

All State Vocational Rehabilitation Agency Call

Welcome

Robert Pfaff (SSA)

Robert Pfaff welcomed everyone to the call and provided the following updates:

- Social Security extended the Ticket Program Manager (TPM) contract with Maximus and is currently working through contractual issues; however, for particular business needs, State Vocational Rehabilitation Agencies (SVRA) should continue using the same general inboxes for any inquiries.
- There are no changes to Social Security working remotely and the COVID-19 vaccines distribution.

VR Updates

Katie Striebinger (SSA)

Social Security has a backlog of 8,400 pending cases and is aware that cases older than 60 days are beginning to increase. The next Vocational Rehabilitation Client Earnings Report (VRCER) report distribution will be the first week of February. For questions, please reach out to the VR Helpdesk (VR.Helpdesk@ssa.gov).

Shada Roper (SSA)

Shada Roper from Social Security and Lisa Kelley from Arkansas State Vocational Rehabilitation Agency provided 301 Claims Training.

Raquel Donaldson (SSA)

- Cost Formula Training – Eric Schmidt from Maryland Division of Rehabilitation Services (DORS) will offer cost formula training on January 19 at 2:00 pm. For questions about the training, please contact Eric directly. The deadline to submit cost formula information to Social Security is April 30. For extensions, please contact the VR Helpdesk.

- Individualized Plan for Employment (IPE) – Social Security will notify about missing signatures on IPEs. Social Security will not deny the claims with missing IPE signatures; however, the claim will be placed in diary until the information is received. Social Security accepts electronic signatures and Portal submissions.
- 590 Denials – When sending earnings via fax, please check the Portal to confirm that the information is actually there. VRCER, which is quarterly earnings, does not guarantee payments. If the documentation does not match, it could result in a 220 denial.
- VR Directory – Please take advantage of the VR Directory and reach out to your colleagues, especially when they can assist in different areas like the tracker or systems in which Social Security does not have access.

Chauna Dixon (SSA)

- Reconsiderations – The 621 denial code is new, and it is used when more than one reconsideration is denied due to earnings for the same period. If you received this denial code in error or have any questions, please reach out to the VR Helpdesk.

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 **April 13, 2021 at 1 p.m. ET**