



All State Vocational Rehabilitation Agency Call

Welcome

Robert Pfaff welcomed everyone to the call. Concerning the government shutdown, SSA is fully funded for the entire fiscal year as of 10/1/18. There should be no impact on SSA including our field office operations, Ticket to Work services and all other SSA services.

Regarding the system fixes for issues that we have been experiencing, we are working towards a March system release. The Timely Progress Review (TPR) updates will be included in the March release.

400 Denials

Candice Whaley noted that while the Ticket not assigned cases were covered on a prior call, some questions have been received. In review, if the Beneficiary has a Ticket, it is assignable and you will be providing VR services, you should put it In-Use SVR. Sometimes a Ticket is not assignable, and the claim will be denied. For those cases, send an email to the VR Help Desk with documentation of your attempt to assign the Ticket and she will handle the reconsideration. You can email her at Candice.Whaley@ssa.gov or call her at 410-590-2122.

310 Denials

Candice Whaley clarified that the system does not allow you to adjust refunded claim expenditures. The system will issue a 310 denial if you attempt to use the remarks section to adjust refunded claim expenditures; however, you can resubmit the claim with the correct expenditures and request an expenditure reconsideration.

610 Denials and Notices of Determination

Shada Roper noted that SSA is aware that VR agencies are still receiving 610 denials rather than 950 notices. The 610 denials result in a \$0 payment. This is a systems problem. As a temporary work-around, if you receive a 610 denial and believe it should be a 950-notice, you can email the Help Desk or Shada directly (Shada.T.Roper@ssa.gov). She will send the correct notice information. SSA is attempting to resolve the issue with the March systems release.

Raquel Donaldson provided updates as follows:

Notices of Determination

There have been questions on the notices of determination and when those notices are sent. When the claim is denied, the denial is generated by the end of the business day. If the claim will be paid, it goes to SSA's finance department and takes 7-10 business days to process the wire transfer into your bank account. After the claim is paid, the notice goes out.

If you are not getting notices of determination at all, email Raquel at the help desk and a copy of the notice will be sent to you.

Claim Processing Procedure

When you batch upload claims each claim is assigned to a different technician or analyst. This is why you are finding claims process timing differences. Claims are processed first in first out. Our pending claims list is large. If a claim is 60 days or more past-due, reach out to Raquel by sending an email to the Help Desk.

C3 Notices

VR agencies have questioned whether they should be receiving C3 notices. Raquel asked the technicians and analysts with expired diaries to email her when an extension is needed. Raquel will extend the diary 30 days to allow time for the submission of additional documentation. If you noticed that you are not getting your C3 notices at all, email the VR help desk and we will look into it. It could be due to a system error or possibly an address that needs updating.

Untimely Waiver Request

Untimely waiver request emails should go to Jenelle Bratcher, VR Team Lead. She may contact you for more information. Jenelle will provide you with a response to your untimely waiver request.

State VR Directory

The State VR Directory is sent twice a year for updating. A current copy will be sent to your Regional Coordinator within the next few days. Your Regional Coordinator will then send it to you with a request for information updates. You can update the information and return it to your Regional Coordinator or send it directly to Raquel. If you don't see a directory from your Regional Coordinator in the next week or two, let me know.

FY2019 Cost Formula

FY19 cost reimbursement claims are flowing in. They are placed on hold until we receive the FY19 cost formula and it has been approved. They will be reviewed and processed on a first in and first out basis once the formula is received. Continue to submit FY19 claims.

CSAVR

The annual CSAVR conference is scheduled for April 9-10, 2019 in Bethesda, MD. The SSA crew will be there and we look forward to seeing you there as well.

Onsite Training

Linda Custis handles all onsite training. Linda noted that the next onsite training dates are Wednesday, February 20 and Thursday, February 21. A second onsite training will be held on April 11 and 12, which is the same week as the CSAVR conference. There are six attendees for both training times. If you have questions, please email Linda.Custis@ssa.gov.

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.ssa.gov/web/ttw/events-archive>

The next All State VR Agency Call will be held on **Tuesday, April 16, 2019, at 3 p.m. ET.**