

Welcome

Regina Bowden welcomed everyone, reviewed the agenda, and noted that there would be a Q & A period at the end of the call. Any questions not answered due to time constraints and any post-call questions should be directed to the VR help desk at VR.HelpDesk@ssa.gov. People were reminded that the SVR Help Desk at MAXIMUS is no longer available.

Questions State Vocational Rehabilitation Agencies Submitted

Mark Green, Office of Beneficiary Outreach and Employment Supports, answered questions submitted prior to the call.

- Question: Concerns about SSA area directors being overwhelmed with requests for BPQYs. Question specifically asked about whether a process was in place to ensure that people providing Work Incentives advice have access to the information needed to provide individualized advice and to control the workload placed on AWICs.
 - Answer: Green explained that Benefits Planning Queries (BPQY) are not the responsibility of ORDES; however, ORDES is undertaking a proof of concept pilot to explore more efficient ways of providing BPQY information to SVRAs and ENs. Since this is not a national effort yet, only providers in the pilot have access to BPQYs at this time.
- Question: What is the status of training provided to the new beneficiary call center?
 - Answer: Green noted that the new call center is hosted by MAXIMUS as the new Ticket Program Manager (TPM) and VCU has conducted several on-site trainings for call center staff. The training has not changed dramatically. SSA evaluates all of its trainings and is always looking for ways to make them shorter and more concise. Green asked for suggestions if there are concerns about the current training. He plans to do a site visit to the call center in a few weeks.
- Question: What is the process for a beneficiary to unassign a Ticket?
 - Green referred to the form on the Choose Work website that beneficiaries can use to unassign Tickets. He mentioned that MAXIMUS is currently reviewing everything on the website and noted that SSA will let people know if changes are made to the form or the unassignment process.
- Question: Please give details on the continuation of the moratorium on Timely Progress Reviews (TPR)?
 - Answer: Green confirmed that the moratorium is still in effect. SSA plans to test the new system to see if software is working correctly before the moratorium is lifted. They will increase the number of test cases slowly and will

advertise when SSA is ready to reinstitute TPRs. When this happens, the TPRs will not be retroactive. Instead, SSA will continue to look at where each beneficiary is in the Ticket process to determine when a TPR needs to be scheduled. Someone asked if the Ticket “in use” and “in use SVR” statuses still ensure the CDR protection even though TPRs are not being conducted. Green confirmed that the CDR protection was still in place regardless of the moratorium on TPRs.

Green asked that additional questions on what he covered during this call be forwarded to him at Mark.Green@ssa.gov.

General Announcements and VR Claim Issues

Danielle Armstrong thanked the State VR agencies for sending in questions and suggested topics. In response to a question about beneficiary occupation codes, Armstrong noted that their use is still mandatory and that a field to include this information will be part of upcoming systems enhancements.

Concern was raised about errors and issues in processing Cost Reimbursement (CR) claims. Armstrong reminded people that SVRAs currently send tons of paper to SSA and that processing this volume of paper will always result in some errors. She noted that some errors are being eliminated through the QA process SSA has put in place and some are being addressed through training of SSA staff. Many errors will be eliminated with the upcoming automation efforts.

In response to a question about the pending claims list, Armstrong noted that SSA has revamped the process and, as a result, these lists should be up-to-date. As a general rule, SSA staff should be inputting the receipt of information into the system within 1 to 3 days of receipt.

In response to a question about resubmittals vs. reconsiderations, Armstrong noted that every resubmission in the future will be classified as a reconsideration. SVRAs must have a valid reason for each resubmittal, i.e., something more than simply another attempt to get a claim approved. SVRAs were told to expect to see more changes in the future as policies are being updated in the *VR Provider Handbook* and as things are coded for use in the new automated systems for submitted CR claims.



Cost Reimbursement (CR) Updates

Raquel Donaldson and Linda Custis noted the following things.

- Several instances have been noted where VR serves a Ticket Holder but fails to put the Ticket “In-Use SVR.” This causes problems for everyone involved. It keeps the beneficiary from receiving CDR protection, which is the major benefit for using the ticket.
- State VR agency representatives that see pop-up messages about verification of their employment or security training should contact Linda Custis (SSA) at 410.966.6866 to confirm and have this information updated. Remember that employment must be verified every 6 months for all Portal users.
- State VR agencies have the option to submit wage verification/wage records to SSA when submitting for reimbursement.
 - SSA must show verified wages before they can pay any claim.
 - Wage records provided by the VRA’s may assist SSA in verifying employment when the employees name and/or EIN agrees with the information that is reported to the Internal Revenue Service. Even if the earnings show as unverified in SSA’s system, we would still be able to use them to pay the claim.

Ticket Portal

- Katie Striebinger noted that SSA has no plans to reinstate the IVR system.
 - State VR agencies can use the responses they receive from their batch file submissions to check Ticket assignment information.

Upcoming change in how State VR agencies will receive their reimbursements from SSA. Under the new system, each claim will be paid with a separate deposit and notice detailing the deposit. SVRAs will be paid on a daily basis as claims are processed. SVRAs will also have the option of asking SSA to hold deposits, however once released, they will be individual deposits for each claim.

Ticket Portal Presentation Highlights

- The announcement screen contains important information. Portal users should always look here for important updates and announcements.
- The assignment lists contain every case in SSA’s records. The “list of beneficiaries currently assigned to me” should match your open cases. The list of “beneficiaries previously assigned to me” should match your closed cases. SSA recommends reconciling these lists with your records.
- If your agency does only CR, every beneficiary should have a “V” in the Payment Method column. A SVRA that does only CR should not see an M or O in this column.



- The “List of Beneficiaries” indicates when the last Timely Progress Review (TPR) was completed and if a TPR is pending. There should not be any TPRs pending at this time due to the moratorium.
- Ticket status is “real time” status.
- Individual Ticket Status/Use History: Ticket status here refers to availability of the CDR protection for that beneficiary. In this case “not in use” means the beneficiary failed a TPR and lost his/her CDR protection.
- Ticket Portal Batch Upload: Type 1 refers to CR cases and Type 2 refers to Ticket assignment cases.
- Upload Results: The number of errors refers to the number of transactions that did not result in a case opening or a case closure. The most common error code is VA04: the beneficiary does not have a Ticket.

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, May 10, at 3 p.m. ET.**

