



All State Vocational Rehabilitation Call Recap

Call Date: March 8, 2016

Regina Bowden and Rob Pfaff welcomed everyone to the call. Ms. Bowden reviewed the agenda, and noted that there will be a Q & A period at the end of the call. Post-call questions can be directed to the VR help desk at VR.helpdesk@ssa.gov.

General Announcements

Danielle Armstrong thanked everyone for their topic submissions, some topics will be addressed today and others will be addressed on future calls.

Virtual Job Fair (VJF) Update

Laura York announced the second TTW VJF on March 16th from 1-5 p.m. EST. Thirty federal contractor employers are scheduled to attend and all are interested in hiring individuals with disabilities. The employer names were shared and a list of these employers is posted at <https://yourtickettowork.com/web/ttw/resource-documents> under the VJF update. These employers were targeted for this Regional Job Fair which includes DE, DC, MD, NJ, NY PA, VA, WVA, Puerto Rico. The employers are seeking candidates who reside in the target areas, or who are willing to move to one of the target locations. If you have work-ready beneficiaries and their Ticket is assigned to you, they can register for the event. They will also need to sign the VJF consent form. As their provider, you will keep their consent form on file in your office. If a beneficiary is not registered, they will not be able to participate in the VJF. We look to VR and ENs to help work ready beneficiaries register and get ready to participate and interact with employers. Any questions, please check out the Your Ticket to Work Website for VJF messages that have been sent and resource materials.

Cost Reimbursement Updates

Raquel Donaldson noted that the current month of earnings reported is still January. She asked that documentation related to PVR not be faxed. Rather, mail the PVR back to us. You can fax your cost formulas to Raquel, but also call or e-mail to notify that the cost formula is coming as it is a shared fax machine. Linda Custis said that SSA continues to host and hold the on-site VR Cost Reimbursement and Ticket To Work Program trainings. For the past two days, VR representatives from Mississippi and Utah have been involved in training. If any of you want to attend call Linda at 410-966-6866 or e-mail her at linda.custis@ssa.gov. Shada Roper thanked everyone for their claim submissions and help desk requests. She noted that the VR submitting the claims should double check their claims as we have noticed incorrect provider codes. If you do not know your provider code, either e-mail the help desk to learn what it is, or leave it blank and we will insert it.

PPR/QBER

Desiree Fitzgerald provided a QBER update. SSA will be bringing the QBER back, but must first get a new agreement with the Office of Child Support Enforcement (OCSE) at which time we will begin to get monthly OCSE data. This will put us on equal footing with all of your data reporting. If anyone out there is still using the PPR data source, we ask you to discontinue using it as it is not a good data source. When cost reimbursement automation occurs this summer all of your case information will be in the portal.



All State Vocational Rehabilitation Call Recap

Call Date: March 8, 2016

Ticket Portal

Katie Striebinger responded to a question that came in regarding two messages that appear to be confusing when checking Ticket assignability. The messages are: "not in Ticket program" and "no information available". These two messages mean the same thing, that the beneficiary is not in the Ticket program. If you get either one of these messages, the ticket is not assignable. When you check ticket assignability in the Portal the "In Use" field refers to whether the beneficiary has CDR protection. Refer to the Assignment History box in the middle of the screen to see if a ticket is currently assigned. If a ticket is assigned and is not "in-use" then they most likely failed TPR. You can verify this from the "Beneficiaries Currently Assigned to Me" screen.

Cost reimbursement is being added to the Ticket Portal, the new technology is nearing availability. Katie will have more to report on the specific technology and hopefully a screen peek next month.

There was a technical call that gave VRs a heads up on the upcoming claim submission technology. VR agencies will be able to submit an XML file and the system will create cases for our payments staff to process.. If you missed this call, and need the instructions for this process so that you can begin any programming that may be necessary on your end, e-mail the VR help desk and we will send you the instructions. The VR help desk is the place for any portal questions or for the new electronic cost reimbursement process.

Questions and Answers

Q: We will be able to upload the cases individually into the portal? Is that the preferred method for cost reimbursement submission?

A: Yes, once the portal is available, the preferred method will be the upload feature for the claims. You will have a choice of either multiple claims upload or individual claim input.

Q: Will there be a portal pilot?

A: Yes, we will be contacting individuals to participate in a portal pilot.

Q: When you said January is the most recent wage reporting, is that the wage data from the end of FY2015 quarter 4? Maryland's 4th quarter 2015 file was incomplete until later in January. Our UI wage history data base is completely uploaded by the end of the second month following the close of the quarter. It would make sense to send the complete file at that time rather than send an incomplete file. Can a different reporting period be arranged?

A: The current month of earnings means the most recent month that we received a report. We get data from OCSE in batch form, as a snapshot of the database. We received the last snapshot of the file on January 15th. We realize there is a data delay in populating the files from state UI data. We are not in a position to change the timing of when we get OCSE data. In the future, SSA will get OCSE data every month to help stay more current. However, we will never have a real time update even though you may be able to see UI wage data in real time.



All State Vocational Rehabilitation Call Recap

Call Date: March 8, 2016

Q: A few beneficiaries in Montana have asked to remove their Tickets completely from the SSA system. As the VR agency, I can't do that, but is there someone in SSA they can contact to remove their Ticket from the system? They don't want to be part of the Ticket program now or in the future. I've taken them out of "In Use" with VR.

A: The Ticket exists as an entitlement, but they can call the beneficiary call center at 1 866-968-7842 to request that they not receive Ticket program marketing or be contacted for the program.

Rob Pfaff announced that the next all VR call is April 12th and information will be sent. He encouraged VR agencies to register beneficiaries for the March 16th VJF event and to attend the April call.

The full transcript and audio from the All VR Call are available at <https://yourtickettowork.com/web/ttw/events-archive>.

The next All VR Call will be held **Tuesday, April 12, at 3 p.m. ET.**