QUARTERLY ALL VR CALL TRANSCRIPT AUGUST 18, 2026

Katherine Jett (TPM): Good afternoon and welcome to the Quarterly All VR Call.

We want to let everyone know that this call is being recorded and transcribed, and I'll go over the agenda. We have the logistics and housekeeping, which we'll go over in just a moment. The agenda topics include: Announcements, Suitability Clearance, Ticket Portal Enrollment Reminder, Reconsideration Policy Change Reminder, Documentation Required for Diary Claims, Top Three Payment Denials, Question-and-Answer-Session, Upcoming WISE Event, and then our Closing. Next slide, please.

Okay. For logistics and housekeeping, this call is being recorded and transcribed. Participants are not permitted to record this meeting or capture the transcript. During the Q&A session, we want to let everybody know that you will have to raise your hand and ask your question aloud. The chat is not active. If you're joining via the phone and you wish to ask a question, we're going to go over these instructions later, but you'll press star-five to be unmuted by the facilitator. Then press star-six to unmute yourself and that's if you're joining via the phone. If you're joining via the MS Teams application, click the raised hand icon and a production team member will provide access to audio and allow you to unmute your microphone. Next slide, please.

Now during the Q&A, please ask one question each time you're called upon by the facilitator. Additional questions or comments can be sent to the VR Help Desk at VR.Helpdesk@ssa.gov. Any questions not answered during the live event will be forwarded to the appropriate panelist for comment. Our closed captioning is available today. To turn on the closed captions in Teams, just click *More* at the top of the MS Teams window and click *Language and Speech*. Next, you'll click on *Turn on Live Captions*. We also have a closed caption link that you can use in the browser that was in the GovDelivery message that was sent out. Next slide, please.

Now at this time, I'd like to welcome the VR Payments Manager, Kimberly Cutler, and our speaker for today. Take it away, Kim.

Kimberly Cutler (TPM): Thank you so much, Katherine. Again, we just want to thank everyone for joining our call today and we'll go right into our announcements, so next slide.

Okay, we just wanted to provide an announcement about the OCSS data. Recently, a number of state VR agencies have noticed missing Office of Child Support Services, which is the OCSS data, in the VR Client Earnings Report (VRCER). Please make sure that you notify your state agency if you notice missing quarterly wage data when reviewing your VRCER. So, when you're going through your VRCER data, please make sure you're paying attention to that information. If you do notice quarterly earnings missing or quarterly wages missing, please reach out to your state agency.

Another reminder we wanted to discuss is about document submission. Please make sure that all documentation submitted is legible. The most common reason we diary claims is illegible documentation. So, we want to make sure that we are processing all claims timely. To help us with that, please make sure that all the information comes through clearly and that we are able to process your claim through completion.

The last reminder is when you're submitting your fax information, you want to confirm the status of all faxes via the Ticket Portal to ensure receipt, and we'll talk about that a little bit later. But you don't want to just check on your end when you're faxing this information. Please make sure that you're also confirming that the information was submitted completely through the Ticket Portal. And again, we'll just give you a little bit of tips on that as we move into the presentation. Okay, next slide.

We're going to talk about suitability clearance. If you are applying for suitability clearance, you should start by contacting Yvette Singleton and we have her email address here, which is Yvette.Singleton@ssa.gov. You also want to make sure that you are copying the VR Help Desk and that email address is VR.Helpdesk@ssa.gov. Yvette will work with you to ensure you have a complete package, and she can provide fingerprinting instructions and copies of the required forms. Applicants must complete fingerprinting before submitting a suitability application and required forms include the Declaration for Federal Employment form (306). Electronic applicant listing must include the date fingerprinting was completed and include the state VR contract number. If you do not have that and you reach out to Yvette, she can provide that number for you. The CPOC name is the Signatory Authority responsible for the VR contract. And, you want to include the COR name, which again, is Yvette Singleton.

The key thing to remember, again, when you are applying for suitability that you must complete your fingerprinting before submitting a suitability application. And to get help with that, please contact Yvette Singleton, again, at Yvette.Singleton@ssa.gov, and make sure you are copying the VR Help Desk, which is VR.Helpdesk@ssa.gov. Okay, next slide.

Now we want to just provide a reminder for when you're enrolling into the Ticket Portal. To gain access to Ticket Portal, the VR staff must attain suitability clearance. You must create a *my* Social Security account with advanced security, and you must receive authorization from SSA. Once you receive your suitability letter, please email the Help Desk, which is

VR.Helpdesk@ssa.gov, to request to be enrolled in the Ticket Portal. Suitability clearance alone does not grant access to the Ticket Portal. SSA must enroll you as a new user. The VR Help Desk will 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 this is your personal *my* Social Security account. VR staff should not share the Ticket Portal link or portal screenshots with unauthorized VR agency staff. Agency staff are not authorized to use the portal until enrolled by SSA. SSA enrolls all new users and provides a welcome letter. And in the welcome letter, it will include the Ticket Portal link. So, you want to make sure that you're taking all of these steps when you are doing your portal enrollment. Next slide.

On the next couple of slides, we're going to talk about the Reconsideration policy change reminder, and to cover those slides, I am going to turn it over to Ben Lydecker, who is the Ticket Operations Manager. Turning over to you, Ben.

Ben Lydecker (TPM): Thank you, Kim. Next slide, please.

The Reconsideration policy is a reminder of what was reviewed early in the spring to make sure that all VRs are aware of the update. As of May 1, 2026, VR agencies may submit up to two requests for reconsideration per denied claim and this is for all initial claims received on or after May 1 of this year. SSA continues to expect VR agencies to limit reconsideration requests to those that are based on high-quality data. Reconsideration requests will be subject to timely filing restrictions. This means that SSA will allow a VR agency up to 90 calendar days from the denial notice date 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 denial notice date to file two reconsideration requests for an earnings-related claim denial. Please keep these timelines in mind as you review your reconsideration options. Next slide, please.

To help with some examples, we have two examples of reconsideration submissions. The first example, that authorization date of April 27 with a final VR closure date of February 21. The claim submission date was November 13 of 2025. And then the payment code of 220 with that decision date of December 11 of last year. Since this claim submission date is prior to the policy change, so prior to May 1 of 2026, the VR only gets one reconsideration with the final VR closure date of February 21, 2025, has been received. And based on the payment code of 220, the VR has 365 days to submit a reconsideration.

In contrast, for example two, we have an authorization date of June 27 of this year, a final VR closure date of July 21 of this year, claim submission date of May 20 of this year. Payment code of 220, again, and then the decision date of August 2 of this year. Since this claim has a submission date of after May 1, 2026, the VR gets up to 365 days to submit two reconsideration requests. Next slide, please.

SSA has not changed what it considers an earning-related denial. Please refer to the chart below for a list of those earnings-related denials. These include work activity could not be established, so no earnings or not verified earnings; earnings below SGA; earnings below blind SGA; eight months or less of SGA; eight months or less of blind SGA; nine months of SGA but not within 12-month period; and nine months of blind SGA not within the 12-month period; and VR agencies did not provide earnings documentation that is required for all earnings claims. And these are the denial codes related to each of those denial reasons. Next slide, please.

As a final part of this policy reminder, SSA strongly recommends that VR agencies wait at least two calendar quarters before filing an earnings-related reconsideration. This allows for additional earnings information to be made available for that review. 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 or blind SGA level, if applicable. All VR agencies must submit proof of earning documentation with initial claims, pre-ETS claims, and reconsideration claims.

Example of earning documentation includes but is not limited to: The Work Number; pay stubs; employer-signed statements with FICA withholdings; SSA-supplied quarterly VR Client Earnings Reports (VRCER); the quarterly Office of Child Support Services (OCSS) National Directory of New Hire Data; and then, finally, VR remarks with applicable quarters and earnings. If you have questions about any of those documentation requests or the policy, please contact the VR Help Desk at VR.Helpdesk@ssa.gov with any questions. Next slide, please.

And I'll be handing it back to Kim for additional information about the claim diary process.

Kimberly Cutler (TPM): Thank you, Ben.

Okay, as Ben mentioned, we're going to move into documentation required when a case is placed in diary. So, VR cost reimbursement claims analysis. All VR cost reimbursement claims are processed on a first-in, first-out basis within 30 days of receipt unless additional documentation is required to validate the claim. If further documentation is required, the claim will be placed in diary, which means placed on hold. Please review the diary reason and the diary explanation text in the Ticket Portal for the documentation necessary to process your claim. The VR agency staff is responsible for reviewing claims placed in diary to ensure the required documentation is submitted within the required timeframe. If your claim is not processed within five days after you submit the required documentation, please email the VR Help Desk. Again, that email address is VR.Helpdesk@ssa.gov. Please make sure you are allowing the five days after you submit the information before contacting the Help Desk. We have observed that when additional documentation is faxed, it often remains insufficient to validate the claim. The next slides outline the most common reasons for requiring additional documentation and include the required documentation to validate the claim. Next slide.

Here we have the most common reasons claims are placed in diary. I want to start with information required because the case was selected for a prepayment validation review or a PVR to ensure that VR services and costs meet the requirements for the requested payment. Another reason is that information is missing for direct or other costs that are required for the requested payment. The next reason is Information is required to explain the late start of substantial gainful activity or SGA. And last is the verification of earnings review. So, these are the most common reasons claims are placed in diary. Next slide.

Here we provide the diary text and documentation required. So, the diary text will read some cause requested is missing or is within a date range outside of the payment period. The documentation required for this is the SSA 199, which details the costs incurred within the

payment period. The diary text will read, “Please submit a signed IPE and case notes.” The documentation required is a signed IPE and case notes (or similar documentation) to substantiate the claim. Next slide.

Diary text proof of payment needed with warrant or procurement numbers required for invoice amount, and that invoice amount will be listed so the documentation required would be proof of payment (e.g., invoice with warrant and procurement number). Another reason a case is placed in diary is *proof of payment required for invoiced amounts of $XX.XX*, and again, you will be able to see those amounts. The documentation required is proof of payment for specific direct cost. Another diary reason, *proof of payment for direct cost requested*. Documentation required is proof of payment for specific direct cost. Another diary reason is *fiscal year cost formula needed to process the claim*. The documentation required is Administrative, Counseling, Placement (ACP) cost for the current fiscal year should be sent to SSA for approval. Next slide.

And the final diary reason is *verification of earnings review*. Now if you should see this diary reason, there is no documentation required on the VR side. This is placed in diary because SSA is awaiting additional earnings data. So, if you see the verification of earnings review, again, there's nothing that the VRs need to submit at this time. Just know that SSA is awaiting additional earnings data. Okay, next slide.

So, one of the things we talked about earlier on the reminders is when you're faxing in your information. You want to make sure that you are able to confirm that the faxed information was successfully submitted by checking the Ticket Portal. You want to make sure you collect all required documents. Then you want to review diary explanation text to identify and gather required documentation necessary for the claim to be processed. Once you have all the documents and all the information, find the SSA reference number and you can find that on *View All VR Pending Payments to Me*. And once you are there, click the *Actions* link and then click the *Show Diaries* link.

After you have all the information and you've taken those steps, you'll want to generate a new fax cover sheet. Select *View All VR Pending Payments to Me*. Click on the *Actions* link next to the appropriate payment request and then click Fax Additional Information. You also want to check fax status. This is what I mentioned earlier. Find the SSA reference number on View All VR Pending Payments to Me, click Actions link, click Show Fax Status link. Once you click the Show Fax Status link, there will be a fax receipt date if SSA received the fax. If you do not see the fax receipt date, that means SSA did not receive the information, so you might want to refax that information. You can email the VR Help Desk if five days have passed since you've submitted all required documentation and your claim has not been processed.

So, again, we want you to send in all of the required information and make sure that you've received the fax receipt date on the Ticket Portal site. And then we ask that you allow five days to pass before reaching out to the VR Help Desk if your claim has not been processed. Again, VR.Helpdesk@ssa.gov. Next slide.

Okay, the next couple of slides we're going to talk about the top three payment denial reasons for the second quarter of 2026. Those top three payment denials are denial code 620, which is untimely filing for claims. We have a denial code 320 and that denial reason is nine months of SGA but not within the 12-month period. And then denial code 220 and the denial reason is eight months or less of SGA. Those are the top three payment denial reasons for the second quarter of 2026. Next slide.

So, we want to talk about those payment denials, and we want to offer some tips to avoid those denials. Starting with code 620. There are three different reasons that fall under this denial code. The first one is untimely filing, and this is from the initial claim. You will see that the description is that the initial claim was filed more than one year from the last month of SGA. Now a tip to avoid this denial is to review the earnings provided on your VRCER file or the Vocational Rehabilitation Client Earnings Report to ensure the claim is filed no more than one year from the last month of SGA. Next slide.

Still with code 620, and the denial reason is untimely filing, and this is referencing earnings reconsideration. The description, the reconsideration claim for an earnings denial was filed more than one year from the initial claim decision date. Tip to avoid this denial, review the notice of determination from the initial claim to ensure the reconsideration is filed no more than one year from the decision date. Next slide.

And finishing up with code 620 is the untimely filing for non-earnings reconsideration. Your description, the non-earnings reconsideration claim was filed more than 90 days from the initial claim decision date. Tip to avoid this denial, review the notice of determination from the initial claim to ensure the reconsideration is filed no more than 90 days from the decision date. Next slide.

The second top denial for the second quarter is code 320, and this is nine months of SGA but not within the 12-month period. Your description, evidence of SGA is provided but extends beyond the 12-month period. Tip to avoid the denial is to review earnings details in advance to confirm that the months referenced in the claim are within the required 12-month period. Next slide.

Okay. Payment denial code 220, the denial reason is eight months or less of SGA. Description, eight months or less of verified SGA level earnings were found in SSA's records. Tips to avoid and I have a couple for this one. If an initial claim was denied due to insufficient earnings, please wait an additional two calendar quarters to submit a reconsideration claim to avoid another 220 denial. Also, submit proof of earnings with the claim. Acceptable earnings documentation includes but is not limited to the VRCER data, OCSS data, The Work Number, pay stubs, or an employer-signed statement with FICA withholdings. Next slide.

Okay, so that concludes the presentation portion of today's call. What we are going to do now is open the call up for questions. On MS Teams, raise your hand by selecting the raised hand icon. Your mic will be unmuted by the facilitator. Then you must click the mic to unmute yourself. Please remember that step. We'll unmute you but you have to click your mic to unmute yourself. If you're calling in by phone, raise your hand by dialing star-five and you will be unmuted by the facilitator. Then you will need to press star-six to speak. We just want to remind you to please only ask one question once you are called upon. We want to make sure that we are allowing everyone the opportunity to ask their question. And when you are called upon and you unmute your mic or you're on the phone and you dial star-five and then star-six to speak, please state your first name, the VR name, and then ask your one question. So, at this time, Emani, I do see a couple of raised hands, but I'll turn it over to you for this portion of the call.

Emani (TPM): Thank you, Kim. Yes, we do have two raised hands. The first one is from Eugenia Cox. You are now unmuted. You can unmute yourself and ask your question.

Eugenia Cox (SVRA): Hello. I'm Eugenia Cox and I'm with Texas VR.

Emani: Hello, Eugenia.

Eugenia Cox: Hi. I need a little bit of a clarification. On your announcements, you had said that if there was missing data on the VRCER, to contact our state agency, and they don't have anything to do with the VRCER and isn't OCSS the same as the VRCER information?

Kimberly Cutler: Okay. I'm going to turn it over to someone from SSA to address.

Renee Clark (SSA): Hi, Eugenia. This is Renee. So, the VRCER is based on OCSS data, so OCSS, which, you know, used to be OCSE, so we call it OCSE, and that is from your state.

Eugenia Cox: Okay, so when she was talking, she was meaning to talk to our state for our state UI data. And who do we contact if VRCER is missing data when we can see consistent wages?

Renee Clark: We get the VRCER from OCSS. So OCSS, that data is from your state, so you'd have to go to the state agency that's responsible for that data.

Eugenia Cox: Okay, the VRCER I thought came from the Department of Justice to you.

Renee Clark: It's from Office of Child Support Services.

Eugenia Cox: Okay, which is not part of our state. You're saying that the information came from Office of Child Support Services in our state so we would have to contact them?

Renee Clark: Yes.

Eugenia Cox: Okay. I never heard that before. I don't even know who that would be. We just have always gotten the VRCER from you all.

Renee Clark: Yes, we provide it to you but that's where we get it. So, if data is missing on your VRCER, it's because the state doesn't have it.

Eugenia Cox: Okay, so you get it from individual states, or do you get it from a central location?

You gather all the information from Child Support Services from different states, or do you get it from one source?

Renee Clark: Katie, do you want to jump in really quickly?

Katie (SSA): Hi, Eugenia. This is Katie.

Eugenia Cox: Hello, Katie.

Katie: So how it works is — on a daily basis, you can go into your state UI wages. You can go in there on a daily basis and see what is available so you know what wages your state has. On a quarterly basis, all states are required to report their earnings to the Office of Child Support Services. So, your state has an entity that reports those earnings to OCSS. They have deadlines when they have to send it to OCSS and it's on a rolling basis. But they are expected to send the earnings over to OCSS. When OCSS gets those earnings, that is when they are available to us because OCSS then shares those earnings with us on a monthly basis. So, the earnings, themselves, are quarterly but, you know, your state has the wages of those individuals. The state sends those wages to the Office of Child Support Services and then the Office of Child Support Services, on a monthly basis, sends a file, like a snapshot, like a file of those to us that we can see.

So, if you can see wages from your state and then I'm just going to give an example. You wait two quarters and those wages in two quarters haven't made their way from your system all the way to our system. Then something has happened because they're missing because at that point, they should have gotten to us. Your state agency should have sent it to OCSS by then and OCSS should have had something to send to us. So, we are at the very end of this process, right? And the only wages we can see, the state UI wages, right? The only way we can see them is through this exchange that we have with OCSS.

So that's why we've always talked to you about there being a lag of what we can see because we can't see them directly. We can't look into your state UI wages. We're relying on a third party to send us what we have. But if they're missing, it's not because they're in our database, right? It's because they're missing from OCSS' database. And the only reason they'd be missing from there is if your state didn't send them over or they haven't sent them, yet. So, we've had

instances where a nudge has been needed to make sure the data goes over to OCSS so that we can see it. There's really nothing we can do. If we can't see it, we can't pay you. We can't reimburse you if we don't see those earnings. Does that make sense?

Eugenia Cox: Yeah, so realistically, they should match. Our UI data should match the VRCER.

Katie: Yes, it should. Yes. That's the ideal scenario. The ideal scenario is you're looking at UI wages, you get your VRCER file, and you look and you're like, "Oh, I have this, and they have that, and we match." And now you submit the payment. Because that's why we are giving you VRCER because we wanted you to see, yes, we match. We have what you have. This is ready and this is good for you to go. But we found out recently that we tell you, okay, wait for VRCER, but then you wait, and you wait, and you wait, and it never shows up on VRCER. Well, now we have a problem because you've seen this data and we haven't got it. So that's why we're asking you to kind of see if you can figure out within your state how to get that data. Maybe it just needs to be triggered. Maybe someone is on vacation, right, and they haven't sent the file. It could be something really simple, but it could be something, you know, is wrong. And like I said, we're down here at the very end and there's nothing we can do because we don't know the data's missing.

Eugenia Cox: Okay, but VRCER is national. We have always assumed that if somebody's working out of state, then that state is reporting their wages to this OCSS and we're able to see that.

So, we won't be able to always match up what we have in our UI.

Katie: Yes, if you rely on VRCER for out-of-state clients, then yes, you will not know. But if you have gotten feedback that they are working or if you're expecting that you should see something show up there even though they're out of state, that's a flag that maybe something is wrong. Maybe we are not getting it.

Eugenia Cox: Well, thank you for that explanation because I did not know that.

Katie: You know, VRCER is a great tool, but it is only a tool.

Eugenia Cox: Okay, but it is national, so we know if somebody should be reporting. We just don't know who, if they move. We have people that move out of state all the time.

Katie: Yes, I do realize a lot of state agencies rely on the VRCER for the clients that they can't get through their own state wages.

Eugenia Cox: Okay. Thank you, Katie.

Katie: Yeah.

Kimberly Cutler: Okay, thank you. Thank you, Katie. Thank you, Eugenia. And back to you, Emani.

Emani: Thanks, Kim. We have another one from Dan Palmeter. Excuse me. I'm sorry. I apologize if I bombed your last name. But you can unmute yourself and ask your question.

Dan Palmeter (SVRA): You actually got it pretty close. I'm Dan Palmeter. I'm with the Department of the Blind and I have a question about reconsiderations as they pertain to the 620 timeliness code.

Boy, it is a multipart question, to be honest. We've only been doing this for about two months now. Our prior accounting staff entirely left the department in early 2025 and we have just recently been able to start processing claims again. And, of course, the first batch we put in, 99% of them got turned down for timeliness. Now we do recognize that a bulk of them really are old and we have no reason to be asking for reimbursement for those. But a couple of them are kind of borderline that we got turned down on. Can we appeal those timeliness rejections because of extenuating circumstances and what would that documentation even look like?

Kimberly Cutler: So, again, I'll have to hand that to SSA because any exception that would be made would be at their discretion.

Raquel (SSA): Good afternoon, everyone. This is Raquel. Hi, Dan. So that would be called an untimely filing waiver request. So, you should send an email to the VR Help Desk with the explanation of why you're requesting this untimely filing waiver and that'll get forwarded to Renee Clark. I'll provide her with some background as well. And then Renee will decide if she approves it. She'll decide what timeframe to approve or it'll get denied, one of the two. So, send your request to the VR Help Desk.

Dan Palmeter: Okay, is there any form for that or is it just an email to say help us out, please?

Raquel: No. It's just your email like you've been communicating with me with everything else. Just send an email explaining just what you said here. Also include when the staff left and when you started.

Dan Palmeter: Okay, sounds good. I appreciate your help. Thank you.

Raquel: You're welcome.

Renee Clark: Hi, this is Renee. Dan, please also include the date range that you're requesting the waiver for. Thank you.

Dan Palmeter: Okay. Yeah, got it.

Kimberly Cutler: Thanks, Raquel. Thanks, Renee. And Emani, we have one more raised hand.

Emani: Yes, we do have one more from Cassie Tafoya. You can unmute yourself and ask your question.

Cassie Tafoya (SVRA): Good morning, everyone. This is Cassie Tafoya from Washington VR General. Okay, so I have a question kind of off of Eugenia's. I guess it's a little bit of a two-parter. Our UI wages never have matched the VRCER, for the most part. And so, if our UI wages feed VRCER, why can't I submit proof of UI wages when I submit my claims and have them approved solely based on the UI wages? I have found that claims that I submit solely on UI wages are always denied unless I provide The Work Number.

Kimberly Cutler: Okay, Renee, do you want to address? She would like to know why she cannot submit payment based solely on UI data. Because her UI data never matches VRCER data, she was just wondering why she will not be able to submit based on just their UI data.

Katie: This is Katie. I can start it off. I was going to let Renee handle it. We have said on a prior call that you can submit what you have, your state UI wages. We can resend it to everyone, but we need specific information on what you report to us, and I believe Candace has explained before what kind of documentation we need. You just can't send us a dollar amount. We need more specifics than that. So, my guess is what you're sending over may not include the information we need to count it as valid earnings information. Candace, are you on?

Cassie Tafoya: So, I sent over a screenshot directly from our UI website that includes Social Security number and the tax ID number of the employer. And for a minute, it seemed like right around maybe the beginning of last year, some of the claims were being approved but it was hit or miss. And then there was a hard stop about a year ago where none of my claims submitted solely on UI wages were accepted. And so, I stopped submitting them that way.

Renee Clark: Hi Cassie. It's Renee. Can you please send us an email to the VR Help Desk with an example of the information that you've been sending?

Cassie Tafoya: Okay. Yes, I can do that. Thank you.

Renee Clark: Okay, great. Thanks.

Kimberly Cutler: Thanks, Katie. Thanks, Renee. Emani, we have another raised hand.

Emani: Yes, we have one last one from Eugenia Cox. You can unmute yourself and ask your question.

Eugenia Cox: I waited to see if there was anybody else that was going to ask a question. Can I ask a question really quickly? When he was explaining the recons, what do they mean by authorization date? Was that the start of the net payment period?

Kimberly Cutler: Okay, Rose, can you go back to those slides, please?

Rose (TPM): Sorry, you're going to have to help me go where I'm supposed to go.

Kimberly Cutler: Yeah, just keep going up. Keep going. It was close to the top, up at the beginning. Go up one more. Okay, so this is where we started. So, Eugenia, what was your question?

Eugenia Cox: On the examples.

Kimberly Cutler: Okay, next slide, Rose.

Eugenia Cox: He has authorization date and I don't know what that is. Is that the date they came in for service, the date their benefits started, or the plan date? That is not a term that we know, that at least I don't know.

Shada (SSA): Hi, Eugenia. This is Shada. The authorization date is the date that the claim came into the system. So, the claim came into the system, and it was authorized by your agency, and our receipt is the day this claim submission occurred. After you had your state authorize it, it came into our system.

Eugenia Cox: Oh, okay. Okay, so it was just the date you got it, basically.

Shada: Yes.

Eugenia Cox: Okay. And then my other question is for Katie. Can you please explain the reasoning behind removing the historical data on the benefits from the portal screen? We didn't use that to make a determination on whether we were going to process a claim or not. We used it for historical benefit information, and we used it to see patterns. When they go on and off of benefits, then we kind of see a pattern as to what benefit they're on and whether they're more likely or not to be able to go off of benefits.

So, we used it for multiple things. It was just a resource that we used, but at least I did not use it to make a determination on whether we should submit a claim or not. And if that was happening, you know, taking that away was just taking another resource that we used to see patterns. And to see whether we should have had a Ticket put in use for that period or whether they were paid during that timeframe, if it was missed. So, can you tell me why that was taken away from us?

Katie: Sure. Possibly we got a lot of inquiries asking why the date didn't match. You know, I see it on the portal screen here. It says this. This doesn't match my records. This doesn't match the BPQY. We did some investigating. We found quite a few examples where the data was flat out wrong, so we took it down so we could work on fixing it. We are working on solutions to get it back, to get it correct, or to, at minimum, put it back up and put an asterisk to indicate that this information should not be used.

We found so many inaccuracies and a lot of inaccuracies were reported to us in a very, very short period of time. And we were just alarmed with the ways ENs used it differently than VRs and we just were like, oh, my goodness. You know, you see this data on the screen and all the other data, as far as I know in the portal is 100% reliable and comes from a master record. You should use that and move on. We found so many examples of this is not correct and we did not want to continue to provide something that we knew was incorrect, so we took it down so we could come up with a solution for everyone. We're trying our best to rectify it but that's where we are with it.

Eugenia Cox: So, could it come back?

Katie: Yes. It's not down permanently, you know. It's down while we're working on it. Yeah, we're working on it. We're working on trying to come up with, at minimum, some language to make it clear that it's not something reliable because we were getting inquiries like “Why does it say this? But then I get this error." I get concerned when the portal tells you something that is not correct because we want it to be a resource that provides you with correct information.

Eugenia Cox: And I use case notes to see the patterns and stuff. So, it all helps us. I mean, it's hard enough for us to determine because we don't usually have monthly wages and everything else. And our staff, I'd like to say, is accurate on what type of benefit the person has. So, I look at it as patterns and to help me make that final determination because none of our claims are 100% for sure. So, we need all the resources we can get, and I would appreciate it getting as many resources as I could possibly have to look at. And it's good to know, makes my heart feel good, that it could come back.

Katie: Yeah, the intention was not to take it down permanently. The intention was to fix it and come up with something workable that everyone felt good about putting back up.

Eugenia Cox: Okay, thank you.

Kimberly Cutler: All right. Thank you, Katie. Emani, I see we have a couple of raised hands.

Emani: Yeah, thank you, Kim. We have two. One from Wendy Brubaker. You may unmute yourself and ask your question.

Emani: Wendy?

Kimberly Cutler: There you go.

Wendy Brubaker (SVRA): Is that better?

Kimberly Cutler: That's better.

Wendy Brubaker: Okay, perfect. Thank you. Do we know why multiple states' OCSS data wouldn't be coming in all at the same time here?

Kimberly Cutler: I'm sorry, could you repeat your question? I don't want to try. What was your question?

Wendy Brubaker: Yeah, sure. Certainly. I just wondered if there was any idea why we might be having this problem with the data that comes from the states to you and ends up being in the VRCER file, like from multiple states all at one time? Do we know what might be happening there?

Kimberly Cutler: Renee or Katie?

Katie: This is Katie. At this point, we don't know. We just started noticing this problem on our side. It came to our attention. So, we just want to have extra eyes on it and make sure you're being as vigilant as you can about it. Perhaps we can find a pattern of what's going on, but we do not know if there's anything that we could address on our side.

Wendy Brubaker: Thank you, Katie.

Kimberly Cutler: Thanks, Katie. Emani, I see we have one raised hand.

Emani: Yeah, thanks, Kim. One last one from Shelley Piquette. Your mic is unmuted and you can ask your question.

Shelley Piquette (SVRA): Hi, everyone. My question is twofold. One, the last VR directory that we have is from June of 2025, so I'm hoping we get an updated one soon. Just putting a plug out there to hopefully get a VR handbook. I know that's been many years in the process and if that's still on the ironing board to get done. That would be appreciated, too. Thank you.

Kimberly Cutler: Okay. Thank you so much for that.

Raquel: Hi, Shelly. This is Raquel. The updated VR directory was sent out to everyone a couple of weeks ago.

Shelley Piquette (SVRA): I'm going to have to look for that, then. Thank you.

Raquel: If you didn't receive it for whatever reason, just email the VR Help Desk. I'm actually finding there's a few things that need to be corrected. They've already been corrected, so I've been considering resending it, again. So, you're in luck.

Renee Clark: Hi. It's Renee. Regarding the handbook, we have been working to update it.

Kimberly Cutler: Sorry, Renee. You were going out, but it sounded like you said that it was being updated and you are waiting for approval.

Renee Clark: Yes, we're waiting for approval from upper management before we can post it, but we are trying to get that to you soon.

Kimberly Cutler: Thank you, Raquel. Thank you, Renee. Okay. And I do not see any raised hands. Just want to provide a reminder that if you're connected via MS Teams, you can raise your hand by selecting the raised hand icon. Your mic will be unmuted by the facilitator and then you must click the mic to unmute yourself. If you're joining us by phone, raise your hand by dialing star-five. Then you will be unmuted by the facilitator. Then you will press star-six to speak. Okay. And at this time, I do not see any raised hands. Emani, can you confirm that for me?

Emani: No raised hands, at this time.

Kimberly Cutler: Okay. Thank you so much. And we will move to the next slide.

I just want to share with you guys an upcoming event, which is the next Work Incentive Seminar Event or the WISE webinar, is going to be held on August 26. And that time will be from 3:00 to 4:30 p.m. Eastern Standard Time. And the topic of discussion will be "What is Ticket to Work?"

Also want to remind you guys that the Ticket Program shares important information, including Ticket Portal issues and outages with service providers through our GovDelivery messages. Please make sure that you save this email address so that these messages do not go into your spam or junk email boxes. And that is coming from TicketToWork@subscriptions.ssa.gov. Please make sure that you're saving that email address. It is very important information that we share with providers. And next slide.

And we do look forward to you joining us for our next Quarterly All VR Call, which is scheduled for Tuesday, October 20, starting at 1:00 p.m. Eastern Standard Time. If you do have any topics that you would like to send for the All VR Call, please make sure you send those topic suggestions to VR.Helpdesk@ssa.gov.

So, again, today was a very good call and I just want to thank you all for joining today's call and we look forward to seeing you again on Tuesday, October 20.

I hope everyone enjoys the rest of their Tuesday. Thank you, everybody.