
Ladies and gentlemen thank you for standing by, good day and welcome to the quarterly All VR conference call. Today's call is being recorded. At this time, I would like to turn the conference over to Mr. Robert Pfaff.

Thank you and good afternoon to everybody on the phone. Thank you for joining us, I hope everyone had a fantastic holiday and we want to wish you happy New Year. Just by means of update, we don't have a whole lot to share in terms of any breaking news for us. But just a reminder, because we have received a couple of questions concerning the shutdown and its potential impact on Social Security and I can tell you that we were fully funded for the entire fiscal year as of October 1. So the shutdown should have no impact on SSA, or SSA services in terms of field offices and so forth. It doesn't affect us with Ticket to Work and any functionality we provide or service we provide you otherwise. So I just wanted to share that with you as a reminder. We do not have any sort of systems updates in regards to the fixes. We are pushing for and working very collaboratively with our systems partners for a March release that should address some significant issues that we have been having. I do want to mention that Carol is on the agenda in regards to providing TPR updates but our updates are essentially that we are hoping to have TPR included in the release in March. So again by means of reminder, we do not have any updates to share but we are moving forward in March will be here shortly, that is the good news. So for right now I will turn it over to Candice.

Good afternoon, everybody. I went over the Ticket not assigned cases on the prior call and I had a few requests from the VRs to explain in more depth, so I am going to go over this. If you have any questions, please contact me directly by email or phone; but if a beneficiary has a Ticket, it is assignable and are receiving VR services from the VR under cost reimbursements, you should be placing your Ticket in-use SVR. The procedural change was done April 1, 2012, from our associate Commissioner Bob Williams at that time. There are circumstances when a Ticket is not assignable or reported timely and SSA has no record of this and your claim was denied. For these particular cases, please send a request to the help desk with documentation of the attempt to assign the Ticket and Raquel will forward the information to me. And I will review the process and do the reconsideration request myself. You can contact me directly at Candice.Whaley@ssa.gov or my phone number at (410) 594-2122. I do want to add we are working on some changes in SSA to see if we can benefit both you and the VR but right now this is the policy that we have enforced. If you don't have any questions, I will go ahead and turn it over to Shada Roper and she's going to discuss the 610 denial with you.

Good afternoon everyone and happy New Year. The first call of the year. The first call of the New Year. We know you are still receiving 610 denials for 950s. The problem goes back to something Rob spoke about earlier. It is a systems problem. So what happens is you are receiving a zero dollar amount, and we are not able to give you that 950 code to represent the denial right now. So the workaround is once again, since this is a notice issue, you can email me directly to get that correct notice information out. It is not actually a 610 savings to trust fund denial. But a run out of money on that particular appointment account. Information. So we are not denying you per se, but we don't have any money on that record to pay you. If you receive these 610s that you're wondering why is it a 610, you will be sure this person was to produce savings to a trust fund, they are not of that age are anything. And it was a 950 issue. Please email

me directly and I will get the correct notice information to you. I believe that is it for the 610, 950 issue. That is one of the fixes we are trying to get resolved in that March release as Rob said, we have several things going on so we are hoping we will have that fixed so you can see that the 950 amounted in zero dollars. Right now, please go ahead and contact me personally and you can send an email to the help desk and Raquel will get it to you especially if it says anything about the notices, she will definitely make sure that I receive it so you can have the corrected notice information. And that is it for now. I will turn it over to Raquel.

Good afternoon everyone and happy New Year. I know there was a question in regard to the notices of determination, when the notices are sent. It is a denial, as soon as the claim is processed, at close of business the notice is generated. If it is a payment, that is something different and it goes through to SSA's finance department. Then it takes 7 to 10 business days for it to get wired to your bank account. At that time when it shows paid is when those notices actually go out. If you are a VR with payment relief dates, you might put yourself on hold in one particular day of the month, then know that once that date comes you still have to remember that you still have 7 to 10 business days after that before the claim actually is processed and paid, not process but paid and the wire goes out. That's why there's a difference in the dates you are receiving the actual notices of determination. If you are finding are not getting your notices at all, you can email me at the VR help desk and we will make sure you get a copy sent to you. That is not a problem. In regards the claim processing, some people asked what the process now. When you upload your claim, each claim, you could upload 100 or 200 claims. Each individual claim is getting assigned to a different technician or analyst. It is not going to the same person. So immediately when you submit your uploads, it is being assigned to have someone's name connected to it on our side. That is why there sometimes a difference in the timing of when you are getting actually the claim process. I may have one claim, Candice may have one claim, even though were not technically processing the majority of the claims. I am just saying name wise it could go up to five or six different people, depending on the amount of claims that you upload. And you also have to remember the first in first out. Some claims you may be putting in today you have to remember it will take a whole lot of time. Our claim list is pretty large. It definitely takes some time but if you're finding your claims are at least 60 days or more past due, once it hits that mark please feel free to reach out to me at the VR help desk and I will definitely look into if there is an issue, or if it just needs to be taken care of ASAP. Do not forget to contact me. I just asked if it's at not at least 60 days past due, hold off on sending an email regards to it because again they're first in first out. The C3 notices, I have been noticing there may be some questions in regard is there a new process for the C3 notices, I am not receiving my notices. Something we have changed on our end, we don't want you all to get 650 denials because we are not receiving the documentations receiving for C3 notices. So I asked technicians and analyst to do now, once the diary expires, they are to email me. Some of you have been noticing I will email you and say hey, we sent you this C3 notice on this date — we are extending your diary another 30 days requesting documentation. That is something new we just started. If you're finding that you are not receiving initially your notices —I know some of you are on top of it and you're checking the portal. You know before I know that you're even supposed to get a C3 notice. Some of you return the documents the same day and that is awesome. If you are not receiving your C3 notices at all, again call the VR help desk and we will look into it because it could be a matter of a system error or if an address is not updated or something like that, we need to check on it. That is it for C3 notices. Untimely waiver requests. These emails should always,

always go to our team lead, Janelle Bratcher. She will be the one that responds to your request in regards to untimely waiver. If it does go to myself or to VR help desk or Shada or Candice, please know that it will get forwarded to Janelle. She may ask us for backup documentation, in regards to it or may contact you directly. But the response will come from Janelle, whether it's yay or nay. And the state VR directory. I tried to send it to you at least twice a year. What I've been doing is I usually send out the copy that I currently have to your regional coordinator. It is much easier for them to track 10 or 11 VR's as opposed to me keeping track of all 74 active VRs, so just look for it in the next day or two, I will send it to the regional coordinators the version of the state directory that I have that I am using. They should be forwarding it to you and asking you to update any changes, update if you have a new director, any type of information that needs to be updated on the directory, if you could take care of that and send it back to them. Or you can send it directly to me, it doesn't matter, I just want to give you a heads up to basically be looking for that. If you don't hear anything from your regional coordinator within a week or so, definitely let me know. Again I asked them to forward that information to you all. Fiscal year 2019 cost formula that is a reminder they've been flowing in. Keep in mind if you have claims that have any type of fiscal year 2019 dates on it, they will basically be placed on hold until we get that information, you may even receive a denial on it. The quicker you get the information into us, the quicker you get your money. I will let you know I just had a brain freeze. I can't remember what I wanted to let you know. Hopefully, it will come back to me. The CSAVR, I am not sure who is participating or not. It is coming up in April, I believe April 9 and 10. In Bethesda as always. Hopefully the states that get lots of money and can fly into Maryland. We look forward to hearing you, the same crew hopefully, or maybe new faces. Definitely look forward to that. On-site training. I actually have Linda Custis here with us for those of you that don't know, she handles all of the on-site training. When you email me with new employee, to set up training, I refer you to Linda so she will discuss possible dates for the upcoming training.

Hi everyone. I just want to let you know that we are looking at, for the next training date, February 20 through 21. That is the first two sets of dates, on a Wednesday and Thursday. And the second dates we are looking at is April 11 through 12, during the same week as CSAVR did we have six people coming both times but we could not hold everyone for CSAVR week because we have people with new staff that need their training far in advanced than April. That's the way it is set up. The good news this time I have my confirmation already set. If you have questions, please email me. My email address is Linda dot Custis at SSA.gov. Thanks.

Thank you Ms. Linda.

I'm actually going to turn it back over to Candice to go into the 310 denials for us.

Hello everyone, we have had some denials that we have had to process lately because of the 310 denial. Basically when you send in a claim asking us to adjust your refunded expenditure, we cannot do that the system does not allow it. Anytime you send a claim to us to adjust your claim, we cannot do that it's going to have to be 310. You can resubmit the claim with the correct expenditures that have been refunded, and you can do a recon. Make sure you send us that information when you process a recon request.

So please do not put in remarks please adjust the claim for the refunded expenditures. Again we cannot do that. I'm sorry we have to deny the claim but the system does not allow us to put anything negative into the system.

Thank you Candice. I believe at this time if we don't have anything else on the agenda, other than questions and answers. Operator we will open up the lines, if you would, for any questions.

Thank you, if you have a question press*and one on your telephone keypad. Also if you're using a speakerphone, make sure your microphone is turned on. Also throughout the webinar, you can use the chat feature located in the lower left corner of your screen. So*and one at this time for questions.

Our first question comes from Eugenia Cox with state of Oregon.

Surprise, happy New Year.

Happy new year to you.

Starting from the TPR update, mentioning that was going to be updated in the portal. Does that mean the functionality will be updated in the portal or the actual TPR's will be updated? Client updates?

After it is updated when will we get training on those?

So Eugenia, I will have to check with Katie and some of the folks more closely involved in these discussions to get additional information to answer your question, we can do that.

I think it is just to update everybody so you can know when that TPR's are due. But again you have to allow the time for training everybody.

I am on the call.

Hey Katie.

Probably talking about we're having a systems release to correct some things at the very end of March. and some problems with the TPR logs that we need to correct before we even think of starting TPR selections again, so that's what we are alerting you to is that we are fixing some things behind the scenes. You will definitely get notice way in advance before we start TPRs.

So later than March that we have to worry about it.

Yes. Definitely.

Okay. And with the 400 denials, this goes way back since I'm one of the older folks. We were at the spring time we were submitting all of our client information to Maximus at the time. They had record of all of our attempts. We were only required to attempt to put that Ticket in-use. And

so I kept records going back to 2007. When I get the 400 denials I literally have to send you my attempt which is a whole file of clients for that particular given month, and not everybody has the ability or knows where those types of things would be to be able to challenge this. And again we were only required to attempt because we cannot deny services to anybody based on a Ticket. This 400 denial is new to us. Because people don't know that at the time, because our cases aren't necessarily ones that are current, they may be back. So I have to prove most of my attempts to put these Tickets in use but not everybody can

Eugenia, just like we have two claims that you resubmit to me, and I make sure you show me proof, the bottom line is I still have the exception file the files from 2006 through 2012 that I review thoroughly. A lot of times it says the system doesn't show anything that the Ticket that you tried to get them to get assigned that you did not report. The bottom line is it has to be denied. What you can do and like I said earlier if you have any questions and you know it is not showing any information on your Ticket contact me directly. I process your claim for you before you have to submit the claim, I have no problem with that. Right now we have to go by procedure.

So you do have the records that we sent to Maximus.

Yes the exception file.

Okay. So we may not have to dig for these files to prove the attempts were made.

If it was updated to the system, sometimes, if you have a password on the phone and it's not on their and I cannot get in, you have to send it to me.

There are some I cannot get into.

I don't think we have the password-protected when we sent them to MAXIMUS because it was a secure portal.

Right.

I was just worried people want to have to dig to locate these things and they may not have the ability to do them. I can but they may not.

Next caller.

Next to Sharon, with vocational rehabilitation.

Can you hear me?

We can hear you.

My question is, untimely waiver request, I'm sorry, I do not know what does that means?

Good question. Sometimes VR may have some type of system issue. There are a lot of reasons why VR will reach out sometimes to ask us to do what is called an untimely waiver request, and basically, what they are saying is hey, we know that this claim should've been submitted six months ago and for whatever reason. Fire and you know things not under the VR's control, they reach out to us. And it has to be a good reason, it can't be a staff change and things like that, God forbid if it's a death. Of course we'll take that into consideration. But if it's just a matter that someone got promoted and there is no one in the position and the claims have been sitting there, that's when it's going to be denied. But when you do have an issue that's out of your control, the VR will email Janelle and ask for an untimely waiver meaning none of the claims submitted within a certain period will be denied for 620.

Thank you.

Moving on we have a follow-up from Eugenia.

When I have been getting my notices of determination in the mail, I have been receiving some blank envelopes. Some sometimes are sealed and sometimes not. I'm not sure if there was supposed to be a claim in there, which worries me a lot because there's a lot of information on that statement. Is there somebody that checks. Is it automatically generated from a machine because I am worried about the PII in there, whether it got removed from the post office or just didn't make it into the envelope for Social Security?

Eugenia are you saying that when you receive an envelope that it is already empty?

One of them was sealed in one partially opened on the side. And one was not sealed at all.

I asked you on one of them, I said was there actually supposed to be a statement in there

They are not created by us that is system generated. We don't have anyone that actually does that here. So if you are finding on your pending claims list that you have claims that are processed and you see that you had 10 claims processed but only received eight and two were empty, we can do by deduction to try to figure out which ones you are missing.

We don't know how many were processed, all we know is how many envelopes we receive.

You don't know from your pending claims how many are processed?

Yes, but we don't know when we will get the envelope. We are across the country. Sometimes they are different days, different times, sometimes, a week-and-a-half. Sometimes, two weeks. We don't know when we get the actual notice of determination.

We will look into that and follow up.

And I don't know if when you're telling people about the cost formula, if anybody needs the spreadsheet for the cost formula. I'm sure you could fill them out, send them out to people.

They get a copy of that when they get their letter. Thanks.

Thank you.

There are no further phone questions at this time.

No further questions? I just have one final reminder that the second quarter All VR will be Tuesday, April 16. Rob's birthday. Remember when you call in, if you the first caller Eugenia you have to say happy birthday to Rob. Sing to Rob. And if anybody is a Dallas cowboy fan like Raquel [laughter] Just kidding.

So the next call is Tuesday, April 16 at 3 PM. Until then everybody on this call knows how to reach us — VR help desk email — and we will follow up with you as soon as possible. And thanks to all of my team, thanks to all of you out there.

Thank you everyone and have a great afternoon.

Go Cowboys. [laughter]

That does conclude today's conference and we like to thank everyone for your participation. You may now disconnect.

[Event concluded]