

Welcome and SSA Updates

Rob Pfaff (SSA)

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

Cognosante

After much administrative delay, the Social Security Administration (SSA) awarded and is moving forward with the transition of the Ticket Program Manager (TPM) contract from Maximus to Cognosante. Activities have been underway since September. There are several procedures and meetings occurring between various teams. The communication and cooperation have been excellent among all parties. SSA is thankful for everyone's professionalism. The new Program Director for the contract is Jocelyn Greenidge. She couldn't attend the call to introduce herself but she will do it on the next call. Jocelyn is leading all the efforts and is the primary leader for the TPM contract.

VR Updates and Reminders

Katie Striebinger (SSA)

Social Security plans to make the transition of the day-to-day workload of Vocational Rehabilitation (VR) agency payment processing seamless. They are working closely with the new TPM behind the scenes to ensure excellent customer service. SSA will continue to provide oversight of the programs. They will share via email once there is more information about point of contacts during the next call in January.

Raquel Donaldson (SSA)

FY22 cost formula, 650 denials, Claims placed in diary

Raquel shared the following updates:

- **FY22 Cost Formula**

It's that time of the year. You should receive an email from Raquel by the end of this month in regard to the cost formula. As you are all aware, the required documentation has changed and you should be using RSA 17, not RSA 2. We would like to thank the Maryland VR that assisted us and provided feedback on that topic. You will receive an email at the end of the month with all the steps.

- **650 Denials**

If you are receiving a 650 denial on any of your claims and have not heard from Raquel first, unfortunately, there is still a system error. For specific questions, please email VR.Helpdesk@ssa.gov for a more detailed explanation.

- **Claims placed in diary**

Social Security wants to encourage VRs to look at pending claims. SSA understands working from home makes it difficult to obtain documentation and has granted extensions. If you don't see a note indicating an explanation of the diary, please email VR.Helpdesk@ssa.gov for a more detailed explanation.

Cara Caplan (SSA)

Community Partner Initial Training Class

Social Security has received numerous inquiries into the process at the Virginia Commonwealth University's community partner initial training class. The primary purpose of this class and training is to provide training to our Work Incentives Planning Assistance agencies. That is first and foremost, but when there is extra space, we do allow some Ticket to Work community partners to attend. Currently, we consider Employment Network (EN) and VR staff that have favorable suitability determination for class attendance. Our resources for training these individuals are limited and specifically focused on our direct partners. We have oversight with these entities and can assure that they are suitable to work with our beneficiaries. We do recommend that VR vendors and fee for service contractors consider applying to become an EN if they want to partake in the training. Many of these vendors already deliver services to people with disabilities and could be excellent ENs.

Questions/Answers

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

Next Call

The next Quarterly All VR Call is scheduled for Tuesday, January 11, 2022, at 1 p.m. ET.