**FEEDBACK RECEIVED FROM SOAR EXAMINERS**

*The feedback below is in their own words as per request for the 03/2021 dialogue call*

* I guess one of the things that stands out to me when working with the  SOAR cases is the disparity between SOAR representatives.  I can think of a few (right off the bat) who are so helpful and involved.  These representatives maintain communication and submit evidence readily.  Then I encounter some SOAR representatives who seem to have very little knowledge of the claimants and are not an asset to us in processing the claims.
* For the SOAR workers to have a better understanding of the regulations and how our program works.   An example of this is issues where substance abuse is the predominant issue (or responsible for the issues).   Another example is the “need” base.  No matter how sad the situation is, there has to be a medically determinable reason the claimant cannot maintain work.
* A better understanding of the medical evidence we need.  Often times, I receive batches of records that are several years old.  While this is valuable in documenting a longitudinal history, I still need current information. Sending in tons and tons of medical records from SOAR REPs tends to bog me down when trying to process SOAR claims. If the SOAR workers could keep us apprised of return visits or hospitalizations – that would be very helpful also.

\*\*\*\*If there are medical records more than ONE year prior to the onset, DDS ONLY needs the intake summary/discharge summary/imaging\*\*\*\*\*\*If SOAR Reps feel more explanation is needed for a longitudinal history, please include on the MSR\*\*\*\*

* To please understand SOAR examiners carry full caseloads in addition to SOAR cases. Currently, SOAR examiners are receiving 3-4 cases per week.

**NC DDS SOAR HELPFUL HINTS**

* Please use the new eFax number when submitting the client’s name and social. The new number is 1.833.441.1045
* Please remember the 1696 cannot be received at DDS AND ONLY the SOAR examiners can receive MER
* Please keep in mind NC DDS has a new case processing system, DCPS. While DDS is able to transfer cases to designated SOAR examiners and add a special “flag” to the case, DDS is not yet able to use this “flag” to gather case statistics such the volume of SOAR cases, the number of denials and approvals, case processing time, etc. It is imperative SOAR representatives continue to retain their own data
* When case status is needed OR a barcode is needed, please contact the NC DDS Call Center at 1.866.542.8113. Every call center person has access to every case at the DDS. As per call center procedure, the DDS CC person adds a note to the case AND emails the examiner immediately if needed or requested