

All State Vocational Rehabilitation Agency Call

Welcome

Regina Bowden welcomed everyone to the first All State Vocational Rehabilitation (VR) Agency Call of calendar year 2017. The State VR agencies' response to call topics mostly generated Ticket Portal questions, which were covered on the call. Please contact the VR Help Desk at vr.helpdesk@ssa.gov with additional questions.

Cost Reimbursement

Danielle Armstrong noted that as SSA transitions to the Ticket Portal, and to avoid payment delays, claims are entered into the system as processed.

Current Earnings, Cost Formula FY17, Pending Claims Report

Raquel Donaldson reported the second quarter earnings from 2016 are in the SSA system. The third quarter of 2016 earnings data file is expected this weekend. SSA will send an email when the third quarter earnings are available.

Relative to the VR cost formula FY17, SSA cannot work on any claims with a VR closure date of October 1, 2016 or later until the State VR agency's 2017 cost formula is received, approved and entered into SSA's system. Email, FAX or mail your VR agency cost formula to Raquel and alert her of your submission when faxing.

The current pending claims report is not being updated as SSA changes how claims are processed. If you submitted claims that are two months old or older and you have not heard back from SSA, email Raquel or the VR Help Desk for a status update.

Ticket Portal

Katie Striebinger announced the March 6 launch of the new automated State VR agency payment capability in the Ticket Portal. SSA is excited to automate this workload and extend efficiencies of operating in the Ticket Portal to everyone.

Starting on March 6, when you log in to the Ticket Portal, you will have the following new options from the Main Menu:

- Request a VR Payment by SSN
- View all VR Pending Payments for Me
- View VR Payments Already Made to Me
- View VR Claim Payment Adjustments

Request a VR Payment by SSN

For the first time ever, you will be able to request a single cost reimbursement payment by filling out an SSA-199 through a screen in the Portal. Once you hit “submit,” you will automatically create a workcase in SSA’s system. Your claim will then appear in the list of pending claims in the “View All VR Pending Payments for Me” screen. All paper claims received before March 6 will be entered into the system with the “mailed” receipt date and will continue to be processed “first in, first out.”

The pilot of the new VR electronic claim submission, or multiple claim upload, will begin after the March release. SSA will be in contact with those of you who have asked to participate in the pilot. We sent a GovDelivery message containing a sample file and the file layout on October 18. We will send additional training materials as we roll out the new process.

The preferred case submission method will be the Ticket Portal. Cases sent by mail will still have to be date stamped and entered before processing, so there may be a lag time in cases mailed vs. cases uploaded through the Portal.

View all VR Pending Payments for Me

The “View all VR Pending Payments for Me” link will take you to a list of claims pending an SSA decision. Diarized cases will appear on this list. You will be able to tell which of your claims are diarized and generate a FAX coversheet for that claim. Once you gather the required documentation you can send us a FAX, using the FAX coversheet as the first page, and the Portal will automatically attach that evidence to your pending workcase. SSA staff will see that you have faxed the documentation and will process your case.

View VR Payments Already Made to Me

The “View VR Payments Already Made to Me” link will take you to a list of claims (in 365-day increments) that SSA staff have completed. This will include historical data. These are claims that have been allowed or denied.

View VR Claim Payment Adjustments

The “View VR Claim Payment Adjustments” link will take you to a running list of all of the adjustment activity for your State VR agency.

We still have much to prepare for the changes ahead. We will send you additional communications before March and post an updated Ticket Portal user guide on the secure training website.

We look forward to working with you as we bring State VR agency payments to the 21st century!

Questions and Answers

A question and answer 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 on **Tuesday, April 11, 2017 at 3 p.m. ET.**