

Welcome

Regina Bowden welcomed everyone to the conference call.

General Announcements & VR Claim Issues

Danielle Armstrong thanked everyone for providing call topic input which will continue to be received. However, most of the upcoming monthly calls will focus on training.

- The new TPR process and how it works will be the training topic on next month's call. It will not be a training on how to respond to TPR requests in the Portal. That will be a separate training. If you have TPR questions, please bring them to that training.
- During last month's call, we shared information on the 301 process. Everyone is reminded that the 301 process is out of the scope of the ORDES responsibility. We are working with the Office of Disability Operations (ODO) to get updates, which will be presented on future calls.
- Information was shared on last month's call on the status of pending claims. We received a few post-call questions which we will answer today. The questions include:

Q: Will you be holding all of our claims submitted after July 1st until the fall?

A: (answer with later Q & A clarification added) Claim payments are not stopping, you will just not see them on your pending claims list again until September or October. When you see payments on the pending list again will depend on the new system roll out. We will provide updates as available

Q If all of our claims have already been processed, will we receive nothing in August or September?

A: After all of the claims that are currently in the system get processed, we will begin processing the claims that we received after July 1st in the old system before the cut off, or the new system after the cut off. It will be first in and first out claims processing.

Q Will claims submitted between July 1 and the new system be processed first in and first out.

A: Yes

Q: If we hold claims for the new system, will we be held to timely filing deadlines?

A: Make a note on those cases when submitted, and we will not penalize you for timely filing.

Q: I sent a packet of claims today. Do you mean these claims will be processed in the new system and the payment is daily, not monthly?

A: With the new system, we can process payments daily, or you have the option for monthly payments. It is up to each agency to decide.

BPQY POC

Raquel Donaldson received a question about whether other states can participate in the BPQY test phase. Anyone who is interested in participating in the test phase can submit their contact name and phone number by e-mail to ORDES.BPQY.POC@ssa.gov. If you have any questions, please contact Patrice McClean at Patrice.A.McLean@ssa.gov.

Portal Info and Updates - no update

Windows 10

Katie Striebinger noted that an e-mail was received stating that the Windows 10 update is free until the end of July and expressing concerns that the Portal will not work correctly with Windows 10. The Portal is compatible with Windows 10. SSA recommends that the browser used with Windows 10 be Internet Explorer 11. If you have Windows 10 problems with the Portal, contact the Help Desk.

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, August 9, at 3 p.m. ET.**

