SOAR Online Application Tracking (OAT) User Guide

ENTERING SOAR OUTCOMES

Follow this guidance to register for OAT and enter the outcomes of your SOAR-assisted SSI/SSDI applications!

User Registration

Go to the SOAR OAT website and click on "Create your account now" in the User Log-In box.

Log in
Access your account.

Email

Password

Login

Forgot password?

Do not have an account? Create your account now.

This will bring you to the *Register for OAT* page:

Register for OAT
Online Application Tracking (OAT)

All OAT registrants must be approved by the SAMHSA SOAR TA Center. You will receive an email from soaroat@prainc.com confirming receipt of registration, and another when your registration has been approved. If you have any questions, please contact us at soaroat@prainc.com or 518-439-7415 x2.

First Name *

Last Name *

Password * What's This ❓

Verify Password *

Email *

Phone *

Ext

State *

Select State

Role * What's This ❓

Select Role

Agency *

Select Agency

County/Parish *

Select County/Parish

City *

Choose cities...

Complete the Registration Form

Demographics: First Name, Last Name, Email, Phone, State, County, and City.

Create a password: Your password must be at least 8 characters and contain *at least 3* of the following: Uppercase Letter, Lowercase Letter, Number, and/or Special Character. (*Note: you will be prompted to change your password every 60 days).*

User Roles: There are **four roles** in OAT, each outlined below. Please note you can only choose one. All roles include the capability to enter your own cases *if you have completed the SOAR Online Course.*

- *State Team Lead*: Directs the SOAR initiative at the state level; has access to data from all agencies in the state
- *Local Lead*: Has attended a 3-day SOAR Leadership Academy; has access to data from all agencies within specified cities/counties
- *Agency Lead*: Oversees case workers; has access to data from caseworkers at their agency
- *Case Worker*: Has access only to own data entered.

Agency: Choose your Agency from the drop-down list.

- If your agency is not listed, choose "Other – Agency not listed below" and enter your Agency Name in the box provided.

Funding: Select how your position is funded.

- If you choose "State/County/Local," a "State Options" box may appear, depending on your state.
- If you choose "VA (VAMC, HUD-VASH, etc.)," you will be asked for your VISN.

Training: Multiple training types can be entered:

- *SOAR Online Course*: Adult or Child Curriculum
- 2-day *Stepping Stones to Recovery* training (follow-up questions will ask for location and trainers);
- 4-day *Train-the-Trainer*
- 3-day *SOAR Leadership Academy*

Note that in order to enter outcomes of SOAR-assisted applications, you **must have passed** the *SOAR Online Course*. An exception may be made for those who attended a 2-day *Stepping Stones to Recovery* training or a 4-day *Train-the-Trainer* prior to July 2020.

If you are a State/Local/Agency Lead who will NOT be completing applications, choose your Lead role and answer "Yes" to "Are you a Supervisor Only?" You will not be required to complete SOAR training but are strongly encouraged to complete Class 1 of the SOAR Online Course.

Registration Approval

When you submit your registration, you will receive an email from soaroat@prainc.com letting you know that your registration is pending. If any information needs to be clarified, you will be contacted by the SOAR OAT administrator. When your registration is approved, you will receive another email welcoming you to OAT!

Log in to OAT

Once you have received confirmation that your registration has been approved, you are free to log in to OAT.

Password reset procedure

If you forget your password, click on "Forgot password?" and enter your email. You will receive an email with a temporary password. Click the link provided, enter the temporary password, and follow the prompt to create a new password and log in.

Enter Application Outcomes

Create an Applicant Identification Number (ApID#)

The use of an ID number avoids the need to enter personally identifiable information (PII).

- BE SURE TO RECORD THE ID IN THE APPLICANT'S CASE FILE.
- The required sequence for the ID is as follows: [Two Letters] [Two Numbers] [Two Letters] [Four Numbers] **Example**: aa11bb2222

Tab 1: Demographics

Gender: Choose from multiple options including Other/Please Specify.

Age: Enter the applicant's age at the time of application.

- If 18 or over, the application will be tracked as an adult application for both SSI and SSDI.
- If 17 or under, the application will be tracked as a child application for SSI.
- If you are assisting a 17-year-old who is soon turning 18 with an adult SSI application, then enter 18 so that it is tracked as an adult claim.

Race: Choose from multiple options, including Other/Please Specify.

Hispanic, Latino/a, or Spanish Origin: If "Yes," a follow-up question will allow you to choose an ethnicity. To select more than one response, hold down the Control (Ctrl) key while selecting.

Legal System Involvement: If the applicant was involved in the legal system at the time of application, a follow-up question will ask about the type of involvement. To select more than one response, hold down the Control (Ctrl) key while selecting.

Military Service: If the applicant is a Veteran, two follow-up questions will ask about military discharge status and VA Disability Compensation status at the time of the application.

County, State, or other public assistance: To select more than one response, hold down the Control (Ctrl) key while selecting.

Employment Status: If the applicant was working during the application process, a follow-up question will ask about the Working Earnings per Month (in dollars).

Housing Status

- The first three options are for individuals who are experiencing "literal" homelessness. The remaining options are considered at-risk of homelessness.
- Length of time homeless: Enter the length of time homeless in years and months prior to working on the SOAR application OR prior to entering the current (at-risk) housing situation.

Tab 2: Application Type

Application Types

Initial SOAR Application: Case worker is assisting with an initial SSI/SSDI application using SOAR techniques.

Reconsideration using SOAR: Case worker is assisting an applicant who has received an initial application denial.

ALJ Hearing using SOAR: Case worker is assisting an applicant at the ALJ hearing level.

Non-SOAR Claim: Applicant is not currently experiencing or at-risk of homelessness OR does not have a mental illness, medical impairment, and/or co-occurring substance use disorder OR none of the *SOAR Critical Components* were used in the application process.

Changing Application Type

If you make an error, you can change the application type without losing demographic information – however, **all other information entered will be deleted**. Click the "Change Type" button on the bottom right-hand side of Tab 3 or 4. Once a decision has been entered and saved on Tab 4, this option is no longer available.

[Change Type]

THE INFORMATION COLLECTED ON TABS 3-5 WILL VARY DEPENDING ON APPLICATION TYPE

Tab 3: Application Detail

All Application Types

The following questions are asked on Tab 3 for all SOAR application types.

SOAR Critical Components: These steps are critical to the success of applications for eligible individuals. Indicate whether you completed the following *SOAR Critical Components*:

- Submitted the SSA-1696: Appointment of Representative form
- Collected and submitted medical records
- Submitted a Medical Summary Report (MSR) and obtained a signature from an Acceptable Medical Source.
- Completed a quality review of the application packet prior to submission.
  - This may be performed by a supervisor, SOAR-trained colleague, or SOAR Local Lead.
  - This may also include a review of the Medical Summary Report by the SAMHSA SOAR TA Center.

Was a Consultative Exam ordered? A consultative examination (CE) is an exam ordered by Disability Determination Services when there is not sufficient medical evidence to make a decision. If a CE was ordered, a follow-up question will ask for the number of CEs ordered.

Initial Application

The following questions are asked on Tab 3 for Initial Applications only.

Protective Filing Date (PFD): Enter the date on which you or the applicant notified SSA of their intent to file (by calling SSA, going into the local SSA field office, or initiating the online disability application).

Has a Complete Application been submitted to SSA?

- IF YOU HAVEN'T YET SUBMITTED AN APPLICATION, BUT INTEND TO, LEAVE THIS UNANSWERED.
- Choose "Yes" **only** if you **have submitted** a complete application packet to your local SSA office.
  - A follow-up question will ask for the Application Date. Enter the date that the packet was delivered to the local SSA field office. This date cannot be before the PFD.
- Choose "No" **only** if you **do not intend** to submit the application.
  - A follow-up question will ask why the application **will not be submitted**.
  - The case will be closed and archived[i].

Has a complete application been submitted to SSA? *

> No ⬍

Application will not be submitted to SSA due to: *

> Select Below Only if Not Submitting ⬍

| Save Progress and Return to Dashboard | Save & Continue | | Change Type |

Reconsideration

The following question is asked on Tab 3 for Reconsiderations only.

Date of Request for Reconsideration: Enter the date the Request for Reconsideration was filed.

ALJ Hearing

The following questions are asked on Tab 3 for ALJs only.

Date of Request for ALJ Hearing: Enter the date the request for an ALJ hearing was filed.

Was an expedited hearing requested? A request was made to expedite the scheduling of a hearing due to dire need.

Did the applicant have an attorney? Even if the applicant had an attorney, if you collected medical records, wrote and submitted an MSR, and assisted with the application, you should track the outcome in OAT.

Was an On-the-Record review request submitted? This is a written request asking the Office of Hearing Operations (OHO) to make a favorable decision based on the evidence in the case record.

- If "Yes," a follow-up question will ask if the decision was granted/approved On-the-Record.
- If the application was approved, you will proceed to Tab 4. If the application was not approved, you will continue to enter information about the ALJ hearing date.
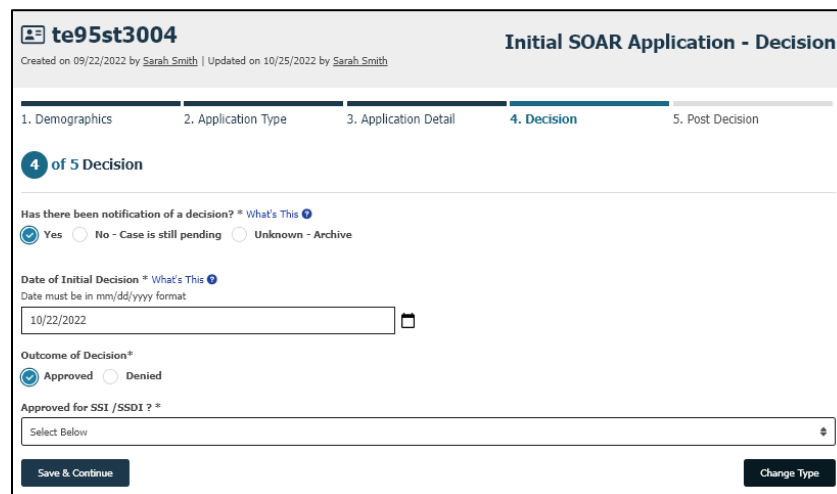
Has a hearing date been scheduled?

- If "Yes," a follow-up question will ask for the Date of the ALJ hearing.
- Choose "Unknown" **only** if the hearing **will not be** scheduled.
    - A follow-up question will ask why the hearing **will not be** scheduled.
    - The case will be closed and archived.

Has there been a notification of a decision?

- Choose "Unknown" if there **will not be** a notification of a decision.
    - A follow-up question will ask why there **will not be** notification of a decision.
    - The case will be closed and archived.

Tab 4 - Decision

Has there been notification of a decision?

- Choose "Yes" **only** if you have received decisions for **BOTH** THE SSDI **AND** SSI APPLICATIONS.
- Choose "No" if there has not yet been notification of a decision.
- Choose "Unknown" **only** if the outcome **will remain** unknown.
    - A follow-up question will ask why the outcome **will remain** unknown.
    - The case will be closed and archived.

Date of Decision: Use the date on the SSA letter that is mailed to the applicant and appointed representative.
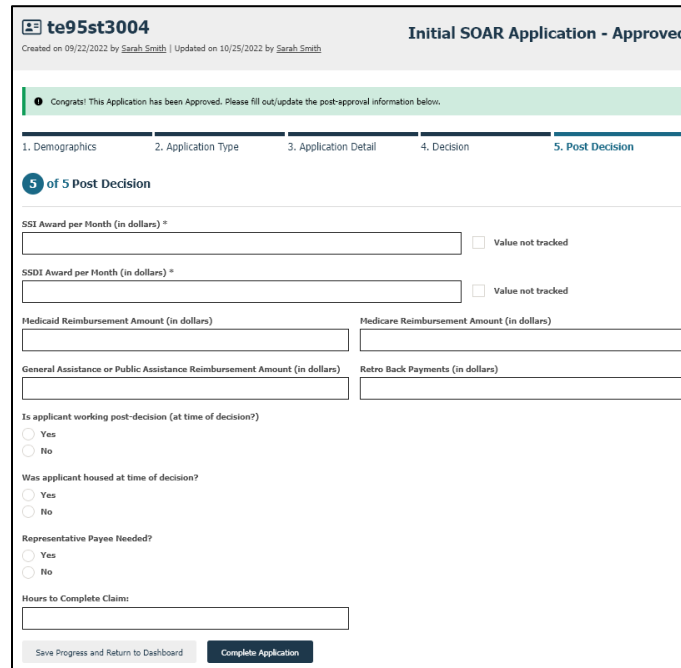
Outcome of Decision

- DO NOT answer this question until you have received a decision on BOTH the SSI **AND** SSDI applications.
- Approved
    - A follow-up question will ask what the applicant was approved for. Options: SSI only; SSDI only; or Both SSI and SSDI
- Denied
    - A follow-up question will ask the reason for denial (from the SSA letter).

Tab 5: Post Decision

Approvals

When an SSI/SSDI application has been approved at any level of adjudication (initial, reconsideration, or ALJ) the following questions will be asked. This information can be very helpful in sustaining SOAR initiatives both on the local and state levels. Other than Award Amounts, this section is optional.

Award Amounts: If the award amount(s) are unknown, please choose "Value not tracked" - DO NOT enter "0".

Medicaid/Medicare Reimbursement*: Providers can bill Medicaid retroactively up to 90 days prior to the SSI application date. With the proper release, you can often get this information from their billing departments.

General or Public Assistance Reimbursement*: Contact the state, local, or county agency that provides general or public assistance, if available in your state. You'll need a proper release from the applicant.

Retroactive Back Payments*: Enter any SSI and/or SSDI retroactive back payments received.

Employment Information: Answer "Yes" if the applicant was working at the time of decision, even if only for a few hours. A follow-up question will ask about monthly earnings.

Housing Information: Indicate whether the applicant was housed at the time of decision and whether their (pending) access to benefits facilitated the access to housing.

Representative Payee: Indicate whether a Representative Payee was needed and whether one was provided; this can be via referral/connection to services - this does not need to be you/your agency.

Hours to Complete Claim*: As part of quality review and potential retraining, it is important to know how many hours it takes case workers to complete each claim.

*Skip these questions If unknown - DO NOT enter "0".

Denials

When an SSI/SSDI application has been denied, the Post Decision questions will vary depending on application type.

Initial Application: Was a Request for Reconsideration Filed?

- If "Yes," you will be directed to *Tab 3: Application Detail for Reconsideration* (see Tab 3 instructions above).
- If "No," the case is considered "closed" and you will be taken to the *Application Overview* page (see below).
- "My state doesn't have reconsideration, filed appeal": There are several states that for a time did not have the Reconsideration level of appeal. All states now do.

Reconsideration: Was a Request for ALJ Filed?

- If "Yes," you will be directed to *Tab 3: Application Detail for ALJ* (see Tab 3 instructions above)
  - Do not select this option unless YOU are assisting with the ALJ Hearing. If you are referring the applicant to another agency or to an attorney, select "No."
- If "No," the case is considered "closed" and you will be taken to the *Application Overview* page.

ALJ: There are no Post Decision questions asked. You will be directed to the *Application Overview* page.

Application Overview

This page can be viewed by clicking on any ApID# on your dashboard. It is also the page you are directed to once you have completed *Tab 5: Post Decision*.

- The applicant ID, applicant's demographic information, Case Worker, and Agency is provided at the top of the page.
- The total number of decisions associated with the ApID is also noted at the top of the page.
- Users can toggle between Initial SOAR, Reconsideration and ALJ Hearing details, if applicable. The word "Current" will appear next to the current application type.
- An overview of the activity about the application as it progressed through application types is also provided.

If you have any questions about using SOAR OAT, please contact the SAMHSA SOAR TA Center at soaroat@prainc.com.

---

[i] Archived cases can be viewed from the Applications page only and will not appear on the user's dashboard.