**Facts about the Routine Status Report**

1. The Report will be sent to you on a bi-weekly basis (every 2 weeks).
2. The Report has been created for your specific agency so only your agency’s client cases will be listed.
3. The Report contains only the representatives from your agency whom you have registered. (It is your responsibility to keep the DDS informed of any new representatives or any who are no longer with your agency).
4. If the Agency’s primary contact person is also a representative, his/her name must be included in the Agency Rep list as well as in the Contact information.
5. The Reports contain only cases which are currently pending at the Virginia DDS.
6. Cases will remain on the Status Report until it is no longer at the Virginia DDS (it has been returned to the SSA Field Office because Virginia DDS has completed its process or if it has been transferred to an assisting agency).
7. If one of the cases you are working on is not on the list, it will be because of one of the following reasons:  
   1. The case does not currently include a completed Authorized Representative Form (SSA 1696).
   2. The case has not yet been received by the Virginia DDS (it may be assigned to a federal DDS workload).
   3. The case is no longer at the Virginia DDS (DDS has completed the determination or has transferred the case to an assisting agency).
   4. You did not register all the ways in which the representatives sign the SSA 1696. (If the Representative was registered as John Smith, but signs the SSA 1696s as John J. Smith, the claim will not appear on the list.) You must resubmit the registration form with the Representative name as it appears on all SSA 1696 forms. If the Representative signs his/her name differently each time he/she signs the forms, all versions of the name must be submitted to the DDS.
   5. If your case does not appear on the list, it is your responsibility to contact SSA for information about your case or your SSA1696. You may have to call the field office for one of the following reasons:
      1. No “update after transfer” was performed after the SSA1696 was entered into the SSA case processing system. (the 1696 was not input into the DDS processing system).
      2. Representative may have been entered into the system as a “Form Completer” instead of an “Appointed Representative” No correspondence is sent to a Form completer.
      3. Your Agency Name instead of the Representative’s name was input into the system in error.

**Do not call, fax or email the Virginia DDS unless you are requesting a bar code to submit updated**

**medical or claimant information.**

1. The Report will contain the following information:  
   1. **Claimant Last Name.**
   2. **Last 4 digits** of the claimants’ SSN (If the first digit is a “0”, there will only be three digits listed in this column, so Ex: SSN = 123-45-0678 will appear as 678 on the report).
   3. **Receipt Date** – The date the case was received by the DDS (YYYYMMDD).
   4. **DDS Office** – the current DDS office or, if there is a closure date, the DDS office where the case was before it was closed by the VIRGINIA DDS and transferred to the originating SSA field office or another location for processing.  
      1. DD01and DD11 – Central Regional DDS Office – Richmond
      2. DD02 and DD12 – Tidewater Regional DDS Office – Norfolk
      3. DD03 and DD13 – Northern Virginia Regional DDS Office – Fairfax
      4. DD04 and DD14 – Southwest Virginia Regional DDS Office – Roanoke
      5. DD05 and DD15 – Extended Service Team – Roanoke
   5. **The closure date** (YYYYMMDD)   
      1. (If this column contains a “0”, the case is still pending)
      2. Cases on list show those closed in the past 30 days only
   6. The individual **Authorized Representative’s name**
   7. **Destination Code –** The code designating the current location of the case after the case closed at the Virginia DDS. There are four types of locations to which the case can be sent upon closure from the Virginia DDS.  
      1. Field Offices – These codes will have a number in the Destination Code column and will have “SSA – City Name of field office” in the Destination Description column – Ex.: 302 – SSA Portsmouth = the SSA field office in Portsmouth. If the destination code indicates the case went to an SSA Field office, contact the office as you would normally and use the telephone number you normally use to call the specific field office.
      2. SSA Quality Assurance Sites – These codes will have a number following the letter “R” and the Description will show the regional QA office to which the case was sent. Disability claims are randomly selected for quality assurance checks at case closure and sent to any one of the regional QA centers around the country.
      3. Other DDS Offices – Due to a huge volume of cases being sent to the Virginia DDS for processing, several other State and Federal DDS offices are currently assisting the Virginia DDS with its workload. These cases with have Destination codes with either an “S” or a “V” with a number. We have provided telephone numbers for you to call if you need to contact these sites.
      4. Department of Social Services Offices – These codes will have a 9000 series numbers and the description will show the office name. We have also included the geographic location. These codes will be used if the DDS has processed a Medicaid claim without an accompanying SSA claim. These codes will also be used if only the Medicaid claim has been closed. (There are times when our staff is able to make a determination for the Medicaid claim, but the SSA claim may have to be put on medical hold. Staff will close only the Medicaid claim and continue to process the SSA claim.
   8. **Destination Code Description –** A description of the current case location.

**List of Destination Codes and Descriptions**

**Field Offices**

Code Description

A37 – Arlington

A38 – Fredericksburg

A39 – Manassas

A40 – Martinsville

A41 – Chesterfield

A92 – Culpeper

B56 – VA Beach

C81 – Hampton

C83 – Harrisonburg

285 – Richmond Downtown

286 – Roanoke

287 – Norfolk

288 – Bristol

289 – Lynchburg

290 – Staunton

291 – Petersburg

293 – Newport News

294 – Alexandria

295 – Winchester

296 – Covington

297 – Charlottesville

298 – Wytheville

299 – Wise

300 – Richmond East

301 – Farmville

302– Portsmouth

303 – Suffolk

304 – South Boston

316 – Martinsburg, W. Va.  
318 – Fairfax

Q**uality Assurance**

Code Description

R40 – QA Atlanta – Contact the originating SSA field office for information

R41 – QA Boston – Contact the originating SSA field office for information

R42 – QA Chicago – Contact the originating SSA field office for information

R43 – QA Dallas – Contact the originating SSA field office for information

R44 – QA Denver – Contact the originating SSA field office for information

R45 – QA Kansas City – Contact the originating SSA field office for information

R46 – QA New York – Contact the originating SSA field office for information

R47 – QA Philadelphia – Contact the originating SSA field office for information

R48 – QA San Francisco – Contact the originating SSA field office for information

R49 – QA Seattle – Contact the originating SSA field office for information

R50 – QA Baltimore – Contact the originating SSA field office for information

**DDS/Federal DDS Offices Assisting Virginia DDS**

Code Description

S09 – Delaware DDS – 302-324-7600

S11 – District of Columbia DDS – 202-442-8500

S55 – Charleston, W. Va., DDS – 304-353-4273

S91 – Clarksburg, W. Va., DDS – 304-624-0202

S0B – Disability Processing Branch (DPB) Federal DDS – Philadelphia – 215-597-5572

V40 & S0T – Disability Processing Unit (DPU) Federal DDS – Baltimore – 410-966-0831

**Department of Social Services Offices – Medicaid**

Code Description Location

9001 DSS Accomack Accomack, Va.

9003 DSS Albemarle Charlottesville, Va.

9005 DSS Alleghany/Covington Covington, Va.

9007 DSS Amelia Amelia, Va.

9009 DSS Amherst Amherst, Va.

9011 DSS Appomattox Appomattox, Va.

9013 DSS Arlington Arlington, Va.

9017 DSS Bath Warm Springs, Va.

9019 DSS Bedford Bedford, Va.

9021 DSS Bland Bland, Va.

9023 DSS Botetourt Daleville, Va.

9025 DSS Brunswick Lawrenceville, Va.

9027 DSS Buchanan Grundy, Va.

9029 DSS Buckingham Buckingham, Va.

9031 DSS Campbell Rustburg, Va.

9033 DSS Caroline Bowling Green, Va.

9035 DSS Carroll Hillsville, Va.

9036 DSS Charles City Charles City, Va.

9037 DSS Charlotte Charlotte Courthouse, Va.

9041 DSS Chesterfield Chesterfield, Va.

9043 DSS Clarke Berryfield, Va.

9045 DSS Craig New Castle, Va.

9047 DSS Culpeper Culpeper, Va.

9049 DSS Cumberland Cumberland, Va.

9051 DSS Dickenson Clintwood, Va.

9053 DSS Dinwiddie Dinwiddie, Va.

9057 DSS Essex Tappahannock, Va.

9059 DSS Fairfax Fairfax, Va.

9061 DSS Fauqier Warrenton, Va.

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