QUARTERLY ALL VR CALL TRANSCRIPT APRIL 15, 2025

Keitra Hill (Moderator): Good day, everyone. Thank you for joining the April 15th All VR Call. We will go ahead and get started on our agenda. First, we will go through logistics. Next, we'll have a recap from the Cost Reimbursement and Ticket to Work Training Symposium. After that recap, we'll have Q&A Session 1 for you to ask any questions you have regarding that recap. Next, we'll have a few VR Updates. Then we'll go into our final Q&A Session 2 and then talk about an upcoming event.

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Next. Please remember to ask only one question each time you are called upon by the facilitator. Any additional questions or comments may be sent to VR.Helpdesk@ssa.gov. Any questions that are not answered during this live event will be forwarded to the appropriate panelists for comments.
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Next, we have the Cost Reimbursement and Ticket to Work Training Symposium recap. And this will be presented by Eric Schmidt, the Program Manager at Maryland Division of Rehabilitation Services, and Shelley Paquette from Minnesota VR, the Program Specialist and Ticket to Work Community Partner Work Incentives Coordinator (CPWIC). I will hand it over to Shelley to get us started with the recap from the symposium.

Shelley Paquette (MN VR): Thank you, Keitra. And thank you, SSA, for allowing myself and Eric to present on this. It's been a great event getting together. Next slide, please.

Recapping the symposium. Why was it needed? Well, it's been many, many years since we've had one. They used to hold them at the same time as the CSAVR spring conference. And the last one was held in 2019. I personally have never attended one other than this newest symposium. And of course, then

COVID derailed that opportunity. I just want to highlight the steps that it took to get to this symposium after six years of not having one. It all started with Eric and Maryland VR. And that question of, if we can't get it through the Council of State Administrators of Vocational Rehabilitation (CSAVR) and the spring conference, what if we put it together? He enlisted many onto his team from Social Security, other VRs, blind agencies and Employment Networks.

He identified topics the group did from previous Cost Reimbursement training and then added current relevant subject matter. As we all know, there's quite a bit lately. And then secured Maryland's leadership and approval and support. And then through that, we really developed a packed agenda. Then he secured the location for us, a training room that met all our needs, held as many people as we possibly could fit in, and went the further step of identifying lodging. Not only with what the rate was for the hotel, but their amenities and closeness to the location. Everything was laid out and very well done. Again, kudos to Eric and that full team that developed that. Next slide. Eric, this one is yours, I believe.

Eric Schmidt (MD VR): Yep. Thanks, Shelley. Shelley put together this map that you see on the screen here while we were live at the session. And for anyone who can't see it, the map shows all the states in attendance. There were 27 states that attended the symposium. There were about 30 who had RSVP'd to attend. A few states had to withdraw due to travel restrictions. Still, we had 27 states in attendance. Then of those 27 states, some of them have more than one VR agency for the general or blind agency. We had 36 total VR agencies in attendance. There were over 80 attendees. There were six staff from SSA who were kind enough to attend for the whole first day and some for part of the second day as well. We had a lot of staff also from our partner Employment Networks and from some Benefits Planning partners for some training on those special topics.

I did want to make a quick mention that the reason we were able to get such a good turnout is we kind of advertised this and we talked about it on the CSAVR group calls that we have. We sent out numerous emails. Social Security asked us to talk on a prior All VR Call about it. And then we had CSAVR send out an email to the state directors or their state points of contact, letting them know that we were putting this on, again, trying to generate as maximum attendance as possible to really get a good kickoff for something that, as Shelley said, we hadn't had in quite a while. Okay, next slide.

This slide shows you the agenda for the three days. As Shelley mentioned, it was a very full agenda. The reason it was quite full is we did a little bit of legwork before we put it on. We sent a survey out asking for topics from people who may attend. And then we also looked at the prior trainings and pulled in what was done on prior CSAVR hosted trainings from the past. The first day was a full day of SSA training. SSA was kind enough to cover an overview of the Cost Reimbursement process, recommended practices, highlighted the Ticket Portal, showcased some of the main screens and main links that you would use there. Then they also provided a lot of questions and answers for us, some questions that we gave them ahead of time, other questions in the room.

The second day was the counterpoint to the SSA side, which was the VR-driven cost reimbursement basics and overview. That was hearing from folks in our positions across the country, discussing claims, denial processes, reconsideration processes, the justification of late start of SGA, PVR responses, how to track claims, the differences between general caseloads and blind agencies, how some things are similar, and some things are a little bit different in terms of the timing, the tracking, those sorts of things.

We also discussed the pre-Employment Transition Services (pre-ETS) pilot a bit. We discussed Ticket and cost reimbursement, as well as best practices for Ticket assignment, that sort of thing. We also did a couple of sessions on data tools and best practices. We really reviewed a lot of the common data systems that states use, Unemployment Income (UI) wages, the Vocational Rehabilitation Client Earnings Report (VRCER) system that's provided by Social Security, the State Wage Interchange System (SWIS), and the Work Number for those states that can access that. We talked about the use of the Ticket Portal on some of the common features that we typically use on a regular basis. We also went into SVES, which is the State Verification Exchange System, budgeted forecasting, the Cost Formula, and the value of having good data systems to make your job as successful as it could be.

On the third day, we talked more on some niche topics. We covered Benefits Planning and the value that it brings to the individuals we serve, as well as the cost reimbursement ramifications for doing a good benefits planning program. We talked about Partnership Plus and the value that it brings to providing continuity of supports for those we serve. Then we tied everything together, a big overview at the end, to wrap everything in a bow to give everybody a good understanding to take away how things working ideally, can bring you a good cost reimbursement revenue stream. Okay, next slide.

Shelley Paquette: The symposium, as we said, had a lot of information. This is just a recap of some of it. There's many, many different things that were discussed and presented. But one thing just to be aware of is that the Rehabilitation Services Administration (RSA) is going to be changing the forms again that we use for our cost formula development form. Be on the alert for that coming up as we enter that next cycle where the cost formula will be due. The Notice of Determination, some of us might not have known this ahead of time, but when a claim is denied, it's printed the day of that decision. When the claim is paid, the notice is printed on the date that the fiscal transfer happens from SSA to your state. Just being aware of those timelines.

Assignments. We are required to report to SSA any clients who are working with us in VR services. When a Ticket is terminated, it may be reflected as Ticket 01. If you continue throughout the sequence that you're serving someone, check on that Social Security number. It may result in additional Tickets. Somebody might have had their Ticket terminated, but then reapplied and got benefits again under another Ticket. If you continue to check on that SSN, you'll see it as another Ticket that comes up and be able to have that assigned. Next slide, please.

Claims. One of the tips that came about is that if you're submitting multiple claims for one person, send in the smallest claim first because if it's denied, you know the others would have been denied as well. You can wait to submit those so you don't use up your one entry before a reconsideration may be needed. On the Ticket Portal, if you've created a *my*SSA account with your work email, like I have, I need to change mine, so will you, to a personal email via the *my*SSA website. For assistance in changing your email address, you need to contact the Help Desk for the website you used to create your account. For Login.gov, call 844-875-6446 for assistance. That's 24 hours a day. Or you can submit a Help Ticket at https://login.gov/contact/. If you did it under ID.me, submit a Help Ticket at https://help.id.me/hc/en-us/p/contact_support. Next slide, please.

The highlights continued for PVRs and late start SGA. No longer are we required to put the reference number on all documents for a diary submission. When you're gathering all those pieces together, whether you're handwriting, hopefully not, or using Adobe or other apps to put the number on, you no longer are required to do that. If you faxed documentation more than 30 days ago and haven't received a response, email the Help Desk to follow up on that. PVRs, they're chosen randomly. They're based on the previous year's submission by percentage. The PVR notices now reflect the 75-day due date. The new VR Handbook is in development, as well as the Ticket Portal User Guide. Next slide, please.

Some general things, what's considered good cause for missing a deadline, etc. Those would be things out of your control, that you could not have seen coming, system issues or acts of God. Not acceptable would be, well, the person retired, and we don't have all the stuff together yet, or that person went on a two-week vacation. Deadlines are deadlines. Again, it's under a good cause for a reason. Mailings are from the decision date, not from the date you opened the mail. Pay attention to the date that's on the actual Notice of Determination, the PVR notice, or late start SGA.

The TPM contractor may change. The Request for Information (RFI) is currently out. You can also file for cost reimbursement, even if there is not a Ticket (a beneficiary 16 to 17 years of age, receiving SSI or concurrent benefits). For more information, refer to the Code of Regulations (eCFR :: 20CFR411.3500).

The Ticket Unassignment Form can be signed electronically. The form was revised in December 2024 and can be found on the Choose Work website under Documents and Resources. https://choosework.ssa.gov/Assets/cw/docs-materials/Beneficiary-Ticket-Unassignment-Request-Form.pdf.

NENA was also shared as a resource for those who engage with Employment Networks. If your state has Partnership Plus or has other relationships with the Employment Networks in your state, NENA can be a great resource for you to connect with. Next slide. Eric, this is you.

Eric Schmidt: Thanks, Shelley. I appreciate Shelley sharing all those highlights. I just want to add regarding the highlights, that's certainly not everything that was discussed. Those are things that came up in conversation around the topic areas that were addressed. We will be sending out all the actual slides and presentations to our CSAVR workgroup list. I'll have a little bit more on that later. Just so you know, that wasn't everything that was discussed. Those were some highlights and some things that didn't fit into the other training that we have that we're going to be sharing with everybody. It was a very successful training, because everybody in the room had a chance to share their best practices, hear from counterparts. It was very helpful in that regard.

On the slide here, there's just a couple of charts regarding a survey that we sent out after the symposium. This is not an exhaustive showcase of the questions. But I did want to put these two on for specific reasons. The first question was, "How satisfied were you with the agenda?" That was very positive in general. I will say that a couple of critiques on the agenda are largely regarding the fact that it was, one, a very, very packed agenda; a little bit more time for some breakout sessions, a little more time to digest some information, and talk about some information would certainly be welcomed. Also, the fact that it was three full days made it a little bit challenging for folks traveling back that same evening. In the future, if we look at something like this again, we will want to look at that regarding the agenda. In terms of the question, “Overall value in attending the symposium”, it ranged from very satisfied to satisfied. There was nobody that wasn't satisfied that was in attendance, which is nice to see. I really wanted to pull that because, again, if we try to keep something like this going in the future, we really wanted to showcase to our leadership in the state and then also just the leadership in the country, that this is a very useful avenue for providing training, and everyone that was able to attend got a lot out of it. Go ahead to the next slide.

Okay. In terms of the survey, I did want to add a few more comments. In the responses, we also got some feedback for any additional questions that we were not able to cover in the room for Social Security. We're going to be passing those questions along to Social Security so that they can review those. Maybe those will become future trainings on future All VR Calls or something that comes out in a blast at some point in the future, however that is decided. But we had a few things that we couldn’t get to in the room or they were a little bit more complicated or a little bit more nuanced. We had some time for questions in the room. We had some that were sent to Social Security ahead of time that they addressed. As you talk, obviously more questions come up, and so we were able to ask the attendees to compile those. I have a list of those that I'll be sending over to Social Security now that we're finishing this wrap-up process.

We also looked in the questionnaire for some future symposium planning questions. And it largely seemed like something we should continue in the future. But if we were to continue in the future, there were things like, as I mentioned, allowing more time for some networking, some coordination, possibly looking at breakout sessions on specific topics or by experience level. There were several people who thought, I'm brand new, I would appreciate a very basic level, versus others who maybe have been doing this for a while, and they might want to engage in a bit more nuanced conversation based on a larger experience level. We also were looking at having more experts to share the load a little bit so you can hear from different folks on different topics. We would certainly be recommending that in the future, we will try to spread that out so folks can hear from different perspectives across the country on how things could or should look for you.

Lastly, there were just some minor housekeeping improvements. Obviously, it's very hard to get the temperature in the room right for everybody, but something that we want to address in the future is audio in the room and making sure that it's accessible to everyone. That's something to think about. The reason that we collected all of this was because we really want to try to keep this momentum and try to have it be successful again, and maybe even learn a little bit about what did or didn't work, this first time around. Next slide, please.

Okay this slide just highlights a few additional training needs. One of the questions we asked in the survey was, “If something was not covered sufficiently or was not covered at all, would there be a particular need for training for you?”. We don't want to wait until a year goes by and try to do this as a symposium training necessarily, but it's something that we can use the CSAVR call for, or potentially even on future VR calls if it's something that an SSA related training element. We identified a number. I'm not going to go through this whole list on the screen here. But I will say based on that, we have ideas about which ones we want to enact first and how we would do a breakout training sessions for those. You'll see that there's a lot upcoming for you to learn, if that's something that you haven't heard before.

I'll give you one example, and that is the State Verification Exchange System (SVES). That's probably going to be the first one that we do. I think that's scheduled for May, if I'm not mistaken. We'll be talking about that on the next CSAVR call, about when that's scheduled. But that was something in the room that was very much asked for in the room, and it showed up again on the survey as something that a lot of folks want more information on. And just in case you're unaware what it is, SVES is what states can use for verifying Social Security benefits, information, benefit type, amount, some demographic information, like is the name and the social for that person correct, the date of birth correct, that sort of thing. It's a very useful tool. It's used in some states more than others and in different ways in different states. That's probably our first training that we knew we needed to do a breakout session on. That was just not a good fit to try to cram that much content into the symposium. Okay, next slide.

Okay, the next steps that we're looking at — I will be sending out the presentations. I've already sent them over to Ashlee Deans in Virginia. Ashlee has been a trooper for many years, doing the CSAVR hosted calls that we do monthly. And if you're on this call but you're not on those calls, you may want to reach out to Ashlee. Her email address is on the screen here. It's Ashlee.Deans@dars.virginia.gov. You can get added to those monthly calls and added to the email list that we have for those CSAVR hosted calls. Again, that's where we're going to try to send those symposium presentations that have been revised based on feedback in the room, and we'll be sending that out again shortly to everyone.

As I mentioned on the previous slide, we've identified right now six topics that we know we're going to need to do additional training on out of that big, long list of possible training. Again, the first one that we're going to be doing is SVES, and then we have a few other ones that we're going to be adding either every month or every other month or potentially on their own timeframe for specific training. In terms of the symposium itself, a lot of folks in the room were hoping that we might consider doing this again. That's something that Maryland would consider hosting again. I know that that helps in terms of in-person for SSA to be able to attend, but I know SSA would be able to possibly attend if it was something virtual as well. But we're looking at if other states are interested in hosting this for the future. If that is the case and you are potentially interested, you can certainly speak to me. I can give you some feedback on things that we learned from this first go around, and then hopefully we can kind of keep the momentum going for this for future years to come. Okay, next slide. That's everything that we have. We just want to then open it up for questions and answers now.

Keitra Hill: Thank you so much, Shelley, and thank you, Eric, for that recap and all that great information. Yes, as Eric mentioned, we're going to go into our first Q&A session for anyone who has any questions about that recap or future symposiums. Emani, do we have anybody with a raised hand currently?

Emani Cain (TPM Logistics): We have one raised hand from Molly O'Brien. I'm going to unmute you, and you can ask your question.

Keitra Hill: Hi, Molly, if you could unmute yourself and go ahead and ask your question.

Molly O'Brien: Hi, can you hear me?

Keitra Hill: Yes.

Molly O'Brien: If we move, my email right now is with my work email for *my*SSA. If I move it to my personal email, that doesn't mean I have to email, the Help Desk on my personal email, correct?

Keitra Hill: As far as I know, there is no email address for the *my*SSA Help Desk. Is that what you're referencing?

Molly O'Brien: No, we learned about this…

Raquel Donaldson: Hi, Molly, it's Raquel Donaldson. No, you do not; you do not ever have to email the VR Help Desk from your personal email address.

Molly O'Brien: Yes, I wouldn't be able to do that.

Raquel Donaldson: Yeah, because everyone's VR email domain is a secure domain for emailing PII. So yeah, never email. I'm glad you asked that.

Molly O'Brien: That's exactly what I was getting at. I didn't want to mess up that secure domain if I changed to *my*SSA. Thank you so much.

Raquel Donaldson: You're welcome.

Keitra Hill: Thank you for that, and sorry if I misunderstood it. Alexis, you had your hand up. Did you want to add to that?

Alexis Thomas: Changing your email address for your *my*SSA Portal login is solely for login purposes. It's not for anything else because your *my*SSA account is your personal account forever and always.

Keitra Hill: Thank you, Raquel, thank you, Alexis, and thank you, Molly, for that question. Emani, are there any other raised hands or questions currently?

Emani Cain: No, there's no other raised hands.

Keitra Hill: All right. One thing to mention, if you're over the phone, because I do believe we have a few dialed in, and if you want to raise your hand, you can dial star 5 and you'll be unmuted, and then you'll dial star 6 to unmute yourself. I know we have a few that are dialed in on the phone. If you did have a question, that would be how you would alert us that you have a question. I don't believe we have any more at this time, but we do have a second Q&A session, if anything comes up, we can address that at that time. Next slide.

Now I will provide the VR Updates, and we have two. First update. Next slide, please. It is about the Pre-payment Validation Review (PVR). Quick update: VR agencies are no longer required to send the PVR notice as a part of the required PVR documentation. However, the documents that are still required are the SSA-199 form with costs in numerical order, and that must be signed. Second, the Proof of Payment for the requested services. Third, the signed Individual Plan for Employment, IPE, or any amended IPEs. Lastly, the case notes or progress notes. Moving forward, those are the four documents that are required for PVR cases.

Our next update. Next slide, please. The new Ticket to Work Program email addresses. On Friday, March the 28, Social Security announced via GovDelivery message that there are new Ticket to Work Program email addresses, which are listed below. Please update your contacts to reflect these new email addresses. These includes EN Operations, EN Recruitment, the EN Payments Help Desk, the EN Systems Help Desk, Ticket to Work Program Integrity, the ENAPOR, the TPR Help Desk, and the Ticket to Work stories, webinars, and social media emails have all changed. That is all for VR Updates in reference to the new email addresses. Some of these e-mail addresses are on the Your Ticket to Work website, some that are not listed publicly yet, and then there are some that are on our Choose Work website on the Contact Us pages.

Next, this is our final Q&A session. If any questions have come up about those new email addresses or in reference to the recap, please do raise your hand so you can ask your question. Emani, do we have any raised hands currently?

Emani Cain: Yes, we have one from Eugenia Cox. I'm going to allow your microphone. And you can unmute yourself to ask your question.

Eugenia Cox: Good morning, I mean afternoon. Sorry, I'm over here on the West Coast. I have a question about the diary. When the diary changes from a justification or a request for the IPE to a PVR, the date doesn't change from the original. What date do we use for the start of the 75 days, the original diary date for the justification, or do we use a different date for when the PVR was announced? And if so, how do we find that date out?

Keitra Hill: The date that I know that we follow internally in the VR Payments Department is the date that the case is selected for the PVR; that starts the 75 days. Alexis, can you offer any guidance about where they can find that in the Portal when they're looking at the claim? Or anyone from SSA, can you provide any guidance on where they can see that information in the Portal?

Katie Striebinger (SSA): Hi, Keitra, this is Katie. Can you hear me okay?

Keitra Hill: Yes.

Katie Striebinger: The way it works on our side, what we can see in the system, Eugenia, is that it creates a different type of or a new type of diary when it is selected for a PVR. There is a totally different diary reason, and it will say selected for a PVR. You want to use the dates of that diary; that will have the start date.

Eugenia Cox: It doesn't change the date. We don't know when it changed from justification to the PVR. And if you use the original date, we're not actually getting 75 days because we didn't know it.

Katie Striebinger: The expiration date is 75 days.

Eugenia Cox: Okay, but from what date?

Katie Striebinger: Are you saying you don't see an expiration date?

Eugenia Cox: Yeah, it doesn't say it has the date, the expiration date of 30 days. But the date due does not change. It will usually change, right in the middle of when the due date is for the original request. And when it does, we don't know when that request was made because it still has the 30 days due for the justification.

Katie Striebinger: An example would be helpful. If you're thinking about an older example, this may be something that occurred in the past. But we had a release at the end of February, and all diaries for PVRs are automatically set to 75 days to give you 75 days, and it does match what's on the notice. What happens sometimes is that in the middle of the PVR, you need something else, and the diary gets changed to a different diary, which is 30 days. Maybe that is what one of your examples are. But without a real example, it's hard to talk through what you're seeing and, whether this is something that just happened yesterday or something a little older.

But you do get the full 75 days. If you have a question about how long you have for the case, it is indicated in the Portal. If you have any questions or concerns about making sure that you get it in, in time, I would recommend contacting the VR Help Desk so they can give you the correct dates, because we can see the dates on our side in our system, and we do want to talk through and make sure that you are seeing the information you need to see. And we can work through on that piece. But without an example, it's hard on the call. From our side, it looks like you get 75 days, and it looks like the date it's telling you is the 75th day. But if you see something else, we can bring that up offline and then bring it back to the group.

Eugenia Cox: Okay, for clarification, two weeks into a justification request, where you have 30 days, it changes to a PVR. You're saying that the due date on that diary is going to change to 75 days?

Katie Striebinger: Yes.

Eugenia Cox: Okay.

Katie Striebinger: Yes, because it changes the diary type. I'm going to assume, and anybody else in the VR team, if you want to hop in, but the example I'm thinking about is that you do send in what they need, and they've looked at it, and then they've approved it. And now that it's been approved, it is now eligible for a PVR and then was selected for a PVR, which then extends the diary, to 75 days from the PVR. It is a different type of diary. Okay, if anyone wants to hop on top of it.

Raquel Donaldson (SSA): Katie, this is Raquel. You're correct. That's exactly what happened. Eugenia let's just say it was for late start of SGA, whatever the reason is. The VR sends in that documentation. The technician continues to process the claim to completion. That is the only time that it will be selected, or it can be selected to become a PVR. That's when the time begins again when it's selected for PVR.

Eugenia Cox: Okay. You will have already sent in even two weeks in. It will not trigger PVR until you send in the documents for the first.

Raquel Donaldson: That is correct.

Eugenia Cox: Okay. That helps. Okay. Thank you.

Raquel Donaldson: You're welcome.

Keitra Hill: Thank you for that question, Eugenia. Emani, do we have any other raised hands currently?

Emani Cain: We have one more raised hand from Heather Mertz. I'm going to allow your mic. You can unmute yourself to ask your question.

Keitra Hill: Heather, if you want to go ahead and unmute your mic at the top right of the screen, then you can ask your question. Okay. All right. She's lowered her hand. Do we have any hands raised at this time, Emani?

Emani Cain: Not from the VRs, only from Shelley.

Keitra Hill: Okay. Shelley, go ahead. You had a question?

Shelley Paquette: I want to make a little clarification on the SSA-199 when you said that the cost should be in numerical order. You're talking about from oldest to newest in numerical order, correct, not the dollar amount spent?

Keitra Hill: Correct. And on the form, when you're listing your costs, number them one, two, and three. Then number the documentation that you have behind that with one, two, and three.

Shelley Paquette: Yes, that's right. I just want clarification on that because, obviously, our dollars, our costs, don't fall in numerical order all the time.

Keitra Hill: Right.

Shelley Paquette: Thank you.

Keitra Hill: You're welcome. Okay. I believe I saw a raised hand. Did we have any, Emani, at this time?

Emani Cain: It was Heather again, but she put her hand back down, I don't believe she has another question unless she puts her hand back up.

Keitra Hill: Okay. Heather, if you were having an issue with your audio and you still have a question, please send that to the VR.Helpdesk@ssa.gov and we can get you a response. I don't believe that we have any other raised hands. Okay, I believe we have a raised hand currently. Emani, can you announce them, please?

Emani Cain: We have another question from Eugenia. I will allow your microphone, and you can unmute yourself to ask your question.

Eugenia Cox: Just one more clarifying question on the diary. The start date of the diary, does it change when it changes to a PVR, or does it stay as it originally was when the justification was?

Raquel Donaldson: The start date changes.

Eugenia Cox: Okay. The start date of the PVR, once it changes to a PVR, it adjusts?

Raquel Donaldson: Correct. You have 75 days from the date that it is placed in diary and becomes a PVR, and that date is also, as Keitra mentioned, in the PVR documentation, the letter that goes out to you all. Even though you do not have to return that letter now, that letter is still important to you because that date is there, other information is there. And if you're finding that you still have questions, as Katie mentioned, reach out to the VR Help Desk because they can immediately answer to you what date you need to be looking at.

Eugenia Cox: Okay. We're trying to figure out how to notify ourselves when that has changed because sometimes, we miss it because we don't watch the diary every day. We're trying to figure out, make sure we know the dates.

Raquel Donaldson: Yeah. Again, if you have any questions about that or think you're wrong, just reach out to the VR Help Desk because they'll be able to help you.

Eugenia Cox: Okay. Thank you.

Raquel Donaldson: You're welcome.

Keitra Hill: Thank you. Do we have any other raised hands currently, Emani?

Emani Cain: There are no other raised hands.

Keitra Hill: All right. I'll move forward to our next slide to talk about an upcoming event, and that is the Work Incentive Seminar Event (WISE), which will be on April the 23 from 3:00 to 4:30 p.m. This month's topic will be "Using Your Plan to Achieve Self-Support." That's our one upcoming event for this period.

Next, we have a few resources for you about who to contact. If you want to contact us by phone, in reference to asking any questions about claims that you're seeing in the Portal that have not moved forward or you want to identify what that PVR expiration date is, you can contact us by phone Monday through Friday, 9 a.m. to 5 p.m. That's our toll-free number, 1-866-949-3687. There are four options when you call that line. Option 1 is for the Beneficiary Help Desk. Option 2 is for the EN Payments Help Desk for those VRENs. Option 3 is the EN Systems Help Desk. And then Option 4 is for State Vocational Rehabilitation Agencies. If you would like to contact us via email for any issues regarding cost reimbursement, Ticket assignment, the service provider website, or the Ticket Portal, you can email VR.Helpdesk@ssa.gov. I don't believe that we have any other raised hands currently.

I want to thank everyone for their participation in today's call. Thank you very much, Eric and Shelley, for that recap of the symposium and all the great information that was shared and what's to come in the future. Thank you all for your time today. Have a great rest of your day.