

## All State Vocational Rehabilitation Agency Call

### Welcome and Updates

#### Regina Bowden (SSA)

Regina welcomed everyone and announced recent changes to the VR Team. Desiree Fitzgerald, former Deputy Director of OBOES, retired last week. Additionally, Danielle Armstrong is out on a detail assignment for SSA and Katie Striebinger is currently on leave. The current VR team includes Raquel Donaldson, Shada Roper, Chauna Dixon and Candice Whaley, who are available by contacting the VR Help Desk.

### System Support, Current Earnings, Paper Claims, and Cost Formula

#### Raquel Donaldson (SSA)

**Portal log in:** All Portal users should log in at least once in 90 days or risk suspension due to lack of use. If you have not used the Portal for some time and are having problems logging in, your account has likely been suspended. Contact the VR Help Desk for help.

**Staff changes:** Please notify the Help Desk about all staff changes as soon as possible. For Portal users, SSA must deactivate or activate individual Portal accounts.

**Current earnings:** Information is now being received more often – monthly instead of quarterly.

**Submitting Claims:** All claims must be uploaded through the Portal. Paper claims are no longer accepted unless you have special permission to fax or email.

**Cost Formula:** For supporting documentation, please use correct forms for submitting FY18 information. Send everything, which includes the RSA 2 and the RSA 113. You may send either the Cost Formula Worksheet or the Excel spreadsheet. That is your choice. Please also cc your Regional Coordinator. If you are not sure who that is, you can contact Raquel. Continue to use SSA codes or RSA codes.

**Request for Information on Strategies to Improve Adult Outcomes for Youth Receiving Supplemental Security Income (SSI):** This new Federal Register posting is a request for information (RFI) seeking public input on strategies for improving the adult economic outcomes of youth ages 14 to 25 with disabilities receiving SSI.

## RSA-911 and SSA-199 Direct Cost/Expenditure Input

### Shada Roper (SSA)

**Cost Formula:** In keeping with changes related to Workforce Innovation and Opportunity Act (WIOA) and understanding new guidelines from RSA, you may use form RSA-911 in place of RSA-113. The deadline of March 16, 2018 remains the same. If you need an extension contact the VR Help Desk.

**Portal:** For those not using the Ticket Tracker, it is important that you input the costs into the Portal. It is very time intensive for SSA to enter the data. We understand that the screens time out at times, but please do your best to enter the costs. Correct and accurate descriptions must be submitted with proper codes. If this is not done both SSA and VR agencies are at risk when audited.

## Reconsiderations, Untimely Filings, and Duplicate Payments

### Candice Whaley (SSA)

**Reconsiderations:** Any claims that were denied in the old payment system prior to March 3, 2017, cannot be submitted as a reconsideration work case in the new Portal system. Please submit these as an Initial Claim and enter RECON on the Remarks tab, along with the reason for submitting the Reconsideration, and the SSA receipt date of the initial claim denied. iTOPSS cannot propagate the SSA receipt date from any claims denied in the old system and we need this date to avoid any unnecessary denials for untimely filing for reconsideration claims.

**Duplicate payments:** Be careful when submitting work cases for payment. The system does not prevent duplicate work claims from being recreated. We have had multiple duplicate work cases that needed to be deleted. These result in overpayments.

## Negative Expenditures

### Chauna Dixon (SSA)

Reminder that a notice was sent December 15, 2017, explaining the Portal cannot accept claims that come through as refunds because of systems limitations. Those will be denied with a code of 310. If you see this denial, your claim came over with a negative expenditure — probably an expenditure you received a refund for.



## BPQY Proof of Concept, update and possibilities for expansion

### Patrice McLean, Social Security

The BPQY Proof of Concept (POC) will have been running for 3 years this March. To date, 36,516 BPQYs have been received and 32,053 responded to with an average 5.1 days processing time. Presently the project is at capacity with no plans at this time to expand to more organizations. SSA is now training 2 additional SSA staff to help reduce backlog. With the positive results of the POC, SSA seeks to develop a centralized BPQY program (outside the SSA field office) and redesign the current application. Future plans may involve BPQY requests through mySSA accounts but this presents many logistic and policy challenges. A list of organizations interested in participating is maintained, so please send your contact information and request to be added to the BPQY POC waiting list to [ordes.bpqy.poc@ssa.gov](mailto:ordes.bpqy.poc@ssa.gov)

### Questions and Answers

Questions and discussion centered on new Portal processes and related topics. More information can be found in the full meeting transcript.

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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, April 10, 2018, at 3 p.m. ET.**

