**All State Vocational Rehabilitation Agency Call**

**3 – 4 p.m. EST**

***The OSM provides transcripts in a rough draft format created via Live Captioning which was performed to facilitate Communication Accessibility. These transcripts are not verbatim records of training sessions, webinars or conference calls.***

Operator: Ladies and gentlemen, thank you for standing by. Welcome to the all VR conference call and webinar. During the presentation all participants will be in listen only mode. Afterwards we will conduct a question and answer session. At that time if you have a question, please press star followed by the 1 on your telephone. You may also enter questions at any time throughout the webinar by using the chat feature located in the upper left-hand corner of your screen. If you need to reach an operator at any time, please press star zero. As a reminder this conference is being recorded Tuesday, April 14th, 2015. I would now like to turn the conference over to Nate Arnold. Please go ahead.

Nate Arnold: Thank you, operator. Sorry to keep you waiting for a couple minutes. I just came from another meeting that went for a couple hours.

If you look at the agenda there's only a couple things on there but I think we have a lot of information on both starting out with cost reimbursement update.

In terms of the usual numbers I try and give you, last month in March we actually cleared over 2,100 claims. The largest number of clearances in the history of the cost reimbursement program. I can't hear the applause out there but I’m sure it must be deafening. And it resulted in about 18.6 million dollars going out the door, which is obviously a huge month.

That puts us for the fiscal year, for the federal fiscal year, at $70 million versus only about 53.4 last year, which was also of course, as you know, a huge year. So for those of you that still have cases that are pending I know it probably seems like you are waiting a while or it's not moving but I think you can see from the numbers we're moving a lot of stuff out and all the trend lines and the indicators are in the right direction. The new people that we hired last year really started to hit their stride and are starting to pay off all the dividends we knew they would. We've also recently received some overtime allocation so the denying people personal lives of any kind while they work cases 24/7 here.

But with those numbers I think we're now working December claims, so the usual guidance I give you, if you have cases that are October 14 or before that you have not received a decision on, get an inquiry into the VR help desk and we will either locate it, ask you to resubmit it, or tell you what happened with it and we'll resolve that discrepancy.

A couple of brief reminder items from the VR team. We are going to be -- you know, you've heard us talk at length on the last many calls talking about the new automated system that will be coming. One of the things that will be a key part of that system is use the standardized codes for services that are provided. So the codes that RSA uses, and they are required when we go into what we call iTOPSS, the system of the future, so we're going to be asking you to start using those codes now, the sooner the better. The sooner that we have that information here, if we have to migrate data into that, it may ultimately delay claims processing if we have to go back to get a better description of service or the code that should be applied.

We will, sometime in the next week or so, hopefully get a blast out to you. If you don't have access to the codes and the listings we're going to send a list out to everybody, make sure you've got it. I encourage you to start using those as soon as you can.

One other item I’ve received a number of questions about. As you know we've been doing a lot of refresher training here. When you hire new people there's a lot of that goes on. One of the things that came up because of that refresher training is the whole question of when there's a big gap between VR closure and the onset of SGA level earnings.

If you look at your provider hand book section 3.6, I think it's no. 2, talks about the fact where if there's less than a year of VR closure and the start of SGA it's presumed that what you folks did clearly helped a person go back to work and there's no questions asked.

If it's more than a year and there's no transitional work, in other words, the person did not start working somewhere in that period, then we need an explanation of how the services that were provided actually connected to the person's employment. So you may be receiving some c letters from us asking for additional information. I would encourage you, I know in a lot of cases you don't have a lot of that earnings information in between there, but if there is a sizable gap between VR closure and the start of what you know to be the SGA period, I would encourage you to include a narrative explanation of how the VR services connected that person to that employment. Because if you send the person to college and 5 years later they get a job working at Wendy's, it's not likely those services are going to be considered to be connected.

If you have questions about that, again, contact us through the help desk or let me know and we'll be glad to clarify that but you may start seeing a lot of feedback on those kinds of cases.

I wanted also, before I wrap up these updates, to I guess put a reminder out that next week is the CSA/VR meeting. I know there's a training that's going to go on Tuesday and I look forward to seeing as many of you that are going to be there as possible.

And one other thing. I have to mention there's been a change in the leadership of the VR operations team here. I have been, I have achieved what they would call team leader emeritus status. I’m moving into a senior advisor position and Danielle Armstrong, who has been a key part of our EN operations team for a number of years and who I consider to be very proud of having helped to hire to bring over to that team, is on an acting basis going to be taking my place. So we are starting to migrate a lot of the folklore and knowledge that goes with that. I’m not going to try to dump it on her all at once because if that's the case she'll probably go work someplace else and we don't want to have that happen, but it's Danielle Armstrong, that means her email address is danielleArmstrong.gov. I’m still going to be available, you can communicate things to me or to her and gradually you'll see she will be more and more involved in stuff.

With that I think I’m going to turn it over for the ticket portal follow-up to Michelle Laisure.

Michelle Laisure: Thank you, Nate, and thank you for all you have done with the ticket program and cost reimbursement. We always appreciate your sense of humor, it always livens up the conversation. Danielle Armstrong, welcome, the next week will be a busy time for the ticket program and SSA, so thank you for joining us.

As Nate said, this is Michelle Laisure, and I want to thank the ENs that took the time to submit white papers to us and we are in the process of reviewing them. Excellent work, I must say, I’m one of many who will be reviewing them on partnership plus activities as well as including a renewed focus on using the work incentive benefit coordinators during an active partnership plus handoff. We want to thank each of you who took the time to get back to us. Stay tuned for that.

As the agenda says, we are going to share with you as a follow-up a synopsis, kind of a compilation, of the questions that we received from you either by chat or phone, that we didn't have time to share with you and get feedback from the March call. So this is a continuation of the discussion around the ticket portal and I would like to welcome back Adelle Barr from Program Integrity that worked with me during the last call, and Desiree Fitzgerald will be assisting us on a few questions as well. So let's get started with a few questions regarding the

Ticket Portal.

So, Adelle, we received questions and they are going to summarize for us what are the steps that ticket coordinator or anyone else at the State VR agency would need to do to gain access to the Ticket Portal?

Adelle Barr: Thank you for the opportunity, Michelle. As you mentioned there's a few steps to gaining access to the portal. One of course is to complete the suitability paperwork. The other is to complete or acquire a mySSA.gov account with extra security.

At the point those two steps are completed, what you want to do is contact your VR help desk and at that point what they will request from you trying to gain access to the portal, they will ask for your social security number, they will ask for your security awareness form, which is SSA form 222, and the user id from which you created, that you received from the SSA.gov account.

I know I’m battling a cold so maybe I sound congested so make sure I complete all the steps again or repeat, complete the suitability paperwork, create my SSA.gov account with extra security --.

Michelle Laisure: Where do you find that extra security, is it a letter, is it on the web site when you're going through my SSA account, when do you hit the button for that information.

Adelle Barr: To create the mySSA account?

Michelle Laisure: With the extra security. It's on the same page.

Adelle Barr: That same page when you start you'll see it asks you for extra security and you just click that.

Michelle Laisure: Correct. And the web site. There's no letter that comes asking you if you want it.

Adelle Barr: No, it should all happen right there as you are creating it.

Michelle Laisure: That's good to know.

Adelle Barr: At that point you let the VR help desk know you have … all those things, then they will ask you for a few things.

Michelle Laisure: Should you send your social security number or your user pin number by email to the VR help desk at SSA?

Adelle Barr: You should not, that would be considered PII. So the specialist will give you the steps on how to get that information, more than likely it will be a phone call.

Michelle Laisure: Great, thank you. Let's move on. We received a couple questions regarding the Ticket Portal and now that QBER is not available, how are we to get information on wages and wage information?

Desiree Fitzgerald: Well, Michelle, we don't expect that quarterly information will be unavailable for that long. The information we'll be providing will not be in the same form that it was before, you will not get will fa indicators telling you what earnings occurred in a particular quarter, but what you will get is more targeted information which is a file that shows you all the people who have the earnings qualifying VR agency, for payment. So you would have a file that lists 9 out of 12 months, lift the people that have achieved 9 months out of 12 months of SGA we hope that will be helpful to everyone. We are expecting to get that to you as soon as possible, which would be perhaps in late May, early June time frame. So hopefully that's a good relationship service.

Michelle Laisure: Thank you, Desiree. May or June, that's very encouraging. I am sure other VR agencies will be very informative. Where can you find information about ticket assignment in the portal?

Adelle Barr: Well, starting at the main menu, if we can recall back to the presentation, once you choose an individual from your beneficiary listing then you will go to the more action screen to make changes and just in case you are moving to try to have them go from (inaudible) to ticket there's going to be a function that you switch it over in that section. And that's only available, of course, for VRs.

Michelle Laisure: That is actually a welcome which was available before but we are glad to see it's also available in the ticket portal, especially around partnership plus. Being able to do that on an individual case is very useful in certain situations, basically moving that theme of process forward.

Desiree Fitzgerald: Right, the more automated parts to it, that's going to be beautiful.

Ana Morales: So the first time your SBA files are submitted through the move it system. Any idea as to when the ticket portal will start accepting those individuals?

Desiree: Well, we're looking at the summer of 2015, so this summer coming up is when we're looking for the trends -- what we're looking for?

Ana Morales: How long do we expect the IVR to be continuing?

Desiree Fitzgerald: That's something that will no longer be available once we have the portal in place.

Michelle Laisure: Moving on to TPR questions, do we have to request TPR information on each individual client? Can you walk me through what the new TPR process will be?

Adelle Barr: On the main screen, if you go to the tickets assignment to me, if there is a pending TPR you will see a notification that you have a pending TPR there is no batch TPR at this time and as you respond to TPRs you can check a list to remove them so you can track multiple TPRs in one session.

Michelle Laisure: As far as Ticket assignments, will you still be able to get a batch upload, do we have to look for ticket assignment individually, how is that process going to work as we move towards automation? Will it be easier?

Desiree Fitzgerald: Well, of course the goal into make this easier for everyone but if you send in a batch of books you will see an instant response depending on the side of the file. Larger files may take a minute and at this point it's not available, which is why we weren't able to provide any screen shots of it, but it is coming.

Michelle Laisure: Actually all of the screen shots we are testing on now, a training manual will be available at some point. Is that correct?

Desiree Fitzgerald: Yes. When we did the demo, that presentation was just to give a glimpse of what is it come. Please have no fear; that was not the training. That was just to give you a little peep of what's to come.

Michelle Laisure: I did have a couple of follow-up question I'd like to ask. Now there's not wage information available do you foresee submitting timely cost reimbursement [inaudible] or will there be a grace period?

Desiree Fitzgerald: As I mentioned, the replacement service is not going to be that long coming. So we don't anticipate that this would be an issue because the last file that was received was in February based on the January file that we got, we made it available in February. We would normally have been making a file available at this time, I believe, so there's won't be any data that's missed. The data that -- we will not have missed the file, so we really don't think this is going to be an issue. We would encourage the agencies to use the other sources they have available but you will not miss a file and hopefully this delay will not create a problem in this respect.

Michelle Laisure: Thank you, Desiree. We do have one additional question we've gotten off the chat line.

?: That form is a security awareness form, also the SSA222 form.

Michelle Laisure: Desiree, I know I spoke and I mentioned that I know for the ENs that form is required. I want to be sure I spoke correctly. Do the VRs also need to complete that form?

Desiree Fitzgerald: We are checking with our information security folks concerning whether there is a similar requirement. That particular form is set up for contractors we may have a modified document that we would want VR agencies to sign at some point in the future.

Michelle Laisure: Alright, so the question to that, will it form if it's not required, they have the security clearance, they are communicating with the contact person. Will that form interfere with getting access to the Portal?

Desiree Fitzgerald: No, they are not contractors. Same conditions do not apply but we need to consult with our officers -- well, we are consulting with them on this particular situation and we will let you know if there is another requirement. So this would be an annual acknowledgement of our security rules regarding our systems access.

Michelle Laisure: Very good, thank you, Desiree. We have one additional question you from the chat line.

Ana Morales: The question is about when SGA reports will be available. They are asking if blind SGA will be included and if the report will also include open and closed basis.

Desiree Fitzgerald: The replacement QBER will not have all of the distinctions we have today, but we will make distinctions to be sure the person qualified. The file, in other words, will include the necessary information that a blind agency would need, the people who are on that list will have met the blind SGA and for the general agency, the people in that particular file would have met that requirement.

Michelle Laisure: Very good. That concludes our overview of the major topic areas that we heard from you during our March call. Nate, I will turn it back over to you.

Nate Arnold: Thank you, Adelle and Michelle. I was trying -- well, I don't read two things simultaneously any more but I saw some questions on the chat line. One is from Valerie from Tennessee who wants to know if you can file a VR claim against clients whose files stay open. Yes, you can. It doesn't happen very often. Normally if you can't file a VR claim until you have 9 months of SGA and obviously you don't keep most cases open once they've got that work history. But they have 9 months of SGA you can file the claim with us. It doesn't matter what the status of the case is for our purposes.

I think I saw one earlier, it may have gone off the screen, and which would you like to see, about the code or the service? If you can only have one the code is the most critical, but both will speed the processing of claims. With that I think we're ready to take questions over the phone.

Operator: In order to ask a question, please press star and the number one and your first question comes from the line of Jill Martin.

Jill Martin: Hello, this is Jill from Nevada.

Nate Arnold: Hi, Jill.

Jill Martin: I understand you are doing a lot of clearances and that's great and wonderful and thank you for that.

Nate Arnold: I guess there's a ‘but’ coming here.

Jill Martin: Yes, there is, and I’m sorry. Just from the clearance report that I got from March, I had 24 claims cleared. However, 10 of them were denied and of those 10, 7 of them were denied for SGA Now, I submit and I’m very diligent about it, very articulate, I submit them with the wage information and I’m kind of questioning the integrity of the denial, I guess.

Case in point was that there was two claims submitted for one individual and they cleared on March. One of the claims got paid, the other claim did not. It got denied because it had 8 or less months of SGA, but I found that on the denial notice for the one and on the pay notice for the other, the period of (inaudible) was the same. But it makes me really concerned about the other claims. I don't get denied much or 8 or less months of SGA, I don't get denied much on that one.

Nate Arnold: Jill, obviously when you have that many with the same issue, I would like to either discuss it with you or take a look at it to be sure whoever the people were who were processing were following the right criteria. Let's do that outside of the call. If you want to call me and fax the numbers, I'll be happy to take a look at that and see if there's anything missing. Thank you, Nate

Operator: Your next question comes from Gina Haupt.

Nate Arnold: Hi, Gina, how are things in Wisconsin?

Gina Haupt: Warming up. I do have some questions. First all, is it now

standard practice to do a pvr on all cases over $100,000? Because it seems to be what time getting.

Nate Arnold: No, pvr cases are picked by the system and it's really not.

Gina Haupt: The next one I just got the email, I have been called on another one and all of them are over $100,000. So I’m just curious if that is a new thing.

Nate Arnold: No, look I say, there wasn't any change in the criteria. These weren't cases that were -- there wasn't any change in the PVR criteria, but we do think Wisconsin is a particular suspicious state. You only had two of them, recently, right?

?: I have had three in the next month. But let me know if you have any time.

Gina Haupt: I’m the only person that does it. I am struggling to get that done plus I have the transitional work run that you want, which brings me to the question do you want a full report on those or just justification?

Nate Arnold: No. Justification is fine. What we're trying to do is establish the integrity -- think of it as a CVA documentation.

Gina Haupt: Okay, and if it will multiple cases because any can be linked, some of our consumers link together because they are sort of the revolving door. That service just was important on getting the first sentence to SGA and if you removed it there may be be there and also there's this bigger picture.

Nate Arnold: That is exactly the picture we need for you to lay out. We do not have expert -- we have situations where people are submitting 2, 3, 4 claims on an expert at the same time. When you have a VR period from 2006-2007 and the SGA occurred in 2013, we need you to establish for us what those 2006 services happened. I will tell you on those kind of cases, if we can't make the link, the decision is going to err on the side of a denial. So I’m encouraging you all to give us the explanation and the documentation so that we can try to allow the claim.

Does that help? Or did I scare you off? Gina, are you still here? I think we lost her. Operator, I guess we're ready for the next question.

Operator: One moment. Gina, your line is open.

Gina Haupt: Okay, yep, I’m still here.

Nate Arnold: I thought we lost you and that's all I have, so I will see you in little than a week.

Gina Haupt: See you next week.

Operator: Your next question comes from Eric Schmidt.

Eric Schmidt: I wanted to follow-up with that topic for a second and then I had another question. When we are submitting a claim is the same examiner, let's say there's a period of 6 years, is the same person taking a look at those or is it getting divvied up among several people? I want to make sure I answer it among 3 but -- I just want to make sure it gets divided up among different people.

Nate Arnold: In recent history, yes, they were not worked on by the same person. A while back in an effort to really keep my pulse on the, a finger on the purse of going on with the work book, I started doing incoming mail. I’m clipping them together so they get worked by the same they are not. I would encourage you, Eric, you do a great job of it. It says no. 1, no. 2, et cetera. I’m encouraging everybody when you have multiples, it makes it that much easier for me they stay get and get information processed by the same person at the same time.

It helps if you have a highlighter to highlight when you are filing recons because, as you know, even though we have reduced the pending and we have the backlog down to 4 months right now. If I see that it's a recon when it comes in, it goes ahead to the front of the star and getting worked on height away.

The reason I said there was multi part, sometimes moving SBA different rule, I don't know if I'll be able to do that. Those arm strong the merits of being after at the front end or have nobody do that same type of triage, because I think it's helpful.

Eric Schmidt: I appreciate it. Can you still help me?

Nate Arnold: Yeah.

Eric Schmidt: The other question was about the replacement service, it sounds like agencies that are serving non-blind, that you are going to send the list out, what about agencies that are doing both, how are we going to do that that person on that list is above blind if they need to be or non-blind if they need to be? I’m just trying to figure out how we do something like that.

Nate Arnold: They won't be on the list unless they have the earnings.

Eric Schmidt: So it will be on there and if they're blind then they have the blind SGA.

Nate Arnold: Which type of agency they are under and let that be part of the criteria for the fall.

Eric Schmidt: Perfect, that's all the questions I had. Thank you.

Operator: Your next question comes from Eugenia Cox.

Eugenia Cox: Just to address one of the things you had said about when somebody asked if you could file a claim that's still open, that actually happens more than you think it happens because people have jobs while they're going to school. And we're playing in school for people who may be in plan for several years but they may be working at burger king just to sustain their lifestyle. So on that particular cases, we've always had an issue with that if they try to recover midway through their plan we're never going to recover that money. Those are the cases where that would happen.

Desiree Fitzgerald: Again, I hear you and I understand the concern about it. It's not a concern of ours whether the case is closed or not, our thing is the clock that starts ticking when you get to that 9th month of SGA. The other thing that we have to take a hard look at is if you are claiming expenses for sending somebody to college, you know, to be a rocket scientist and they are working at Wendy's and they somehow get to SGA level, is there any connectivity between the services and the employment?

Eugenia Cox: Well, that takes me into the next part, the justification err asking for. We get those periodically, and when we do get them, a lot of the VR agencies, you have to understand, they may be just providing targeted webbed at one type of job. We provide counsel and guidance, resume' writing that could apply to any job. I realize you said you need us to tell you that and we have, you know, in the cases where we send them to multiple claims and we have been serving them since 2002, progressively we've added on through those skills through the whole process. So the letter we would try to say, hey, we provided all types of general skill building. Not geared towards a specific type of job. And when you say when we do a justification letter, it's just that, it's a justification letter. Now you're saying you are requiring supporting documentation, are you asking for invoices and stuff like that?

Desiree Fitzgerald: No, the justification we're looking for is not really a justification, it's an explanation of the time gap, not the type of employment so much. What you're going to be getting letters on is when there is an extended gap between [inaudible] sure if there's not transitional work.

Eugenia Cox: We get those periodically. I’ve submitted many.

Desiree Fitzgerald: I guarantee you, you will start to see more of them since we recently completed training.

Eugenia Cox: I’ve been getting calls about it.

Nate Arnold: They are about it almost as quick as I could, Eugenia

Eugenia Cox: I know I want us to include these services, like somebody else said, if we worked with them 5 or 6 times a lot of it may be repeated. It may not be tailored to that particular claim, it might be these are the reasons we should be claiming on 5 claims or whatever.

Desiree Fitzgerald: Okay, just make sure that we can explain to anyone that would be looking at it how those services you provided that we're going to pay you for help the person get this job down the road.

Eugenia Cox: People are starting off from scratch. How do I get to work on time, how do I get ready? Going back to Nevada and our claims, I actually have a pile of claim denials and clam explanations that I need and it seems like it may be the claim accuracy that don't make sense or denials that are incorrect. And I’ve been waiting for call backs, I’ve been leaving emails for call back for help, but I have a stack of them.

Nate Arnold: Who have you been leaving these call backs for?

Eugenia Cox: I don't want to give names. I don't want to get anybody in trouble. But, you know, I can let you know in email.

Nate Arnold: Well, I only ask that because we literally just this week have revamped our help desk operating both procedures and people so I’m helping a lot of people.

Eugenia Cox: I have to either fax them because or call somebody with them, because you can't open your emails from me, unfortunately. Is so as far as that goes these are 1 area that you really have to talk out because it just doesn't make sense. I have 50 percent of them that are denials, which made a big difference for us because it determined whether we were going to keep tracking that person or not track it in.

The security awareness, I don't know about everybody's state, we are required to do 3 hours of security awareness training for both it and in our agency and does that qualify? Every year.

Desiree Fitzgerald: I would hope so. Do you have some sort of authority you can send me from documentation about that requirement?

Eugenia Cox: We have a thing saying we completed it.

Desiree Fitzgerald: No, is there about some sort of circulation, what authority is it that's requiring you to do that security challenge?

Eugenia Cox: The secretary of state I think.

Desiree Fitzgerald: If you could help us locate something official that we can share without information security, that would probably be great.

Nate Arnold: Yeah, where it's coming up, federally or whatever.

Eugenia Cox: That's all I’ve got, thank you.

Operator: Your next question comes from Ann Zaffron.

Ann Zaffron: Hi Nate. You and I have spoken at length about all the denials

so I think I’m being justified here, I see quite a few people on the chat room agreeing their denials are the same.

But that's not what I’m calling about. I’m calling about the RSA codes because we use the ticket tracker and I think quite a few other states are using that too. They pick up, at least the way our data base is, they are picking up the descriptions, not the codes. And there is no way on earth that I can go through 150 claims a month and recode all the claims and all the things in it. So the only option we're going to have is to have jay put this new -- I don't even know how he would do it, but that will be behind the scenes, but try to get the codes on there instead of the descriptions. But how long do we have to do that? Because that could be 6 months before he can do that, I don't know.

Nate Arnold: We need the descriptions, obviously. The codes are going to be needed for sure when we go to the new automated system.

Desiree Fitzgerald: Yes, they will be March 2016 or April 2016 where we would need that to be in place. But if you use the exact description the system will have the code and the description. But we also want to have an opportunity for you all to have some communication with our systems folks around these kinds of things and probably the earlier, the better. Some of us were talking about this just today. So we'll make a note of that.

Ann Zafforn: Okay, and now I’m thinking about it a little more, the way that our counselors code and I don't know where these codes came from, 20 years old, I have no clue, but they have certain codes that we if we do code ourselves which is when the codes are too old for the tracker and we run a report, I have to physically translate every code. Even if he pulls up the codes the counselors put in, they will not be your codes. I’m really concerned about this.

Desiree Fitzgerald: Well, we got some codes from RSA and that was probably in the fall. So those are the codes that we would be using.

Nate Arnold: We're going to send them out.

Ann Zaffron: In our data base that our counselors use, they don't enter those codes. They enter descriptions and there is some kind of code they put in, but it was some code that, I don't even know where it came from. It came from lala land 20 years ago. Before I ever came in here, they translated, we had translate, a cheat sheet, we say, okay, if it's code 27 that equals an 11 in SSA speak. Then I will physically change the 4056 to an 11 or whatever. I don't know how we can get these codes or for you guys to have these codes for them to be entered into a system where even if our counselors started today, we're talking about claims that are 10 years in the past that don't have those codes on them.

Desiree Fitzgerald: Okay, let's – I don't want us to fixate on the codes because the codes just represent the service categories and the service categories are in the rehab act and in our regulations and we have descriptions that correspond to the code. We need to be able in an automated world to identify the service without a lot of guesswork. We don't need, you know, we can't have the same service being described 80 different ways.

So that's all we're talking about. I don't think, we're early enough in our automation plans if the service codes don't have -- we want it to line up with what RSA is doing but if they don't line up with RSA we would still need uniform descriptions. So you may still end up having to have your tracker updated or whatever, but that's the kind of thing we really would like to hear from you all about and talk to you about the things that we want to do in the system and see how that's going to affect you at this early stage.

Ann Zaffron: Okay. Then just one clarification. These RSA codes, it's a term. Are you talking about the codes we use today, like with 11 being diagnosis associative evaluation, 31 being corrective surgery, are those codes you have in the SSA guideline books? Nate, you know what I’m talking about, right?

Nate Arnold: 51 is assessment, 56 is diagnosis and treatment of impairment. Did those ring a bell for you, 61 is (inaudible) and guidance.

Ann Zaffron: I’m looking at the handbook. I’m looking at the SSA VR handbook and the codes are in there.

Nate Arnold We got a fresh list of codes to update all documentation and to use in the system, so this updated list is what RSA provided.

Ann Zaffron: So I guess here's my question, then. When we talk to jay, since now the codes that I’m talking about and that we've always used that are in your handbook aren't the ones you're talking about, how in the world is he going to know what – I don't know how this is going to happen. I’m just really concerned.

Desiree Fitzgerald: Okay, well, don't be too concerned, we're a year away from the system being here. But the point is we need to be able to have uniform categories of the types of services and if that means just using the list that's in the rehab act and our regs, I mean this is the list, basically. You still do the things I just mentioned here. There's the counseling and guidance. Those terms work perfectly. Our system will have those descriptions, we just have to make sure if we are using those descriptions. If it's a reader service we'll say it's a reader description.

Nate Arnold: And RSA gave us what's in there. If we say maintenance, we have a paragraph that describes what that means and that's the information that we all will need to have and that we all will need to use.

Ann Zaffron: Can you send me that new list?

Nate Arnold: We're going to send it out to everybody. I think what happened, we realized at some point that the list that's in the provider handbook had gotten, I’m not going to call it outdated as much as out of synch we have about 8 or 10 months or so before stuff goes live, so we will have an opportunity to get all of this resolved with your input.

Ann Zaffron: Terrific. Okay, that was my question. Thank you so much. All right, thanks, you too.

Nate Arnold: Operator, we might be able to take one more.

Operator: Our next question is from Ellen Clapper.

Ellen Clapper: I just wanted to chime in on this code issue. I’m the system administrator for our administration as well as being involved with ticket to work, I am intimately familiar with the codes you are referring to. These are the codes that are in the policy director with instructions on how to complete the 9/11. So these are the service categories that we are using in order to create our 9/11. Our system has to track the service categories of all these services so I would assume that this should be a fairly easy transition and I have been hoping we would do go this way for a long time and I’m very happy. We're supposed to be implementing these new codes as soon as we can, correct?

Nate Arnold: Correct.

Desiree Fitzgerald: That's all I wanted to say. If you are using your system, great. The codes are already there, there just won't be a crosswalk to the old cost reimbursement codes any more.

Ellen Clapper: Thank you very much.

Nate Arnold: I think that's about all of our time today. Before we disconnect I just want to encourage everybody, if you are not be aware of it, on Thursday we are having the first of our three seminars on youth transition. It's going to be jointly hosted by SSA and RSA and I think it's a really chance to hear about this new initiative that we're trying to really get off the ground. Like I say, that's the first of three, you get to see from David Weaver, our new commissioner, a good data-driven presentation from Todd Honeycutt from Mathematica.

Operator: Ladies and gentlemen, that does conclude the conference call for today. We thank you for your participation and ask that you disconnect all lines.

[CALL ENDED]