



TICKET *to* Work

Quarterly All VR Call

There will be audio silence until the call starts at 1 p.m. ET

Date: July 11, 2023



Agenda

- Housekeeping Reminders – **Keitra Hill**
- Social Security Welcome – **Robert Pfaff**
 - Welcome – **Renee Clarke**
- VR Updates and Reminders – **Keitra Hill**
- FY23 Cost Formula Update – **Raquel Donaldson**
- Question and Answer Session

Housekeeping Reminders

- Please feel free to ask a question in the [MS Teams chat section](#).
- If joining via phone and you wish to ask a question, raise your hand utilizing *5 and you will be unmuted by the Facilitator; then press *6 to unmute yourself.
- Please ask one question each time you are called upon by the Facilitator.
 - Additional questions or comments can be sent to: VR.Helpdesk@ssa.gov
 - Those questions not answered during the live event will be forwarded to the appropriate panelists for comment.
- Closed Captioning is available for participants who join using the MS Teams Application or utilizing the separate Closed Captions link provided.
 - To turn on Closed Captions in Teams, go to the three ellipses at the top of the MS Teams window and click on “More Actions”. Next, scroll down the list to “Turn on live captions.”
 - When using the link option, paste the link in the browser and it will open in a separate window to view Closed Captions.

Thank you in advance for your participation!

Social Security Welcome

Robert Pfaff

Director, Office of Employment Support (OES)

Social Security Administration, ORDES

Welcome

Renee Clarke

Vocational Rehabilitation Branch Chief

Social Security Administration

VR Updates and Reminders

Keitra Hill

VR Payment Manager

Ticket Program Manager

Virtual Training Opportunity

- SSA will be offering a virtual training opportunity for new VR Coordinators.
- VR Coordinators will learn:
 - Overview of VR policy
 - Best practices for submitting a claim
 - How SSA processes a claim
 - Important reminders
- SSA will hold small training classes (10 individuals or less)
- Send your request for training to VR.Helpdesk@ssa.gov and we will add you to the invitation list.

VR Payments Stats

- Receipts:
 - FY21: 21,313
 - FY22: 27,055
 - FYTD: 24,440

- Payments:
 - FY21: \$194,363,540
 - FY22: \$237,103,761
 - FYTD: \$182,389,534

- Claims Processed:
 - FY21: 24,522
 - FY22: 29,726
 - FYTD: 25,312

Reconsideration Policy Reminder

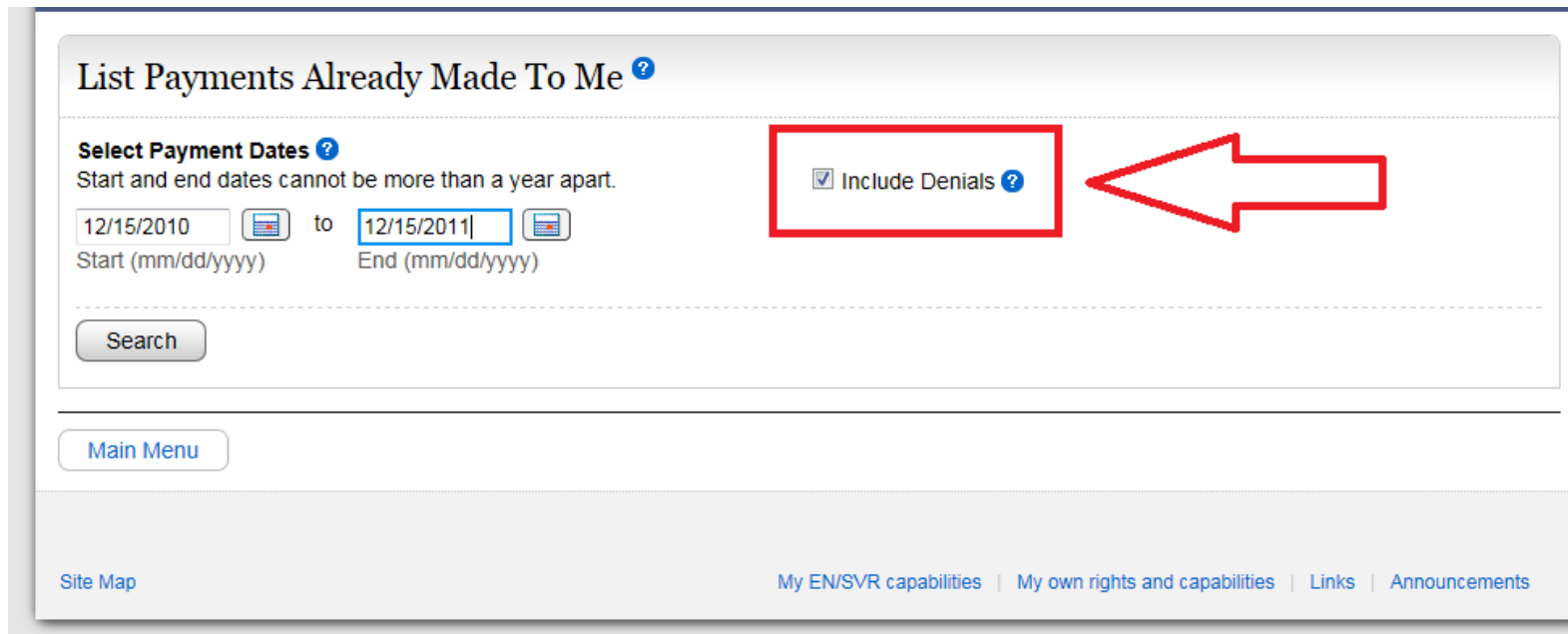
- SSA announced on February 2, 2020, that VR agencies are only allowed to submit one reconsideration for the same VR Period if the initial claim was denied due to earnings.
- This means if your claim was denied with the codes below you should NOT submit another reconsideration:
 - 200
 - 210
 - 220/225
 - 320/325
 - 620

Reminders

- VRCER file goes out once per quarter
 - The next file will go out the first week of August
- Send general inquiries to VR.Helpdesk@ssa.gov
 - Include your PID (Provider ID) in the subject or body of the email
- Unless you have been given specific direction by SSA, VR agencies should submit all reconsiderations via the Ticket Portal, not via email to the VR Helpdesk.



Ticket Portal – “Payments Already Made to Me”

- It has come to our attention that some Portal users uncheck the “Include Denials” box on the “Payments Already Made to Me” screen.
- This is currently not working properly and users are asked to keep the box checked until SSA can fix the issue.
- You can use the filter options in Excel to remove denials from your downloaded report. If you need help with filtering, please contact the VR Helpdesk.



List Payments Already Made To Me [?]

Select Payment Dates [?]
Start and end dates cannot be more than a year apart.


12/15/2010  to 12/15/2011 
Start (mm/dd/yyyy) End (mm/dd/yyyy)

Include Denials [?]

Search

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 **TICKET to Work**

FY23 Cost Formula Update & PID Reminder

Raquel Donaldson

Senior Program Analyst

Social Security Administration

Questions

Asking Questions

Over the Phone:

- Raise your hand by dialing *5 and you will be unmuted by the Facilitator
 - Then press *6 to unmute yourself

MS Teams:

- Enter your question into the chat, or
- Raise your hand and your mic will be unmuted by the Facilitator

Please state your name, VR agency and ask your question.

Next All VR Call Date

- The next All VR Call date will be **Tuesday, October 10, 2023**, from 1-2 p.m. ET via Teams.
- All documentation from the All VR Call: Transcript, PowerPoint Presentation, Recap and Audio will be posted to the [Your Ticket to Work](#) website in the next few weeks and can be found on the [Events Archives](#) section of the website.

Thank you for your participation!