# SOAR Dialogue Highlights 3/16/21

# Introductions

* Sarah Murray
* Pamalia Davis
* Jane Duralia
* Beth Durante
* Nye Pettway
* Robert Gilmore
* Mary Beth Barnes
* Connie Ness
* Robyn Burge
* Kelle Coble
* Randy Haynes
* Sametra Polkah-Toe
* Rocky Boze
* Christina Heggins
* Melody Bailey
* Kat Coiner-Collier
* Janet Harris
* Vinnett Daley
* Natasha Posey
* Monica Lee

# Announcements

# New SOAR newsletter

# New Options for filing 1696

# SSA efax number to fax directly to field office -OR-

# New online service - Electronic filing of a representative's notice of appointment <https://www.ssa.gov/representation/>

# DDS to fax barcode- please make sure you have submitted yours

# DDS has new fax number

Angela Herron: Professional Relations Office, former SOAR examiner

Jackie Whitely-Covington:New branch manager at DDS

* Goal to increase number of SOAR examiners by 1 or 2 this year
* Alerting Angela to new SOAR cases
  + New E-fax number: 1.833.441.1045 for alerting Angela to new SOAR cases only (see SOAR Wishlist doc)
  + Helpful to write SOAR all over 1696
    - Angela has to approve transfer to SOAR designated examiners, helps her identify SOAR cases
* Submitting medical records and MSR
  + ERE is most efficient for submitting docs -OR-
  + Fax 866-855-3235 with barcode sheet
  + 3-6 months old records ideal, if not available examiner may need to ask for more recent records
  + See SOAR Wishlist re sending all details of records from past year and more general summaries from older records
* DDS Call Center
  + Call center can email DDS examiner- they do not give out phone number
  + Issue with phone line automatically rolling over to automated message that all operators are busy- DDS will alert call center staff and problem solve
    - Workaround: Select option as if calling on behalf of own claim, usually get a call center rep
    - If having trouble getting through to DDS Call Center can email Angela last name and first initial of client and she can email DDS examiner to contact you: angela.herron@ssa.gov
* Concerns
  + Forward concerns re adjudications to Angela who will then send to Jackie
  + Please email Angela Herron to communicate with supervisor for issues with particular DDS examiners

**Next SOAR Dialogue Call is the Annual Meeting on April 20, 2021 at 10 AM. Link to register: https://www.ncceh.org/events/1491/**