



17.10.10 Overview

17.10.10.1 Introduction

As part of our continuing efforts to provide better customer service and to save time and money, routine adjudicative actions will be handled without the file and with as little paper movement as possible.

This packet contains basic information to allow you to handle spouse-only application without obtaining the folder from Claim Files.

17.10.10.2 Volume

On the average, twenty spouse-only applications are received per day.

17.10.10.3 Need the Folder?

If at any time during the process of paying the spouse you decide you must see the employee's file, you may request it through your specialist/senior analyst..

17.10.10.4 Got a better way of doing this?

If at any time you decide you have a better idea for handling these cases, please pass it along to your specialist/senior analyst.

17.10.10.5 In this document

The remainder of this document covers these topics:

Topic	See Section
Initial Folder Preparation of Spouse-Only Application	17.10.11
How To Handle Applications and Dumps	17.10.12
Storing Folderless Applications	17.10.13
How To Handle RASI Awards	17.10.14
How To Handle Cases Not Paid Final By RASI	17.10.15



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17.10.11 Initial Folder Preparation Of Spouse-Only Application

17.10.11.1 Introduction

The purpose of this document is to describe the handling of spouse-only applications. The Folder Preparation & Identification (IFP) Section in Bureau of Supply & Services receives a G-230 for each new application on Initial Claims (IC).

17.10.11.2 Use of G-230

Prior to receiving the AA-3 application, the IFP section will use the G-230 to:

- Request existing folders from Claim Files.
- Create new folders when one is needed.

17.10.11.3 Exception

Divorced spouse applications are not entered into IC. Therefore, IFP will not receive an advance copy of the G-230.

17.10.11.4 IFP Tasks

The IFP section will be responsible for the following tasks:

- Identifying spouse-only G-230's.
- Holding and matching G-230's to AA-3 application when received.

Placing matched G-230's and AA-3 applications in the cart labeled Retirement Initial Section (RIS) to be delivered to the screening table in RIS.

17.10.11.5 PSD Clerical Task

The clerk in the Program Support Division (PSD) will be responsible for the following task:



- Delivering the AA-3 applications to the RIS screening table.

17.10.11.6 RIS Clerical Task

The clerk in RIS will be responsible for the following task:

- Pick up the AA-3 applications from the screening table after they have been delivered.

17.10.12 How To Handle New Applications and Dumps

17.10.12.1 Introduction

The purpose of this document is to outline handling of new spouse-only applications and dumps from the RASI system.

17.10.12.2 Clerical Guidelines

The guidelines for clerical handling of spouse applications are as follows:

- Remove spouse applications filed based on having a disabled child in care and forward it to Disability Benefit Division (DBD) - Disability Post Section (DPS).
- Remove divorced spouse applications and place them in a yellow jacket.
- Enter the divorced spouse applications into the STAR PC program.

17.10.12.3 Clerical Actions for Handling New Applications

Follow the steps below for handling new spouse-only applications:

Step	Action
1	Check REQUEST.
2	Is "Examiner Action Pending?" If yes, go to Step 3. If no, go to Step 4.
3	Enter the case into the STAR PC program and give it to the appropriate



	examiner for handling.
4	File the new applications in terminal digit order in the specialfile bank.

17.10.12.4 Clerical Actions for Handling Dumps

Follow the steps below for handling spouse-only dumps:

Step	Action
1	Check HSL referral messages for "Spouse-Only" dumps.
2	Are there "Spouse-Only" dump messages? If yes, go to Step 3. If no, sign off HSL and repeat Step 1 the next business day.
3	Match the "Spouse-Only" dumps to the applications and put them in a yellow jacket.
4	Enter the case into the STAR PC program.

17.10.13 Storing Folderless Applications

17.10.13.1 Introduction

The application should be placed in an easily accessible location to avoid misplacement while the RASI system is still processing the case.

17.10.13.2 Where Application Should be Kept

While the case is still active on the RASI system, the application should be kept in the special file drawer or on the examiner's desk.

17.10.13.3 Application Kept on Examiner's Desk

For those applications that are kept on the examiner's desk, the application should be stored in a designated tray which is visibly marked.



17.10.13.4 Handling the case

For those applications that are kept on the examiner's desk, the application should be stored in a designated tray which is visibly marked.

17.10.13.5 Need Folder?

If the examiner needs the folder for any reason, (s)he should give the application materials to the specialist/senior analyst with a note indicating why the folder is requested.

17.10.14 How To Handle RASI Awards

17.10.14.1 Introduction

When the RASI system has finished processing a case an award will be generated.

17.10.14.2 Sorting RASI Awards

The RASI awards will be sorted into the following categories:

- Review Required
- No Review.

17.10.14.3 Who Does the Sorting

The specialist/senior analyst or a designated examiner, on a rotating basis, will sort the RASI awards into the above categories.

17.10.14.4 Clerical Handling of RASI Awards

The RASI awards are given to the clerk from the specialist/senior analyst to take the following actions:

IF the award indicates	THEN the award should be
No Review Required	matched to the application. stapled. stamped "PRIORITY FILE ONLY". matched to the file and forwarded to the next appropriate destination, if applicable, otherwise forward to Claim Files.



Review Required	matched to the application. placed in the appropriate EDP review drawer for scheduling. if the examiner's follow-up action cannot be completed at one time, the case should be entered into the STAR PC program and placed in a yellow jacket and returned to the examiner.
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17.10.14.5 Examiner Action

If the RASI award message indicates "SEP CLAIMED - FORWARD FILE TO MPS" in a spouse-only folderless case, do not send the application packet to MPS. The examiner should do the following:

- Send a photocopy of the Form RL-311-F to "Roberta Davis - MPS".
- If there is no such form attached, send Roberta Davis an HSL indicating "no Form RL-311-F" attached.

17.10.15 How To Handle Cases Not Paid Final By RASI

17.10.15.1 Introduction

There will be times when the RASI system will not be able to process a case mechanically due to conflicting information, compute-only situations or for denials due to ineligibility. When this happens, the RASI system will dump these cases out for manual handling.

17.10.15.2 Who Will Handle

Examiners will manually handle cases that are dumped from the RASI system.

17.10.15.3 Before Examiner Actions

Prior to examiners receiving the RASI dumps, the clerk will have entered the case into the STAR PC program.

17.10.15.4 Exception

The clerk will NOT have entered the following types of cases into the STAR PC program prior to examiner actions. They are as follows:

- Compute-Only Awards



- Denials

17.10.15.5 Examiner Action for Compute-Only Awards or Dumps

The following actions should be taken by the examiner for Compute-Only Awards or Dumps:

- Set the case up for manual payment on the Retirement On-Line Calculation (ROC) system.
- Notate in the remarks section of the ROC award "Folderless".

17.10.15.6 Examiner Actions for Follow-up Action Cases

The table below indicates the actions the examiner should take when handling cases that requires follow-up actions:

IF follow-up actions... can be taken	THEN... place the application in a yellow jacket. take final action. close the case out on the STAR PC program.
cannot be taken all at once	place the application in a yellow jacket.
	give the packet back to the clerk or senior analyst who will enter the case into the STAR PC program.

17.10.15.7 Clerical Actions

The following actions should be taken by the clerk after the examiner have given them the compute-only awards or dumps:

- close out the award or dump on KORFORM,
- match the award or dump to the application,
- staple all items together,
- stamp "PRIORITY FILE ONLY",
- send entire packet to Claim Files.



17.10.16 How To Handle Cases Paid Final By RASI

17.10.16.1 Examiner Handling After RASI Paid Final

The examiner should take the following actions after RASI has paid the case Final:

IF... referral message(s) have been handled	THEN the award should be given to the clerk to... match to the application. stapled all items together. stamped "PRIORITY FILE ONLY".
send packet to Claim Files. referral message(s) have NOT been handled	return the award to examiner for handling.

17.10.17 Utilizing The STAR PC Program

17.10.17.1 Purpose

To track special actions required in spouse-only application cases that are being handled without the file, the STAR PC program will be used.

17.10.17.2 Senior Analyst/Clerical Responsibility

The spouse-only applications entered into the STAR PC program will be assigned call-up dates as follows:

IF the type of actions is...	THEN the call-up should be...
Awards/Payments	Two weeks Follow-up 30 Days

17.10.17.3 Changing Call-up Dates

If a call-up date must be changed while the case is still active, the examiner must ask a specialist/senior analyst to change it.



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17.10.17.4 Examiner Reminder

Examiners must remember to close out STAR-activated cases.

17.10.17.5 Clerical Actions

When all action(s) has been taken by the examiner, the clerk should take the following actions:

IF the case is...	THEN...
Closed on STAR	send the case to Claim Files.
Not closed on STAR	return the case to the examiner to close out on the STAR PC program.