

VR Updates

Katie Striebinger (SSA)

Backlog Status

SSA has 8,200 pending cases, which is a slight increase due to the August distribution of the Vocational Rehabilitation Client Earnings Report (VRCER). SSA has received over 1,200 new claims from the latest VRCER file. The technicians are currently processing claims that were uploaded in June 2020.

SSA will distribute the next VRCER file during the first week of November. If you sent in your VRCER form since the last quarterly report, you will be included in the distribution. You still have time to submit the VRCER authorization form to receive the November file. Contact the VR Help Desk at VR.helpdesk@ssa.gov with questions.

VR Provider Handbook

SSA e-mailed the updated VR handbook last week. Contact the VR Help Desk at VR.helpdesk@ssa.gov if you have not received the e-mail with the new VR handbook.

VR Updates

Shada Roper (SSA)

301 Claims

SSA has not received additional 301 information from the Office of Disability Determinations. SSA is scheduling a 301 claims training during the next All VR Call on January 12, 2021. Information on 301 claims processing will be presented from the SSA side. SSA's aim is to get VR agencies full cost reimbursement.

Prior to the COVID-19 pandemic, SSA was working to automate all processes to comply with both VR and SSA regulations. SSA is aware of system issues related to 301 claims.

SSA has sent the Demonstration Group 301 letters. SSA reserves and keeps the first filing date. Once a 301 claim is filed and an email confirmation is sent, SSA will use that claim filing date for timely filing.

If you cannot upload the 301 claim document, address the 301 notice by sending an email to VR.301.claims@ssa.gov.

Questions can be directed to the VR Help Desk. You may also email Shada at

Shada.T.Roper@ssa.gov to let her know you have responded to a 301 notification.

VR Updates

Raquel Donaldson

VRCER

SSA reminds everyone that VRCER contains quarterly earnings information; however, the VR team may have monthly earnings information. Some VR agencies question a 220 claim denial. You may request a reconsideration by sending an email with different earnings information documentation to the VR Help Desk.

650 Denials

SSA issued a new policy when COVID-19 began in March 2020 that stated no claims would be denied 650 for not submitting requested documentation by the diary expiration date. As long as COVID-19 is in effect. If you receive a 650 denial, it is a system error and you will need to inform SSA by emailing the VR Help Desk at VR.helpdesk@ssa.gov.

Questions and Answers

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

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 VR State Agency Call will be held on **Tuesday, January 12, 2021, at 1 p.m. ET.**