

## All State Vocational Rehabilitation Agency Call

### Welcome

Robert Pfaff welcomed everyone to the call. SSA is still processing an enormous number of cost reimbursement claims and seeing a significant increase in the number of claims denied. While the Portal provides for ease of cost reimbursement claim submission, the denial rate due to lack of documentation is a concern. VRs should submit claims with their best documentary information and evidence so that SSA can process and pay them in a timely manner.

### Payment hold policy change, Backlog

Jennelle Bratcher shared information on the policy change regarding payment holds, which are also referred to as the “payment release date”. SSA receives requests to release payment on specific days after the claim is processed. For several years, SSA has honored these requests; however, this affects SSA’s fiscal year budget data. Specifically, if at the end of a fiscal year SSA holds payments into the next fiscal year, it throws off their payment data. With that in mind, starting January 1, 2020, SSA will eliminate the current payment hold policy and make payment as the claim is processed. SSA will no longer post-date claims upon request.

Regarding the cost reimbursement claims, SSA has 9,000 cases pending and a backlog of 3,000 cases. SSA is working vigorously to bring down the backlog of claims. SSA has previously told VRs to contact the VR Helpdesk about cases over 60 days pending. However, now SSA is processing 120-day old cases, so VRs do not need to reach out on the 60-day pending claims. If VRs have claims over 120 days and want to inquire on their status, they should reach out to the VR Helpdesk.

SSA has been very lax with VR claim documentation requirements and have not been denying claims with insufficient earnings evidence; however, as of November 1, 2019, VRs must send proof of earnings evidence to be paid.

### Timely Progress Reviews (TPR) information training session

Adelle Barr from the TPM reviewed a PowerPoint presentation regarding Timely Progress Reviews, which included the following information:

- An explanation of TPR for Ticketholders
- TPR protection from a Medical Continuing Disability Review (CDR)

- The service provider's responsibility to understand the TPR process and ensure that Ticketholders fully understand the process as well
- An overview of the general TPR process and the TPR selection process
- A sample SSA 1375 TPR notification form
- TPR outcomes, including passing and failing a TPR
- What happens when a Ticketholder fails a TPR relative to their CDR and Ticket status
- The appeals process for a failed TPR
- TPR Ticketholder Re-Entry process after receipt of a final TPR failure notice
- The 7 consecutive levels of escalating TPR review requirements

Access TPR requirements online at [yourtickettowork.ssa.gov](http://yourtickettowork.ssa.gov), choose Program Operations from the top menu and then choose Requirements under Timely Progress Review in the left navigation.

Contact the [TPRHelpDesk@yourtickettowork.ssa.gov](mailto:TPRHelpDesk@yourtickettowork.ssa.gov) with any TPR-related questions.

## RSA codes

Katie Striebinger reminded everyone that a GovDelivery message regarding the Portal updating with RSA codes was sent on October 4. A sheet with code changes accompanied the message. Because there is some overlap of old codes with the changed codes, the old codes can no longer be used. Only the new codes are showing in the Portal drop down and can be used in file submission. For problems with deciding which codes to use, contact us at the [VR.Helpdesk@ssa.gov](mailto:VR.Helpdesk@ssa.gov).

SSA codes have not changed and VRs have the option of using SSA codes instead of the RSA codes.

## Savings to the trust fund, portal calculator, FY20 cost formula

Raquel Donaldson noted that when calculating the SSI amount using the Portal calculator, always use the most recent SSI amount the beneficiary is receiving. If the calculator shows all zeros, then use this year's SSI amount.

VRs should be receiving the FY20 cost formula letter by the end of this month and will have time to get their agency documentation together for submission. The cost formula letter is sent only to the SSA coordinator in the VR agency, but if someone else in the agency needs the letter such as a finance person, please forward it to that person.

When uploading claims, it is the VR agency's responsibility to check for errors at the time of upload. VRs should run a pending claims report to see and correct any errors. If they

discover an error 30 days following submission, the VR cannot request a timely filing waiver.

If the VR is getting a name error when uploading a Social Security Number (SSN), e-mail the VR Helpdesk (VR.Helpdesk@ssa.gov) with the SSN and the person's name. While SSA cannot give VRs an SSN correction due to PII rules, SSA can give name corrections. If a VR has two SSNs for one name, both can be sent and SSA will indicate the correct SSN.

## Records retention, 610 Denials

Shada Roper shared that there are many questions about records retention. SSA is following the records retention federal policy. VRs must retain all receipts, records, signed IEPs, and C3 notices until 6 years after SSA paid the cost reimbursement. SSA will send this information soon in a blast and will also update the VR handbook.

Regarding 610 denials, if a VR has a denial and is questioning if there were savings to the Trust fund or the old age retirement fund, send questions to [Shada.T.Roper@ssa.gov](mailto:Shada.T.Roper@ssa.gov). Shada will research the claim and determine whether she needs to do a notice for the VR.

## Questions and Answers

A question and answer period followed the TPR presentation, which is part of the call recording and transcript.

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

The next All VR State Agency Call will be held on **Tuesday, January 14, 2020, at 3 p.m. ET.**