOUNT OF THE BENEFICIARY'S EXPENSES. SO THEY'RE EARNING OVER THAT THRESHOLD AMOUNT THEN THE BENEFIT OFFSET STARTS TO KICK IN. AND THEIR BENEFITS WILL GRADUALLY REDUCE. SO, OTHER PROVISIONS IN THE LEGISLATION WERE THAT ENTITLEMENT TO BENEFITS WOULD TERMINATE IF A PERSON HAS EARNINGS HIGH ENOUGH THAT THE OFFSET HAS RESULTED IN ZERO DOLLARS IN BENEFITS. THE TRIAL WORK PERIOD AND EXTENDED ELIGIBILITY WILL NOT APPLY FOR PARTICIPANTS IN POD. AND THERE WILL BE CONTINUED MEDICARE ELIGIBILITY FOR 93MONTHS IF THERE IS TERMINATION OF ENTITLEMENT. SO WHAT WE'LL BE DOING AND WHAT JOHN WILL GET INTO IN MORE SPECIFICS IS WE'RE GOING TO RECRUIT AND ENROLL BENEFICIARIES FOR THIS PROJECT.
* WE'RE PLANNING TO GO LIVE IN NOVEMBER 2017 WHICH IS COMING UP IN A FEW SHORT WEEKS. AND WE'LL BE ENROLLING 15,000 VOLUNTEERS INTO OUR PROJECT. AND IT IS AN EXPERIMENT. SO WE WILL RANDOMLY ASSIGN THOSE 15,000 FOLKS INTO THREE DIFFERENT GROUPS, THREE GROUPS OF EQUAL SIZE, ABOUT 5,000 EACH. WE'LL HAVE A CONTROL GROUP. AND UNDER THAT CONTROL GROUP THERE WILL BE NO CHANGES FOR THE BENEFICIARIES IN THAT GROUP. THEY WILL CONTINUE JUST AS IS AS IS UNDER USUAL RULES. AND ONE OF THE TREATMENT GROUPS AS THE BENEFICIARY ACCESSES THE OFFSET, IF THEY GO INTO FULL OFFSET WHERE THEIR BENEFITS ARE -- HAVE BEEN REDUCED DOWN TO ZERO, THERE ARE NO CHANGES, THEY'RE ENTITLEMENT GETS SUSPENDED BUT THEY CAN GO IN AND OUT OF THAT STATUS FOR AS LONG AS THEY'RE IN THE POD PROJECT. THEN WE'LL HAVE A SECOND TREATMENT GROUP WHERE IF THE BENEFIT OFFSET, IF THEIR EARNINGS ARE HIGH ENOUGH THAT THEIR BENEFITS ARE REDUCED TO ZERO DURING THAT FULL OFFSET STATUS, IF THEY'RE IN THAT STATUS FOR 12 CONSECUTIVE MONTHS THEIR ENTITLEMENT WILL BE TERMINATED AT THAT POINT. SO WHAT DOES IT LOOK LIKE FOR OUR BENEFICIARIES? THEY WILL COME IN, THEY WILL VOLUNTEER AS PART OF THE RECRUITMENT ENROLLMENT PROCESS AND ONCE THEY VOLUNTEER IF THEY'RE IN ONE OF THE TWO TREATMENT GROUPS THEY WILL REPORT THEIR EARNINGS ON A MONTHLY BASIS AND WE WILL USE THAT REPORT OF EARNINGS TO PROCESS AND CALCULATE THE BENEFIT OFFSET. SO, THE WAY THAT WE HAVE DONE THIS IS THAT WE USE CONTRACTORS THAT WILL DO -- THAT WILL WORK DIRECTLY WITH THE BENEFICIARIES IN THIS PROJECT. SO, WE AWARDED AN IMPLEMENTATION CONTRACT TO A COMPANY CALLED APP ASSOCIATES IN THE BEGINNING OF THIS YEAR AND WHAT THEY WILL DO IS WORK WITH VOCATIONAL REHABILITATION AGENCIES AND WORK INCENTIVE PLANNING AND ASSISTANCE AGENCIES TO ACTUALLY WORK DIRECTLY WITH THE PARTICIPANTS IN THIS PROJECT. WE WILL BE OFFERING A POD SPECIFIC BENEFITS COUNSELING AND ASSISTANCE WITH THE REPORTING OF EARNINGS. SO APP IS THE PRIME CONTRACTOR THEN THEY COORDINATE WITH THESE AGENCIES TO BE ABLE TO PROVIDE THOSE SERVICES TO OUR BENEFICIARIES. WE ALSO AWARDED -- THIS IS A DEMONSTRATION SO WE WILL HAVE RESULTS AT THE END OF IT WHETHER, YOU KNOW, THIS WAS A SUCCESSFUL NEW POLICY OR NOT.
* SO THE WAY WE EVALUATE IS WE CONTRACT WITH A COMPANY AND THEY ARE IN CHARGE OF ALL THE DATA COLLECTION EFFORTS, SURVEYING OF BENEFICIARIES AND ADMINISTRATIVE DATA AND ALL OF THE EVALUATION THAT COMES ALONG WITH THAT. AND THEN, WHAT WE'LL DO WITH THAT INFORMATION IS PUBLISH REPORTS.
* WE'LL HAVE AN INTERIM REPORT IN 2020 THAT WILL HELP TO TELL US, YOU KNOW, AS OF THAT POINT IN THE DEMO, YOU KNOW, WHAT SORT OF IMPACTS ARE WE SEEING, WHAT IS THE BENEFIT OFFSET AND THE PARTICIPANTS IN THE POD, WHAT IS THAT TELLING US ABOUT THIS PROPOSED NEW POLICY. AND THEN FINALLY IT'S A VERY SHORT DEMONSTRATION PROJECT. WE'LL BE FINISHED IN 2021. AND SO, OUR FINAL EVALUATION REPORT WILL COME OUT AT THAT TIME. AND SO, TO TALK SPECIFICALLY ABOUT SOME OF THE SITES AND THE RECRUITMENT AND ENROLLMENT THAT WILL BE STARTING AND IF YOU ARE IN ONE OF THOSE SITES HOW THAT MAY IMPACT YOU AND BENEFICIARIES COMING INTO YOUR OFFICES. I'M GOING TO TURN IT OVER TO JOHN JONES.
* HI, IS JOHN ON?
* >>I'M SORRY. I WAS ON MUTE.
* I'M HERE NOW. SO, AS DEBBIE HAS SAID MY NAME IS JOHN JONES. I'M RESPONSIBLE FOR RECRUITMENT AND THE EVALUATION OF THE BENEFIT OFFSET. I'M SORRY, THE POD PROJECT WHICH IS TESTING THROUGH A TREATMENT CONTROLLED EXPERIMENT THE BENEFIT OFFSET THAT IS A ONE FOR TWO BENEFIT OFFSET. SO WHAT'S CRUCIAL FOR THIS DEMONSTRATION IS THAT WE HAVE 15,000 BENEFICIARIES VOLUNTEER. AND THOSE BENEFICIARIES WOULD BE RANDOMLY PLACED INTO EITHER A TREATMENT GROUP, ONE OF THE TWO TREATMENT GROUPS OR THE CONTROL GROUP.
* NOW HOW WE'RE GOING TO GET THESE BENEFICIARIES OR CONTACT IS AN OUTREACH APPROACH WE'RE TAKING.
* THE FIRST APPROACH IS A DIRECT APPROACH. WE'RE GOING TO BE MAILING OUT ROUGHLY 300,000 MAILERS, PACKETS OF INFORMATION THAT WILL ALLOW THE BENEFICIARY TO ENROLL. IN THE PACKET OF INFORMATION THERE'S AN INFORMED CONSENT FORM, A BASE LINE SURVEY AND OTHER INFORMATION LIKE A TRIFOLD BROCHURE AND COVER LETTER. BUT IT'S THE INFORMED CONSENT AND THE BASE LINE SURVEY THAT THE BENEFICIARY WOULD HAVE TO MAIL BACK TO MATHEMATIC I A POLICY RESEARCH. THAT'S THE CONTRACTOR IN CHARGE OF THE RECRUITMENT OF POD. SO WHEN THE BENEFICIARY RECEIVES THAT PACKET THEY READ THE MATERIAL AND THEY DECIDE, YES THIS SOUNDS LIKE SOMETHING THEY'RE INTERESTED IN.
* THEN THEY NEED TO SIGN THE INFORMED CONSENT TO MAKE SURE THAT THEY UNDERSTAND THE IMPLICATIONS OF JOINING AND ALSO THE BASE LINE SURVEY. THEY WOULD FILL OUT THE SURVEY AND SEND THAT SURVEY IN. AND FOR THE SURVEY, THEY CAN RECEIVE $25 FOR FILLING OUT THE SURVEY AS COMPENSATION. SO THAT'S THE DIRECT PRONG IN THE OUTREACH.
* THERE'S ALSO A SECOND PRONG.
* THAT'S THE INDIRECT OUTREACH.
* AND THAT'S WHAT WE'RE HERE PRIMARILY TO TALK TO YOU ABOUT TODAY. THE INDIRECT OUTREACH IS ACTUALLY TRYING TO HAVE IMPORTANT STAKEHOLDERS IN PARTICULAR TO HELP RECRUIT FOR POD. AND YOU ALL ARE VERY IMPORTANT BECAUSE BENEFICIARIES WILL SEE YOU AS AN AUTHORITY ON SSDI AND YOU LEND LEGITIMACY SO THE RECRUITMENT. SO IF THEY COME TO YOU AND SAY IS THIS A LEGITIMATE PROJECT YOU CAN SAY, YES, I'VE HEARD IT, IT'S POD AND IN A MINUTE I'LL TELL YOU HOW YOU CAN GET MORE INFORMATION BUT YOU WOULD INFORM THEM ABOUT IT AND HOPEFULLY IF IT'S RIGHT FOR THEM THEY'LL VOLUNTEER. ALL RIGHT? SO HOW CAN WE PROVIDE INFORMATION TO YOU ABOUT POD?
* WELL, ON NOVEMBER 15TH AT 2:30 EASTERN TIME THERE'S GOING TO BE A WEBINAR. THIS WEBINAR BASICALLY WILL JUST INFORM YOU ABOUT POD AND SOME OF THE DETAILS AND HOW YOU CAN HELP IN THE RECRUITMENT EFFORT FOR POD.
* THE CONTRACTOR MATHEMATICA ARE SENDING ON INVITES ALREADY. WE WILL HAVE INVITES GOING OUT SOON. YOU MAY SAY WHAT AREAS ARE WE RECRUITING FROM. AND WE'RE RECRUITING FROM EIGHT STATES ACROSS THE UNITED STATES.
* AND SOME OF THE STATES WE'RE ONLY RECRUITING FROM AN AREA WITHIN THAT STATE. SO LET ME TELL YOU THE STATES THAT ARE PARTICIPATING. ALABAMA, CALIFORNIA, CONNECTICUT, MARYLAND, MICHIGAN, NEBRASKA, TEXAS AND VERMONT. ALL OF ALABAMA, ALL OF CONNECTICUT AND ALL OF VERMONT WILL BE PARTICIPATING IN THE RECRUITMENT EFFORT, THAT IS THE ENTIRE STATE. FOR SOME OF THE OTHER STATES LIKE CALIFORNIA, MARYLAND, MICHIGAN, NEBRASKA AND TEXAS, THERE'S ONLY GOING TO BE COUNTIES WITHIN THE STATE. I COULD GO THROUGH THE COUNTIES BUT YOU CAN PROBABLY LEARN MORE ABOUT THAT THROUGH OUR CONTRACTOR'S OUTREACH. BUT NOT ALL OF THOSE STATES WILL BE INVOLVED IN THE RECRUITMENT.
* ALL RIGHT? SO NOW YOU PROBABLY ARE WONDERING WELL WHAT KIND OF BENEFICIARIES ARE YOU LOOKING FOR. SO THE TYPE OF BENEFICIARIES THAT WE ARE GOING TO TARGET FOR THIS PROJECT ARE PRIMARILY WORKERS. THAT IS, DI BENEFICIARIES THAT ARE DESIGNATED AS PRIMARY WORKERS IN OUR ADMINISTRATIVE RECORDS. WE ARE NOT RECRUITING CHILDREN WHO RECEIVE DI. IT'S ONLY PRIMARY WORKERS. SO IF THE PERSON IS DULY ENTITLED WE'RE NOT GOING TO RECRUIT THAT PERSON IN. BUT THEY ARE ALLOWED TO HAVE OR RECEIVE BOTH SSDI AND SSI. SO THEY CAN BE CONCURRENT BENEFICIARIES. THEY JUST CAN'T BE DUAL BENEFICIARIES. THAT IS RECEIVE IT ON THEIR OWN RECORD AND AS WELL AS LET'S SAY A DEPENDENT CHILD. THE BENEFICIARIES WILL ALSO HAVE TO BE IN THAT CATCHMENT AREA AND THEY ALSO HAVE TO BE A CURRENT BENEFICIARY. THAT IS THEY ARE CURRENTLY RECEIVING BENEFITS.
* THEY CANNOT HAVE -- THEY CANNOT BE IN THE PROCESS OF A CDR BEING WORKED. SO ANYBODY THAT HAS AN OPEN CDR WILL NOT BE ABLE TO PARTICIPATE. AND IF THE BENEFICIARY IS MOVING OUT OF THE COUNTRY OR IS OUT OF THE COUNTRY NOW LIVING IN A FOREIGN COUNTY OR COUNTRY THEN THEY WILL NOT BE ALLOWED TO PARTICIPATE. SO THAT'S PRETTY MUCH IT FOR THE TYPE OF BENEFICIARIES, THE RECRUITMENT AREAS AND OUR DIRECT AND INDIRECT OUTREACH FOR POD.
* SO WITH THAT I WILL PASS THIS BACK TO THE HOST OF THIS MEETING.
* >>ALL RIGHT. THANK YOU.
* OPERATOR WE'RE GOING TO GO AHEAD AND OPEN UP THE CALL JUST FOR QUESTIONS ON POD FOR THE PRESENTERS. SO IF ANYONE HAS QUESTIONS JUST FOR POD FEEL FREE TO CALL IN NOW.
* >>THANK YOU IF YOU WOULD LIKE TO ASK A QUESTION PLEASE SIGNAL BY PRESSING STAR ONE ON YOUR TELEPHONE KEYPAD. ONCE AGAIN PLEASE PRESS STAR ONE IF YOU WOULD LIKE TO ASK A QUESTION.
* WE'LL TAKE THE FIRST QUESTION FROM REGINA COX WITH THE STATE OF OREGON. PLEASE GO AHEAD.
* >>HELLO. I HAVE ONE QUESTION.
* IS THIS GOING TO AFFECT ANY OF THE OTHER STATES THAT ARE NOT PARTICIPATING?
* >>WHAT WAS THAT QUESTION AGAIN?
* IF THEY'RE NOT PARTICIPATE ?G.
* >>IF WE ARE NOT ONE OF THE STATES PARTICIPATING IN THIS, IS IT GOING TO AFFECT US?
* >>MOST LIKELY NOT.
* >>OKAY.
* >>BENEFICIARIES DO MOVE AROUND THE COUNTRY BUT YOU PROBABLY WILL NOT BE AFFECTED BY IT.
* >>AND THEN IF IN THE STATES LIKE CALIFORNIA AND TEXAS ARE WE LOOKING AT A LARGE AREA OF THOSE STATES OR JUST LOOKING AT A COUNTY OR TWO KIND OF?
* >>ACTUALLY FOR CALIFORNIA THERE'S THREE COUNTIES. IT'S LOS ANGELES, ORANGE AND SAN DIEGO. IN TEXAS, WE'RE TALKING ABOUT BEXOR, DALLAS AND TURANT COUNTIES.
* >>WE'RE TRYING TO GET AN IDEA OF HOW BIG OF AN AREA IN THOSE LARGE STATES.
* >>RIGHT. YEAH. I CAN UNDERSTAND THAT. YEAH.
* >>OKAY. THAT WAS THE ONLY QUESTION. THANK YOU.
* >>OKAY. YOU'RE WELCOME.
* >>THANK YOU. ONCE AGAIN AS A REMINDER THAT'S STAR ONE IF YOU WOULD LIKE TO ASK A QUESTION.
* APPEARS THERE ARE NO FURTHER QUESTIONS AT THIS TIME.
* >>THANK YOU SO MUCH FOR HAVING US ON.
* >>THANK YOU. APPRECIATE IT.
* >>THANK YOU. WE RECEIVED SEVERAL CALLS FROM VARIOUS STATES ABOUT THIS. WE APPRECIATE YOU GUYS COMING ON TO GIVE EVERYONE THE INFORMATION THAT THEY NEEDED. THANK YOU, AGAIN.
* >>OKAY. THIS IS DANIELLE I JUST HAVE A COUPLE COST REIMBURSEMENT UPDATES BEFORE I TURN IT OVER TO RAQUEL AND SHADA. YOU WILL ALL WOULD HAVE RECEIVED THE BLAST REGARDING THE UPDATES TO THE PORTAL. SO YOU SAW THE CHANGES, YOU SHOULD BE SEEING YOUR DENIALS, YOU SHOULD BE SEEING SGA DATE. ONE THING I WANT TO MENTION ABOUT THAT IS THERE WAS A GLITCH AS FAR AS THE SGA DATE AND IT WASN'T SHOWING UP FOR SOME OF THE CASES THAT WERE DENIED. THAT IS SOMETHING THAT THEY'RE GOING TO CORRECT NEXT MONTH AND AS ALWAYS WHEN THOSE CORRECTIONS ARE MADE YOU'LL GET ANOTHER EMAIL BLAST LETTING YOU KNOW ANY CHANGES THAT WERE MADE AND UPDATES. BUT THAT IS ONE OF THE THINGS THAT YOU MAY HAVE NOTICED. AS ALWAYS IF YOU SEE ANY OTHER ISSUES, PLEASE REACH OUT DIRECTLY TO THE VR HELPDESK SO THAT WE CAN TAKE A LOOK AT THOSE AND STAY ON TOP OF ALL THE THINGS THAT YOU GUYS ARE SEEING ON YOUR END. I WANT TO THANK THOSE VRS THAT HAVE BEEN HELPING US AND THANK YOU ALL FIRST OF ALL FOR BEARING WITH US IN THIS TRANSITION. WE APPRECIATE WHEN WE REACH OUT TO YOU WE ASK YOU FOR CERTAIN SCREEN SHOTS OF THE SCREENS THAT YOU SEE BECAUSE IT'S A LITTLE DIFFERENT ON OUR END AND ALL OF THOSE THINGS HELP SYSTEMS IDENTIFY AND CORRECT THE PROBLEM. I'M GOING TO TURN IT OVER TO RAQUEL WHO HAS SOME REMINDERS.
* >>GOOD AFTERNOON EVERYONE.
* THIS IS RAQUEL. JUST THREE QUICK REMINDERS. FOR CURRENT EARNINGS WE NOW RECEIVE UPDATES ON THE 15TH OF EACH MONTH. SO, THAT'S A GOOD THING WHEN WE'RE WORKING THE CLAIMS WE DON'T HAVE TO DO A LOT OF -- WE STILL DO 220'S BUT TOTAL EARNINGS ARE THERE AND WE ARE RECEIVING THEM MUCH FASTER AND THAT HELPS EVERYONE, YOU AND US.
* >>AN DINGSAL REQUESTED INFORMATION, REMINDER IN REGARDS TO THAT. WHEN YOU RECEIVE REQUESTS FROM ANY OF THE TECHNICIAN OR ANALYSTS, C3, C7, PVRS, THAT INFORMATION MUST BE FAXED DIRECTLY INTO THE PORTAL.
* SO IT CAN BE AUTOMATICALLY ASSIGNED TO THE CLAIM. I KNOW THAT ON SOME OF THE LETTERS YOU ARE STILL SEEING THE FAX NUMBER AT THE BOTTOM. THAT FAX NUMBER IS ONLY TO BE USED FOR THOSE --
* A FEW VRS WHO AT THIS MOMENT DON'T HAVE ACCESS TO THE PORTAL.
* THAT'S IT. OTHER THAN THAT, IF WE RECEIVE IT VIA OUR FAX OR OUR MAIL, WE WILL CONTACT YOU AND WE WILL DESTROY IT SO YOU CAN DO IT THE CORRECT WAY. SO THE COST FORMULA -- THIS IS JUST AN FYI FOR ANYONE THAT ASKED QUESTIONS IN REGARDS TO IT. ALL THE RSAS MUST BE ATTACHED TO THE COST FORMULA. I DO NEED ALL THAT INFORMATION IN ORDER FOR ME TO REVIEW AND TO APPROVE THE COST FOR FISCAL YEAR 18. AND THAT'S FOR ANY FISCAL YEAR BUT IT'S BEEN ASKED A COUPLE OF TIMES SO I JUST WANTED TO PUT THAT OUT THERE. AND THAT'S ALL I HAVE.
* I'M GOING TO GO AHEAD AND TURN IT OVER TO SHADA ROPER.
* >>GOOD AFTERNOON EVERYONE. AS DANIELLE STATED EARLIER AND AS WE'VE BEEN SAYING VIA EMAIL AND OTHER MESSAGES, THANK YOU SO MUCH FOR BEARING WITH US ON THIS NEW SYSTEM. WE'VE HAD SOME GLITCHES BUT IT'S DEFINITELY COMING ALONG SLOWLY BUT SURELY BUT IT'S COMING ALONG. THESE ARE REMINDERS FOR THE VRS. WE ARE STILL RECEIVING DRS THAT ARE UPLOADED IN THE 199'S WITH COSTS FOR US TO INPUT. AND IF YOU ARE USING THE TICKET TRACKER OR THE XML AND WE KNOW THAT IT'S IN THE PORTAL HAND BOOK AND THE PORTAL GUIDE, IF YOU CAN USE THE XML, PLEASE MAKE SURE YOU ARE THE ONES INPUTTING THOSE COSTS. IT SLOWS US DOWN AND WE KNOW THE SCREENS ARE STILL GIVING PROBLEMS. SO IF YOU ARE DOING IT MANUALLY WE OF COURSE UNDERSTAND THAT. BUT, WE'RE HAVING THE SAME SCREEN ISSUES THAT YOU'RE HAVING AND IT WILL TIME OUT ON US AND IT TAKES US A LONG TIME TO INPUT ALL THOSE COSTS WHEN YOU HAVE PAGES AND PAGES OF COSTS. SO, IF YOU'RE ABLE TO HAVE XML OR JMARRO AND HAVE A SYSTEM FOR THAT PLEASE USE THAT SYSTEM SO THAT WE CAN PROCESS YOUR CLAIMS AS TIMELY AS POSSIBLE. IN ADDITION, WE ALSO HAVE A FEW VRS WHO ARE USING CODE 186, OTHER, WHICH IS RSA CODE FOR OTHER AND 121, OTHER WHICH IS THE SSA CODE FOR OTHER.
* WE CANNOT HAVE CLAIMS WHERE EVERY SINGLE COST IS OTHER.
* THAT WILL CAUSE US TO HAVE AN ALERT IN OUR SYSTEM AND THEN WE WILL SELECT IT FOR PVR OR THE SYSTEM WILL SELECT IT FOR PVR.
* SO, WE'RE GOING TO ASK FOR THE RECEIPTS AND IF ALL THE RECEIPTS DON'T SAY OTHER YOU STAND A CHANCE OF HAVING ALL THOSE DIRECT COSTS DENIED OR THAT CLAIM DENIED. SO PLEASE PUT IN THE CORRECT COSTS SO THAT IT MAKES IT EASIER FOR ALL OF US.
* IF YOU BY CHANCE ARE HAVING PROBLEMS AND YOU HAD THE PROBLEM FROM BEFORE WITH THE OTHER COSTS, WE SHOULDN'T BE EXPERIENCING THAT ANYMORE.
* PLEASE REACH OUT TO THE HELPDESK AND LET US KNOW IF THAT'S THE CASE. BUT WE DON'T KNOW OF ANY SUCH THING OCCURRING AT THIS TIME. AND THAT'S ALL THAT I HAVE FOR TODAY. I'LL TURN IT BACK OVER TO DANIELLE.
* >>WE CAN OPEN UP THE LINE FOR QUESTIONS.
* >>THANK YOU, ONCE AGAIN THAT IS STAR ONE IF YOU WOULD LIKE TO ASK A QUESTION. PLES STAR ONE IF YOU WOULD LIKE TO ASK A QUESTION AT THE TIME. FIRST QUESTION IS REGINA COX FROM THE STATE OF OREGON. PLEASE GO AHEAD.
* >>I'M ALWAYS FIRST. I DON'T KNOW IF THAT'S GOOD OR BAD. A QUESTION ABOUT -- THERE WAS A GLITCH IN ONE OF THE REPORTS FOR THE PAYMENTS ALREADY MADE TO ME.
* AND I DON'TKNOW -- AND THANK YOU TO ALEXIS WHO HELPED ME NARROW DOWN WHERE THE PROBLEM WAS. BUT, HOW LONG DOES IT TAKE TO REPAIR, IN THIS PARTICULAR CASE THERE WAS ONE PAYMENT THAT STUCK. AND I'VE BEEN LOOKING AND IT'S BEEN ABOUT THREE DAYS AND I DON'T HOW LONG A REPAIR TAKES. IS THAT SOMETHING THAT WE HAVE TO WAIT FOR A LONG TIME FOR OR IS THAT SOMETHING THAT'S GOING TO BE ADDRESSED RIGHT AWAY?
* >>HI REGINA THIS IS INDIC KATIE. HOW ARE YOU?
* >>GOOD, HOW ARE YOU?
* >>SO YOU HAD A UNIQUE SITUATION. WE HAD IT IN A STATUS THAT WAS NOT LETTING IT DISPLAY IN THE REPORT ON THE PORTAL. THE FIX WE'RE GOING TO DO IS HAVE IT SWITCH TO ANOTHER STATUS THAT WILL LET YOU PULL THAT DISPLAY. THAT ON OUR SIDE REQUIRES OUR SYSTEM'S TEAM TO MANIPULATE THE DATA IN ORDER TO GET IT TO DISPLAY. WEHAVE NO CONTROL OVER HOW LONG THAT TAKES. LIKE IF THEY CAN DO IT THE NEXT NIGHT THEY WILL, IF THEY CAN'T IT COULD TAKE UP TO A WEEK. WE ARE -- IT JUST DEPENDS ON THE WORK LOAD AND THE THINGS THEY'RE TRYING TO FIX AT THE SAME TIME. WE TRY TO FIX MAJOR ITEMS, YOU KNOW, THAT AFFECTS MORE THAN ONE VR OR THAT AFFECTS MORE THAN ONE REPORT AT THESAME TIME. YOU KNOW, FIRST. SO, PLEASE BE PATIENT. BUT I HAVE NO -- YOU KNOW THERE IS NO QUICK TURN AROUND. I DON'T HAVE A DATE IF I REPORT IT BY THIS DATE IT'S FIXED WITHIN 24 HOURS.
* WE'RE FIXING THE SYSTEM AS WE CAN GET TO IT. BUT THE CORE PROBLEM WE WILL BE FIXING STILL.
* >>LIKE I SAID ALEXIS DID A GOOD JOB DIRECTING ME TO TRY TO FIND WHERE THE PROBLEM WAS AND IT WAS ONE PARTICULAR DAY. AND THE OTHER THING IS IS THAT, UM --
* SHOOT I JUST LOST MY TRAIN OF THOUGHT. WHEN WE'RE SUBMITTING, UM, OUR -- WHEN WE HAVE AN INQUIRY, I'VE BEEN SENDING IT DIRECTLY TO THE VR HELPDESK BECAUSE I'M AFRAID THAT WHEN WE HAVE A DENIAL IS WHERE I NEED TO START. I'VE BEEN SUBMITTING IT TO VR HELPDESK BECAUSE I'M AFRAID IF I RESUBMIT THAT CLAIM THAT THE INDIVIDUAL PERSON THAT MADE A MISTAKE ON THAT DENIAL IS GOING TO GET THAT CLAIM AGAIN AND THERE'S GOING TO BE A MISTAKE IN THE DENIAL. WE'VE BEEN GETTING A LOT OF OUR DENIALS TURNED AROUND. I DON'T KNOW IF ANY OF THE OTHER STATES HAVE BEEN HAVING THAT PROBLEM BUT WE HAVE TO GO THROUGH THE EFFORT OF DETERMINING WHETHER WE NEED TO RESUBMIT IT OR GET THE QUESTION ANSWERED. I DIDN'T KNOW IF THIS WAS HEARD FROM A FEW OTHER STATES THAT THERE'S BEEN A LOT OF DENIALS AND THESE DENIALS ARE NOT CORRECT. I DON'T KNOW IF PEOPLE WERE LOOKING AT THAT.
* >>REGINA THIS IS RAQUEL. THE ONLY THING WE CAN DO IS WHAT YOU HAVE BEEN DOING WHICH IS BECAUSE KEEP IN MIND THAT THE HELPDESK IS SHADA AND MYSELF. SO, WE'RE NOT THE PEOPLE THAT ACTUALLY WORK THE CLAIMS INITIALLY. BUT ANY VR HAS ANY QUESTIONS IN REGARDS TO A CLAIM WASTHAT DENIED FOR ANY REASON, SUBMITTING IT THROUGH THE HELPDESK IS FINE.
* >>OKAY. OKAY. THEN YOU'RE LETTING ME KNOW IF I NEED TO RESUBMIT IT OR NOT WHICH HELPS ME A LOT BECAUSE YOU HAVE TO GO THROUGH THE EFFORT OF TRYING TO RESUBMIT IT. IT'S JUST BEEN A LOT OF EXTRA WORK AND I DIDN'T KNOW IF PEOPLE WERE LOOKING AT THE INITIAL PEOPLE THAT ARE PROCESSING THE CLAIMS TO SAY, HEY YOU NEED TO LOOK CLOSER. I DON'T KNOW WHAT THE PROCESS IS WHEN WE'RE LOOKING AT THE CLAIMS IN THE PORTAL SO... .
* >>HI, THIS IS DANIELLE. THE PROCESS IS -- WELL OUR QA PROCESS DEPENDS ON CERTAIN CASES ARE RANDOMLY SELECTED FOR QA.
* HOWEVER, WHEN THOUGHTS CASES THAT YOU'RE REFERRING TO, DENIALS YOU SEND THEM INTO THE VR HELPDESK WHAT WE DO IS KEEP TRACK OF WHAT THE REASON WAS FOR THOSE DENIALS TO SEE IF WE SEE A PATTERN , IF IT'S SOMETHING THAT SOMEONE IS DOING WRONG AND WE GO BACK TO THAT TECHNICIAN DIRECTLY. IF THERE IS AN ISSUE.
* IF WE SEE SOMETHING WIDE SPREAD WE DO A GROUP TRAINING IN OUR MONTHLY STAFF MEETING. SO WE DO TAKE A LOOK AT THOSE AND KIND OF USE THAT INFORMATION. SO WE DO WANT YOU TO KEEP SENDING THOSE INTO THE HELPDESK.
* >>OKAY. GOOD. I DIDN'T KNOW IF I WAS BEING ANNOYING OR, YOU KNOW -- WELL I KNOW I'M ANNOYING BUT STILL... JUST IN GENERAL.
* SO THEN MY OTHER QUESTION IS --
* WHAT'S THAT?
* >>WE NEVER THINK YOU'RE ANNOYING.
* >>OH, YEAH, YEAH, YEAH. I THINK I'M ANNOYING SO YOU GUYS HAVE TO. SO, THE OTHER QUESTION I HAVE IS I HAVE LIKE FOR EXAMPLE SEVERAL CLAIMS THAT ARE IN APRIL AND MAY. BUT, THEY HAVE AND IT'S IN THE PENDING LIST AND THEY'RE ACTUALLY IN THERE WITH A SPOT AND START OF PAYMENT PERIOD. AND I'M NOT SURE WHY THEY'RE SITTING THERE.
* THEY'RE SITTING THERE IN THE PENDING. I'VE DONE ALL THE C3 LETTERS, MY JUSTIFICATIONS AND EVERYTHING OF THE ONES THAT I HAVE. SO, I'M NOT SURE WHAT'S WRONG WITH THOSE. IF THERE'S BEEN SOMETHING DETERMINED WHY ARE THEY SITTING IN THE PENDING LIST?
* >>THE ONLY CASES THAT YOU SHOULD SEE LIKE THAT WOULD BE LIKE YOU SAID THE ONES WHERE THEY WENT BACK AND REQUESTED ADDITIONAL INFORMATION. IF YOU SEE AND SHOW THAT YOU DID FAX THAT INFORMATION IN SEND THAT TO THE HELPDESK AS WELL. THAT'S ALSO A NEW PROCESS FOR THE STAFF WHEN THEY COME IN THEY HAVE TO CHECK THOSE TO SEE THAT THE CLAIMS WERE RECEIVED. WE ARE REMINDING THEM TO CHECK THOSE ON A REGULAR BASIS AND THEY SHOULD SEE THEM IN THEIR CUE. SO PLEASE SEND THOSE IN SO WE CAN MAKE SURE THAT IF IT'S A PARTICULAR STAFF MEMBER WE CAN MAKE SURE THAT THEY'RE DOING THAT.
* >>YEAH, THERE'S ABOUT SEVEN OF THEM SITTING IN THERE. AND I ONLY RECEIVED JUSTIFICATION REQUEST FOR A COUPLE OF THEM.
* SO THE OTHER ONES I'M KIND OF MYSTIFIED. ARE WE JUST NOT RECEIVING THE REQUESTS FOR JUSTIFICATION OR WHAT? SO --
* >>THAT'S WHAT I WANT TO CHECK.
* IF YOU CAN SEND THOSE WORK CASE NUMBERS INTO THE HELPDESK I WANT TO MAKE SURE YOUR INFORMATION CAME THROUGH AND THERE'S NOT AN ISSUE THR. AS ALWAYS AS I SAID BEFORE, ANYTIME YOU SEE SOMETHING THAT DOESN'T LOOK RIGHT LET US KNOW AND SEND THAT IN SO WE CAN MAKE SURE IT'S NOT AN ISSUE WITH THE SYSTEM OR ISSUE WITH THE PORTAL. WE JUST WANT TO MAKE SURE EVERYTHING IS WORKING PROPERLY. SO SEND IN THE WORK CASE NUMBERS FOR EACH OF THOSE THAT YOU'RE REFERRING TO AND RAQUEL IS ACTUALLY GOING TO TAKE A LOOK AT THOSE.
* >>OKAY, THANK YOU.
* >>THANK YOU. WE'LL NOW TAKE THE NEXT QUESTION FROM THE MINNESOTA STATE SERVICES FOR THE BLIND.
* >>HI YOU GUYS. I JUST -- THE BASE QUESTION I HAVE IS I JUST NEEDED RAQUEL TO REPEAT THE TWO LAST -- THE SECOND -- I'M SORRY I'M HAVING A HARD TIME GETTING THIS OUT. HER SECOND AND THIRD POINTS. I HEARD SHE SAID SUPPLEMENTAL INFO MUST BE SENT SOME WAY THEN YOU MUST ATTACH WHAT TO THE COST FORMULA?
* >>CARLY, I WAS TALKING ABOUT ADDITIONAL REQUESTED INFORMATION.
* >>YEP.
* >>THAT'S WHEN YOU RECEIVE DOCUMENTATION FROM US -- I'M SORRY, LETTERS FROM US, MIGHT BE A C3 LETTER SAYING WE WANT INFORMATION ABOUT SGA OR HOW YOU ALL HELPED TO BRING THAT PERSON TO GAIN THE EARNINGS THEY'RE MAKING AT THIS POINT. ANY TYPE OF REQUEST THAT YOU RECEIVE FROM US SHOULD BE FAXED DIRECTLY INTO THE PORTAL INSTEAD OF YOU FAXING IT TO US AT SSA OR MAILING IT TO US OR EMAILING IT.
* >>OKAY THAT'S WHY I WAS CONFUSED. SO YOU WANT US TO UPLOAD IT INTO THE PORTAL OR DO YOU WANT US TO FAX IT?
* >>IT'S THE SAME THING. YOU'RE GOING -- YOU GET A FAX COVER SHEET IF YOU LOOK AT THE TICKET PORTAL GUIDE YOU GET A FAX COVER SHEET THAT WILL ASSIGN THOSE DOCUMENTS DIRECTLY TO THE CLAIM THAT THEY'RE DEALING WITH. SO IT IS CONSIDERED FAXING BUT IT ACTUALLY GETS UPLOADED TO THE PORTAL. THAT'S YOUR WAY OF DOING IT.
* >>OKAY BUT WE STILL USE A FAX MACHINE?
* >>CORRECT.
* >>OKAY. GOT IT.
* >>AND THEN I WAS TALKING ABOUT THE COST FORMULA, FISCAL YEAR 18. WHOEVER IS WORKING ON THE COST FORMULA SUBMIT THAT INFORMATION TO ME AND AGAIN IT CAN BE EMAILED, MAILED OR FAXED TO ME. I DON'T NEED ALL THREE.
* I JUST WANT TO MAKE SURE THAT EVERYONE INCLUDES ALL OF THEIR RSA2 AND RSA113 FOR THE PRIOR FISCAL YEAR.
* >>GOT IT. OKAY. THANK YOU.
* >>YOU'RE WELCOME.
* >>THANK YOU. AND OUR NEXT QUESTION FROM JAY WITH MORROW CONSULTING.
* >>HELLO. I HEARD YOU MENTIONED THERE'S SOME STATES THAT ARE SENDING IN ALL THEIR SPEPP EXPENDITURE RECORDS , IS IT POSSIBLE TO GET A LIST OF THE STATES DOING THAT.
* I'VE BEEN WORKING WITH THE AGENCIES THAT USE TRACKER TO MAKE SURE ALL GET CODED WITH THE APPROPRIATE CODES AND I THOUGHT I HAD GOTTEN THEM ALL BUT IF YOU'RE GETTING SOME FROM TRACKER STATES THAT ARE STILL LISTING THE COSTS AS OTHER I WOULD LIKE TO KNOW ABOUT THAT AND FIGURE OUT HOW WE CAN ADDRESS THAT.
* >>SURE, JAY. WE'LL SEND THAT TO YOU.
* >>OKAY. AND IF ANY STATES, YOU KNOW, HAPPEN TO NOTICE THAT THEIR RECORDS ARE ALL OTHER COSTS OR SAYING 186 OR BLANK IN THAT FIELD, JUST YOU CAN LET ME KNOW AS WELL THEN WE CAN WORK TO TRY TO GET THAT RESOLVED. AND THEN THE OTHER THING I JUST WANTED TO MENTION THAT YOU TALKED ABOUT THAT NEW FILE FOR THE PAYMENTS. IF YOU WANT TO BE ABLE TO DOWNLOAD THAT FILE FROM THE PORTAL AND UPLOAD THAT INTO TRACKER YOU HAVE TO LET ME KNOW AND I HAVE AN UPDATE FOR THAT BUT I NEED TO KNOW WHICH STATES ARE USING THAT FUNCTIONALITY THEN I WILL SEND AN UPDATE TO YOUR IT PEOPLE. SO SHOOT ME AN EMAIL. THANK YOU.
* >>THANK YOU AND I'LL MOVE ON TO OUR NEXT QUESTION FROM DEBBORA WITH DELAWARE BLIND.
* >>YEAH, HI. I KIND OF HAD ALREADY PUT IT INTO THE CHAT SESSION. IT WAS ABOUT WHEN WE SEND IN THE COST FORMULAS WHAT NEEDED TO BE ATTACHED. BUT IT LOOKS LIKE SOMEONE RESPONDED AND SAID BOTH THE RSA2 AND RSA113.
* >>YES MA'AM. THAT'S IT.
* >>OKAY, THANKS A LOT.
* >>YOU'RE WELCOME.
* >>ONCE AGAIN IF YOU WOULD LIKE TO ASK A QUESTION OVER THE PHONE LINES PRESS STAR ONE. WE'LL NOW TAKE OUR NEXT QUESTION FROM SUSAN WITH DEPARTMENT FOR AGING AND REHABILITATION SERVICES.>>
* YES, MY QUESTION WAS ACTUALLY ANSWERED. I TOO WAS CONFUSED WHEN RAQUEL SAID WE'RE SUPPOSED TO UPLOAD THE INFORMATION THROUGH THE PORTAL. THEN SHE SAID WE ARE NOT SUPPOSED TO FAX THEM ANYMORE. I WAS JUST A LITTLE CONFUSED BECAUSE THE PORTAL GENERATES A FAX FORM THEN YOU ACTUALLY DO END UP FAXING.
* BUT THAT'S BEEN CLARIFIED AND THANK YOU VERY MUCH.
* >>THANK YOU.
* >>THANK YOU. AT THIS TIME THERE ARE NO FURTHER QUESTIONS IN THE CUE. AS A FINAL REMINDER THAT IS STAR ONE.
* >>THIS IS RAQUEL. I SEE A QUESTION IN THE CHAT THAT I JUST WANTED TO GO OVER. IF YOU HAVE A CLAIM THAT WAS PAID AND THEN YOU SEE IT BEING REDUCED TO ZERO, NINE TIMES OUT OF TEN OR TEN TIMES OUT OF TEN IT'S PROBABLY A CANCELED CLAIM. SO, IT'S NOT THE TREASURY THAT HAS REDUCED IT TO ZERO. IT IS A CLAIM THAT WAS CANCELED. SO IT MAY HAVE BEEN PAID, IT MAY HAVE BEEN PAID BY A TECHNICIAN OR ANALYST THEN WHEN IT WAS QA EAD WE REALIZED IT SHOULDN'T HAVE BEEN PAID SO THE PAYMENT IS CANCELED BEFORE YOU ALL GET IT WITHIN WE HAVE TO GO THROUGH TRYING TO RECOUP IT FROM YOU.
* SO THAT'S THE REASON FOR THAT.
* >>THANK YOU IT APPEARS THERE ARE NO FURTHER QUESTIONS IN THE CUE AT THIS TIME.
* >>ALL RIGHT. THANK YOU EVERYONE FOR MAKING THIS CALL.
* THE NEXT CALL IS NEXT YEAR JANUARY 9, 2018. 3:00 P.M.
* EASTERN TIME. IF ANYONE DID HAVE ANY ADDITIONAL QUESTIONS THAT THEY DIDN'T GET ANSWERED OR DIDN'T ASK, PLEASE FEEL FREE TO REACH US ON THE VR HELPDESK.
* >>HI.

>>THANK YOU AND THAT DOES CONCLUDE TODAY'S CONFERENCE. WE THANK YOU FOR YOUR PARTICIPATION AND YOU MAY NOW DISCONNECT.