

Good day and welcome to the Quarterly All VR Call. Today's conference is being recorded. At this time, I would like to turn the conference over to Mrs. Regina Bowden. Please go ahead.

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Good afternoon everyone. Welcome to our last nationwide VR conference call for the calendar year. On behalf of Rob Pfaff, I would like to welcome everyone to the call. We have a very interesting afternoon planned for everyone, and we have three speakers, Katie Striebinger, Shada Roper, and Raquel Donaldson. After we give you the updates, we will open the call for questions from the audience. Without further delay, I will turn it over to Katie.

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Thank you and good afternoon everyone. I just wanted to give a couple of updates. The first is on the status of our pending cases. We have about 8,200 cases pending. Our pending is going up a little but we did expect that due to VRCER. We have about 1,200 claims since we sent out the last quarterly file in August. Things are looking good there. The next VRCER file will be going out the first week of November. So look for that in your inbox. You will be included in the group getting the next distribution. If you have not seen your for, you have some time to get it in so we can give you the file. If you have any questions on the VRCER program, you can contact the VR help desk.

The last thing to mention, we did send out an updated copy of the VR Provider Handbook last week. That should be in your inbox. If you need a copy, let us know and once again reach out to the VR help desk. That's all I have. I'm going to hand it over to Shada Roper.

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Good afternoon everyone. Regina mentioned this is the last call of the calendar year. The first call of the fiscal year. I wanted to touch bases with some of you on our 301 claims. We have been receiving more 301 information from our Office of Disability Operations. They are the ones that actually get in touch with us to allow us to know you are filing a 301 claim. This right here, is a quick run through. We have scheduled [ Indiscernible ] management. The next All call will be January 12. We will do a full-fledged training. Not a full-fledged training from the Operations side, but a full-fledged training from our side as VR. In a time like this where we know you are expecting your money, your cost reimbursements, we are going to try to give you a training that is full of PowerPoint information, and anything you need to let you know about what is happening with 301 and 301 claims from our end and our perspective for VR cost reimbursement group. Some of my promised demonstration group — not to single them out or pay any favor to the group

—but they are the ones I sent out 301 letters to. I'm just using them as a tool right now. If you are receiving information that you might have a possible 301, and everything now is automated or electronic. Even prior to COVID-19 and the pandemic, we tried to make everything electronic and automated. Therefore, notices were sent via email. We have a 301 mailbox. We did that to get away from fax to preserve PII. All kinds of rationale as to why we tried to make this more updated, sophisticated, and trying to follow regulations and laws that are not just, you know, mandated by VR revelation, but also by the Social Security office.

We are doing everything we can to serve you, but also follow our laws and regulations. As far as time filing and those extensions are concerned, we do respect and are aware of any system issues that you have with 301. Once you file your 301 claims, which you should immediately do, after you have received any emails from me or any emails from the 301 box or the help desk, we then will use that as timely filing for you to get the claim in. Do whatever you have to. If there's additional information needed, is just as if you were sending a P7 or any notice where we do need additional information, we reserve and keep the first filing date.

Just make sure, once you receive those messages that say, "Hey, I sent you an email. Here's the file. Here's the information." Even if you cannot upload the documents, please address the 301 to at least get it on our pending claim. Any other questions you may have, just always send them to the help desk. Raquel Donaldson will keep an eye on it. She will absolutely forward it to my personal email if she has to.

In addition, we have a 301 email box. We put that in the Social Security policy. We did everything to make it more efficient for you. In addition, as cost-effective. In these times where we know you need your money, this is another way for you to receive cost reimbursement and have additional monies coming to you. So email the desk. Check to make sure on pending. Let us know you have done this for us to even check. So Raquel can check. They gave me a Work Case number. And I don't see it. That will let us know use the information to the help desk. I want to give you the 301 mailbox.

So that mailbox is [VR.301.claims@ssa.gov](mailto:VR.301.claims@ssa.gov). You can always email to the help desk. Raquel will get that information to me. We will get moving on it. In addition, anytime it's necessary, use my personal email. It is [shada.t.roper@ssa.gov](mailto:shada.t.roper@ssa.gov). We will get those working for you. We will have a complete visual with the PowerPoint and everything for the January calls to show you from are and what it is. You might even have some of your VR state representatives showing you what they do with their 301. That way you can be fully aware of what is happening with 301 and how we are able to process them on our side.

The Office of Disability, they pretty much just get the information to us. We need you to see it from a cost reimbursement perspective so you can get the full and maximum cost reimbursement that you need, that is necessary. Once again, that will be to the January call that we will do a full-fledged 301 training. If you have any additional questions, please email the 301 email mailbox and help desk or myself to find out more about our 301 claims. Thank you for your time and attention.

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I would like to pass it on to Raquel Donaldson to address our 301 claims and 690 denials.

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Thank you, Shada. I just have two quick reminders. Before I do. I wanted to say for anyone that did not catch the 301 email address Shada just provided, please email the help desk and I will send it out to you. Also, it's going to be a part of the archive notes for this VR call. Either way, you will get the information from me or the archives.

As far as the VRCER is concerned, I wanted to remind everyone, VRCER is quarterly. As far as the earnings that are reported. So a lot of times I see recon or emails from the VR questioning why if they see 3/4 of earnings, why were the claims denied 220? Because of quarterly information and because SSA, the VR team has most of the information and that will be the reason why you are still getting denied 220. If you know you have a VRCER claim and you see 3/4 and you're getting denied to 10 or 200, then by all means shoot that email to me and I will be more than happy to look at it we will let you know, I will look at it anyway. I don't want you to waste your time. Now that there's only consideration reconsideration without asking me about it first or having different backups you want to provide to us. That's just the FYI.

Also, 650 denials. That is COVID began in March, Katie issued a new policy in regard to you know are longer are doing 650 denials. That was when we moved into a three C3 or C7. We are asking for more documentation before we can process or pay the claims. As of right now, still, that has not changed. We are not doing 650 denials. I have been noticing some people will email me and still say, Raquel, I still got a 650 denial. It's the system error if you get one. Reach out to me at the help desk we can get that rectified. You should not be receiving any 650 denial until further notice. As long as COVID is in effect, the policy is in effect that we are not doing 650 denials. If you have any question in regard to that, email me at the VR help desk. That is all I have for you all today. We want to go ahead, operator and open up the line for questions please.

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Certainly. If anyone would like to ask a question, please signal by pressing star 1 on your

telephone keypad. If you're using a speakerphone, make sure your function is turned off. So your signal can reach our equipment. Again, press start 1 to ask a question. We will take our first question from Eugene a Cox.

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Can you hear me?

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Yes, we can hear you.

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My question is, we have never in Oregon, at least general instructions received for the 301 claims. Who was supposed to notify us if there is a potential 301 claim?

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Hi Regina. This is Shada. I would inform you if there was a 301 claim. You would receive a message from our 301 mailbox that says, "Hey, here are the documents we have a potential 301." It should have generated or started with your counselors. They go through the local field office. They do whatever they do. If it goes to our Office of Disability Operations. The Office of Disability Operations then informs us through our 301 mailbox, "Hey, this is what happened and we have a 301 claim. You need to check this out." I then get the information and I send it to you with a letter. All the information that we were provided from the Office of Disability Operations. Then any necessary documents you have to attach to a pending claim. So, it starts with the counselors in the field office. And then ends up with our Office of Disability Operations. Later, it comes to me, and I reach out to you and say, "Hey, go ahead and try to file a 301 claim." We will see if this is payable later.

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[ Indiscernible - overlapping speakers ]

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In January, there will be some regulatory things I will explain to you that is involved with the repayment for 301 claims. But the initial information starts with your counselors and the Field Office.

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So you are saying that, our counselors have to track people's benefits and then go to the Field Office and let them know, let them know there is a possible claim? We've never done this before. [ Indiscernible - overlapping speakers ]

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It starts with them because their acceptance of the people into VR. It does not come to you immediately. So once the counselors are dealing with them and their benefits, they see oh, this person has some type of medical offer back to them in the local field offices. It does not start with us here at rehab. It starts with the Office of Disability Operations and our Field Offices. There's paperwork to be done. There is a form that is done. Then it ends up with us. It is not necessarily for the counselors to track. That is not their job per se. It is for them to fill out forms to say hey, you could medically recover, whatever the case is, there are 301 claims. Once it gets to the Office of Disability Operations, they will say there's a 301 file and there was information in the claims. I use the promised demonstration project as an example. That's where I am receiving most of my 301 information.

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Okay, so what you're saying is, is that any of the VR states are now a 301 claim, their councils physically went into start paperwork for one of these claims for those individuals.

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It's not necessarily having to physically go in. There are forms on the Social Security websites. We can even go through the form. The forms though that are saying you know, was there an IEP with this person? Was there an IPE? What happened? A lot of our 15-year-olds fall under this category. That's why it becomes — I use the promise, as an example. Because they tend to be are 16 and 17-year-olds. It's not necessarily, --

When we send in our monthly balance saying we are working with these individuals, that doesn't let you know we have and IPE for that individual?

That's not necessarily part of the 301 process. The 301 process has to do with medical. That is part of the training. It has to do with medical cessation. It has nothing to do with SGA or any of those things. The thing is, it tends to start at our local Field Office. It then is with our Office of Disability Operations. Something — we are not part of that particular process. Comes to us on the back end to say hey, there is a potential 301 claim. This person had medically recovered.

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[ Indiscernible - overlapping speakers ]

I'm sorry, Shada on the next all VR Call will do a presentation on this. If you have questions in regard to 301, you can email the VR help desk.

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Sorry to take up your time.

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That's okay.

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Thank you.

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All right we will go ahead and take our next question from David Leon. Please go ahead.

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First, I just want to thank you all. It's in times when things have been difficult communication has stayed even and I get responses pretty quickly when we have questions, so I want to thank you for that. I have two questions. One you may tell me to table. First, I was hoping for a little bit more about the changes to the VR provider handbook. Can you go over what the major changes are in this version?

My second question, not about how 301 were. I understand that fully. In the past when we received a 301 announcement, we wait until the case closes because of the file sooner, we will miss out on many of the VR costs. So I'm curious now, and maybe that is in the provider handbook. Maybe there has been a big change to the way 301 works in terms of payments for VR services. Those are my two questions.

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David, it's recall. In regard to the Provider Handbook. I think on the email connected to this, the handbook, the new handbook, correct me if I'm wrong. I think there were six things we updated in regard to the earnings requirement, overlapping claims, the fiscal year cost one was in there. Document Retention policy. The Diary List, clarification of the VR policy. Those were the new topics that were either added or updated.

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Okay. Thank you.

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You're welcome.

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In regard to the 301, want to answer that now or table it? It's completely your call?

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David, this is Shada. We will table that. However, that is part of the training. The regulatory matters that involve a 301. We want you to at least get it on our pending list. We will explain all of that about the cost and other things. I see where you are going with this. That will be part of the training. In addition, in the list of items Raquel mentioned, we also added the reconsideration policy in there to say what we are doing with what we are doing with reconsideration.

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Thank you. That's very helpful. Maybe what would've been helpful to clarify is, my understanding 301 to be allowed, the reason to maintain and if it's has to be someone is in plan status with VR at the time. That's why it starts with our counselors. Correct?

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Yes, David, thank you. That would've been part of the training. But I think you for your assistance in clearing up that. But yes.

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That was it for me. Thank you.

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Thanks David. Have a good day.

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Alright. We can go ahead and take our next question from [ name unknown ] Yang. Please go ahead.

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Hi. Scott couldn't make it today. I'm calling from VR California. I wanted to ask if you guys could repeat the emails for the VR help desk and the 301 claims.

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Sure. The email for the VR helpdesk is [VR.helpdesk@SSA.gov](mailto:VR.helpdesk@SSA.gov). That's [VR.helpdesk@SSA.gov](mailto:VR.helpdesk@SSA.gov). And Shada, the 301 emails?

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The 301 email is [VR.301.claims@ssa.gov](mailto:VR.301.claims@ssa.gov).

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Alright. That was it. Thank you.

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You're welcome.

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Thank you.

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Again, that is star 1 to ask a question. We will go ahead and take our next question from Christine Robinson. Please go ahead

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Thank you. My only question was about the changes to the VR Provider Handbook you have already covered that. I have no further questions.

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Sure. You may have missed it because —

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Oh no. I was just looking for the detail and I will just review the handbook.

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Okay. Again, on the email blast that was sent out with the handbook, with listed exactly what the changes or updates were. If you look at it, and still have questions, you know how to reach me.

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Okay thank you. Thank you, Raquel.

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All right, it appears there are no further questions at this time.

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All right. Again, we want to thank everyone who took the time to be on the call. Our next call is 2021. January 12, 2021. That's 1 PM Eastern standard Time.

Again, everyone have a wonderful day.

I going to go ahead and wish Shada a happy birthday on Friday. Everyone else have a great afternoon.

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And it was Raquel's birthday last week October 13. The thing is, we also have a belated birthday.

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Thank you.

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[ Laughter ]

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All right, this concludes today's call. Thank you for your participation. You may now disconnect.

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