



QUARTERLY ALL VOCATIONAL REHABILITATION (VR) CALL TRANSCRIPT APRIL 14, 2026

Jocelyn Greenidge: Hello, and good afternoon, and welcome to today's All VR Call. And thank you for joining today's call on Tuesday, April 14. We will start the event, and I want to again welcome you all.

My name is Jocelyn Greenidge. I'm the TPM Senior Program Director, and I will serve as your moderator for today's call. Before we begin with our agenda and the presentation, I would like to advise you that this call is scheduled for 60 minutes. Next slide, please.

The agenda for today's call: we will go over some logistics and housekeeping items, followed by announcements, an overview of the Ticket to Work evaluation, an overview of the Ticket Portal enrollment, updates on Ticket Portal Pre-Employment Transition Services, followed by Reconsideration policy changes, untimely filing denials, VR reminders, and we will end with some questions and answers. And then we will preview the next upcoming WISE event. Next slide, please.

I want to let you know that this call is being recorded and transcribed. All post-call items will be available on the yourtickettowork.ssa.gov website in a few weeks. Also, participants are not permitted to record or capture the transcript from this call. Chat will not be active for today's call. To ask questions during the Q&A, click on the raise hand icon at the top of the Teams window. You will be given audio access by a member of the production team. You will then click the mic to unmute and ask your question.

For those joining the call by phone, we ask that you raise your hand and press star five. The production team will provide audio access and press star six to unmute and ask your question. We will provide instructions again right before Q&A session starts. Next slide, please.

All right, we ask that you please keep the question to one per person each time you are called upon. At any time, any additional questions or comments may be sent to the vr.helpdesk@ssa.gov. Any question not answered during the live event will be forwarded to the appropriate panelists for their answers and comments.

I would like to let you know that closed captioning is available via MS Teams and via the closed captioning link. You may also activate Live Captions in MS Teams, More Actions, Menu; by clicking the Menu, selecting *More* at the top of Teams screen. You will then scroll down to the *Language and Speech* and then by clicking on *Turn on Live Captions*. To use the link option, copy



the link from the GovDelivery message and paste it in the browser to view live captions. Next slide, please.

All right, I will be covering some announcements for you all. Next slide, please.

I would like to let you know that a link to the VRCER distribution frequency poll was sent in the GovDelivery message this morning. You can click on or copy the link and paste it into your browser to open the poll. The purpose is to gather VR responses regarding the distribution frequency preference.

This poll will remain active until 5:00 p.m. Eastern Standard Time. Additionally, we have some suitability office reminders. So please note that the SSA Suitability Office has a new email address. That email address is SecRes.PerSec.Contractor.Vetting@ssa.gov. Also, remember to please compress all files sent to the Suitability Office. If you have any questions about this, please email the vr.helpdesk@ssa.gov.

Next slide, please. All right, at this time, it is my pleasure to introduce to you Seth Hartig, who will go over and present the Ticket to Work evaluation. Seth, over to you.

Seth Hartig: Thanks, Jocelyn. Can you change it to the next slide, please? Hi, everyone. As Jocelyn mentioned, I'm Seth Hartig with SSA, and I'm here to provide you all with a reminder about some upcoming activities related to the Ticket to Work evaluation that we're conducting.

As we discussed in a previous call, SSA will be sending out a survey to each VR agency in the coming weeks. The survey will be a chance for us to learn from your experience and expertise about what is working well with the Ticket to Work Program. The program contact of each VR agency will receive an invitation to the survey by mail and by email. The email will come from a contractor, Mathematica, from the email address listed on this slide, ttwevaluation@mathematica-mpr.com.

If your email system has a safe sender list, please add this email address to that list. If not, please check your spam folders over the next few weeks to make sure you see the survey invitation. We're offering a \$40 gift card to each provider that completes the survey. You'll be asked at the end of the survey for a mailing address where we can send that card. You can also decline the offer to receive the \$40 gift card if your organization's rules prohibit it.

In addition to the survey, we'll be also conducting interviews with beneficiaries to ask them about their experiences. If one of your clients report that they have been invited to an interview, please encourage them to participate. We're also offering you all gift cards for the participating interviewees.



I'll be here until the end of the call to take any questions you might have about these activities. You're also welcome to email me or my colleague, Ellie Stinnett, using the email address that was listed on this slide. Thanks so much. And I believe the next presenter will be Alexis.

Alexis Thomas: Hi, thank you. This is Alexis Thomas, and I was just going to go over some Ticket Portal enrollment information. Next slide, please.

There's been some confusion on the process to receive access to the Ticket Portal. While VR staff must receive suitability clearance to gain access to the Ticket Portal, it is not the only step in the process. To gain access to the Ticket Portal, VR employees must attain a suitability clearance. The next step would be to create a *my* Social Security account that has advanced security on it, and then you have to receive authorization from SSA.

Once you've received your suitability letter, please reach out to the VR Help Desk at vr.helpdesk@ssa.gov. The letter alone does not grant access to the Ticket Portal. SSA must enroll you as a new user. The VR Help Desk will need to verify that you have a *my* Social Security account with advanced security.

We encourage you to create a *my* Social Security account using your personal email address since it gives you access to your personal Social Security information. VR staff should not share the Ticket Portal link with unauthorized VR agency staff because SSA enrolls all new users and provides a welcome letter, which will include the portal link. And the next presenter will be Katie Strienbinger, Katie Seymore, I'm sorry.

Katie Seymore: Thanks, Alexis. Hi, everyone, this is Katie Seymore. Next slide, please.

So I'm going to go over, just walk through how to submit pre-ETS claims in the Ticket Portal. We haven't done a walkthrough since the functionality was added to the portal, so I thought this was a good time.

If you have questions about the policy itself, you can ask your question later in the call for the Q&A. We will have staff on hand to answer your policy questions. If you have additional systems questions, we'll also be a line for the Q&A for that. So I just want to give you a heads up.

And I also do want to say, you know, the Ticket Portal User Guide, like Alexis mentioned, you get a copy of that when you're enrolled. That user guide has not changed since we implemented the portal and added VR payments to it in 2017. So, you know, I'm not showing you anything that is new.



Functionality-wise, we just have added a couple of options so that you can submit pre-ETS claims. So your resource really is that Ticket Portal User Guide if you have questions about the flow or how to do something. But obviously, policy questions should go to the VR Help Desk.

So just a little background. Back on June 2 of last year, we expanded the VR Cost Reimbursement Program to reimburse state VR agencies for pre-employment support services provided to disabled youth ages 16 and 17. Now, you are able to request reimbursement for services that lead to nine months of SGA. And then in August, we announced that we had updated the Ticket Portal to include the new pre-ETS claim type. It was an email blast. It didn't include screenshots, but it did give you the information you would need to submit claims.

So, for this presentation, I'm just going to walk you through the screens. Next slide, please. And just a reminder, these are the allowed pre-ETS costs. Here are the service codes. That is also in the original blast you received. I do also want to add, you know, if you're like, oh, wow, this is new, I don't remember seeing that email, please contact us and we'll get you added to our list to make sure you get all of our GovDelivery messages. We do send important policy information through those messages. This is just a reminder here, so you should have a copy of this. Next slide, please.

Just a reminder, all supporting documentation for your claims, including pre-ETS claims, should be submitted within 24 hours of creating the claim. You should not sit down to request a payment via the Ticket Portal unless you're prepared to fax all the required documentation. Some of the documentation required for a pre-ETS claim would be the service agreement, the SSA 199. We need to see those costs listed out. The IEP or 504, the IPE and any amendments, and then proof of payment. Next slide, please.

So there are two ways to submit VR claims. This has not changed. You can either go through the screens to fill out a single claim. So for one SSN, you can go through a screen and request a payment by SSN, or you can upload a VR file with multiple claims. We have made two changes overall to the portal that was made recently back in August. We have a new claim basis type of pre-ETS, and we have added a new field because that service agreement date is mandatory. Next slide, please.

So here on the right, there's the menu for VR Cost Reimbursement claims. If you are going to do one at a time, you're going to pick the request of VR payment by SSN. Now, this will only allow you to submit one claim at a time. You are going to have to navigate through screens. You're pretty much filling the form out, you know, one field at a time.

As a reminder, there is no save option when you do it this way. We do not have the ability to save this. So we recommend if you have more than five costs, when you get to the screen where you're putting your total, we recommend just combining the costs and leaving a note in the comments. So that way, you can give us the breakdown when you send us the 199, right, so you have 20. But we do not want you to sit there and try to input 20 costs and then have it time



out and kick you out, right. We want you to make sure you get the minimum that you need to get through.

We want you to make sure the totals are correct, but we would want you also to leave a note, making it clear that you understand that you're submitting the 199 to follow with the cost listed out. That way, your claim is going to get over to us correctly, right. You're not going to lose all your work, and then we will have the breakout on our side. And this is for every claim, not even just the pre-ETS one. So just a reminder, since we're walking through this, that if you have a lot of costs and you decide to go one SSN at a time in the screen, you cannot save, and we don't want you to lose your work. Next slide, please.

So what we've added here on the General Information tab, you now have the option where you just had continuous period of SGA and medical recovery during VR 301, you are now going to select the pre-ETS radio button. If you are submitting a claim and you have at least one pre-ETS cost that you're seeking reimbursement for, you need to make sure you click that radio button. That tells us that it's a pre-ETS claim and that makes sure, next slide please, that right there on that box, date of service agreement will appear.

If you do not choose the pre-ETS claim type, it is not going to give you the date of service agreement, and we need that date to complete your claim. Next slide, please. So if you're going to do more than one claim and you have the ability to either create or generate or even, you know, type out in a text pad a VR claim file, you want to use the option *Upload VR Claim File*. This will allow you to submit multiple claims at once. You are going to be filling out all the fields that mimic the SSA 199. So instead of going through a screen, you are going to be using those little brackets to fill it out.

The Ticket Portal User Guide in the back does have sample XMLs for you to look at and use if you were going to try to type it out. Next slide, please. And here is a sample for you because, as you saw through the screens, there's a new claim type. We now have a new claim basis in the file, and you're going to want to use the value of E.

Along with the new value of E, you're going to want to add the service agreement date. Once again, both of those are mandatory for pre-ETS claims. That way, I can identify the information comes over that we need to process your claim. Next slide, please.

And here's a reminder of how to fax the required documentation. If you are submitting a pre-ETS claim, then you are going to have to send us documentation in order for us to complete your claim. So you're going to go to *View All VR Pending Payments for Me*. Next slide, please.

And you're going to go to your pending claims list. If you just created the claim or even did your file upload, they all go in order by date received, so they should be at the top. You're going to look for your claim, and you're going to click the actions link. Next slide, please.



If you have not done any faxes before, right, this is a new claim you just submitted, you're only going to see the option for *Fax Additional Information*. If you've already created a fax before, like say you're doing multiple ones for the same case, you will see the *Check Fax Status* option. But in this example here, it's a brand new claim, you haven't faxed anything yet. So you're going to want to click on the *Fax Additional Information* link. Next slide, please.

And then here you will see all the options. We did add the pre-ETS service agreement option, which is the PETS form and the IEP form. Both of those need to come over to us and you should create a fax cover sheet for each relevant document type. That makes it much easier on our side to keep track of it separately if you fax one thing in with another. We just have such a hard time, and it's going to slow down us processing your claim. So we would prefer it if you go through and make a fax cover sheet for each of the document types separately. Next slide, please.

And just a reminder, overall, in order for a claim to be considered pre-ETS, the service must have been provided when the client was 16 or 17. Please make sure you check this before you send them over. While we understand that services may continue past age 17, they must have started when the client was 16 or 17 under a service agreement. And also, just as another reminder, all pre-ETS claims follow the same timely filing rules as claims based on SGA. So they follow the same rules as the claims you've typically been sending over. Next slide. Yep, and I believe this is where I hand it over to Renee Clarke.

Renee Clarke: Thanks, Katie. Good afternoon, everyone. Next slide, please. We're updating our Reconsideration policy, so starting May 1, SSA will allow VR agencies to submit up to two requests for reconsideration per denied claim for all initial claims received on or after May 1.

We continue to expect VRs to limit reconsideration requests to those based on high-quality data. These reconsideration requests are subject to timely filing restrictions. SSA will allow a VR agency up to 90 calendar days from the date of the initial denial to file two reconsideration requests for a non-earnings-related claim denial. SSA will allow a VR agency up to 365 calendar days from the date of the initial denial to file two reconsideration requests for an earnings-related claim denial. The difference in filing timelines reflects the potential for SSA's earnings data to update. Next slide, please.

We are not changing what's considered an earnings-related denial. The earnings-related denials are listed on this slide.

And finally, as a reminder, a claim is ready for reimbursement when there are proven earnings for nine out of 12 continuous months at or above SGA level. All VR agencies must submit proof of earnings documentation with every claim. Acceptable earnings documentation includes but is not limited to the work number, pay stubs, employer signed statements with FICA withholdings, SSA-supplied VRCER reports, quarterly Office of Child Support Services, and National Directory of New Hire Data. Thank you. Next slide, please.



If you have any questions, please email the help desk, vr.helpdesk@ssa.gov. Next slide, please. I'm handing back over to Jocelyn. Thank you.

Jocelyn Greenidge: Thank you. Thank you. At this time, I will be going over the Untimely Filing denials. Next slide, please. The top denial reasons for untimely filing, I'm going to share a few of them with you. So Code 620, Untimely Filing for initial claim. So when you receive this denial for the initial claim, it is because the initial claim was filed more than one year from the ninth month of SGA.

The following steps you will need to take to avoid this denial for the initial claim is, one, to review the earnings provided on the Vocational Rehabilitation Client Earning Report, VRCER, to ensure you file the claims no more than one year from the ninth month of SGA. So, for example, if the ninth month of SGA is April 2024, the initial claim needs to be filed by April 1, 2025. Next slide, please.

In addition, when you receive this denial for 620 untimely filings for reconsideration, which is earnings-related to denials, if a reconsideration claim for an earning-related denial is filed more than 365 calendar days from the decision date. So the steps to avoid this denial is to ensure the reconsideration is filed no more than one year from the decision date on the notice of determination. Next slide, please.

And in addition, untimely filing for reconsiderations for non-earning denials, when you receive this denial, if a Reconsideration claim for a non-earning related denial is filed more than 90 calendar days from the decision date, you will need to take the following steps to avoid this denial. Ensure the reconsideration is filed no more than 90 days from the decision date on the notice of determination. Next slide, please.

At this time, I will turn over VR reminders to Raquel Donaldson. Raquel.

Raquel Donaldson: Good afternoon, everyone. Thank you, Jocelyn. Next slide, please. I just wanted to give you all a couple of quick reminders just directly from the VR Help Desk.

When you are submitting a request, any type of inquiry, I take that back. Anytime you email the VR Help Desk, please remember to provide your PID, which is your provider ID. Some of you know it by the DUNS number. If you don't know what your number is, your PID number, just e-mail the VR Help Desk, and I'll be more than happy to give that to you.

Also, when you're requesting assistance with assigning a Ticket using the portal, please include a signed IPE and the error code if you're having, if you show one. And please keep in mind that the VRs are expected to assign their own Tickets. So I'm speaking of when you do receive an error, any situation where you can't assign the Ticket yourself, when you're sending me a message requesting it to be done via the VR Help Desk, be sure to include the signed IPE.



Lastly, I'm not sure if any of you, I'm sure some of you knew Kevin Harris from the New Jersey Blind VR. I'm very sad to share the news that he has passed away. We learned of it a couple of weeks ago, unfortunately. Kevin, I met first at a CSVR, so some of you may have met him there, or some of the on-site trainings that SSA has done in the past.

Kevin was funny, and he was my ray of sunshine pretty much. Whenever he emailed me and received an out of office reply, he'd always ask me something about me going shopping where I've been, something like that. And he wasn't far from the truth. So he will be greatly missed.

I do want to welcome Dennis McNerney. Dennis, you have big shoes to fill if you're on the call, but I just ask you all to help Dennis out, welcome him. Like I always do, I always suggest to the newcomers to reach out to the veterans and the VRs for help. You know, you guys know things on the portal side that we don't, so I always refer my newbies to you all. So please welcome Dennis if he has any questions or concerns that I'm unable to help him with. And that is all I have. Pass it back to you, Jocelyn. Thank you.

Jocelyn Greenidge: Thank you. Next slide, please. Sure. Just to follow up, following up for steps for faxing documentations for a claim and diary. We ask that when we collect all required documents, we'll review the diary explanation texts to identify and gather the required documents necessary.

Two, generate a new fax cover sheet. So you select *View all VR Pending Payments for Me*, click on *Actions* and click *Fax Additional Information*. Next step would be to check fax status. So then you would select *View All VR Pending Payments for Me*. Click on *Actions* and the link next to it that's the appropriate payment request. And then you would click on the *Fax Status* link. And there will be a fax receipt date if SSA received the fax.

And finally, contact the VR Help Desk. So please contact the VR Help Desk at vr.helpdesk@ssa.gov if within 30 days have passed since you submitted all the required documentations and your claim has not been processed yet. Next slide, please.

All right, we will now move over to the next portion of the meeting, which is question and answers time. So just a few reminders for those that may have a couple questions.

I would like to remind for those over the phone, raise your hand by dialing star five, and you will be unmuted by the facilitator. You will then press star six to unmute yourself. If you are in MS Teams and you have a question, please raise your hand by selecting the raise hand icon in Teams. Your mic will then be unmuted by the facilitator, and then you will unmute yourself.

Please state your first name, the VR name, and ask your question. A reminder that we ask initially for all questions to be one question per person, and any additional questions you may have, you can email. At this time, I will turn it over to Emani and ask if we have any questions. I see a few.



Emani: Hi Jocelyn, thank you. Yes, we do have a couple of questions. The first person is Eugenia Cox. You have audio access. Please unmute and ask your question.

Eugenia Cox: Oh, hello. I'm sorry to hear about New Jersey. He was a really nice guy. But my question is, is the 90 days, which is a change from 60 days to do an inquiry or a reconsideration for non-wage related, will the letters be updated to reflect 90 days versus 60 days?

And my second question is, is Renee did not mention state Unemployment Insurance wages in the wage information that would be acceptable to SSA?

Renee Clarke: Gena, it's Renee. Can you repeat your first question, please?

Eugenia Cox: The first question is, is that you changed the 60-day requirement for non-wage-related inquiries or recons. Is the, you changed it from 60 to 90 days, is that correct?

Renee Clarke: That's right, yes.

Eugenia Cox: Will it change on the letters that come out?

Renee Clarke: Yes.

Eugenia Cox: Okay, because it says 60 now. And then the second one was the state UI wages was not mentioned in the acceptable wage information.

Renee Clarke: If we're currently accepting it, then we will continue to accept it. I don't want to, you know, say blankly that we'll accept any documentation, but if we've already approved yours, I know that, you know, we've spoken in the past about the types of earnings documentation and things like that. So, if we're currently accepting it from your VR, we will continue to accept it.

Eugenia Cox: No, I mean listing of the state UI wages. That's how most of the states do it currently, unless it's a VRCER.

Renee Clarke: Sorry?

Eugenia Cox: I'm not talking about evidentiary, like if, you know, we sent over an official document for the state UI wages.

Renee Clarke: If we're currently accepting, we're not changing what we're accepting. It was just, it was just a reminder. So those were just examples, but it wasn't a comprehensive list. So if we're currently accepting, we will continue to accept it.

Eugenia Cox: Okay. Thank you.

Renee Clarke: You're welcome. Thank you.



Jocelyn Greenidge: Emani, who do we have next?

Emani: Thanks, Jocelyn. We have Eric Schmidt. You can unmute yourself and ask your question. You have audio access.

Eric Schmidt: All right. Thanks, Eric from Maryland. First of all, really good updates this time around. Thank you very much. I had a quick question way back at the very beginning regarding the suitability slide that was mentioned. Please remember to compress all of the files that go to suitability. Can you clarify what you mean by compress all the files?

Jocelyn Greenidge: Hi, this is Jocelyn. Compressed usually means like zipped, a zip file.

Eric Schmidt: Okay. Yeah, so I just did that today and it bounced back. I don't know if it was your guys' end or our guys, or our end or our state VR, but we have a very zealous AI that basically roots out anything it thinks is suspicious, and it includes basically sending anything zipped or compressed. So I'm not sure, are there any other workarounds for that? Do you know if the SecRes folks, do they have a fax that I could send a fax to alternately? Because I cannot send, due to our data encryption police over here, something that's encrypted and zipped.

Jocelyn Greenidge: This is Jocelyn. We can take that back and ask and follow up for you.

Eric Schmidt: I appreciate that very much.

Jocelyn Greenidge: No problem.

Eric Schmidt: Basically, I'm kind of stuck in a corner here. Our state's not allowing us to use the secure partner to send emails anymore. So, ssa.gov and Maryland.gov, even though it's secure partner, they're not letting us do that. They're not letting us send anything zipped and protected that way. So, I'm running out of options on how to get you all suitability, and I obviously need to do that for our staff and then our partners. So, anything that you could get and share as an alternate way for us to get that information to you all would be very helpful.

Jocelyn Greenidge: Can you also send your information so we have it on record to the VR helpdesk@ssa.gov so that we can reply back with you and send additional guidance out?

Eric Schmidt: I can give us a kind of summary on there.

Jocelyn Greenidge: Thank you.

Eric Schmidt: Yep, that'd be great. Thank you.

Jocelyn Greenidge: Thank you so much. Emani.

Emani: Yes, we have Kim Farley. You now have audio access. You may unmute yourself and ask your question.



Kim Farley: Hi, I'm with Illinois Division of Rehab Services, and my question was not really on the 620 denials, but I seem to, like, we'll get a lot of 590 where the evidence, they say the evidence wasn't included.

Well, a lot of our, like we just have the State Illinois Department of Employment, excuse me, Employment Security. Our wages come from there. We don't have nationwide, so I kind of check that and then also check the VRCER report. If your report shows like they're all, you know, I've had nine months SGA, like all at F's or, you know, if, if it shows that, then I'll go ahead and file it. But I don't have any backup information other than the VRCER report because we just have, you know, like they moved out of state and maybe were employed in another state.

So we don't have the wage information for that. And in our comments section, I always list based on the VRCER report and IDES wage earnings, you know, blah, blah, blah, and I'll say that. But then we still get all the 590 denials. So, I don't know what I'm supposed to send with that because we don't actually have any backup detail for their earnings other than your VRCER report.

Candice Whaley: Hi Kim. This is Candice Whaley. I wanted to let you know that you should not receive a 590 denial if you submit VRCER in Remarks, and SSA has at least nine out of 12 months on our records.

Kim Farley: Okay.

Candice Whaley: So even if you have, even if you have VRCER, if the earnings aren't showing up on our records, the claim will have to be denied 590 unless you submit documentation with your claim for the earnings. That's just the way the policy is right now.

If you can find any of the, like the UI wage data, anything, because you should not get a 590 as long as we have nine out of 12 on VRCER, you have nine out of 12, for on the Remarks tab with the earnings and the applicable quarters, or you send in fax documentation that has nine out of 12 months.

So if any of that is untrue, please send a recon request to the VR Help Desk. But if all three of those things are followed, or not followed, I'm sorry, then of course it will be denied a 590. And we apologize, that's just a new policy. And it can change in the future, but right now, it's just our current policy.

Kim Farley: Okay. I don't know if I got all that. But so, we do need wage earning information along with the VRCER report.

Candice Whaley: You do not need to put the wage documentation with the VRCER report. But if our records do not have the nine out of 12 on our VRCER in SSA's records, then we would have to deny it. So my suggestion is to send them both so you do not get any 590s.



Kim Farley: Okay. Well, yeah, I wouldn't have any on my end because they were out of state, so we won't have the wage. But I do send that. I actually was just looking at one before we got on this call, like where you had, there were four quarters with F's all in a row on the VRCER report. But we didn't have any wage information. And it was denied with a 590 code. So I should send that back in as a reconsideration?

Candice Whaley: Yeah, I would send a request to the VR Help Desk to have that looked at. Like I said, usually your VRCER report should match ours, but if we do not have nine out of 12 showing on VRCER in SSA's records, then it would have to be a 590.

So my suggestion to everyone is, put those nine out of 12 quarters or applicable quarters on the Remarks. If you don't have it, then use the VRCER. And if you're not sure that you have, like you said, you're out of state, I would submit wages, any of the quarterly wages as well, just so that you're proactive and you wouldn't be denied a 590. That's just my suggestion. Because 590 should be very rare.

Kim Farley: Okay, yeah, I mean, I don't want to say several, but I bet every time, at least once a month and stuff, we'll get one like that, so. Okay.

Candice Whaley: And I just wanted to add that 590 is considered an earnings denial.

Kim Farley: Yeah.

Candice Whaley: Okay?

Kim Farley: Okay. All right. Thank you.

Candice Whaley: Thank you.

Jocelyn Greenidge: Thank you. Thank you both. Emani, do we have any callers who dialed in? Any questions?

Emani: We do not have any questions from any callers at this time.

Jocelyn Greenidge: Okay. Do we have any other questions?

Emani: We have one more from Eugenia. You have audio access. Please unmute yourself and you can ask your question.

Eugenia Cox: Two questions. One is, is there a more current VR Provider Handbook than 2017?

Renee Clarke: Hi, this is Renee. Yes, there is a 2020 version, and we are working on an updated version.

Candice Whaley: Eugenia. Hi, this is Candice. I believe I sent you one when I sent you the 2013 one, so I would check that email.



Eugena Cox: And then my next question is, has there been a new Ticket Program Manager announced or is that still open?

Renee Clarke: Hi, this is Renee. No, a new TPM has not been announced yet.

Jocelyn Greenidge: Thank you. I believe we have another question, raised hand.

Emani: Yes. Yes, we have one from Shelley Paquette. You now have audio access. You may unmute yourself and ask your question.

Shelley Paquette: Hi, everyone. Shelley Paquette, Minnesota General VR. My question is in regard to the VRCER and the survey that you're putting out. I wanted to add a little bit more information to the answers to the survey, because yes, it would be helpful, but then thinking kind of in steps, how would that look like? And can you describe what a monthly VRCER would look like versus the quarterly we have?

Katie Seymore: I'll take that one. Hi, it's Katie. So SSA receives monthly updates of our quarterly data, but we only send you a version of that update, right, every three months, every quarter. So while our records update every month, it's like a very fixed point in time, we get a download once a month. We only send it to you after the big updates.

So we were curious if, you know, once a month after we get our updated refresh data, if we sent you the file, right, once a month, would you use it and look at it every month? The file would be identical. Nothing would change about it except you would be getting pretty much a copy of what we're looking at when you send your claim in, if that helps.

Shelley Paquette: It does help. My question would be then, so right now we keep our quarterly and we have to delete that every quarter we get a new one. Would we have to delete them every time we get a monthly one, or can we keep them until we get the quarter covered? So it's kind of those logistics that we're working through the steps when we receive it monthly.

Katie Seymore: Honestly, I'm not sure why you would want something that was outdated. Yeah, our intention is if we sent it to you, would you then be able to turn around and use it, right? So that you would ideally, right, instead of waiting for the next VRCER file to send us your claims, you could actually send us claims on a monthly basis, right, based on this monthly update to the VRCER data. So, yeah, we would want you to not use the old one, right, because it's outdated.

Jocelyn Greenidge: Thank you, Katie.

Katie Seymore: Okay.

Jocelyn Greenidge: I believe we have another question.



Emani: Yes, Jocelyn, we do. Eugenia, you have audio access. Please unmute yourself and you can ask your question.

Eugenia Cox: My concern is, is that if you send us the VRCER on a monthly basis, you're only able to see UI wages on a quarterly basis. That does not change. So we don't pull because employers have a full quarter to report their quarterly wages. It's not going to match up with, right now it matches up with the quarterly VRCER. So, and we know you can't see the state UI wages until two quarters in on the 15th. So that would be my only concern is if the VRCER doesn't help you, then your UI is not going to match up if we do it on a monthly basis.

Katie Seymore: So — and anybody on the team can help me. So when you send in your claims, we only use the quarterly data that's on our system, right. You could send us, you know, unless obviously like Renee talked about, you're sending evidentiary UI data that, you know, we accepted. Yes, we can take your UI wages before it populates to our system, right.

But when we look at your claims, absent anything else, right, we're using in our system, what we have, what we just got in our monthly data dump. So by sending you what we have, you would know for 100% certainty, right, of exactly what quarterly data we have. So it doesn't have to be in your, right, it doesn't have to be in your UI wages data for us to pay you. It needs to be on our VRCER file, right.

If it's on our VRCER file, unless there's contradictory monthly data, right. So those quarterly, we're pretty much showing you, right, to me, VRCER is we're showing you what quarterly data we have. Would it be useful to you if on a monthly basis you could look and go, oh, SSA finally has what I have? So. Anybody else on the team would have anything else that would help? Because I know you guys do the claims.

Candice Whaley: No, that's perfectly right. We review the monthly earnings first, and then we look at the quarterly earnings. So, we should, you should, if you send in that monthly VRCER, or we're sending them a monthly VRCER file now, is that correct, Katie?

Katie Seymore: Quarterly.

Candice Whaley: Who's saying monthly? Eugenia, you said monthly?

Eugenia Cox: No, I was saying that if you send us the quarterly wages on the VRCER, it might not match up with what we currently have in the UI.

Candice Whaley: Oh, well, it should match a lot of times, like Katie said, if the data is not updated yet in our system. But it should match. Anything that shows up on a VRCER file, SSA already has.

Eugenia Cox: Yeah, and some employers report early and some employers report until the very, very end of the quarter. And so it never matches quite, that's why I always encourage people to



wait till you get the VRCER. That makes sure that any corrections or because they're reporting two quarters out, the employers are.

So I just think that if you send the VRCER every month, that it's not going to match up. You won't have the most current information that we see for UI because, you know, I remember way back when Raquel told me that we see like fourth quarter of UI. It'll be one full quarter, January, February, March, and you won't see it until mid-April, okay. Because there is a full quarter that an employer has to report. So you may not see fourth quarter of 2025 until mid-April.

And then first quarter of May, I mean, first week in May is when you send us the VRCER. So that way we make sure we have all the fourth quarter UI wages when you send us the next VRCER, which is coming up.

Candice Whaley: Well, Eugenia, this is where that second recon comes in and we're hoping that that, you know, satisfies a lot of the VRs because I know we only have one recon to submit. So a lot of times if the wages are off by a couple quarters and you send in a recon, you have two now. So you won't be denied if you have those wages. So let's be happy about that, Eugenia.

We've been waiting patiently to give you this information so that everybody will be happy. So, I was going to say everybody clap their hands that's happy about the new recon rule, but I thought it would be a little too much. But yeah, so basically, I'm very, yeah, there you go. Thank you, everyone.

So, you have an extra chance to submit that claim. So, I'm just hoping that, you know, the wages do add up when you submit it, but if not, you have two extra tries for the earnings denials or the non-earnings denial. So I'm hoping that that's helpful. Thank you, everybody. Have a good day.

Jocelyn Greenidge: Thank you. I believe we have one more raised hand that I see.

Emani: Yes, Jocelyn, we do. Cassie Tafoya, you can unmute yourself and ask your question. You have audio access.

Cassie Tafoyz: It's 100% saying this out loud, okay. so we have two recons but they're from the one year, 365 days from the original denial, correct?

Unidentified Speaker: That's correct.

Cassie Tafoyz: Not 365 from the re, first denial of the recon correct?

Unidentified Speaker: That's correct.

Cassie Tafoyz: Okay. I just wanted to 100% get that logged in. Thank you.



Unidentified Speaker: You're welcome.

Jocelyn Greenidge: Thank you.

Chauna Dixon: Hi, this is Chauna Dixon, and I'm one of the Senior Program Analysts on the team as well. I just wanted to let everybody know and give everybody a reminder that new Recon policy begins May the 1, okay. So, I just wanted to let everyone know it's effective May 1, because I think Eugenia said something earlier about the notice not being changed yet. So, it's not in effect yet, but it will be as of May 1.

Jocelyn Greenidge: Thank you for that important update. All right, at this time, I'm not seeing any additional raised hands. If there are no other questions, can we please move to the next slide, please?

All right, I'd like to remind everybody about our next upcoming event, which is the next Work Incentive Seminar, WISE. The topic for that is Debunking the Three Biggest Myths on Disability Benefits and Work. That will be held on April 22 from 3:00 to 4:30 p.m. And you can always go to our 2026 Calendar of Events to see additional detail. And so, we will share additional information regarding this event as well in a future GovDelivery message, which will also include Ticket Portal issues and outages.

And so please save this email address. If you don't already have it listed and not going to your spam folders, it's TicketToWork@subscriptions.ssa.gov. Next slide, please.

In our next quarterly All VR Call, we are asking for any topics. And if you have any that you would like to discuss, please send them to the vr.helpdesk@ssa.gov. The next call date will be announced. But until then, please submit any topics. And thank you again, all, for joining today's call. If you have additional questions, please send them to the VR Help Desk. And everybody, have a good afternoon. Thank you.