

Welcome

Kimberly Cutler, Ticket Operations Manager (TPM)

Kim welcomed everyone to the call and turned the call over to Raquel Donaldson for VR reminders and updates.

VR Reminders and Updates

Raquel Donaldson, Vocational Rehabilitation Senior Program Analyst (SSA)

Raquel provided the following updates and reminders:

VRCER Reminder/Remarks Tab

When submitting your claims based on earnings found on VRCER, you must state 'VRCER' in the comments box on the Remarks tab. The VR Payments staff processing the case is not going to look for the word VRCER on the SSA -199 or in the delayed filing comments, or if you email the information anywhere else, be aware that it is required to be entered on the Remarks tab only; otherwise, you will receive a 590 denial.

There is no guarantee when you submit a claim using VRCER earnings that the claim is going to be paid. VRCER only shows quarterly earnings, which is three out of four quarters. However, when staff has access to monthly earnings, they will look for the nine of out 12 months of earnings first.

Cost Containment Policies

If you have not submitted your FY23 Cost Formula, you do not submit the Cost Containment Policies. When SSA approves the administration, counseling, and placement (ACP) cost data you submit, SSA will send an approval letter with the Cost Containment Policies attached. Your Signatory Authority must date, sign, and send it back to SSA. This will be the same process every year.

Remarks Tab

SSA has found that when you have questions regarding the client or the claim you've submitted that is outside of what we're looking for when processing that specific claim, send these questions to the VR helpdesk. Do not submit the questions on the Remarks tab.

If you have questions or concerns regarding claims in general, please send those questions to VR.Helpdesk@ssa.gov.

Questions & Answer (SSA)

Question: What is SSA looking for to confirm that a beneficiary is stat blind?

Answer: SSA is looking for the beneficiary to be deemed stat blind through SSA.

Question: How can we find out if a beneficiary is stat blind since that is not in the Portal?

Answer: You can send an inquiry to VR.Helpdesk@ssa.gov with your PID and the beneficiary's information.