

## All State Vocational Rehabilitation Agency Call

### Welcome

Robert Pfaff welcomed everyone to the call and shared the following updates:

- Social Security (SSA) sent an email a few weeks ago notifying everyone, that Jennelle Bratcher, VR Team Manager, has left the agency. While SSA pursues a replacement, Deputy Director Patrice McLean will serve as team lead and Regina Bowden's expertise will be tapped for assistance, policy advice and guidance.
- SSA wishes Nate Arnold well in his retirement, which occurred at the beginning of the new year.
- SSA will continue to move forward to serve you with the substantial expertise on our current team.

### Backlog, Reconsiderations

Patrice McLean shared her background. She has been with SSA for 9.5 years and has served in the Office of Employment Support since 2015.

She noted that the current cost reimbursement claim processing backlog stands at 10,154 cases. SSA is currently processing 150-day old cases, an all-time high backlog. To check on the status of claims over 150 days, reach out to the VR Help Desk.

SSA is issuing the following policy updates:

- Beginning February 1, 2020, SSA will only accept and address one reconsideration request per claim. If you have received a reconsideration decision on a claim, it is final. Do not resubmit the decision. This is an effort to manage the claims load and to align SSA with how reconsiderations are handled in other agencies and within SSA.
- Regarding SSA's record retention policy, supporting documentation for some VR cost reimbursement claims has been destroyed prematurely. You should retain all cost reimbursement documentation for a minimum of 6 years after the close of the fiscal year in which the claim was paid. This retention period is in line with the federal records schedule for federal records management.

SSA will add the policy updates to the VR Provider Handbook and send this information in writing.

## FY20 Cost Formula update, Claim upload errors, Payments, Notices

Raquel Donaldson noted that the cost formula for FY20 is delayed. The formula spreadsheet RSA-113 data needs to be replaced with the date from the RSA-911. This change is currently in mandatory internal compliance review. Raquel was unable to give a date when it will clear review so she can send the FY20 cost formula.

She suggested that claims for FY20 be submitted using the FY19 ACP. SSA will note the claims waiting for the FY20 cost formula information.

As a reminder, if you have upload errors regarding a rejected name, email the VR Help Desk with the SSN and full name that you show. The VR Help Desk will let you know what SSA's records show. If you have more than one error question for batched claims, please email the questions together.

Regarding payment amounts and denials, please hold off on questions until you receive the notice of determination. After you review the notice, you may email questions.

SSA is receiving reprint requests on determination notices. Reprinting and remailing notices is time consuming. If you have a reprint need, let SSA know. Be aware that it may take some time to receive a second notice, as this is not a priority.

## VR CER updates

Katie Striebinger noted that the VR CER pilot is under evaluation. SSA will send a notification and instructions when they are ready to roll out the pilot nationally.

## Questions and Answers

A question and answer period followed, 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/tw/events-archive>

The next All VR State Agency Call will be held on **Tuesday, April 14, 2020 at 1 p.m. ET.**