TODAY IS TUESDAY, 3 APRIL, 2018. PLEASE STAND BY, YOUR WEBINAR WILL BEGIN IN APPROXIMATELY 15 MINUTES. PLEASE REMAIN CONNECTED. WE APPRECIATE YOUR PATIENCE.
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>> GOOD DAY AND WELCOME TO THE NATIONAL ALL VOCATIONAL REHABILITATION CALL. TODAY'S CONFERENCE IS BEING RECORDED. AT THIS TIME I WOULD LIKE TO TURN THE CONFERENCE OVER TO REGINA BOWDEN.
>> GOOD AFTERNOON, EVERYONE, WELCOME TO OUR QUARTERLY ALL VR CALL, OUR SECOND ONE FOR THE YEAR. WE HAVE A FULL AGENDA AS USUAL WITH SOME IMPORTANT UPDATES TO SHARE. THEN AS CUSTOMARY WE WILL OPEN THE LINE FOR SOME QUESTIONS AT THE END. FOR TODAY'S CALM BEFORE WE ADDRESS THE UPDATES WE ARE PLEASED TO WELCOME A GUEST SPEAKER, HER NAME IS ELISSA NESS, FROM OUR SISTER COMPONENT IN ORDES. THEY ARE RESPONSIBLE FOR OVERSIGHT OF OUR EN CONTRACTORS, THE WIPAS AND SHE IS HERE TODAY TO ADDRESS QUESTIONS THAT WE RECEIVED REGARDING OUR TIMELY PROGRESS. SO YOU HAVE THE FLOOR.
>> THANK YOU, REGINA GOOD AFTERNOON, EVERYONE. WE RESTARTED TPR ON MARCH 17TH. A HUNDRED SELECTION LETTERS WERE SENT NATIONALLY. BUT BECAUSE OF THE SELECTION PROCESS, THE VAST, VAST MAJORITY WERE ACTUALLY SENT TO EN'S AND DR'S IN THE BOSTON REGION.
IN ADDITION TO THE HUNDRED LETTERS, I WANT TO LET YOU KNOW THAT 25 BENES ACTUALLY PASSED TPR BASED ON EARNINGS THAT ARE IN OUR ADMINISTRATIVE DATA BASES. IN OTHER WORDS, WE DIDN'T HAVE TO SEND ANY LETTERS TO THEM, THOSE BENES JUST PASSED TPR BASED ON THE EARNINGS THAT WE HAD, AGAIN BECAUSE OF THE WAY THE SELECTION IS DONE THE VAST, VAST MAJORITY OF THOSE ALSO WERE FROM THE BOSTON REGION.
AND I DID WANT TO LET YOU KNOW THAT WE HAVE ALREADY RECEIVED BACK -- I SHOULD SAY ACTUALLY MAXIMUS GETS THE RESPONSES FROM THE BENES, THE 1375. THEY HAVE ALREADY GOTTEN BACK 17 OF THE FORMS OR RESPONSES TO TPR
OKAY, AT THIS TIME NOW, WHICH IS VERY IMPORTANT FOR YOU ALL, THE PORTAL IS NOT OPEN FOR TPR PASSES BY THE SERVICE PROVIDERS. BUT BECAUSE THIS IS A LIVE PROCESS, IN OTHER WORDS THIS IS NOT A TEST, THIS IS LIVE. SO WHAT WE MEAN IS THAT THE FINAL TPR FAILURE IS GOING TO RESULT IN THE LOSS OF CDR PROTECTION AND BECAUSE OF THIS, WE GREATLY ENCOURAGE YOU TO OFFER ANY KIND OF ASSISTANCE THAT YOU CAN TO YOUR BENES REGARDING TPR
HOWEVER, AS FAR AS THE PORTAL IS CONCERNED WE DO PLAN TO START TESTING THE PORTAL VERY, VERY SOON. IT COULD EVEN BE THIS WEEK OR NEXT WEEK. SO IT IS AGAIN VERY POSSIBLE THAT SOMEONE FROM SSA COULD ACTUALLY BE CONTACTING YOU SO THAT WE ACTUALLY GET, THAT WILL BE MORE OF A TEST. AGAIN, WE DO NOT, WE DON'T EXPECT YOU ALL TO GO INTO THE PORTAL REGARDING TPR TO EITHER PASS THE PEOPLE OR SEE ABOUT WHAT CASES ARE PENDING, NOTHING.
ONE THING THAT'S IMPORTANT IS I WANT TO EMPHASIZE IS THAT YOU WILL RECEIVE TRAINING ON THE PORTAL PRIOR TO ITS BEING OPEN FOR TPR PASSES BY SERVICE PROVIDERS. SO IN OTHER WORDS BEFORE WE WOULD EVER EXPECT YOU TO USE THE PORTAL FOR TPR, YOU WILL BE TRAINED . THERE WILL BE -- I'M ACTUALLY RESPONDING TO ISSUES ALSO THAT WERE SENT IN. THERE WILL BE NO OPTING OUT OF TPR BY SERVICE PROVIDERS LIKE A FEW YEARS AGO WHEN WE HAD TPR IT WAS SET UP DIFFERENTLY, THERE WAS NO PORTAL, WE DID ALLOW VR'S TO OPT OUT. HOWEVER, THIS TIME WITH THIS NEW TPR THERE IS NO OPTING OUT. AGAIN, HOWEVER, WE WILL BE EXPLAINING DURING THE TRAINING THAT IF YOU DON'T RESPOND TO THE TPR'S BECAUSE WE REALIZED THAT YOU COULD HAVE HUNDREDS PENDING, I MEAN ONCE WE REALLY GET STARTED, YOU ACTUALLY DON'T EVEN NEED TO RESPOND TO TPR'S. WE CERTAINLY WOULD ENCOURAGE YOU TO, WE CERTAINLY ENCOURAGE YOU TO HELP YOUR BENES, BUT IF YOU DON'T RESPOND TO PENDING TPR'S TIMELY ON THE PORTAL, MAXIMUS WILL BE ADJUDICATING THE CASES AS LONG AS THE BENE RETURNS THE 1375 TIMELY. THE NOTICE SAYS THAT THE BENE NEEDS TO RETURN IT WITHIN 30 DAYS. I CAN TELL YOU WE ALLOW MUCH MORE TIME THAN 30 DAYS FOR THAT 1375 TO COME IN. BUT, AGAIN, WE WILL GET INTO ALL OF THAT IN A LOT MORE DETAIL IN THE TRAINING ONCE THE PORTAL IS READY TO BE OPEN FOR YOUR INPUT.
THAT'S REALLY ALL THAT I HAD. IF YOU DO HAVE ANY QUESTIONS, I KNOW THAT THEY ARE GOING TO OPEN IT UP FOR QUESTIONS RIGHT NOW, BUT ALSO IF YOU DON'T ASK SOMETHING ON THE TELEPHONE, YOU COULDN'T THINK OF SOMETHING, LATER ON YOU CAN ADDRESS ANY QUESTIONS THAT YOU HAVE TO THE TPR HELP DESK AT YOUR TICKET TO WORK.SSA.GOV. AND THAT IS REALLY ALL THAT I HAVE RIGHT NOW TO SAY ABOUT TPR AND THE STATUS AT THE MOMENT SO IT'S FINE TO OPEN IT UP FOR QUESTIONS.
>> ALYSSA, THANK YOU. CAN YOU DO ME A FAVOR AND REPEAT THE EMAIL ADDRESS AGAIN SO WE CAN POST IT?
>> SURE, IT'S TPR HELP DESK AT YOUR TICKET TO WORK.SSA.GOV .
>> THANK YOU SO MUCH.
>> NO PROBLEM.
>> ALL RIGHT, AND AT THIS TIME, LEVI, WE'RE GOING TO OPEN UP THE LINES TO THE VR'S FOR QUESTIONS ONLY ON TPR
>> THANK YOU. IF YOU WOULD LIKE TO ASK A QUESTION, PLEASE SIGNAL BY PRESSING STAR 1 ON YOUR TELEPHONE KEY PAD. IF USING A SPEAKER PHONE, PLEASE BE SURE YOUR MUTE IS TURNED OFF TO ALLOW YOUR SIGNAL TO REACH OUR EQUIPMENT. WE WILL TAKE OUR FIRST QUESTION FROM EUGENIA COX WITH THE STATE OF OREGON.
>> HELLO, I POSTED SOME OF THE QUESTIONS JUST SO THEY WOULD BE ON THE RECORD. BUT WHEN, IN THE PAST WHAT HAD HAPPENED WAS WE NEVER OPTED OUT AS A STATE, WE ALWAYS WOULD RESPOND WHEN WE WERE ASKED TO RESPOND. BUT WHAT WOULD HAPPEN IS THE ONLY ONES THAT WE WOULD GET NOTIFIED ABOUT, AND THEY USED TO SEND US A LIST, WERE THE PEOPLE THAT DIDN'T RESPOND. SO IT WAS KIND OF A LAST RESORT SO SOMEBODY RESPONDED. SO THAT'S HOW WE WERE HOPING IT WAS GOING TO BE NOW. BUT WE WERE TOLD A COUPLE YEARS AGO THAT WE WERE GOING TO HAVE TO RESPOND ALONG WITH THE CLIENT. SO HOW ARE WE GOING TO KNOW WHICH ONES HAVE RESPONDED AND WHICH ONES HAVEN'T?
>> OKAY, YOU ACTUALLY KNOW -- AND, AGAIN, THIS WILL BE HANDLED, I CAN TELL YOU NONE OF THESE HUNDRED CASES WENT TO YOUR VR
>> OKAY, THANK YOU.
>> OKAY, BUT ONCE WE START UP WE REALLY GEAR UP TO DO THIS. I MEAN, OF COURSE THEY ARE GOING TO GO TO YOUR VR OKAY, THE WAY THAT YOU, YOU WOULD NOT BE AT THIS POINT IN YOU GET THE TRAINING WE WOULD NEVER ASK YOU TO USE THE PORTAL AT ALL FOR TPR ONCE YOU RECEIVE THE TRAINING ON THE PORTAL THEN WE WOULD HOPE THAT ONCE THE NOTICE GOES OUT, THAT BECOMES DAY ONE. YOU ACTUALLY WOULD HAVE 55 DAYS TO RESPOND ON THE PORTAL -- AGAIN, BY RESPOND, YOU CAN'T FAIL ANYONE, YOU CAN ONLY PASS THEM. THE BENE, REGARDLESS OF THE FACT IT'S ACTUALLY THEIR 30 DAYS, THEY HAVE 55 DAYS ALSO TO SEND IN THE FORM TO MAXIMUS.
AGAIN WE DON'T EXPECT ANYTHING FROM YOU ALL REGARDING TPR UNTIL YOU GET THIS TRAINING UNLESS, OF COURSE, SOMEBODY CALLS AND THEY ARE NOT, THEY WON'T BE CALLING YOU, AGAIN, I KNOW BECAUSE YOU DIDN'T RECEIVE ANY OF THE HUNDRED CASES. THAT WOULD ONLY BE SORT OF SETTING UP LIKE A TEST FOR THE PORTAL.
>> WOULD WE KNOW IF THE PERSON RESPONDS?
>> YOU'RE GOING TO KNOW BECAUSE IN THE PORTAL THERE IS ACTUALLY A SCREEN THAT YOU CAN GO TO AND YOU CAN TELL WHO'S SPENDING, YOU CAN TELL LIKE IF LETTERS HAVE BEEN SENT, THERE'S A LOT OF THINGS THAT YOU ARE GOING TO BE ABLE TO TELL. SO DON'T WORRY ABOUT THAT.
THE ONE DIFFERENT THING HERE IS THAT, OKAY, IN THE PAST YOU WOULD ACTUALLY GET I'M GOING TO SAY AN EMAIL ALERT SAYING THAT, OKAY, THESE ARE THE PEOPLE THAT YOU ACTUALLY, YOU KNOW, THAT WE HAVE SENT 1375'S TO. SO IT CAME LIKE THAT. THIS, THERE ARE NO ALERTS. HOWEVER, YOU WILL BE ABLE TO GO INTO A SCREEN AND TELL EXACTLY WHAT'S GOING ON. YOU WILL KNOW WHAT'S PENDING, WHAT NOTICES WENT OUT, BUT, AGAIN, THIS IS GOING TO BE PART OF THE PORTAL TRAINING SO DON'T WORRY ABOUT THAT. YOU WILL KNOW IT. BUT I WILL NOT BE ABLE TO GET INTO ONE OF THOSE BECAUSE IT WILL BE PART OF THE TRAINING.
>> THEN THE OTHER QUESTION THAT I HAVE, I'VE HAD OTHER STATES ASK ME THIS QUESTION, IF SOMEBODY HAS BEEN WITH US 10 YEARS, MAYBE THEY ARE GOING TO SCHOOL, AND THEY SHOULD HAVE HAD SEVERAL TPR'S, LIKE THEY SHOULD HAVE HAD ONE FIRST YEAR, SECOND YEAR, THIRD YEAR, WHATEVER, ARE YOU GOING TO START BACK ON THE FIRST YEAR OR ARE YOU GOING TO START BACK ON THE LAST YEAR? THAT'S GOING TO BE HUGE BECAUSE THEY MAY HAVE NEVER GOTTEN ONE BEFORE.
>> I CAN TELL YOU IF SOMEBODY HAS NEVER RECEIVED ONE BEFORE IT RECALCULATES EVERYTHING BASED ON WHEN YOUR TICKET WAS FIRST ASSIGNED. SO, YEAH, YOU'RE RIGHT BECAUSE P I CAN TELL YOU BASED ON THE ONES THAT WENT OUT FOR THE HUNDRED THERE ARE SOME OF THEM THAT ARE REALLY HIGH IN THERE AS FAR AS REVIEW LEVEL AND IT'S BECAUSE THEY HAD NEVER RECEIVED A TPR BEFORE.
IF SOMEBODY -- BUT I CAN AGAIN TELL YOU OUT OF THE HUNDRED THE VAST, VAST MAJORITY OF THEM, LIKE, IN FACT WHAT THEY ARE IS MOSTLY A 2 BUT THERE ARE SOME 1'S, I MEAN THEY ARE VERY LOW. WHAT WE WILL DO OR WHAT, THE WAY THE PROGRAM RUNS IS THAT LET'S SAY YOU HAD A TPR IN THE PAST AND IT WAS I'M JUST GOING TO SAY IT WAS 3 AND OF COURSE YOU WOULD HAVE HAD TO HAVE PASSED TO GET ANOTHER TPR OR YOU WOULD HAVE HAD TO HAVE SUCCESSFULLY RE-ENTERED.
OKAY, WHAT THE PROGRAM DOES IS RECALCULATE YOUR REVIEW LEVEL AND, OKAY, LET'S SAY THAT 3 WAS WRONG AND IT SHOULD HAVE BEEN, I DON'T KNOW, I DON'T KNOW, IT SHOULD HAVE BEEN 5 OR SOMETHING LIKE THAT AND THEN OF COURSE NOW LIKE A COUPLE YEARS HAVE GONE BY. WHAT WE'RE GOING TO DO IS THAT IF YOU HAD YOUR PAST TPR THAT YOU PASSED AT 3, IT WILL NEVER GO LOWER THAN 1. IT DOESN'T MATTER HOW LONG THIS THING HAS BEEN ASSIGNED. IF \*R IN FACT, IT WOULD STAY AT 3, DEPENDING ON THE SYSTEM OR IT COULD GO LOWER THAN 3, AGAIN DEPENDING ON THE CALCULATIONS, BUT IT WILL NEVER GO UP MORE THAN 1. THE HIGHEST THAT ONE WOULD BE IS 4.
>> SO IF THEY'VE NEVER HAD ONE BEFORE AND THEY'VE BEEN WITH US ON PLAN FOR 5 YEARS THEY WOULD GET TWO, YEAR 2?
>> NO, IF THEY HAD NEVER HAD ONE BEFORE AND WHAT IS GOING TO HAPPEN IS THAT THE SYSTEM WILL GO IN THERE AND CALCULATE THE REVIEW LEVEL BASED ON HOW LONG THE TICKET HAS BEEN ASSIGNED.
>> OKAY, THAT'S WHAT I WAS AFRAID OF.
>> YES, IT COULD BE, LIKE, 6 OR 7, I'M TELLING YOU, IT WOULD BE THAT. BUT, AGAIN, OUT OF THE HUNDRED THERE ARE VERY, VERY FEW, I MEAN A HANDFUL IF THERE ARE THAT MANY THAT ARE ABOVE I WOULD SAY 4.
>> YEAH, BUT YOU -- OKAY, HERE'S THE REASON I'M CONCERNED. THE VAST MAJORITY OF THE HUNDRED THAT YOU SENT WENT TO EN'S. EN'S DON'T KEEP INDIVIDUALS AS LONG AS THE STATE VR AGENCIES DO.
>> NO, THEY DIDN'T. THE VAST, VAST MAJORITY, HARDLY ANY WENT TO EN'S, THEY WENT TO VR'S. HOWEVER, THEY DID NOT GO TO YOUR VR HONESTLY THEY WENT MOSTLY TO THE VR'S IN THE BOSTON REGION. THERE ARE VERY, VERY FEW EN'S.
>> BECAUSE WE KEEP PEOPLE BECAUSE WE HELP PEOPLE WHEN THEY ARE GOING TO SCHOOL AND SO, LIKE I SAID, THEY'VE NEVER SEEN THESE THINGS BEFORE AND ALL OF A SUDDEN THEY'RE GOING TO GET A 7 YEAR OR 5 YEAR TPR AND IT'S GOING TO BE PRETTY DEVASTATING AND SOMEBODY IS GOING TO HAVE TO DEAL WITH THAT KICKBACK AND THAT'S GOING TO BE THE STATE VR AGENCIES.
>> REMEMBER, THEY HAVE ALWAYS BEEN PART OF THIS PROCESS.
>> YEAH, BUT THEY'VE NEVER SEEN ONE. SO, YOU KNOW, THESE ARE PEOPLE THAT MAYBE GOT INITIAL WELCOME, THANK YOU FOR USING YOUR TICKET WITH US AND THEY HAVE NEVER RECEIVED ANYTHING SINCE THEN AND THEY'VE JUST BEEN ON PLAN WITH US. FIVE YEARS DOWN THE ROAD ALL OF A SUDDEN THEY'RE GOING TO GET THIS 5 YEAR TIMELY PROGRESS REVIEW, YOU SHOULD HAVE FINISHED SCHOOL, YOU SHOULD HAVE BEEN OUT, YOU SHOULD HAVE BEEN LIVING ON YOUR OWN, THEY ARE GOING TO GET THIS LETTER THAT'S GOING TO BE PRETTY DEVASTATING TO THEM BECAUSE THEY'VE NEVER SEEN ONE.
>> THEORETICALLY THEY WERE IN THE POLL BECAUSE THEY COULD HAVE BEEN POLLED AND I KNOW FOR A FACT THEY WERE POLLED. AGAIN, THERE ARE VERY, VERY FEW THAT ARE BASICALLY ABOVE LIKE 3 AND 4. I MEAN, HARDLY ANY. WHEN I LOOK AT IT THE VAST, VAST MAJORITY ARE 1 AND 2. BUT THERE WILL BE SOME THAT ARE GOING TO BE POLLED AND BECAUSE THEY HAVE NEVER BEEN PULLED BEFORE, AND I'M NOT SURE WHY THEY WERE NEVER PULLED BEFORE BECAUSE THE THING HAS BEEN GOING ON EXCEPT IN THE PAST COUPLE YEARS.
>> IT'S BEEN LONGER THAN THAT.
>> WE STOPPED IN 2016. SO IT'S ONLY BEEN A COUPLE OF YEARS.
>> HMMM, OKAY. SO THE PEOPLE THAT NEVER PASSED THE FIRST TIME ARE NOT GOING TO GET ANY NOTIFICATION AT ALL.
>> NO, NO, THE ONLY WAY YOU CAN GET PULLED IS YOU HAVE TO HAVE, YOU HAVE TO HAVE PASSED YOUR PRIOR TPR OR YOU COULD HAVE FAILED AND YOU SUCCESSFULLY RE-ENTERED OR YOU NEVER HAD A TPR BEFORE, EITHER YOU JUST ASSIGNED THE TICKET OR THERE WAS SOME, YOU KNOW, LIKE A PROBLEM FROM BEFORE, THOSE ARE THE ONES THAT COULD BE, LIKE, AT 7 OR SOMETHING LIKE THAT. THEY HAVE NEVER BEEN PULLED BEFORE. BUT FROM WHAT I CAN SEE THERE ARE VERY, VERY FEW OF THOSE.
>> OKAY, THANK YOU.
>> YOU'RE WELCOME.
>> WE'LL GO TO OUR NEXT QUESTION FROM MIRAGE MATEL AT THE SOCIAL SECURITY DEPARTMENT.
>> MY QUESTION HAS TO DO WITH THE MAXIMUM [INDISCERNIBLE] HOW REMEMBER VIEWING THAT PROGRAM WITH INPUTTING YOUR SOCIAL SECURITY NUMBER, TICKET ASSIGNMENT NUMBER, VR IDENTIFIER, WHERE DID THAT TRAINING GOOD AND HOW DOES IT WORK WITH THE PORTAL?
>> ALYSSA, HOLD ON A SECOND. WE'RE GOING TO TAKE THAT CALL OFFLINE. LEVI, CAN YOU GO TO THE NEXT CALL, PLEASE.
>> WE ACTUALLY HAVE NO FURTHER CALLS AT THIS TIME.
>> THANKS SO MUCH, ALYSSA, WE APPRECIATE YOUR TIME.
>> NO PROBLEM. THANK YOU, BYE-BYE.
>> BYE-BYE .
>> I GUESS IT'S ME. GOOD AFTERNOON, EVERYONE, THIS IS RAQUEL, MY PART IS PRETTY QUICK TODAY. JUST WANTED TO TALK ABOUT A FEW THINGS IN REGARDS TO FIRST ON SITE TRAINING. OUR NEXT ON SITE TRAINING IS ACTUALLY NEXT WEEK RIGHT AFTER THE CSA RV, IT'S NEXT THURSDAY AND FRIDAY THE 12TH AND 13TH. FOR ANYONE WHO HASN'T HAD AN OPPORTUNITY TO COME OR YOU ARE BRAND NEW AND LOOKING TO COME FOR OUR TWO DAY ON SITE TRAINING, REACH OUT TO THE VR HELP DESK. WHAT WE'RE TRYING TO DO NOW IS AS OPPOSED TO POSSIBLY HAVING ONE OR TWO PEOPLE COME, IF WE CAN GET A LARGER GROUP, THAT WOULD BE GREAT. SO IF YOU REACH OUT TO THE VR HELP DESK THERE'S A COUPLE LADIES, LINDA CUSTIS AND GLORIA BLOW, WHO WILL BE HAPPY TO FOLLOW UP WITH YOU AND GET ALL THAT SCHEDULED FOR ANY UPCOMING TRAINING.
SO THAT'S IT ON ON SITE TRAINING. NEXT IS THE STATE VR DIRECTORY. NORMALLY EVERY 6 MONTHS I SEND THE STATE VR DIRECTORY OUT TO ALL MY SSA STATE COORDINATORS. IF YOU KNOW OF ANYONE WHO IS ON THAT DIRECTORY AND DOESN'T NEED TO BE THERE OR NEEDS TO BE REPLACED, IF YOU COULD TAKE THE TIME TO REVIEW THAT INFORMATION AND GET BACK TO ME SO I CAN GET IF UPDATED, THAT DEFINITELY HELPS WHEN PEOPLE HERE NEEDS TO CONTACT THE SSA COORDINATOR OR DIRECTOR, IT'S GREAT TO HAVE GOOD INFORMATION ON HOW TO CONTACT YOU ALL.
AND ALSO THIS IS ACTUALLY JUST FOR NEW SSA COORDINATORS. SOMETIMES I WILL GET EMAILS JUST ASKING ABOUT THINGS MORE RELATED TO WHAT'S DONE INSIDE THE AGENCY THAT I CAN'T HELP WITH, SO WHAT I'VE DONE OR WHAT I DO IS I WILL REFER THOSE PEOPLE TO SOME OF MY VETERANS, AIR QUOTES. WHICH IS ANOTHER REASON WHY I LIKE HAVING AN UPDATED STATE DIRECTORY SO YOU CAN REACH OUT TO PEOPLE I KNOW HAVE BEEN HERE FOR A WHILE, I KNOW THEY KNOW THE JOB AND THEY CAN ALWAYS GIVE GREAT TIPS ON ANY QUESTIONS YOU MAY HAVE THAT LIKE I SAID WE CAN'T ANSWER HERE BECAUSE IT'S SOMETHING YOU GUYS DO JUST IN THE V AGENCY.
THEN LASTLY WE DO HAVE A NEW REGIONAL COORDINATOR FOR OUR ATLANTA REGION, MR. AL WHARTON RETIRED ON US IN DECEMBER AND NEW ALBERTA PERRY IS THE NEW COORDINATOR FOR THE ATLANTA REGION. I KNOW A COUPLE OF YOU SITTING OUT THERE, ALBERTA.PERRY @ SSA.GOV. THAT IS ALL I HAVE FOR YOU ALL TODAY SO I'M GOING TO GO AHEAD AND PASS IT OVER TO MISS SHADA ROPER.
>> GOOD AFTERNOON, EVERYONE. SO JUST A COUPLE THINGS TO GO OVER TODAY. WE ARE NOT GOING TO GO THROUGH THE 310 DENIAL UNLESS YOU NEED CLARIFICATION. WE DID THAT ON THE LAST CALL SO IF YOU NEED MORE INFORMATION ABOUT THAT, PLEASE EMAIL OUR VR HELP DESK FOR THAT. WE'LL START WITH THE WORK NUMBER VERIFICATION.
KEEP IN MIND THAT SSA NO LONGER HAS ACCESS TO THE WORK NUMBER SO IF FOR WHATEVER REASON YOU ARE HAVING ISSUES WITH EARNINGS OR YOU ARE GETTING DENIALS BASED ON EARNINGS, IT IS FOR YOU TO SEEK WORK NUMBER VERIFICATION. WE HAVE ON PAGE 30 OF OUR UPDATED HANDBOOK THE MEANS FOR SENDING US SGA INFORMATION AND THAT GOES FROM PAY STUBS TO EMPLOYER SIGNED STATEMENTS WHICH CYCLE WITHHOLDING AND THEN OF COURSE FOR THE WORK NUMBER. YOU CAN ALWAYS ATTACH THAT TO THE WORK CASE AND THEN THOSE ARE APPROVED SSA EVIDENCE FOR EARNINGS IF YOU ARE HAVING THOSE ISSUES WITH EARNINGS.
IN OUR 950 NOTICES, WE'VE BEEN GETTING QUESTIONS ABOUT THOSE 950 NOTICES. THAT HAS TO DO WITH STATEMENTS TO THE TRUST FUND AND WE'RE HAVING CERTAIN SYSTEM LIMITATIONS AT THIS TIME SO OUR SYSTEM ISN'T AUTOMATICALLY GENERATING THOSE 950 NOTICES. SO IF BY CHANCE YOU RECEIVE A NOTICE AND IT SEEMS LIKE THERE ARE MONEY VARIATIONS ON YOUR NOTICE SAYING IT WAS SUPPOSED TO BE THIS AMOUNT, IT WAS REDUCED TO THIS AMOUNT AND THE ACTUAL AMOUNT WILL BE REDUCED, PLEASE EMAIL THE HELP DESK OR YOU CAN EMAIL ME, SHADA.T.ROPER @ SSA.GOV AND I'M MAKE SURE YOU HAVE A NEW NOTICE GENERATED WITH THAT 950 CODE AND THE LANGUAGE THAT SAYS YOUR AMOUNT OF YOUR DOLLARS HAS BEEN REDUCED TO WHATEVER DUE TO SAVINGS TO THE TRUST FUND. BUT IT IS NOT AN AUTOMATIC THING THAT IS GENERATED LIKE IT WAS IN OUR PREVIOUS SYSTEM .
AND I BELIEVE THAT WAS ALL THAT I HAVE TODAY.
>> BEFORE WE GO TO QUESTION AND ANSWER, I JUST WANT TO GIVE EVERYONE A QUICK TIP. BECAUSE PRETTY MUCH ALL OF THE VR TEAM ARE WORK FROM HOME SCHEDULES ARE ALL DIFFERENT, SO AT LEAST TWO DAYS A WEEK WE ALL WORK FROM HOME ON DIFFERENT DAYS. SO IT'S SO MUCH EASIER FOR YOU TO REACH US VIA EMAIL AS OPPOSED TO CALLING. I MEAN YOU ARE MORE THAN WELCOME TO CALL AND LEAVE A MESSAGE, WE HAVE NO PROBLEM WITH THAT, BUT IT'S SO MUCH EASIER, JUST KNOW THAT WE ALWAYS HAVE OUR EMAILS OPEN THE 5 DAYS THAT WE ARE WORKING SO IT'S PROBABLY MUCH EASIER, MUCH QUICKER, TO REACH OUT TO US VIA EMAIL, WHETHER YOU ARE EMAILING US PERSONALLY OR THE VR HELP DESK, YOU ARE REACHING OUT TO THE SAME PEOPLE. THAT'S JUST AN FYI
AND AT THIS TIME, LEVI, WE ARE GOING TO GO AHEAD AND OPEN UP THE LINES FOR ANY QUESTIONS.
>> THANK YOU. ONCE AGAIN, LADIES AND GENTLEMEN, IF YOU WOULD LIKE TO ASK A QUESTION PLEASE SIGNAL BY PRESSING STAR 1 ON YOUR TELEPHONE KEY PAD. WE'LL GO TO ANOTHER QUESTION FROM EUGENIA COX WITH THE STATE OF OREGON.
>> HELLO, YOU HAVE SAID YOU TALKED ABOUT THE DENIAL CODE 310 ON THE LAST CALL AND I DON'T REMEMBER THAT CONVERSATION . MY QUESTION WAS, WHY ARE YOU USING THE CODE 310 AND WHAT DOES IT MEAN.
>> OKAY, HI, EUGENIA, THAT WAS IN THE TRANSCRIPTS FROM THE LAST CALL SO I WILL RUN THROUGH IT BRIEFLY. WHAT'S HAPPENING IS YOU WERE PREVIOUSLY ABLE TO, BECAUSE IT WAS ON PAPER, TO SOMEHOW HAVE NEGATIVE EXPENDITURES.
>> OH, THAT WAS -- OKAY, I DIDN'T KNOW THAT THOSE TWO WERE RELATED. SO 310 IS FOR, WAS THE 310 THE ONE THAT SAYS THE CLIENT REFUSED?
>> YES, EUGENIA, AND WE'RE WORKING ON CHANGING THE LANGUAGE IN THAT NOTICE. I KNOW IT'S A BIT CONFUSING BUT WE ARE WORKING ON CHANGING THOSE NOTICES IN THE LANGUAGE. THANK ?UE ?OO I DIDN'T CONNECT THE TWO, I'M SORRY. BUT I REMEMBER THAT CONVERSATION, I JUST DON'T REMEMBER WHY THE WORDING WAS ON 310 THAT MATCHED THAT. OKAY.
AND MY OTHER QUESTION IS THERE'S PRETTY MUCH ALL OF THE CODES, ALL THE STATEMENTS THAT ARE COMING IN THAT WERE REDUCED FOR SAVINGS TO THE TRUST THAT ARE NOT A 950, I'VE ACTUALLY JUST BEEN CHANGING IT AND PUTTING IT IN AS A 950 INTO OUR MORO TICKET TRACKER BECAUSE IT'S TREATED DIFFERENTLY IN OUR SYSTEM AS FAR AS WHY DID WE GET SO MUCH OF A REDUCTION? WELL, WE KNOW BECAUSE IT WAS A 950. SO WE'VE JUST BEEN AUTOMATICALLY DOING IT. IF WE WERE SENDING YOU THE ONES THAT SHOULD BE A 950 WE WOULD BE DOING A LOT OF SENDING AND I'M NOT SURE YOU WANT US TO DO THAT, DO YOU?
>> THANK YOU, WE APPRECIATE THAT, EUGENIA, SOMETIMES YOU NEED THAT VERBAGE IN THE NOTICE. IF YOU NEED THAT LANGUAGE THAT SAYS IT'S BEEN REDUCED --
>> OH, IT'S ON THERE ALREADY. IT DOES TELL US THAT IT'S BEEN REDUCED BY A SAVINGS TO THE TRUST ON THE BACK OF THE STATEMENT.
>> IT SAYS IT NOT IN THE FIRST PARAGRAPH IN THE LANGUAGE IF IT'S CODED 900 OR SOME OTHER CODE, BUT IT DOES, THE DOLLAR AMOUNT.
>> YEAH, IT SHOWS US ON THE BACK AND THAT'S THE REASON I KNOW FOR SURE IT'S A 950. IF SOMEBODY NEEDED FOR EVIDENCE OR WHATEVER THAT THEY WERE REDUCED THEY WOULD ALWAYS HAVE THE STATEMENT. I GUESS WE CAN SEND THAT TO YOU BUT LIKE I SAID THAT WOULD BE PRETTY MUCH A LOT OF REVERSES OF THE STATEMENTS AND SENDING OUT MORE STATEMENTS .
AND THEN -- ARE YOU THERE?
>> WE'RE HERE.
>> THEN THE OTHER THING I WANTED TO SAY, FOR THOSE PEOPLE WHO CAN'T AFFORD TO GO TO WASHINGTON, DC TO GO TO THE CSA TRAINING, THE TWO DAY TRAINING FOR SOCIAL SECURITY, WE ARE LOOKING AT USING THE CSA CONFERENCE LINES TO COVER DIFFERENT TOPICS, OREGON VR AND VIRGINIA VR AND UTAH AND MARYLAND, DIFFERENT TOPICS LIKE CLAIM DENIALS OR PORTAL, SPECIFIC TOPICS THAT PEOPLE CAN ACTUALLY CALL IN TO BE ABLE TO RESPOND TO THOSE QUESTIONS AND HAVE IT AVAILABLE TO ALL THE VR'S THAT CAN'T AFFORD TO TRAVEL FOR THOSE TYPES OF TRAININGS.
>> THANK YOU, EUGENIA, WE APPRECIATE YOU REACHING OUT AND GOING THAT EXTRA MILE. SO THANK YOU SO MUCH .
>> WE'LL GO TO OUR NEXT QUESTION FROM JEFF WARNER WITH SOCIAL SECURITY.
>> I WAS JUST WONDERING IF YOU COULD REPEAT THE INFORMATION ABOUT SOCIAL SECURITY NO LONGER HAVING ACCESS TO THE WORK NUMBER AND MAYBE ELABORATING ON THAT.
>> HI, THIS IS SHADA, WE DO NOT LOOK UP THE EARNINGS USING THE WORK NUMBER FOR THE VR'S ANY MORE. WE USE WHATEVER SOCIAL SECURITY SYSTEMS WE HAVE TO VERIFY OUR EARNINGS. SO IF FOR WHATEVER REASON YOU HAVE EARNING DISCREPANCIES AND IT'S NOT ON OUR SYSTEM, THEN YOU WOULD HAVE TO GO TO THE WORK NUMBER AND PROVIDE THAT INFORMATION FOR US.
>> SO SOCIAL SECURITY FIELD OFFICE CONTINUE TO BE ABLE TO USE THE WORK NUMBER TO VERIFY WAGES, CORRECT?
>> THE FIELD OFFICE, NOT WE HERE IN VR-DOM
>> OKAY, THANK YOU.
>> YOU'RE WELCOME.
>> WE'LL GO TO OUR NEXT QUESTION FROM MIRAGE PATEL WITH SOCIAL SECURITY.
>> MY QUESTION HAS BEEN --
>> QUEUE UP THE NEXT QUESTION.
>> OUR NEXT QUESTION COMES AGAIN FROM EUGENIA COX WITH THE STATE OF OREGON.
>> ONE MORE QUESTION. YOU PROMPTED A QUESTION ON THE WORK NUMBER VERIFICATION. IN SOME CASES WHEN WE CAN'T GET INFORMATION LIKE FOR MILITARY, YOU KNOW, SOME OF THE MILITARIES ARE NOTED OR LIKE THE POST OFFICE OR WHATEVER, THAT'S HOW WE GET THEM THROUGH THE WORK NUMBER. YOU GUYS HAVE A VENUE OF LOOKING FOR THOSE TYPES OF WAGES, DON'T YOU?
>> HI, EUGENIA, THIS IS SHADA AGAIN. WE LOOK FOR WAGES THROUGH THE SSA SYSTEM. IF IRS POSTS INFORMATION FOR US TO SEE, THAT'S WHAT WE SEE. WE ARE NOT HERE IN VR ABLE TO REACH OUT TO ANYBODY PER SE, WE JUST USE SOCIAL SECURITY SYSTEMS WITH ALL THE INFORMATION THAT WE HAVE.
>> OKAY, BECAUSE I'M JUST, I ASSUMED THAT YOU GUYS KNOW ALL OF IT, A LOT MORE THAN WE DO BUT I JUST WANTED TO MAKE SURE YOU GUYS HAD THE SAME VERIFICATIONS OR WE NEED TO KEEP AN EYE ON IT MORE.
>> WE DON'T NECESSARILY KNOW WHERE THAT INFORMATION IS COMING FROM ASIDE FROM OUR SOCIAL SECURITY SYSTEM. SO OUR EARNINGS OFFICE IS RESPONSIBLE FOR THAT SO ONCE THAT INFORMATION IS PUT OUT THERE TO US, THAT'S HOW WE RECEIVE THE INFORMATION.
>> OKAY, THANK YOU.
>> THANK YOU.
>> WE'LL GO TO OUR NEXT QUESTION FROM PAULETTE WITH VOCATIONAL REHAB SERVICES.
>> PAULETTE FROM NEW JERSEY HERE, I HAVE GOTTEN CLAIM DENIALS AND THEY SAY I HAVEN'T FILED THEM TIMELY EVEN THOUGH WE FILE THEM QUARTERLY. THAT'S A LITTLE CONFUSING TO ME. IF IT'S BEEN WITHIN THAT YEAR OF THE SGA THAT'S COUNTED OR AT LEAST WHAT'S NOTED ON THE NOTICE, I'M NOT SURE WHY WE WOULD GET DENIAL BASED ON OUR CLAIM BEING SUBMITTED LATE.
>> HI, THIS IS SHADA AGAIN. IF FOR WHATEVER REASON YOU ARE HAVING ANY SGA ISSUES SUCH AS THAT, YOU CAN SEND IT TO THE HELP DESK FOR RECONSIDERATION BUT THE GENERAL LAW IS THAT WE TAKE A YEAR FROM THE LAST MONTH OF SGA SO IF YOU ARE HAVING THOSE KIND OF DENIALS PLEASE SEND THE CLAIMS, THE WORK CASE NUMBERS, THE DATE OF DENIAL, ANY INFORMATION YOU CAN TELL US ABOUT THE CLAIM TO THE HELP DESK AND WE WILL REVIEW THOSE AND RECONSIDERATION. WE WILL DECIDE IF WE NEED TO TO UPLOAD THOSE, OR SHOULD I SAY RESUBMIT THOSE CLAIMS THROUGH THE PORTAL AGAIN.
>> OKAY, I DID SUBMIT SOME THROUGH THE PORTAL TO SEE WHAT WOULD HAPPEN. I THINK ONE OR TWO WERE -- I DIDN'T DO A LOT, AT FIRST I WAS JUST ACCEPTING THEM AND I THOUGHT IT WAS ERROR ON OUR PART. THEN I SUBMITTED THEM THROUGH THE PORTAL, THE ONES COULD FIND, I COULDN'T FIND EVERYTHING. I THINK MAYBE ONE OR TWO WERE ACCEPTED,S OTHER ONE WAS DENIED, IT SAID IT WAS LATE, BUT YOU ARE SAYING I CAN CONTACT YOU VIA EMAIL AND YOU WILL LET ME KNOW IF I NEED TO GO OR CAN GO IN THE PORTAL BECAUSE NOT EVERY CLAIM IS NECESSARILY THERE, AND I FORGET WHERE, WHERE I WOULD CLICK ON THE LINK AND GO IN THERE OR RESUBMIT A CLAIM. SO AM I UNDERSTANDING THAT CORRECTLY, I SHOULD EMAIL THE HELP DESK FIRST?
>> ONCE THE CLAIM HAS BEEN DENIED THEN IT'S JUST DENIED. IF YOU ARE SAYING THESE CLAIMS WERE DENIED ERRONEOUSLY WE WOULD HAVE TO KNOW WHAT WAS HAPPENING WITH THOSE CLAIMS, THE DENIAL STANDS UNDER THAT WORK CASE NUMBER.
HOWEVER, YOU ARE NOW REQUESTING A RECONSIDERATION WE NEED THE SSA INVOLVED, WHAT WORK CASE NUMBERS WERE INVOLVED AND INFORMATION ABOUT THE DATE OF THE DENIAL. WHEN YOU ARE RESUBMITTING THOSE CLAIMS, IF WE SAY PLEASE RESUBMIT THEM YOU WOULD HAVE TO DO IT AGAIN AND HAVE A NEW WORK CASE NUMBER PRODUCED. ON THAT WORK CASE NUMBER WE ASK THAT YOU PUT IN THE REMARKS, WE ARE HAVING PROBLEMS WITH OUR RECONSIDERATION SYSTEM. WE ASK THAT YOU PUT IN THE REMARKS WHEN WAS THE ORIGINAL FILING DATE OF THE CLAIM, THAT WAY YOU WON'T GET A SECOND UNTIMELY DENIAL.
>> BUT AGAIN I JUST WANT BE TO BE CLEAR ABOUT THIS. AM I EMAILING YOU FIRST WITH ALL THE PERTINENT INFORMATION FOR YOU TO EMAIL ME BACK AND TELL ME TO DO A RESUBMITAL?
>> YOU CAN EMAIL ME DIRECTLY.
>> OKAY.
>> WE'LL GO TO OUR NEXT QUESTION FROM SUSAN WITH THE DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES.
>> I'M SORRY, I HAVE MY ANSWER, THANK YOU.
>> WE'LL GO TO ANOTHER QUESTION FROM EUGENIA COX WITH THE STATE OF OREGON.
>> HELLO, DID YOU MISS ME? LET'S SEE, I WANTED TO ASK OR I WANTED TO LET EVERYBODY KNOW THAT WE'VE ACTUALLY BEEN GOING THROUGH EACH ONE, WHENEVER WE GET THE STATEMENTS IN THE MAIL I LOOK AT EACH ONE OF THEM. AND IF I ISN'T THAT THERE'S SOMETHING THAT DIDN'T GET CAUGHT OR IF THERE'S A CLAIM FOR TWO DIFFERENT PEOPLE AND EACH ONE, ONE WAS DENIED PAID AND ONE WAS DENIED THAT NO SGA WAS MET, WHAT I DO IS PUT IT ON A EMAIL TO THE VR HELP DESK AND SEND IT WITH THE NAME AND THE SSN AND WHAT I'M LOOKING AT AS FAR AS WHAT THE DISCREPANCY I THINK IS, AND I DO THIS A LOT. AND THEY ARE VERY, VERY HELPFUL ON THE VR HELP DESK AND THEY WILL LOOK AT EACH ONE AND THEY WILL SAY, OKAY, WE WERE ABLE TO DO A RESUBMITAL ON THIS ONE OR YOU NEED TO RESUBMIT THIS ONE, SOMETHING WENT WRONG WITH THE TRANSPORT INTO THE PORTAL OR THIS WAS CORRECT AT THE TIME THAT WE DENIED IT BUT NOW IT'S NOT. SO, YEAH, A LOT OF THE STATES ARE AFRAID TO SEND IN, TO CHALLENGE THESE. AND I DON'T THINK SOCIAL SECURITY TAKES IT AS OFFENSIVE TO BE ABLE TO SAY, LAY, WE THINK THERE'S SOMETHING WRONG WITH THIS. RAQUEL AND ALL THE TEAM ARE GOOD FOR RESPONDING AND TELLING YOU WHAT TO DO WITH EACH CLAIM THAT YOU HAVE QUESTIONS FOR. AS FAR AS I KNOW THERE IS NO ISSUE WITH US DOING THAT. BUT LIKE I SAID, DOBLTD BE AFRAID TO SEND IN A REQUEST TO SEE IF THEY COULD LOOK AT IT OR WHATEVER INSTEAD OF SENDING IT AGAIN AND NOT KNOWING WHETHER YOU SHOULD BE SENDING OR RESUBMITTING THE CLAIM. SEND IT TO THE VR HELP DESK AND THEY WILL LET YOU KNOW WHAT YOU NEED TO DO WITH IT, WHETHER THE CLAIM WAS DENIED CORRECTLY. THEY ARE REALLY GOOD ABOUT THAT AND YOU SHOULDN'T BE AFRAID TO DO THAT.
>> THANK YOUS, EUGENIA I'M SORRY, LEVI, JUST TO PIGGYBACK ON WHAT EUGENIA WAS SAYING, I DO HAVE OTHER VR'S THAT DO THAT AS WELL AND WE DEFINITELY DON'T HAVE A PROBLEM WITH THAT, THAT IS OUR JOB, IT IS OUR RESPONSIBILITY TO REVIEW THAT INFORMATION FOR YOU. HOWEVER, WHEN THEY SUBMIT INFORMATION THEY DON'T JUST EMAIL US AND SAY, HEY, I GOT THIS CLAIM IT WAS DENIED, I DON'T THINK IT SHOULD BE. INSTEAD OF INCLUDING DOCUMENTATION THEY MAY SAY I'M SHOWING SGA FOR THIS QUARTER, THIS QUARTER AND THIS QUARTER, WHAT ARE YOU SHOWING OR WHAT QUARTERS WERE DENIED OR WHAT MONTHS WERE DENIED? WHEN THEY SEND THE EMAILS TO US THEY AT LEAST HAVE SOME TYPE OF REBUTTAL OR ARGUMENT AS TO WHY THEY THINK IT'S INCORRECT AS OPPOSED TO JUST SAYING I THINK IT'S WRONG. IF YOU PROVIDE US WITH ADDITIONAL INFORMATION THEN THAT HELPS US TO ACTUALLY REVIEW THE CLAIM AND LET YOU KNOW, LIKE EUGENIA SAID, SOMETIMES IT'S QUICKER FOR ME TO CREATE THE RECONSIDERATION RIGHT THERE. THERE'S TIMES I AM UNABLE TO AND THAT'S ONLY BECAUSE WHATEVER WAS UPLOADED INITIALLY WAS INCORRECT. IF THE BENEFICIARY IS CONCURRENT, MEANING THEY ARE RECEIVING BOTH AND WHEN I LOOK AT THE ORIGINAL CLAIM AND IT'S ONLY SHOWING THAT THEY RECEIVED [INDISCERNIBLE] EVEN WHEN I DO THAT I HAVE YOU GUYS SEND ME THE REFERENCE NUMBER, THE SSA REFERENCE NUMBER OR THE WORK CASE NUMBER, WHICHEVER ONE YOU CALL IT, AND IT'S QUICKER FOR ME TO GO IN AND JUST TAKE CARE OF IT RIGHT THEN AND THERE.
THANKS, LEVI, GO AHEAD.
>> WE'LL GO NEXT TO ANOTHER QUESTION FROM SUSAN FROM THE DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES.
>> HELLO, I'M SITTING HERE WITH DAVID LEON AND HE ACTUALLY HAS THE QUESTION.
>> REALLY WHEN THOSE 950 CASES, IT DOES SEEM IN VIRGINIA OUR EXPERIENCE IN THE LAST 6 MONTHS IS THAT THE AMOUNTS WE ARE CLAIMING VERSUS WHAT WE ARE BEING PAID HAS BEEN A SIGNIFICANT REDUCTION FOR WHAT APPEARS TO BE SAVINGS TO THE TRUSTMENT AND WHEN I'VE LOOKED AT THAT DATA ACROSS OTHER YEARS THAT PERCENTAGE HAS INCREASED GREATLY. CAN YOU EXPLAIN OR HELP ME UNDERSTAND THE CHANGES IN THE I GUESS IT IS THE TABLES THAT DECIDE THAT?
>> HI, DAVID, THIS IS SHADA, YOU CAN EMAIL MYSELF OR CANDICE MYSELF DIRECTLY OR THE HELP DESK AND WE WILL GET BACK ON THAT. YES, WE DON'T USE THE SAME CALCULATIONS THAT YOU MIGHT BE USING SO WE'LL GET BACK TO THAT.
>> COOL. PART OF WHY I'M ASKING IS IN OUR AGENCY WE ARE EXPECTED TO FORECAST AND CREATE BUDGETS AROUND WHAT WE THINK WE WILL GET. SO TO SEE SUCH A BIG DIFFERENCE, I'M TRYING TO HAVE A BETTER NUMBER AS WE ARE PUTTING FORTH OUR STUFF FOR THE NEXT YEAR AND AGAIN IT JUST, I DON'T REALLY HAVE ANYTHING TO GO ON OTHER THAN WHAT APPEARS TO BE ACROSS THE BOARD, SAY, AN ADDITIONAL 30 PERCENT REDUCTION AND THAT DOESN'T FIT WITH WHAT I'VE READ IN THE OIG REPORT OR MAYBE IT DOES AND I JUST DON'T UNDERSTAND IT, BUT I'LL EMAIL.
>> HI, DAVID, AS I SAID, WE'LL GET BACK TO YOU ON THAT. WE ARE WORKING ON OUR SYSTEM NOW HAVING TO DO WITH THE 950 AND AS I EXPRESSED THE WAY THE CAP IS CALCULATED IS NOT NECESSARILY HOW YOU BELIEVED IT IS CALCULATED. SO WE'VE HAD THIS QUESTION FROM OTHER SR'S, WE ARE WORKING ON IT CURRENTLY AND SO THE BEST THING FOR YOU TO DO WOULD BE TO EMAIL US DIRECTLY OR EMAIL THE HELP DESK .
>> INC. YOU.
>> AND WE'LL TAKE OUR NEXT QUESTION, ANOTHER QUESTION FROM PAULETTE NARR
>> IT WAS JUST TO PIGGYBACK ON WHAT WE HEARD WITH REGARD TO DISCREPANCIES. I DIDN'T KNOW I COULD DO IT THAT WAY. I DID TRAY TO RESPOND TO RAQUEL LAST WEEK WHEN WE WERE ASKED WHAT DID WE WANT TO BRING UP IN THE MEETING, I WAS ALSO NOT JUST TALKING ABOUT THE SGA, BUT SOMETIMES I'VE BEEN NOTIFIED THAT I WAS GOING TO GET PAID AND THEN I'LL GET ANOTHER NOTICE THAT I'M NOT GETTING PAID AND I MIGHT GET RESPONSES, SEVERAL RESPONSES, ON ONE CLAIM WHICH I'VE BEEN NOTING ALL OF IT INTO TICKET TRACKER SO I CAN SEE HOW MANY ARE COMING IN. SO WHAT I WANT TO ASK IS I WON'T GO OVER THOSE, I DID TRY TO FIND SOME LAST WEBLG TO SEND IN AND THEN I COULDN'T FIND WHAT I WANTED TO FIND, SOME SAMPLES, BUT I WANTED TO KNOW HOW FAR BACK WITH WE GO, DO I HAVE 30 DAYS, DO I HAVE 60 DAYS FROM THAT?
>> HI, PAULETTE. WE'RE FOLLOWING THE SGA PERIOD SO THERE IS NO DAYS PER SE. WE'RE LOOKING AT THE FIRST TIME YOU FILED THE CLAIM. THAT'S WHY I SAID THAT YOU HAVE TO REMARK TO US WHEN WAS THE FIRST TIME THAT YOU FILED THE CLAIM? IF YOU FILED A CLAIM LAST YEAR AND NOW YOU WANTED TO GO BACK, WE'RE USING THAT FIRST FILING DATE AS THE DATE IN CASE YOU ARE SAYING THAT WE MISCOUNTED SGA
>> YEAH, I'M LOOKING AT THE DATE OR AT LEAST I'M LOOKING AT THE DATE, WHICH DOES COINCIDE WITH THE INFORMATION I HAVE IN TICKET TRACKER. SO I LOOK AT THAT DATE AND I LOOK AT THE SGA THAT'S ON THERE, IT'S WITHIN A YEAR THAT YOU RECEIVED A CLAIM AND IT'S A YEAR THE LAST SGA DATA YOU ARE USING. SOMETIMES WHEN WE ARE ASKED FOR INFORMATION WE ARE GIVEN A LIMITED AMOUNT OF TIME OR IF WE'RE DISPUTING A CLAIM, WE HAVE A LIMITED AMOUNT OF TIME, IT'S EITHER 30 DAYS AND 60 DAYS, LAST WEEK I WAS TRY TO GO GET SOME INFORMATION TO ME QUICKLY BECAUSE I PROMISED I WOULD DO IT EARLY THIS WEEK, OR LAST WEEK, 30 DAYS AFTER I RECEIVED MY RESPONSE CAN I GO BACK AND DISPUTE SOMETHING OR ONCE I HAVE BEEN GETTING SOMETHING THE LAST 3 OR 4 MONTHS DOING THIS BECAUSE I WASN'T SURE AND MY TRAINING WASN'T REALLY, REALLY COMPLETE SO SOMETIMES I AM KIND OF FLOUNDERING. HOW FAR BACK CAN I GO THAT WERE CONFUSING TO ME OR SEEMED CONFLICTING.
>> THIS IS RAQUEL. AS FAR AS THE EXPIRATION YOU ARE TALKING ABOUT, THAT IS ONLY FOR NOTICES. FOR EXAMPLE, IF YOU ARE SENT A C7 OR A C3 NOTICE WHERE WE'RE REQUESTING ADDITIONAL INFORMATION, THOSE EXPIRATIONS ARE ON IT. BUT WHAT YOU ARE TALKING ABOUT, IF YOU HAVE STUFF THAT YOU THINK FROM 3, FOUR MONTHS BACK, YOU ARE QUESTION IN AND YOU WANT US TO REVIEW STUFF REICH THIS SPREADSHEET THAT EUGENIA WAS SPEAKING OF EARLIER, THERE'S NO EXPLANATION ON THAT. IF YOU HAVE AN ERROR AND YOU HAVE REBUTAL AND BACK-UP DOCUMENTATION WHY YOU WANT US TO REVIEW IT AGAIN, THAT'S FINE. THERE'S NO EXPIRATION ON RECONSIDERATIONS BECAUSE FIRST WE STILL USE THE INITIAL DATE THAT YOU SUBMITTED THE CLAIM, THE VERY ORIGINAL DATE.
>> YES, YES. AND DEFINITELY THAT'S WHAT I'M LOOKING AT BEFORE I QUESTION IT. I AM GOING BY THOSE DATES SO I WILL GO OVER EVERYTHING AND ANYTHING THAT I HAD QUESTIONS FOR AND ALSO HAVE A REBUTTAL FOR IT I WILL BE SENDING IT TO YOU.
>> OKAY.
>> ALL RIGHT.
>> WE'LL GO TO OUR NEXT QUESTION, ANOTHER QUESTION FROM EUGENIA COX FROM THE STATE OF OREGON.
>> HI, IT'S EUGENIA AGAIN. IF ANYBODY HAS ANY QUESTIONS HOW I SUBMIT ANY ISSUES I HAVE WITH ANY CLAIMS, JUST GIVE ME A CALL OR SEND ME AN EMAIL AND I CAN STHOE YOU THE FORMAT THAT I USE. I TAKE PICTURES OF CERTAIN THINGS LIKE OUR WAGE DATA AND THINGS REICH THAT, I ALSO PUT IN THE SSA REFERENCE NUMBER, ALL THAT INFORMATION. WHAT I FRY NOT TO DO IS SEND A MILLION DIFFERENT REQUESTS. WHAT I DO WHEN I GET A BIG BATCH OF STATEMENTS IMPUT ALL THOSE, THE ONES THAT IFR AN ISSUE WITH, ON ONE DOCUMENT THAT I PASSWORD PROTECT THEN I SEND IT TO TO THEM. THEY HAVE A CHANCE TO LOOK AT EACH ONE AGAIN, THEY WILL RESPOND TO EACH LITTLE SECTION AND TELL ME WHAT I NEED TO DO. BUT IF YOU NEED THE FORMAT OR IF YOU HAVE ANY QUESTIONS AND IT SOUNDS LIKE THE PERSON I JUST CALLED HAS THE TICKET TRACKER WHICH I ALSO HAVE, I AM PERFECTLY HAPPY TO HELP ANYONE THAT NEEDS THAT ASSISTANCE OR SEND YOU A TEMPLATE WHAT I USE. I'VE BEEN DOING THIS A LONG TIME.
MY OTHER QUESTION IS, AND IT WAS ONE OF THE QUESTIONS I SENT IN TO HAVE RESPONDED TO ON THIS CALL, WAS I HAVE AN ISSUE -- A LOT OF TIMES I WILL HAVE AN ISSUE WHEN I'M SUBMITTING A CLAIM AND THE PERSON'S NAME IS TOO LONG. AND MY QUESTION IS IS THAT THERE'S 15 CHARACTERS THAT YOU ARE ALLOWED TO USE FOR THE PERSON'S NAME. AND MY QUESTION IS IF I HAVE SOMEBODY THAT HAS A REALLY LONG FIRST NAME, MIDDLE NAME AND A REALLY SHORT LAST NAME, WHERE DO I TAKE THOSE LETTERS OFF TO MAKE IT A 15 CHARACTER NAME? AND IN SOME CASES IT'S BEEN REJECTED SEVER TIMES UNLESS I HAVE TO TRY TO FIGURE OUT HOW I SUPPORTENED THE NAME TO GET IT TO FIT INTO THE PORTAL. THAT'S A REJECTION I GET IS THE NAME AND THE LENGTH OF THE NAME.
ANOTHER PROBLEM I HAVE IS IT DIDN'T SAVE PROPERLY. WE WERE JUST DEALING WITH THIS OTHER VR HELP DESK, WAS IT WILL SEND BACK THAT IT WENT THROUGH, IT GAVE IT AN SSA REFERENCE NUMBER, BUT I GUYS DON'T SEE IT. AND IT WAS A DENIAL THAT I'M NOT SURE HOW I'M SUPPOSED TO FIX THAT BECAUSE IT IS GIVING IT AN SSN NUMBER, BUT IT ISN'T GOING THROUGH. SO I GUESS MY QUESTION IS TWO-FOLD. HOW DO I FIX THE NAME TO GET IT TO FIX AND, 2, ON THAT PARTICULAR ERROR THAT COMES THROUGH WE'RE STILL GETTING OUR REFERENCE NUMBER SO WE MAY NOT EVEN KNOW IT'S AN ERROR UNLESS YOU ARE REALLY SCRUTINIZING THE REPORT YOU ARE GITING TO KNOW HOW TO RESNIT. SO I'M STILL JUST A LITTLE CONFUSED BY THAT IF YOU CAN RESPOND TO THAT.
>> KATY, ARE YOU ON THE LINE?
>> I SURE AM, CAN YOU HEAR ME?
>> YES, DID YOU HEAR EUGENIA'S QUESTION.
>> I D THE FIRST QUESTION WAS TRYING TO FIGURE OUT WHAT NAME YOU SHOULD SUBMIT FOR THE BENEFICIARY?
>> NOT WHAT NAME, HOW DO I SHORTEN THE NAME? WHERE DO I TAKE IT OFF OF? DO I SHORTEN IT UNDER THE FIRST NAME, UNDER THE LAST NAME, I DON'T KNOW HOW IT'S GOING TO TAKE IT. IT'S ABOUT SHORTENING AND WHERE I SHORTEN IT FROM. IT'S NOT NECESSARILY WHAT NAME I USE.
>> ARE YOU GOING THROUGH THE XNL FILE?
>> YEAH, THIS IS THE ONE SUBMITTED FROM THE PORTAL . IT REJECTS IT IF IT'S TOO LONG.
>> OKAY, I WOULD ASSUME IT WOULD START FROM THE RIGHT. DO YOU HAVE ANY EXAMPLES WHERE THAT'S NOT THE CASE OR YOU JUST DON'T KNOW?
>> YEAH, IT'S, YOU KNEE, THE ONE THAT I HAD SO MUCH TROUBLE WITH NOT SO LONG AGO. THE LAST NAME WAS REALLY SHORT AND HAD I SHORTENED THE LAST NAME THERE WOULDN'T HAVE BEEN ANY LAST NAME. SO I HAD TO SENT IT TO THE VR HELP DESK TO ASK HOW DO I SHORTEN THIS NAME SO THE PORTAL WILL TAKE IT. THAT'S ONE OF THE CONFUSING PARTS, IT TAKES IT, IF THE NAME IS TOO LONG WHERE DO WE REDUCE IT WITHOUT CAUSING A NAME CHANGE OR THEY WILL REJECT IT FOR SOME OTHER REASON WAS IT ISN'T THE CORRECT NAME.
>> OKAY, I DON'T BELIEVABLE IT'S IN THE ORIGINAL REQUIREMENTS WE SENT FORWARD HOW DO DO WHAT TO DO THERE. I WILL GO BACK TO THE ORIGINAL PROGRAMMERS AND PUT THE GUIDANCE IN THE MEETING NOTES OR SEND SOMETHING ELSE AS FAR AS I GIG UT.
>> I CAN TEND YOU AN EXAMPLE OF THE ONE THAT GAVE ME SO MUCH TROUBLE. THEN THE SECOND ONE WAS THAT OTHER DENIAL, THE ONE WHERE IT SENDS US A VR REFERENCE, AN SSA REFERENCE NUMBER, BUT THE CLAIM WAS NEVER ACCEPTED.
>> CORRECT, THAT'S AN ON-GOING PRODUCTION PROBLEM. THERE SEEMS TO BE A SYSTEM ERROR LIKE A BRIDGE THAT HAPPENS WHEN THE FILE IS UPLOADING, IT WILL INDICATE ON THE FILE WHETHER OR NOT IT WAS SUCCESSFUL OR NOT. ANYTHING THAT WAS AN N YOU SHOULD RESUBMIT. YOU SHOULD BE GOING THROUGH THEM AND SEEING WHAT THE FILE
WHAT THE FILE
WAS IN THE FILE .
RIGHT NOW IT SEEMS TO BE VERY GLITCHY, WE CAN'T ISOLATE WHAT'S GOING ON, THE BEST THING I CAN SAY IS YOU NEED TO DO YOUR DUE DILIGENCE UNTIL WE TELL YOU IT'S FIXED AND [INDISCERNIBLE] TO SEE, WE WILL GIVE YOU A NUMBER, THAT DOESN'T MEAN IT'S A REAL NUMBER IN OUR SYSTEM.
>> THAT'S WHERE IT SCREWS US UP, WE ASSUME IF IT'S ASSIGNED US A NUMBER IT'S IN THERE, BUT THAT ISN'T NECESSARILY THE CASE.
>> IT STARTS TO MAKE, I GUESS IT'S FAR ENOUGH, IT'S MAKING A WORK CASE. THAT NUMBER IS NEVER GOING TO BE USED AGAIN. SOMETHING HAPPENS AND IT IS MIXED UP AND WE ARE DEFINITELY LOOKING AT THAT.
>> I'LL BE LOOKING AT IT REALLY CLOSE, YEAH. OKAY, THANK YOU.
>> AND LIKE I SAY, IT IS SAFE TO RESUBMIT BECAUSE US YOU DIDN'T SUBMIT ANYTHING SO THERE'S NOTHING WRONG TO TRY TO GO SUBMIT THAT AGAIN, THE SSA CASE THAT WORKED.
>> AND IT'S COOL. THANK YOU.
>> WE'LL GO NEXT TO A QUESTION FROM WINSTON MARTIN WITH NEW YORK STATE COMMISSION FOR THE BLIND.
>> HI, I JUST HAVE TWO QUESTIONS, ACTUALLY.
NOW WE USED TO, WE DON'T HAVE GMRR HERE YET, WE GENERALLY USED TO DO A PAPER CLAIM THEN AS OF DECEMBER WE STARTED DOING THEM MANUALLY IN THE SYSTEM SINCE WE CANNOT BATCH UPLOAD THEM. NOW, I HAVE A STACK OF ABOUT 170 FROM DECEMBER DOWN TO ABOUT 30. NOW, IF I HAVE A CLAIM THAT WAS REJECTED BECAUSE WE WERE A DAY LATE, WOULD I BE ABLE TO RESUBMIT THEM SINCE I'M STILL NEW AT TRYING TO FIGURE OUT HOW TO ENTER IT MANUALLY, WHAT DO LOOK FOR. NOW WILL THAT BE AN ISSUE IF I RESUPPLY THAT FOR EXPLANATION AND THIS WAS A CLAIM THAT WE USED TO SEND IN BUT NOW WE'RE ENTERING IT MANUALLY AND IT'S ONLY A DAY LATE. WE MISSED IT BY I THINK THE LAST SUBMIT WAS AT 28, BUT I SUBMITTED IT ON THE FIRST OR THE SECOND AND IT WAS A DARE TO WAIT. WHAT IDEA WOULD I BE ABLE TO RESUBMIT THAT FOR RECONSIDERATION.
>> HI, IT'S RAQUEL, HOW ARE YOU?
>> GOOD.
>> WHEN YOU SAY YOU WERE A DAY LATE DOES IT MEAN THAT AFTER THE 9TH MONTH OF SGA YOU WENT TO THE NEXT MONTH? IS THAT WHAT YOU MEAN BY A DAY LATE?
>> WELL, I KNOW WE HAVE A YEAR TO SUBMIT IT COMPLETELY SO A YEAR AFTER THE 9TH MONTH, YES,.
>> HERE'S THE THING. THE SYSTEM WILL DENY IT BASED OFF OF THE DATES THAT YOU INPUT. SO THE HARD THING IS TO SAY WE'RE OKAY WITH YOU BEING 1 OR TWO DAYS LATE, BUT WE'RE NOT OKAY WITH YOU BEING [INDISCERNIBLE] AFTER ONE YEAR IT'S LATE UNLESS YOU HAVE ALREADY REACHED OUT TO US AND YOU HAVE GIVEN US A WAIVER. WHEN YOU HAVE CIRCUMSTANCES THAT ARE BEYOND YOUR CONTROL THEN WE ALWAYS TAKE THAT INTO CONSIDERATION BUT IF IT'S AFTER THE FACT THAT YOU ARE SAYING, OH, I WAS JUST A DAY LATE, CAN YOU RECONSIDER, THAT WOULDN'T BE A GOOD REASON TO RECONSIDER IT OR WAIVER THE UNTIMELY FILING.
>> SECOND QUESTION IS UNDER CHECK ASSIGNABILITY, IS THE SGA AMOUNT THERE ACCURATE? BECAUSE I SUBMITTED A FEW CLAIMS AND THEY WERE REJECTED 225 BUT ON THE CHECK ASSIGN BLGT SO THAT THEY HAVE 11 MONTHS OF SGA I JUST SENT A BUNCH IN FOR RECONSIDERATION BUT THERE ARE A FEW I'M HOLDING ON FROM SUBMITTING BECAUSE I'M SEING THAT IT SAYS 9 BY, IF I HAVE A LOT THAT'S BEEN REJECTED BECAUSE IT DOESN'T MEAN SGA BUT ON THE PORTAL IT SAYS 9.I'M NOT SURE IF I SHOULD JUST RESUBMIT IT AND IF KICKBACK IS 225 I'LL JUST HOLD OFF. MAYBE I'M READING IT WRONG.
>> YOU CAN DO LIKE EUGENIA SUBMITTED EARLIER, LET'S SAY YOU WERE DENIED AT 225 THEN WE HAVE THE VR THAT REACHES OUT AND SAYS, HEY, I SHOW YOU 9 MONTHS WERE BELOW SGA WE WILL REMOVE THAT AND LET YOU KNOW, BUT SOMETIMES, I'M NOT SURE WHERE YOU ARE LOOKING AND IT'S GIVING YOU MONTHS OF AGA NINE TIMES OUT OF 10 THE YR'S DON'T BE HAVE THAT. YOU HAVE QUARTERLY INFORMATION BUT VERY CARELY DO YOU HAVE INFORMATION AS FAR AS THE 80'S ARE CONCERNED. YOU WILL LOOK AT THAT THERE'S 9 MONTHS LEFT OF SGA AND WE CAN LOOK AT IT AND SEE MAYBE ONE OR TWO MONTHS WERE BELOW SGA
>> THANK YOU. I PROBABLY WAS LOOKING AT THE WRONG SPOT, THEN.
>> KATY, I DO WANT TO JUMP IN. THE EARNINGS GIVES YOU EARNINGS IN THE LAST 24 MONTHS, IT DOES NOT MEAN THEY ARE KUPB CONSECUTIVE+ . THAT LITTLE INDICATOR WAS NEVER MEANT TO TELL YOU TO SUBMIT A CLAIM.
>> WE WILL GO NEXT TO ERIC SMITH.
>> CAN YOU GUYS HEAR ME?
>> WE SURE CAN, ERIC, HOW ARE YOU?
>> I'M GOOD, I'M DRIVING SO I APPRECIATE YOU GUYS HEARING ME ON SPEAKER PHONE. REALLY QUICK TO FOLLOW UP ON JUDGING, MAYBE KATY RELATED, THAT ONE YOU WERE TALKING ABOUT WITH THAT MONTH IN A 24 MONTH PERIOD? I HAD A QUESTION ABOUT THAT BECAUSE I HAVE BEEN USING THAT NOT AS A SOLE WAY TO FIND SGA, BUT WHEN I CAN'T FIND QBER AND I HAVE NO OTHER FEDERAL SOURCES AND I TRACK IT FOR A YEAR AND IT'S GOING 0, 0, 0, AND IT GOES 1, 2, 3, 4, 9, THEN I FILE A CLAIM ON THAT. IT IS SOMEWHAT USEFUL. YOU HAVE TO TAKE IT WITH A GRAIN OF SALT.
MY QUESTION ABOUT THAT, THOUGH, IS I'VE BEEN TRACKING THAT FOR SOME CASES AND THEY GO 0, 0, 0, 0, 12 MONTHS. IN ONE MONTH TURN AROUND IT GOES TO REPORTING 12. I WAS JUST TRYING TO FIGURE OUT WHAT'S BEING INPUT INTO THAT THAT'S GIVING IT THAT JUMP? BECAUSE THEN I'M THINKING, WELL, IS IT TOO LATE TO FILE ON SOMETHING LIKE THIS, IS IT GOING TO BE TIMELY? CAN YOU GIVE ME SOME INFORMATION ON WHAT'S POPULATING THAT?
>> SURE, IT'S A BIT OF PROGRAMMING THAT IT'S DOING. IT'S TAKING ALL OF SSA'S EARNINGS THAT WE HAVE AVAILABLE AND GETTING IT DOWN TO A MONTHLY VALUE. SO THE EXAMPLE YOU ARE GIVING OF HAVING 12 MONTHS PROBABLY MEANS THAT WE GOT THE YEARLY IRS DATA IN AND THEY DIVIDED THAT YEARLY FIGURE BY 12 AND GOT THAT MONTHLY AMOUNT . SO THE EARNINGS CAME IN, SSA DIDN'T HAVE ANYTHING ON THAT BENEFICIARY ON A MONTHLY LEVEL.
>> THAT SOUNDS GOOD. FOR FOLKS WHERE YOU CAN'T FIND ANY OTHER SOURCE, I WOULDN'T RELY ON IT, I WOULDN'T USE IT NECESSARILY TO SUBMIT A CLAIM BUT IF THERE'S NO OTHER SOURCES AROUND, WE DON'T HAVE QBER OR SOMETHING LIKE THAT, IT HAS GOTTEN US PAID ON SOME CLAIMS SO IT IS HELPFUL.
MY OTHER QUESTION OR RESPONSE TO A PRIOR QUESTION WAS RELATED TO THOSE, YOU SAID THE GLITCH IN THE SYSTEM IT'S NOT PRODUCING THAT CLAIM. THE LARGER THE BATCH THAT I PRODUCED THE MORE LIKELY I AM TO GET SOME OF THOSE AND ALSO IF I DO MORE THAN ONE CLAIM FOR THE SAME VIT, THERE WERE PROBABLY 5 OR 6 INDIVIDUALS AND I DID MORE THAN ONE CLAIM ON THAT INDIVIDUAL. EVERY SINGLE ONE OF THEM HAD ONE OF THOSE EXTRA CLAIMS NOT PROCESSED CORRECTLY. I DON'T KNOW IF I CAN GIVE YOU A LITTLE HUNT TO FIND MORE INFORMATION. THEY ALMOST ALWAYS GLITCH OUT AND I HAVE TO RESUBMIT THEM ANOTHER TIME.
>> THANKS FOR THE INFORMATION. WE'LL LOOK INTO IT. THANK YOU.
>> NO PROBLEM .
>> THERE ARE NO FURTHER QUESTIONS AT THIS TIME .
>> AND THAT CONCLUDES OUR, ALL THE VR CALL FOR TODAY. THE NEXT CALL WILL BE TUESDAY, JULY 10TH, AT 3:00 PM AND AS USUAL I WILL BE SENDING OUT EMAIL TO EVERYONE FOR SUGGESTIONS, ISSUES, I WILL TRY TO DO THAT, LIKE, A MONTH BEFORE JUST TO GIVE YOU GUYS A HEADS UP TO THINK ABOUT IT. SO THANK YOU SO MUCH AND HOPE EVERYONE ENJOYS THE REST OF YOUR TIME.
>> THIS CONCLUDES TODAY'S CONFERENCE. WE APPRECIATE YOUR PARTICIPATION. YOU MAY NOW DISCONNECT.
[END OF CALL].