Keitra Hill (Moderator): Good day, everyone, and thank you, again, for joining the October All VR Call. My name is Keitra Hill. I'm the TPM VR payments manager with Cognosante, and I will serve as today's moderator.

Before we begin with our agenda and presentation, I would like to review a few logistics and housekeeping items. One thing to mention ─ this call is being recorded and transcribed.

So, for our housekeeping reminders, feel free to ask your questions via the MS Teams chat. During the Q&A session, if you're joining by phone, and you wish to ask a question, raise your hand, utilizing star, 5. This will identify you as wanting to ask a question, and I will then unmute you and give you the ability to unmute yourself so you can ask your question live. If you are joining on the MS Teams app, click on the raised-hands icon, and I will unmute you and allow you, then, to ask your question, and you'll want to make sure that you unmute yourself on your end. Please ask one question each time you are called upon.

Additional questions and comments can be sent to the VR.Helpdesk@SSA.gov inbox. Those questions that we do not answer or cover during this live session, will be forwarded to the appropriate panelists for response. Lastly, the closed-captions option is available for participants who join using MS Teams application, or if you are utilizing a separate closed-captioned link that was provided in the chat. So, to turn on closed captions in Teams, go to the top right of your screen and the three ellipses at the top, and you'll click on "more actions," and then next scroll down to the list, and you'll see the "Turn on live captions." When using the link option, you'll paste the link provided in the chat in your browser, and it will open up a separate window with that captioning. Thank you in advance for your participation in today's call.

Next, I'm going to introduce Kim Cutler at this time. She is the manager of the Ticket Operations Department, and she will give our welcome for today's call. Kim, I'm passing it over to you.

Kimberly Cutler (TPM): Thank you so much, Keitra. Good afternoon, everyone, and welcome again to the quarterly All VR Call. We are excited that you guys are here. Thank you for taking the time out to participate in our quarterly calls. And with that being said, I'm going to go ahead and hand it over to Raquel Donaldson, who will get us started with our agenda topics. Raquel, turning it over to you.

Raquel Donaldson (SSA): Thanks, Kim. Good afternoon, everyone. I have a very light agenda, which is not the norm for us, but I just have a few reminders that we'll go over quickly, and then we'll move right into the Q&A.

My first topic is the VRCER reminders. I just have two things to discuss in regard to that. When you are submitting your claims, and you're submitting based on earnings that you see on VRCER, you must put in the remarks on the comments box the word "VRCER." The technicians and the analysts are not going to look for the word "VRCER" on the SSA-199, or if you email them the information, or anywhere else. It is required to be in the Remarks only. So, just remember that. That is why sometimes you may receive that 590 denial. That is the only place that we are looking for the word "VRCER." If you put it in the delayed-filing comments, they're not to look there. They're only looking in the Remarks tab. So, that's one reminder. And, also, with VRCER, keep in mind that its quarterly earnings only. There is no guarantee ─ I repeat ─ there is no guarantee that when you submit a claim using VRCER earnings that it's going to be paid. VRCER is showing quarterly earnings, which is the three out of the four quarters. However, when we have access to monthly, that is what we are looking for ─ nine out of 12 months of earnings. So, again, that's a question that we see a lot of on the helpdesk. "Hey, I submitted this via VRCER, with VRCER earnings. Why did I get denied?" That is why. When we are looking at monthly, we may find that the client does not have nine out of 12 months of earnings. So, those are my VRCER reminders.

Next, the Cost Containment policy. For those who have not submitted their Fiscal Year '23 Cost Formula, when you do, you can't submit the Cost Containment policy. When I approve your ACP data that you've submitted to me, in the approval letter, there's going to be an attachment with that Cost Containment policy. This is done every year. So, don't look for one. You don't have to request a blank one. When I send your approval to you for your cost formula, that's when you'll see the Cost Containment policy, at the bottom, and you just have your signature authority send that back to me signed and dated.

And last but not least, Remarks tab. The senior analysts have actually asked me just to speak on this. A lot of times we're finding that if you have questions in regard to the client or the claim itself or anything that is outside of what we're looking for when we're processing that specific claim, send the question to the VR Helpdesk. Do not put the questions on the Remarks tab. As I was stating before, the remarks are for VRCER, for earnings, anything just actually dealing with the claim that we are processing. We are running into the issue of you having questions or concerns regarding something that has nothing to do with the claim that we're processing, and that's where we're seeing those comments. They're not to answer those comments there. They don't have a way of doing so. So, just remember, any questions, any comments that you have, send them to the VR Helpdesk separately from when you are uploading your claims. That is it. That is all I have for today. I'm going to go ahead and pass it back to Keitra. We'll see you next year. Thank you very much. Keitra?

Keitra Hill: Thank you, Raquel, for those updates. We will now transition into our Q&A period. As a reminder, to ask your question over the phone, please raise your hand in Teams by dialing star, 5. And if you are called upon, you will be unmuted, and then you want to do star, 6 to unmute yourself. For those participants joining in Teams, you would simply use the raised-hands icon, and then you will be identified to go ahead and ask your question. We do ask that you identify yourself by your VR agency name and then go ahead and ask your question. So, let's see. Katherine, do you see any raised hands at this time?

Katherine Jett (Q&A Facilitator): No, ma'am, I see no raised hands at this time. Just to remind everyone, if you wish to ask a question, just click the raised-hand icon at the top of your screen. Okay? Emani?

Emani Cain (Chat Moderator): Hi. There are currently no questions in the chat.

Katherine Jett: Oh, Keitra, we do have one individual identified, Donna Osborne. I will go ahead and give you access to your mic and your camera. Donna, go ahead and ask your question, after you unmute.

Donna Osborne: Hey, there. Since there wasn't an abundance of questions, I would bring up one. Could you explain what you're looking for when someone needs blind SGA? Is it that they are stat blind, or is there more to it than that? Can you go over that?

Raquel Donaldson: Candice, are you on the call? Okay, she's not on the call.

Candice Whaley: I'm on the call. I'm sorry, Raquel. I was trying to answer that for her. So, basically, we have to have the beneficiary be deemed stat blind through SSA. So, even if you see that they have a slight blind indicator, they may not be deemed stat blind for their benefit. So, that's why you either have to be paid with regular-blind SGA nine months out of 12, or blind only if they are deemed blind by SSA. And we have to look into the records for that. When you submit a claim, we have someone look into that for you, if it's not already on the MBR or the SSR record that the actual contractor can see.

Donna Osborne: Okay. So, stat blind. Thank you.

Candice Whaley: Yes. You're welcome.

Katherine Jett: Thank you, Donna. Keitra, I don't see any more raised hands at this time.

Keitra Hill: Nope.

Katherine Jett: We do have, I think, a question in the chat. Emani?

Emani Cain: Hi. Yes. We have one from Colleen Hart. "How can we find out if someone is stat blind through SSA? It's not on the Portal."

Raquel Donaldson: Hi, Colleen. It's Raquel. If you do not know, if you're questioning it, feel free to send an email to the VR Helpdesk. When you do, just make sure that you include all the information that they'll be looking for, which is your PID, the client's name, the client's Social Security number.

Candice Whaley: Hi. This is Candice again. The information is actually on the State Verification Exchange System (SVES) that you guys receive. It should say that. And if it doesn't, then yes, definitely contact the VR Helpdesk.

Raquel Donaldson: Yeah, I don't know if there have been issues with this. What Candice is mentioning is the state verification, the SVES. We have so many acronyms at SSA, but that's what she is talking about, the state verification exchange system that we use. I have seen some emails come through to the VR Helpdesk, saying that that system says one thing, and then they have other information. So, if you're finding a conflict, like Candice said, please feel free to reach out to the VR Helpdesk. Again, please do include that information. And now that I'm on the topic of it, that should be included on any email inquiry that comes through the VR Helpdesk. You should always, always include your PID. The more information you're providing to us, the better ─ the client's name, the Social Security number.

I have instructed our helpdesk analysts that if you do not submit your PID, to go back and ask you for that information. It just saves us time having to look up all that information for you. The quicker we can look up whatever your issue is, the quicker we can turn around and respond to you. So, if we could get that information up front, that would be great. Thank you.

Katherine Jett: Thank you, Raquel. Just a quick reminder, for those of you joining via the phone ─ if you'd like to ask a question, go ahead and press star, 5 to raise your hand. We will unmute you. And then press star, 6 to unmute yourself. If you want to ask a question via the Teams application, just click the raised-hand icon, and you'll be unmuted, and you just need to unmute yourself. Keitra, we have no raised hands at this time.

Keitra Hill: Well, all right. Thank you, Katherine.

Katherine Jett: You're welcome. Do we have anything in the chat, Emani?

Emani Cain: No, there's nothing in the chat at this time.

Keitra Hill: Okay. Short call. Well, thank you, Donna, for asking your question, and for the question in the chat. So, on behalf of the Ticket Program Manager, I would like to thank Raquel for those updates, and thank you to everyone for joining today's call. Looking forward, the next All VR Call will be on Tuesday, January 9, from 1:00 to 2:00 p.m., and that will be via Teams.

All the documents from this call, which would be the transcription, presentation, and a recap, as well as audio, will be posted on the Your Ticket to Work website in the next few weeks and can be found under the Events Archive section of the website. The transcript and everything from the last call are not there yet, but that will also be up in the next few weeks. So, thank you so much for everyone joining today's All VR Call, and we will see you in January. Have a great rest of the year.