Good day everyone and welcome to the national all vocational rehabilitation call. Today's conference is being recorded. At this time I would like to turn the conference over to Regina Bowden.

>> Thank you very much. Good afternoon everyone and welcome to our all VR call for the second quarterly call. I will start off with acknowledging we got good news today with all the children and their coach rescued in Thailand. That was very good news for anyone who has not heard that. We are very happy. We have a very good call scheduled for today with a lot of good information to share with you. Before I take up any more of your time I will turn it over, but remember at the end of the call we will have a question-and-answer session. If we are not able to address your question or have to take it off-line, we have a help desk and will answer the questions. Without further ado I will turn it over to Candice Whaley.

>> Good afternoon. I will do a brief refresher on supplemental claims . A supplemental claim should be for additional direct calls for post-employment only. If the call was submitted from the original claim that was paid then the call requested must be within the allotted payment period to be paid. In addition, in the past there was no timeframe for submitting supplemental claims, but due to the audit we had to make changes to our policy. Effective September 2017, the timeframe for submitting a supplemental claim is one year from the date the original claim was paid. If you need further clarification on supplemental claims, please refer to page 19 of your VR provider handbook. Also if you have questions you can contact me directly. I will now turn this over to Shada Roper to discuss reconsiderations.

>> Good afternoon everyone. Happy second quarter call of the year. Or third, I am sorry. We have been going through the reconsideration information for a while. We apologize if it sounds redundant. We want to address your claims and we want to address them correctly to make sure you receive any payments that you are due. When you send in a reconsideration from the old system, the old manual system, you must put it in as an initial claim. Once you put that information an back in as an original claim you have to write remarks and they must state the original filing date so we know it's a reconsideration. Also why you want reconsideration and any other important information that you believe we must have. If we do not have that original filing date, the system will take the date you created the claim and it will use that as your file date. Once we see there is a date in your remarks and it is a different date from the date on file for you to create the claim, we will use your original date of filing to make sure it is a reconsideration claim. We have gone over the 900s versus 950 claims and notices before. I think there is a little bit of confusion. A 900 claim just says you had an initial claim and we paid that claim having to do with SGA. A 950 claim however is a reduction to your payment amount having to do with savings to the trust fund. The notice itself is different from the 900 notice and explains to you there has been a reduction to your payment amount and it has to do with statements to the trust fund. The 900 notice says you are allowed your payment and it has everything to do with just SGA. We just want to clear that up. We mentioned this a few months ago, but if you are having problems with your claims that are 950 having the incorrect language where you see the dollar amount has been reduced due to savings to the trust fund, either send the helpdesk an email about your notice or send the email directly to me and we will correct your notice to give you the correct information for your file. That is it at this time. I would like to pass it over to Raquel Donaldson.

>> Good afternoon everyone. Happy third quarter call. Just some quick reminders. I have received a few emails at the helpdesk regarding the 2018 red book. That is not something we are able to give you. I have asked Shada who will post the email address that you can send the request to order the 2018 red book or you can request it by fax and Shada will post those numbers and also a phone number that you can call to request the 2018 red book. When she has an opportunity she will put that up for you. If you miss it now, you can reach out to me on the VR helpdesk and I will be glad to give you that information again. For notices of determination, I want to send a reminder because I get a lot of requests -- questions in regards to things that actually should be reviewed on the notice of determination with the SGA, the net payment period, the gross payment period, and those are things that I request everyone take a look at before they send questions in to the VR helpdesk in regard they did not get paid the full amount or why it was sure to from what was requested. If you look at notice of determination, that will walk you through the amount you requested and the amount actually allowed. The 620 untimely filing denials, the issue with those and I think Shada just hit on it in regards to reconsiderations, I am reminding you to be sure to put in your remarks that you are doing an actual reconsideration and it is not the initial claim. I will say I have noticed a couple of technicians that were missing that. We are either missing the remarks or it is an error on our part where you receive a 620 on a reconsideration. You should never receive a 620 on a reconsideration a less the initial claim should have been denied 620 the first time. I appreciate when you send me the emails asking me to review the information and please don't stop that. The last thing I have is in regards to the portal password. When you have an issue getting into the portal with your password, I want you to know that is not something we can help you with. I know a lot of times people are sending emails to the VR helpdesk or directly to Linda and the only thing we can do is provide you with the 800 number for Social Security to call to get the information corrected. That will be a number that Shada will post for you today. It's 800, 772-1213. That's all I have for today. I will turn it over to the woman of the hour. It is Katie.

>> Hello everyone. This is Katie Stiebinger and I want to add a little bit about the reconsideration. We are talking about when you enter a claim for the portal for reconsideration. The comments, back in March of last year we converted the system. All of the payments that you received prior to March 2017 were in the [ Indiscernible ] system. If you ask for a reconsideration for a payment prior to March 2017, you have to market as an initial claim in the portal and put remarks. The cases did not come over in a way that we can use them. It will not populate in our system in order to make a reconsideration. If you had a claim that was two months ago it should not be a problem and can be entered normally through the portal. You just have to know the timeframe. The older cases, they have to be made with an initial claim and comments. And this moves into what I want to start with. We are at a place where we do not have funding to make any changes to our new system for the portal which is why something like a case that got converted is not used the way we wanted to. This is a decision about the program and programming we are trying to adjust to. Some things like being able to make a reconsideration on a case from 2016 is something that requires so much work and effort that it is just not going to happen. So it is an inconvenience but we ask you to work with us because it's a new world we are in. There are things we want to work a certain way, but at this point we can't make any changes. We don't have any funding to make the changes we would like to make. We appreciate all the comments and suggestions you give us for wish list items or things you wish we could change or will be changed and sometimes -- and when we get funding that is what we will attack. We want to fix the portal you use in the system we use but now we are at a standstill. We are waiting to fix a handful of production problems and once they are fixed we don't anticipate any changes to the way the system currently works. I want to make sure you understand for the foreseeable future the things I'm about to list will not change or be changed. We will not be able to combine all your notices into one mailing. We will not be able to put all your payments into one check. We will not be able to change the way the portal allows you to search or submit claims. We will not be able to change the requirement that the first name and last name must match. We will not be able to change the way claims are uploaded. You are two choices. You can either upload an SML file or you just great to build an XML file that comes across from the portal to our system. The entire system is designed and built based on an XML file. You are either supplying one to us through the upload or you are using the screen to build us an XML file. Because of that, that is why we tell you especially in the user guide that when you use the screen to submit a claim, there is no option to save. You cannot save because the screen is building an XML file. There is no way to save a portion of the XML file the way it is designed. This is one of the major things we wish we could fix but we we'll not be able to change it in the near future. What do we do about problems you are encountering? If you get an error performing an action report them to the VR helpdesk. We will give your workaround to work with the systems team to fix the problem. We rely on you to report problems to us. We do not know something isn't working the way we see it in our system for you unless you let us know. I appreciate every time someone reports a problem because we can find something else that needs to be fixed. And these are common problems that come up. Having to do with submitting claims. The first is the XML file upload where the user uploads a file that is in XML format with all your claims. It's the fastest way to get claims into us. You can submit 500 claims and an instant and they all go right to a person's to do list. We recommend you use the method if you have the ability. There is a problem with this method though. The file -- there are transactions that aren't posting properly and not creating work cases in our system. Your file appears to be successful but inside the file defined transactions are not working and of the 10 claims you submitted one did not go through. You see claims validated as no. There are no errors found but [ Indiscernible ] and you can identify transacts's that didn't work because there is a value of N in column B called claim excessive code. If it is N you know it didn't work and you need to resubmit it. Knowing that, please make sure you check your files. Don't just check that are uploaded and was successful but go in and open the file to make sure all the transactions work. That is what happens when you think you submitted something and it didn't come across. We will have no record of that claim because it did not come through. The reason you do not see an error in the file is because your XML file was uploaded and it is not tracking the status of the transaction but if it successfully accepted the file. You will get an Europe it didn't upload but not if a piece of the file didn't work correctly. Make sure you go through and check those. We are getting that comment a lot. We wish we could fix this but working on ways we can come around with this. The easiest solution is you go in and check it and resubmit everything. All you need to do is cut and paste the portion that didn't work and put it in XML and resubmit it. Another problem is problem submitting a claim [ Indiscernible ]. The screen is using your input as you go from screen to screen to build an XML file. For this reason there's no [ Indiscernible ] function. Since there is no save function you do not have to and we advise you not to enter all your direct costs one by one. We sent out something about this a while ago and this is a reminder. We want you to enter one direct cost with the total dollar amount of your entire claim. That's it. One entry. It will keep you from timing out and losing all of your work. It will also save you time. As long as you fax in the documentation right afterward showing all the direct cost to your claim, you will be submitting everything you need. To reveal, for the XML file that you upload, you need to check and open each file to make sure it works properly. You need to make sure each claim went through. Look for the N in column G. And if you do it through the screen, do not sit and enter all the direct costs. If your total direct cost that you are claiming is $10,000, and to one single cost for $10,000. You must faxed afterwards the itemized claim with all the outspoken out for our records. The last question I get all the time is what is the status of [ Indiscernible ]? It will never exist as it used to given the current funding constraint I walked through. We are working to provide you with a quarterly file that will show you earnings for specific beneficiaries. Since it's a file that's email from us, someone here at FSA to [ Indiscernible ] agencies, instead of the past format of something downloaded from the portal there will be several constraints. We have to have security protocol to make sure we protect PII and there will be file size limitations. We will have more information on the next quarterly all VR call on where we are in coming up with the process. Once again, we want to provide you with something you can use, but at this point we have no way to reinstated in the old way of having something from the portal due to funding constraints. We will work with you to give you something you can use. That is all I have. Does anyone have any more items or can we go directly to Q&A?

>> I want to add that after every VR call the notes are posted on the Ticket to Work website. If you need to know where it's located we can add it to chat. We always send a write up of everything and especially when I give out information we make sure it's in the notes so you can look at it.

>> Ladies and gentlemen, if you would like to ask a question press star 1 on your telephone keypad. If you are using a speakerphone, release your mute function prior to the question.

>> Rebecca? We have one more speaker before we ask questions.

>> Please proceed.

>> Hello this is Linda. I just want to say we had another request for the two day VR Ticket to Work and VR training . It is too short notice for July, however we are looking at a possible August or September session. If you have anyone in your agency or if you are interested, please email Gloria or myself and let us know by the 16th of July, this month. The reason we are requesting email is because we are not in the building every day. Sometimes it is difficult getting the calls or we do not get your call when you think we receive them. Please let us know.

>> Thank you, Linda. Okay, Rebecca, we can open the lines for questions now.

>> Once again everyone, star 1 to ask a question on the telephone. If you are using a speaker phone lose -- star 1 to ask a question. Your first question comes from Regina from Oregon.

>> I joined the call at 12:02 and did not hear anything about supplemental claims. And you repeat what was said about supplemental claims?

>> I will just do a brief refresher for you. Supplemental claims are for calls that were admitted -- omitted from the original claim. There has been a change in the timeframe is what I basically went through today. The timeframe for submitting a supplemental claim is one year from the time the original claim was paid. This was changed due to our audit and it was in the updated version of the VR handbook September 2017. If you need further information it's on page 19 in the VR provider handbook for you.

>> Okay and on reconsiderations, I always note the date that the original claim was sent in and always note if it was given a Social Security reference number which I put on there, but they have been denied for timely filings still even though it was within the amount of time. I know you covered that at some point. We have to watch that closely because it's happening a lot. It's almost like they didn't look at our comments. Hello?

>> Was there a question?

>> I wanted to know is there something else we need to do besides put it in the comments because we have to look at each denial with a fine tooth comb and resubmitting many of them because they are denied incorrectly. I didn't know if this was something going on. Is their new staff? I don't know what is going on and why there are so many denials that should not be happening? That is a concern.

>> You are doing what you need to do. As long as you look at them and send us your information to the helpdesk, it is getting taken care of.

>> Notices of determination, we are getting them all in a bunch. Some are not being gotten at all. The ones I have concern with our notices when you require a justification or a PVR. I see on the portal it says yes there is a diary required but I'm not getting anything in the mail. Sometimes if I get something in the mail, it is like two weeks since it was sent. There is only a 30 day time to complete these things. Us being on the West Coast, we are not seeing them right away and my take is two weeks before we see it if we even see them. Are you taking that into consideration for the 30 days or 60 days you require us to return those?

>> Yes there is a 45 day when we first send it to diary you are given 45 days and once it comes back up, there is an additional 30 days.

>> Okay, you mean once we notify you we haven't received anything?

>> Correct.

>> Okay. So if we have to keep an eye on whether it says yes or no and we haven't received anything within a few weeks I guess then we notify you that nothing came in they had an additional 30 days?

>> That's correct. Not even the technician that adds the time. It's me because I see the request in the VR helpdesk.

>> And as far as the portal, I put in there and Katie went fast and did not catch a lot of what was said. But my question is the problem of us putting tickets in use with us when we send over batches of individuals, it is still happening and they are being put in use with us when they shouldn't be. Is that something that will be corrected or something that doesn't fall within enough money to fix?

>> You are correct. That is a major redesign to the entire system and don't have the funding to fix that right now. We are trying to just go through cases as we discover them.

>> But what happens is that Ticket is putting use with us and we are checking that we are tracking that individual so our time is being wasted as far as developing a claim to turn around and have the claim denied and just to find out it shouldn't have even been one we had been tracking. So even though it looks like a minor thing, it is seen as a big waste of our time and to be able to track those individuals put in use with us and should not be.

>> We also see it as a serious problem. People are getting protection that shouldn't have it so we do realize the seriousness of the problem but only have the funding that we have. We are trying to work with it the best we can. If there are particular cases you aren't sure about you can try to send them that I don't know we can handle the workload a check in the cases for everybody.

>> We don't find out it shouldn't been until we send out a claim and it gets denied because they don't have that [ Indiscernible ].

>> And we don't find out until it comes to our attention. We are trying to make the best of a bad situation.

>> And my last question is we just got the notice that Social Security changed the beneficiary eligibility requirements for Ticket to Work and the date -- the ages on the sliding scale. How will that be handled with cost reimbursements?

>> This is Regina and it would be the same it is now except we just change the age. I don't understand the question I guess.

>> The portal will say they are no longer Ticket eligible. But you are saying they could still be Ticket eligible and we could still get reimbursed on --

>> We think that would be a small universe. If it happens we will address it as it happens. As Katie said, when we have changes, all the changes for the system, the portal, they take resources. We have to prioritize. We don't anticipate the universe as a result of the change will be that great.

>> You have to realize that the state VR agencies don't limit their services to folks between 18 and 64 or 65. We serve people a lot older than that. I think we currently have one that is 88 years old. In those cases you might think it is a small universe because employment networks don't work with anyone older but state VR agencies do. We put the cut off at 65 for presumptive eligibility and it will affect not only the Ticket or the cost reimbursement but also going to be affecting the fact we are presuming these individuals are eligible where they would not be before you changed it.

>> I would like to tell you that we will address it on a case-by-case basis as we need to. When we make the changes that have the resources to make changes in the portal and in the system we will do that. We have to prioritize. We will address it on a case-by-case basis.

>> So until then it will not show them as Ticket eligible even though they might be in the portal ?

>> I guess so.

>> Okay. Thank you.

>> Next we hear from David.

>> Hello guys. Thank you. When a little quick today but my question, part of it was answered because Eugenia asked similar ones related to the announcement the other day. The only thing I didn't hear I am curious about with the change in Ticket eligibility , will that change the savings to the trust formula? I know in the past as I try to understand that it's hard to tell but there are cases where maybe someone is close to retirement age and has hit 65 and did not get a cost reimbursement. I assume this is it going to be A retroactive and will there be [ Indiscernible ] to the trust formula?

>> David, there won't be a change for savings to the trust fund formula for that. Basically it is maxed out at age 64. There will be any changes to that. Right now if your last month of SGA is after the age of 65, you are denied that claim. That is because there is no savings generated to the trust fund and that is what this program is about. We can't make any changes for those claims.

>> Okay. I don't understand that if they are still Ticket eligible and otherwise they would be able to receive Ticket payments. Maybe it just means it makes more sense as we get cases for people in that age range to use them as an EN. Thank you.

>> Thank you, David.

>> Once again everyone, star 1 to ask a question. Next we hear from [ Indiscernible Name ].

>> Hello. Katie, I have a quick question on the error message that you sometimes get with the XML upload where it doesn't seem to have a problem with the XML file if the case doesn't get saved. Is there anything we can do on our end to help prevent that? Do you know what is causing that error? If so, I would like to fix the XML file that is getting uploaded before it even gets there to try to avoid that issue.

>> There is nothing wrong with your file or anyone's file. They have actually had problems trying to re-create this to figure out what is causing the problem. Seems like the system has an error and will not create the transaction so nothing you can do on your part. We are working to fix it.

>> Okay so just uploading it again is the solution we are going with right now?

>> Yes whatever transaction failed, resubmit it. Even though it gives you a work case number it's not a real number so just resubmit it.

>> That's what I tell everyone. Wasn't sure if there was another issue like you discovered there are too many files in the XML or something like that we could change it to avoid it but doesn't sound like there is.

>> If I find out something that is information I could find -- I could provide to everyone I would send out a blast but at this point nothing anyone can do.

>> Okay. And I wasn't quite clear on the change in the age. If that would affect the claims that should be submitted. I think you said you are still using 55 as the age for the last month of SGA. Is that correct? Or when you start using 67 as the last month of SGA and not send it if it was after that?

>> That is correct. It is age 65.

>> So it will remain the same?

>> That remains the same, correct.

>> And for in use submissions, should you still submit those for in use up to age 67 or do we stop at 65 on those?

>> It will not work with the file so no sense of even trying to submit those claims.

>> Okay. So right now the portal will not handle those so don't bother sending them in once they are past 65?

>> That is correct.

>> Okay. Thank you. That's all I have.

>> You are welcome.

>> Next is Donna.

>> Hello. I am sorry my phone was cutting in and out when you are talking about inputting in the screen. You said to use just one direct cost. Doesn't matter what code you give that or just give it any code and then put the -- and then fax in the list?

>> Your question is I tell you to put in one direct cost and you ask what code we should use?

>> Does it matter?

>> Does not matter.

>> Okay. I missed that change and I have been inputting all my costs. That is a relief.

>> We are trying to save you and us time.

>> That's great.

>> Thank you, Donna.

>> Thank you.

>> Next we hear from Carl.

>> Hello?

>> Can you hear me?

>> Yes we can.

>> I'm sorry. Can you still hear me?

>> Yes.

>> I want to follow-up. I think it came up as CS AVR and see if there's more information you have that you could offer. We are getting more and more claims where we are getting substantial amounts denied because of savings to the trust fund. For example, we recently had a $275,000 claim and only $3000 was approved. It is happening more and more and I have no way to find out whether it was done accurately or what the formula is or anything like that. Just wondering if you can shed any light on that?

>> Hello. That afternoon. We have been -- you are not our first VR question on this. We have been working closely with the actuaries, the coders, data people and everything is checking out to be in good shape. Therefore what information you have that you have the major reduction on is the correct information as we know it at this time. We have worked with everyone and next month we are having a release. For those of you are receiving duplicate payments for those 950 claims, that should eliminate that. As far as checks and balances, we reviewed everything with the people at the table and everything looks in order. I also just posted the factors for the trust fund calculation. It is gender, age, the end of SGA and the SGA beneficiary amount receiving on the last month of SGA.

>> Okay.

>> We take a follow-up from David.

>> Hello. I'm sorry that I am struggling to understand the change with the Ticket. To be clear, if we are going for cost reimbursement, that ends at 65 but if we choose to take the Ticket we can get payments until the person hits full retirement age, correct?

>> This is Regina. We have just become aware of the change, so as far as the eligibility has change, full retirement age on a graduated scale, so your question about eligibility for Ticket is applicable. We have to do research about the VR program. We assume it's the eligibility that would be the same for both programs. Let us get back to you. We will answer the question. Who is on the line asking the question? David, let us get back to you on that, okay? We will send something out clarifying all of this.

>> Okay. Thanks. We are getting ready to start doing more with our EN VR side , and the only way for us to receive payment for those cases is through Ticket, we want to convert them all to Ticket cases.

>> I understand. It is our understanding you will -- it applies to both period. Let me confirm it and we will get back to you, David.

>> Thank you.

>> I will be honest that we have not had a chance to research it and get all the details. So rather give you incomplete information we would rather research it and get back to with an official policy we will share with everyone.

>> Thank you.

>> As a reminder everyone, star 1. We go back to Eugenia.

>> Thank you for the clarification further with David. I heard you say was don't submit any claims over 65. Now I am hearing until we hear back from you on what is going on don't submit any claims over 65. Is that correct?

>> We were saying our system will not take anything because the system is based on the old rule. We want to find out when the change will be made and how we will address the change. That's all we are saying. We will clarify and get back to everyone. The system resources has not been changed. If you send them it won't work anyway. We will get back to you on this. Okay?

>> Like I said it's a few people. It's not just a tiny number of people. We do serve people older than 65. It may not be significant to the employment network as it is more significant for a VR agency. My other question is on the 900 cases versus the 950, I know what the differences between the two but the question is when we get a 900 statement and on the back it shows the deduction for savings to the trust where it should have been coded as 950, not saying all of them are that way, but periodically we get a statement that should have been coded as a 950 but coded as a 900. What I am hearing is any time we see a statement that says 900 on it as paid but there is a reduction to the savings to the trust on the back, we have to let you know each time so you can fix it and send us a new statement?

>> Absolutely, Eugenia. We explained that on the last call which is why we were trying to explain it to you to send us any information you need about your notices. That was one of the things we covered. To do those 950's is a manual action we have to do. Having to do with human error or the system, sometimes the 950 does not produce. Therefore you get a 900 notice information and a portion of it has 900 notice information but the calculation still shows the reduction factor. Those you have to send in to us. Me specifically. Want to send it to me you would get the specific language that says your claim has been reduced due to savings to the trust fund and all the language you need to go with the other portion of the claim.

>> The reason it matters to us is if someone comes and says you claimed $1 million but got paid $300,000? We look at our denials and it shows all the claims that are 950's are reduced to the savings to the trust and that is explainable for us. These other claims that we are denied as 900 but did have a savings to the trust we cannot explain. We need those to be correct. I will personally send you, can we just fax you the actual statement and say on this this should be a 950?

>> You can email those notices and then we will correct them. Or you can email the case number and date it was paid and we will go in and work with our notice people to get the information changed.

>> And then we get a new statement in the mail? Trying to make it as easy as possible for the ones that need to be corrected.

>> You will get a new notice with the exact language that matches the numbers the words.

>> Okay. Thank you.

>> We will go to Jay.

>> You mentioned the savings through the trust formula is available somewhere. Is that something I can get? I would like to be able to provide people an estimate of when a case, if it's possible it will be a significant reduction based on the savings to the trust, if that information is available I might be able to add it in so they aren't surprised when they get a big reduction.

>> Hello Jay. I wrote down what are the factors for the calculation. If you are looking at chat, the factors are there. I believe I said age, gender, the SGA amount, and the last amount the beneficiary was receiving at the last month of SGA.

>> To we get the actual formula or just the factors that go into it? I was wondering if the formula itself was available?

>> That is how the factors are calculated.

>> I am looking for it in the chat window and not seeing it there.

>> Jay, we can't give you the actual formula. That is why am giving you the factors.

>> I got you. So we can't get the formula, just the fact there's.

>> Correct.

>> Okay, thank you.

>> As a final reminder, star 1 to ask a question. There are no other questions at this time.

>> Thank you everyone. If there are no more questions we will and Mac the call today. If you have additional questions you can contact the VR help desk. The next call is on October 16 . Thank you. Goodbye everyone.

>> Ladies and gentlemen, that concludes today's presentation. We thank you for your participation. You may now disconnect. [ Event concluded ]