

All State Vocational Rehabilitation Agency Call

Welcome

Regina Bowden welcomed everyone to the quarterly all State VR call. She introduced the guest speakers on the Promoting Opportunity Demonstration (POD) from the research side of the Office of Research, Demonstration and Employment Supports (ORDES).

POD Presentation

Debra Engler and John Jones provided an overview of the Promoting POD. The full presentation is available in the Information Center <https://yourtickettowork.ssa.gov/web/ttw/events-archive>.

POD Questions and Answers:

Question: *Is this going to affect any of the other states that are not participating in the POD?*

Answer: Most likely not. Only if a participating beneficiary moves around.

Question: *In states like California or Texas, are we looking at the involvement of large areas, or just a few counties?*

Answer: In California there are 3 counties in the demonstration, which include Los Angeles, Orange and San Diego. There are also 3 counties in Texas, which include Bexer, Dallas and Tarrant.

Cost Reimbursement Updates

Danielle Armstrong provided cost reimbursement updates. Everyone should have received the e-mail blast regarding Portal change updates, which included the ability to see Substantial Gainful Activity (SGA) data and denial information. A glitch was identified with the SGA data for denied cases, which will be corrected next month. State VR Agencies were encouraged to report any other issues to the VR help desk and include screen shots to help identify and correct the problem. SSA thanked the State VR Agencies that are providing help during the transition.

Current Earnings, Additional Requested Information, Cost Formula FY18

Raquel Donaldson provided 3 reminders:

1. Current earnings: They receive current earnings updates on the 15th of each month, which is much faster than the previously timeframe.
2. Additional requested information: When State VR agencies receive requests for additional information, the documents must be faxed directly into the portal so it can be directly assigned to the claim. The fax coversheet is created in the Portal. She advised the State VR agencies to use the Ticket Portal guide for instructions on faxing and recommended that they do not use the fax number 410-966-3280 unless they don't have access to the Portal.
3. FY18 cost formula: All RSAs must be attached to the State VR Agency's FY18 cost formula so that she can review and approve it.

SSA-199s

Shada Roper thanked the State VR agencies for bearing with SSA on the new system and working through the glitches. She noted that SSA is still receiving VR uploading of the 199s with the direct costs for SSA to input. She requested that the State VR agencies use the J Morrow Ticket Tracker so that claims can be processed in a timely manner. For those who frequently use the 186 RSA "other" code and 121 SSA "other" code on claims, she noted that there cannot be claims with all costs identified as "other". Too many "other" codes will cause an audit to kick in and they will ask for receipts for "other" claims. She advised them to put in the direct costs wherever possible and to reach out to the VR help desk if there are problems with the "other costs."

Questions and Answers

A question and answer period, which is part of the call recording and transcript, concluded the call.

Regina Bowden thanked everyone for their questions and noted that additional questions not dealt with during the call should be submitted to the VR help desk.

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

The next All State VR Agency Call will be held on **Tuesday, January 9, 2018 at 3 p.m. ET.**