**Frequently Asked Questions**

**Interim Guidance for Application of the Secretary of Veteran Affairs (SECVA) *Temporary Timeliness Instruction* Memorandum Concerning Social Security Administration (SSA) Income Match Procedures in Connection with the Department of Veterans Affairs (VA’s) Pension Program**

**General Information**

1. Where did this issue originate and why were these procedures created?

**P&F response:** VA experienced a data quality issue with the SSA Income Match beginning in 2011, and the match was paused between 2011 and 2022. The match was reestablished on June 24, 2022, and processing of the associated claim actions began in July 2022. The data quality issue is considered resolved for all subsequent SSA matches. On December 22, 2023, the Secretary issued a *Temporary Timeliness Instruction* Memorandum, instructing that no debt should be created for cases impacted by the data quality issue.

1. How will field stations identify claims impacted by the data quality issue?

**P&F Response:** Due to system limitations, claims impacted may not have had an SSA Match End Product established when the June 24, 2022, match was initiated. Field stations can identify impacted claims through determining if the beneficiary was in receipt of both pension and SSA income (including self-reported or discovered) that began on or before June 24, 2022. These procedures only apply to overpayments resulting solely from the associated SSA income discrepancy.

1. If the Veteran can self-report a change in SSA income, then effectively are we not creating any debts for SSA income that is received prior to June 24, 2022?  Or is this solely for SSA Income Matches?

**P&F Response:** The procedures apply to claims (including SSA matches) that involve an SSA income adjustment in which the SSA income discrepancy started on or before June 24, 2022, and the SSA income alone resulted in an overpayment of benefits.

1. It appears the guidance provided for the EP 120 for SMP and EP 600 for SSA Match contradicts the manual on simultaneous award adjustments? Those are not related factual circumstances.

**P&F Response:** P&F requested an Office of General Counsel (OGC) opinion regarding the impact of M21-1, Part VI, Subpart iii, 2.A.2 and simultaneous award adjustments. The offset procedures were developed based on the guidance from OGC. P&F is continuing to work with VA’s Debt Management Center (DMC) to ensure that the resulting net effect on awards processed under these procedures from any cases impacted is accurate.

1. What is the outcome for the debts that were already created? How will PMCs find the letters in VBMS?

**P&F Response:** The Office of Financial Management (OFM) canceled debts for claims already adjudicated that were related to the data quality issue and refunded any recouped benefits. DMC provided notification to anyone who had the debt canceled, and the letter has been uploaded to the VBMS eFolder for any beneficiary impacted.

1. The letter issued by DMC/OFM is named “Notification Letter” in VBMS and is not identified as a debt waiver notice. Does P&F expect every VSR to open every item in the file every time? A VBMS flash would be much more helpful in identifying the cases that need withholdings for waiver grants.

**P&F response:** Review of relevant documents in a beneficiary's eFolder is a required practice for all claims. P&F did not have jurisdiction of these letters or the associated naming convention. P&F encourages VSRs and authorizers to review eFolders for any identified debt cancellation notices.

Please note, stations should avoid use of the term “waivers” for claims impacted by this issue as that process is different. The debts associated with the data quality issue were canceled. The terminology difference does not impact the way subsequent actions should be processed, including any necessary withholdings.

1. How does a “Standard Operating Procedure” overrule an established federal regulation? Is this to be rescinded completely when these cases are processed or codified into regulation and rescinded as historical?

**P&F response**: The “P&F SSA Income Match Interim Procedures” Interim Guidance will be rescinded as historical upon the completion of caseload impacted by the SSA Income Match results from June 24, 2022. This guidance will not be impacted by regulatory actions.

P&F does identify that on December 29, 2022, Congress enacted the “Joseph Maxwell Cleland and Robert Joseph Dole Memorial Veterans Benefits and Health Care Improvement Act of 2022” (the “Cleland-Dole Act”), Public Law 117-328. Section 252 of the Cleland-Dole Act amends chapter 53 of title 38, United States Code, by inserting new section 38 U.S.C. § 5302B. In short, section 5302B prohibits debt arising from overpayment due to a delay in processing that is attributable to the failure of an employee or official of the Department to process information provided by or on behalf of that individual within applicable timeliness standards established by the Secretary. The Cleland-Dole Act requires VA to establish a permanent timeliness standard through regulation. Resulting procedures will be incorporated into the manual.

On December 22, 2023, the Secretary of Veterans Affairs approved a *Temporary Timeliness Instruction* Memorandum which established a temporary timeliness based on Section 252 of the Cleland-Dole Act. P&F’s current interim guidance aligns with the Secretary’s *Temporary Timeliness Instruction* Memorandum’s ‘Application’ regarding the SSA Income Match data quality issue. VBA will provide subsequent interim guidance regarding temporary timeliness requirements which will be in effect until VA publishes the final timeliness standard regulation as directed by the Cleland-Dole Act.

1. Will the claimants be notified and given the opportunity to indicate if they would like a hearing?

**P&F response:** Due process letters contain information regarding the beneficiary’s right to a hearing. These procedures do not impact the right to a hearing and hearing-related information should continue to be included in due process letters. If a hearing is already scheduled, it should not be canceled.

1. Does this apply to any SSA income match claims prior to the June 2022 date, or after?

**P&F response:** These procedures apply to all unprocessed SSA matches and any pending EP where the claimant was in receipt of both pension and SSA income (including self-reported or discovered while processing another EP) that began on or before June 24, 2022, where the resulting overpayment is due to the SSA income.

1. Does the date of claim impact when these procedures apply?

**P&F response:** No, the date of claim is not a factor. These procedures apply to an SSA income adjustment in which the SSA income discrepancy started on or before June 24, 2022, and the SSA income alone resulted in an overpayment of benefits.

1. If the SSA Match that goes back to, for example, 2014 - we wouldn't cause an overpayment?

**P&F response:** Correct, no overpayment should be created based on a discrepancy in SSA income that began on or before June 24, 2022.

1. Are we only eliminating the debts after June 24, 2022?

**P&F response:** VA will not create or collect debts associated with the data quality issue. The data quality issue impacted cases where a beneficiary was in receipt of pension and entitled to SSA income at the time of the June 24, 2022, SSA Income Match only.

1. When was the SOP for this emailed?

**P&F response:** The interim procedures were sent to the field via the PMC Directors Offices on April 8, 2024. Updated interim procedure were released on April 16, 2024, and the interim procedures will be published to Knowledge Management in the interim guidance section.

1. Have DMCs and the Committees on Waivers and Compromises (COWC) been notified since there are pending waivers on these debts? Will an award adjustment by DMC or COWCs would create a double adjustment.

**P&F response:** These procedures do not apply to cases where a debt was previously created due to the data quality issue and any instructions to COWCs would be under the discretion of DMC. These procedures do not change any established requirements for audits to be performed during time periods where a debt was waived or canceled.

1. If these EPs are not processed in 2024, how will the cost-of-living adjustments (COLA) be affected?

**P&F response:** Additional guidance will be provided at a later date for any case still pending that will be impacted by the 2024 COLA.

1. If we have someone who was receipt in both SSA and pension in the future that meets the criteria for these dates, will we create a debt?

**P&F response:** These procedures only apply to all unprocessed claims where the beneficiary was entitled to pension and the SSA income began on or before June 24, 2022. For any case that involves a potential overpayment related to an SSA income discrepancy that began after June 24, 2022, normal processing procedures apply.

1. Will the manual be amended related to simultaneous award adjustments to apply to all other cases with unrelated factual circumstances? This is the only guidance we have been given to process these claims together.

**P&F response:** P&F requested an OGC opinion regarding the impact of M21-1, Part VI, Subpart iii, 2.A.2 and simultaneous award adjustments. The offset procedures were authorized by OGC. P&F is continuing to work with DMC to ensure that the resulting net effect on awards processed under these procedures from any cases impacted is accurate.

1. Why are we including SSA income that is manually identified or self-reported in these procedures?

**P&F response:** Beneficiaries in receipt of pension and SSA income on or before June 24, 2022, where the SSA income was not previously counted, are considered impacted by the data quality issue, regardless of whether an EP was established through the batch process.

1. Are we only tracking overpayments with a VBMS note now? What happens if the note is not input?

**P&F response:** Input of the VBMS note and the associated paid/due calculator will be used to track the overpayments for these specific cases. If a user does not input the note, the expectation is that the authorizer would return the claim to the claims processor to correct.

1. Are these debts to be included in the data used for SOAR reporting to include being added to the erroneous payment log we are required to maintain?

**P&F Response:** Yes, include these debts in the data used to complete the SOAR for Erroneous Payments as noted in M21-4, Chapter 5.6.e. Also, record them in your log.

**Training Follow Up**

1. Can we have a demonstration of the “Replace Gross Rate” examples?

**P&F Response:** Screenshots of the demonstration provided in the training sessions will be included in the TMS training.

1. It would be helpful to add manual references to your slides to support the logic used when we are training our divisions.

**P&F Response:** The procedures and FAQs will be published to Knowledge Management in the interim guidance section. No updates to the manual will be completed until procedures under Cleland-Dole Act are finalized. As such, there will are no manual references to include in the slides.

1. Will the procedures be available in TMS?

**P&F Response:** The procedures will be available the week of April 15, 2024, in TMS ID# 4657110. An email will be sent when the course is assigned.

1. Are we processing cases established by the auto SSA match only?

**P&F response:** These procedures apply to all unprocessed SSA matches and any pending EP where the claimant was in receipt of both pension and SSA income (including self-reported or discovered while processing another EP) that began on or before June 24, 2022, where the resulting overpayment is due to the SSA income.

1. The first scenario in the PowerPoint seemed more like a SSA income adjustment. We had been counting SSA but when we pulled a SSA SHARE print it showed a higher rate. The end of the PowerPoint talks about rescinding this guidance. Can clarification be provided if this guidance is only on EP 150 SSA Matches, or if this is any SSA adjustment needed?

**P&F response:** These procedures apply to all unprocessed SSA matches and any pending EP where the claimant was in receipt of both pension and SSA income (including self-reported or discovered while processing another EP) that began on or before June 24, 2022, where the resulting overpayment is due to the SSA income.

Scenario 1 depicts a Veteran whose SSA income has been incorrectly counted since December 1, 2021. This date is prior to the June 24, 2022, SSA Income Match results; therefore, these procedures would apply.

1. Can a transcript of the training be sent out?

**P&F Response:** The PowerPoint will be added to the TMS training. Transcripts will not be included.

**Claim Processing**

1. What is the process for when medical expenses are reported in the future that will cause an increase for a time limit which has not expired? For example, if we were not paying maximum rate, would the medical expenses pay above and beyond the amount of debt that was waived, or would it be used to offset some of the debt waived, but not pay a retroactive payment.

**P&F Response:** For information regarding how to process concurrent End Products, please see *Table 4: Processing of Concurrent Issues*, of the SSA Income Match procedures. If the concurrent issue, such as a medical expense adjustment, will result in a retroactive increase due to medical expenses or other changes, claims processors should process the concurrent EP with the SSA Match claim and pay a retroactive increase *only* when it exceeds the total overpayment owed for SSA income. The paid/due calculator should be utilized to determine the amount of debt to offset, and what amount, if any, should be retroactively paid out. If the medical expense adjustment is received after the SSA Match issue is authorized, claims processors should follow the guidance in [M21-1, Part VI, Subpart iii.2.C.2.a.](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000179498/M21-1-Part-VI-Subpart-iii-Chapter-2-Section-C-Debt-Collection?query=COWC) To identify the total amount “waived” as mentioned in the reference, use the total amount of debt *not created* documented on the memorandum.

1. The “Add to Gross” function does not work in VBMS-A when the claimant is not entitled to at least $1.00 in VA benefits. How should we handle these adjustments when the SSA income terminates the benefit?

**P&F Response:** P&F updated the procedures to include this scenario. Essentially, the prior rate should be continued until either the award terminates (Date Last Paid) or until benefits can be paid for a separate reason such as increased medical expenses, grant of compensation, etc.

1. The claim label "PMC Administrative Error" referenced for EP960 isn't available in VMBS.

**P&F Response:** The correct EP 960 claim label to use should be, *PMC – Administrative Error Non-Rating*. This claim label is available for both live and Survivor payees.

1. Is there something in place to upload the draft award of the debt-causing issue?

**P&F Response:** Duplicate award prints and/or draft award prints should not be added to VBMS-A. If individual stations deem it necessary for authorizers to view the draft award, we encourage development of local information-sharing processes such as use of a protected, shared drive to house any annotations/draft documents.

1. To prevent an accidental overpayment, should we work the SSA match separate from any other concurrent issue?

**P&F response:** Please see, *Table 4: Processing of Concurrent Issues*, of the SSA Income Match procedures. If the concurrent issue, such as a medical expense adjustment, will result in a retroactive increase due to medical expenses or other changes, claims processors should process the concurrent EP with the SSA Match claim and pay a retroactive increase *only* when it exceeds the total overpayment owed for SSA income. The paid/due calculator should be utilized to determine the amount of debt to offset, and what amount, if any, should be retroactively paid out.

1. Should we also be following these procedures for EP 600s related to automatically established Cost of Living Adjustments?

**P&F response:** Yes, if the beneficiary was in receipt of SSA income and VA pension beginning on or before June 24, 2022, and VA is counting discrepant SSA income that results in an overpayment of benefits, these procedures apply. If necessary, additional procedures will be released before the 2024 COLA is initiated.

As a reminder, these procedures to not apply to any EP involving a potential overpayment related to an SSA income discrepancy that began after June 24, 2022.

1. Will we still terminate the benefits if the claimant is excess income, but just not create the overpayment?

**P&F response:** Yes, if the award is terminated, claims processors should continue to follow the procedures outlined to calculate the amount of the overpayment, but do not create an overpayment.

1. If an EP 696/150 SSA match is concurrently pending with the SSA batch, would we withhold all the overpayment from June 24, 2022, and create a debt for everything following?

**P&F response:** No debt should be created related to SSA income for any time period if the SSA income discrepancy began on or before June 24, 2022.

1. Are we being provided GATs/Templates for the new post format?

**P&F response:** Please refer to the interim procedures, which provides specific language to use for each claim type.

1. Would it be easier to replace gross rate instead of adding to gross rate? We would still have the paid due calculator to show the overpayment.

**P&F response:** Thank you for the suggestion. At this time, please follow the interim procedures as written.

1. Please address how the rate chart should be reflected in the letter to avoid differences in letters across the PMC.

**P&F response:** PMCs should continue to use their existing post EP 600 rate charts in their letters, and to refer to the interim procedures for any specific language to use for each claim type.

1. Please clarify if the Vet or spouse starts receiving SSA income in July 2022 based on a SSA inquiry, which is after the June 24, 2022, date, can we adjust causing an overpayment or terminate as of September 1, 2022?

**P&F response**: These procedures only apply to unprocessed claims impacted by the SSA data quality issue, where the SSA income and entitlement to Pension began on or before June 24, 2022. Claims not part of the June 2022 match are not covered by the SSA Debt Procedures and should be processed as normal under current manual guidance.

1. What should be said in the letter to the claimant about no overpayment being created? Please provide a verbatim sentence or paragraph to tell the claimant regarding this issue.

**P&F response:** Please refer to the interim procedures, which provides specific language to use for each claim type.

1. How are we determining only the portion of any overpayment for the SSA match, if we work this along with any concurrent EPs?

**P&F response:** Please see, *Table 4: Processing of Concurrent Issues*, of the SSA Income Match procedures. When there is a concurrent issue pending with a system generated SSA income match or a self-reported SSA income claim, the concurrent issue should typically be processed simultaneously as instructed in [M21-1, Part VI, Subpart iii, 2.A.2.a](ttps://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001030/content/554400000179496/M21-1-Part-VI-Subpart-iii-Chapter-2-Section-A-Simultaneous-Award-Adjustments#2).

For this guidance, all pension adjustments including changes based on status issues, such as adding or removing a dependent and grants of special monthly pension should be processed simultaneously with the SSA issue.

1. What about those beneficiary's that have been changed from pension to compensation?

**P&F response:** If a claim that was impacted by the SSA Income Match data quality issue was prematurely processed while the pause was in place, and a beneficiary incurred an overpayment when they were changed from Veterans Pension to Disability Compensation, a correction to the award should be processed under an EP 930. VBA identifies that a lookback period for corrective actions required for cases that have already been processed outside of required procedures will be scheduled at a later date.

1. Are we sending the memorandum to someone specific, adding a tracked item to wait for a response, et cetera? What is the process for the memo?

**P&F response:** The purpose of the memorandum is to document the SSA overpayment period and amount for which the overpayment related to SSA income match should not be established. Refer to the memorandum approval schedule under Table 5 of the interim guidance to determine the appropriate person who should sign off on the memorandum. A tracked item should be entered to track the memorandum concurrence.

1. In the scenarios listed, it says any time the beneficiary is in receipt of pension and SSA income prior to June 24, 2022, we are to follow these procedures. To clarify, is this for any time we process an SSA adjustment or only for times when the batch EP 150 is established?

**P&F response:** The procedures apply to SSA Income Match results, self-reported SSA income, and SSA discrepancies discovered via SHARE that involves an SSA income adjustment in which the SSA income discrepancy started on or before June 24, 2022, and the SSA income alone resulted in an overpayment of benefits.

1. Will the award print information from VBMS-A and the notification letter match? If not, is there concern that the beneficiary will be confused?

**P&F response:** The award print information and the notification will not match due to the “add to gross rate” function being used. The beneficiary will not see the award print. Our notification letter should indicate the reduced rates and corresponding dates as stated in the guidance.

1. What EPs are to be used for self-reported SSA versus EP 600 SSA matches?

**P&F response:** The correct EP for an income adjustment is EP 150. However, these procedures apply to SSA Income Match results, self-reported SSA income, and SSA discrepancies discovered via Share.

If an EP 150, such as self-reported SSA income or a medical expense report, leads to due process for an SSA income, use EP 600 SSRDPMC*-*PMC Social Security Reduction.

1. If a claim is completed accidentally following these procedures, is there guidance on how we are supposed to fix these?

**P&F response:** If a debt was established in error due to a discrepancy in SSA income that began prior to June 24, 2022, an EP 930 should be established to correct the record under the established procedures. VBA identifies that a lookback period for corrective actions required for cases that have already been processed outside of required procedures will be scheduled at a later date.

1. Would SSA income received by a dependent spouse or child be included in the “self-reported” or “found by SSA match” procedures?  Or just the income of primary beneficiaries?

**P&F Response:** Income received by a dependent spouse or child would also be included in the "self-reported" or "found by SSA Match" procedures. The interim procedures would apply to any SSA income discrepancy where:

1. the primary beneficiary was in receipt of pension,

2. SSA income received by the primary beneficiary or a dependent began on or before June 24, 2022, and

3. the resulting overpayment is due to the SSA income.

1. If a Veteran needs to be switched to compensation as the greater benefit, when should that switch occur (how do we process cases where SSA income was identified by the match during the time entitled to Pension)?

**P&F Response:** If the claimant’s service-connected compensation benefits exceed their pension benefits at any time, claims processors should follow the procedures in the interim guidance leading up to the date when compensation exceeds pension and assume election of the greater benefit. Any retroactive benefits owed should be reduced by the amount of the SSA overpayment. Please refer to [M21-1,Part VI, Subpart ii, 1.A.2.a.](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001030/content/554400000179475/M21-1-Part-VI-Subpart-ii-Chapter-1-Section-A-General-Information-on-Elections?query=compensation%20as%20greater%20benefit#2) for elections between VA benefits.

1. If a surviving spouse was previously denied DIC and is in receipt of Pension, but was found to be now entitled to DIC and switched, how do we process cases where SSA income was identified by the match during the time entitled to Pension?

**P&F Response:**If during the time the beneficiary was entitled to pension and will now be entitled to DIC, the amount of the DIC retroactive benefits should be reduced by the amount of the SSA overpayment. Procedures should be followed to document the amount of the SSA overpayment, to include the completion of the Timeliness Memo.

1. Are these procedures the same for Veterans, parents, and survivors?

**P&F Response:** Yes, the procedures apply to all beneficiaries in receipt of income-based benefits including Veterans Pension, Survivors Pension, and Parents’ Dependency and Indemnity Compensation.

**Authorization and Quality Review**

1. When should Quality Review Teams (QRTs) cite errors related to claims impacted? Is there any kind of grace period allowed?

**P&F Response:** QRTs can cite the interim procedures and FAQs in any errors called until the Cleland-Dole Act is finalized, and the final guidance is incorporated into the manual.

There is a 30-calendar day grace period, until May 22, 2024. An error noted prior to the expiration of the 30-calendar day grace period should be recorded as a comment to ensure the employee is made aware of the change and a correction to the case will be required. However, the employee will not be cited for a critical quality error.

1. If these procedures will not be in the manual, how can Pension Management Centers use manual regulations in these cases? How will QRTs cite manual references in errors?

**P&F Response:** The procedures and FAQ will be published to the Knowledge Management portal in the interim guidance section. PMCs will reference that section when needed. QRTs can cite the interim procedures in any errors called.

1. How will an authorizer ensure multiple issues are separated out and only the SSA debt is waived?  The authorizer cannot remove and regenerate the award to ensure the appropriate amount is waived when the claim is pending authorization.

**P&F Response:** As noted in Table 4 of the procedures, the multiple “adjustments” should be noted on the paid/due calculator for authorizers to review. If discrepancies are noted, the case should be returned to the VSR who generated the award to resolve.

1. Requiring a VSR/Authorizer to remember to add a VBMS note is an unreliable way to track these.  Can a VBMS flash or special issue be used instead?

**P&F response:** System compliance, including VBMS notes, is the responsibility of the claim processor and authorizer. At this time, P&F is identifying the cases impacted by the data quality issue with a VBMS note. P&F has noted the field’s recommendation.

1. Are authorizers establishing the EP 960?

**P&F response:** Yes.

1. Is the authorizer responsible for approving the debt memorandum?

**P&F response:** Yes, if the overpayment is less than $25,000. Refer to the memorandum approval schedule under Table 5 of the interim guidance for when the overpayment is over $25,000.

1. In what circumstances will there be an overpayment from SS income at any time prior to date last paid?

**P&F response:** At this time, no debt should be established due to a discrepancy in SSA income that stems from the initial match of June 24, 2022. For any case that involves a potential overpayment related to an SSA income discrepancy that began after June 24, 2022, normal processing procedures apply.

1. Will there be a designated SME(s)?

**P&F response:** P&F identifies that a live chat in Microsoft Teams will be available to select PMC personnel from April 22, 2024, through May 3, 2024. All questions should go through the requisite chain-of-command at that time. If there are questions related to the interim procedures following the conclusion of the live chat, please escalate questions through your chain-of-command to identify if a question requires referral to P&F. Designated PMC employees may refer inquiries to the P&F Policy and Procedures Team via the contact information provided when the procedures were sent to the field.

1. Who is point of contact for St. Paul PMC QRT for issues related to this new guidance, since QRT of the day will be suspended for a while?

**P&F response:** Please direct this question to your local leadership.

**Crediting and Workload Distribution**

1. Are there any bumper credits for performing functions like adding the VBMS note?

**OFO Response:** There is not a bumper credit for adding a VBMS note.  As with any other claim, adding a VBMS note is part of the claims process. However, some credits are dependent on entering a note as outlined in the VSR National Performance Plan FAQ being implemented on April 21, 2024, which will result in credit.  VSRs receive additional credit for due process actions as outlined in the new VSR National Performance Plan FAQ #31Q/A. Creditable actions include:

VSR

* Award credit for the EP 150 (Table 1, Step 2)
* Close credit for EP 150 and Due Process credit for EP 600 (Table 1, Step 3)
* Award credit for EP 600 (Table 2, Step 2)
* Admin Decision Tracked Item (create tracked item) credit for memo creation under EP 600 (Table 2, Step 5)
* Award credit for EP 600 (Table 2, Step 6)
* Close credit for EP 960 (Table 2, Step 7)
* Award credit under pending EP (Table 3, Step 1)
* Award credit for EP 600 (Table 3, Step 3)
* Admin Decision Tracked Item (create tracked item) credit for memo creation under EP 600 (Table 3, Step 3)
* Award credit for EP 600 (Table 3, Step 3)

Authorizer

* Admin Decision Tracked Item (close tracked item) credit for memo approval under EP 600 (Table 2, Step 5), or pending EP (Table 3, Step 3)
* Authorization credit for the EP 150, EP 600, or pending EP (Table 1, Step 2), (Table 2, Step 1), (Table 2, Step 6), (Table 3, Step 4)

1. This might be outside of P&F's scope but have you worked with the performance workgroup to ensure VSRs are credited appropriately?  It seems a lot of additional work outside the system that isn't accounted for currently.

**OFO Response:** VSRs will get credit for the actions related to the steps in the Interim procedures.  Although there is not a specific credit for completing the additional memo, credit is available under Admin Decision Tracked Item along with additional credits for generating awards, due process, development and closing Eps. Please, see OFO Response for number 1 under *Crediting and Workload Distribution* regarding crediting concerns.

1. When can we expect these matches to be assigned to our inventory again?

**OFO Response:** The SSA Income Match restart workload will begin on April 22, 2024.

1. Will VSRs and authorizers receive the same credit for these claims as we do for a normal 600?

**OFO response:** Yes, employees will receive the same credit on these 600s as they do for other 600 Admin Decisions. If the procedures are followed correctly, the VSR will receive the following credits for working these claims. Please, see OFO Response for number 1 under *Crediting and Workload Distribution* regarding crediting concerns.

1. Are we going to be provided down time to work these claims with this additional work?

**OFO response:** Employees will be credited for the work that they are performing as these claims processing activities are creditable actions and are not subject to excluded time.

1. Are there concerns about this process impacting the time in queue of these cases?

**OFO response:** These claims will count toward stations’ time in queue metrics.

1. What type of transaction credit will the VSR receive for doing the memorandum and paid/due audit? Will we be establishing an EP 290 for the audit and memo?

**OFO/P&F response:** Please see responses provided in prior response, OFO Response 1 under *Crediting and Workload Distribution*. Additionally, an additional EP 290 is not warranted for these procedures.