# All State Vocational Rehabilitation Agency Call

## Welcome

All State VR Agency Call

April 11, 2017

Regina Bowden welcomed everyone to the quarterly All VR call. Social Security has been very busy lately. We rolled out our VR automation process, shared our updated VR Providers handbook, and attended the Spring CSAVR conference in Bethesda. We took part in the 1.5 days of conference training, and met with the CSAVR Social Security subcommittee where we shared ideas and had robust discussions. We brought back a few action items.

A few reminders: Enrollment is underway for the April 24-25 cost reimbursement training class. It is free of charge. We currently have about 15 enrollees. If you are interested, contact Linda.Custis@ssa.gov or send an inquiry to the help desk. Second, as we move towards full automation, we want to encourage everyone using the XML process for submitting claims.

Some good news is that we have found out that we can restore the QBER functionality. We anticipate that the QBER will be available again by early summer.

## Cost Reimbursement Updates

Danielle Armstrong noted that the new system has rolled out on both ends with the portal available for ENs and the updated internal iTOPPS system for Social Security claims processing. There are a few bugs with the new system, and we thank all who have worked with us on the debugging process.

A few questions about the new system have been received. First, there is a question regarding the mailing of claims. Because the investment in the new system is significant, the preferred method of claims submission is through the new portal system. We have not discontinued accepting mailed paper claims. We date stamp mailed claims when they arrive, but there is about a three-month lag time for processing these claims. Mailed claims will not show up on the pending list until they are entered into the portal system. It is better to hold the claim until portal system bugs are worked out rather than mail the claim.

A second question relates to timely filing relative to portal issues. We will not deny claims based on timely filing.

The updated VR handbook was distributed in an e-mail blast. If you have not received the handbook, contact the VR help desk at VR.helpdesk@ssa.gov so we can send you a copy and update our contact list. There are a few notable changes relative to the new handbook. The handbook is missing the Timely Progress Review (TPR) and PartnershipPlus sections. Both will be issued as separate guidance documents. You also won’t see resubmittals referenced in the handbook, only reconsiderations. Any denied claims will be treated as reconsiderations regardless of the denial reason. Send concerns or questions to the VR help desk.

## Monthly Reports, Remittance Information

Raquel Donaldson noted that as of last month, you will no longer receive a packet with the payment action sheet and the case clearance report as both are gone. As individual claims are worked, you will receive a mailed notice of determination for payment or denial. The only monthly report that you will continue to receive is the year-to-date clearances report sent by your regional coordinator. The March year-to-date clearance report is delayed but will be coming soon. The remittance information that you receive will have payment identifier information on it. All other information will be in the portal. Katie will send an e-mail blast shortly on how to match up your notice of determination with your payment identifiers. If you are not receiving our e-mail blasts, e-mail the VR help desk to let us know. A few individuals cannot receive our blasts. I will send individual e-mails as necessary.

The fourth quarter 2016 earnings report is expected next week. We are still working with the third quarter earnings report.

## New Portal Functionality Refresher

Katie Striebinger announced that she will be sending a lengthy blast out to everyone on the VR distribution list with a FAQ about the portal and the changes.

There were two different training sessions on the new cost reimbursement function in the portal. The best way to get information for accessing the new portal is to download the portal user guide which is housed in the portal. You must first register as a portal user. You will be given an account and password for accessing the secure portal website. For help, contact the VR help desk.

There are pieces of the portal that are not functioning properly. We are working on resolutions. The main problem is that you can get to the end of the payment screen, get kicked out, and lose your work. This happens most frequently with multiple direct cost entries. If you have multiple direct costs for a total of $1,000, just enter one direct cost at $1,000 into the payment screen instead of multiple costs for the total amount. Follow-up by faxing us the rest of the documentation for the costs that make up the $1,000 total. This is the recommendation for getting a payment through the screen until the multiple direct cost entry problem is resolved.

A second way to submit payments is to upload a batch file like the you do with the In-Use SVR files. It must be in an XML file format which is its own file format. You cannot just change the extension on another file name. You must use the proper XML file format for the uploads

When you get an error message, send screen shots and the actions you took prior to getting the error message. That will be helpful to us in fixing the problems.

**Questions and Answers -** A Q & A period, which is part of the call recording and transcript, concluded the call.

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

The next All State VR Agency Call will be held
**Tuesday, July 11, 2017 at 3 p.m. ET**.