



Folderless processing is making an adjudicative decision with information on-line rather than a claim folder.

Note: Disability applications are processed with claim folders until the rating has been completed. Once the rating has been granted, the initial disability award and post adjudicative disability actions, not related to the disability rating, are handled folderless such as OM development and payment or mass adjustments rejects.

17.2.1 Introduction

This section will provide general guidelines for processing work in a folderless environment. It will cover:

- the assignment and handling of the work,
- use of the on-line systems,
- assembly of the folderless packet for authorization and,
- disposition of material in the folderless packet.

17.2.2 Definitions

This section lists and defines some commonly used terms.

- **Batching** is the process of grouping paper documents with similar characteristics in preparation for scanning into the imaging system.
- **Folderless jacket** is the slash folder that will temporarily hold the material needed to complete a case folderless and used to route material inside and outside the unit.
- **Indexing** is the process of assigning field values to an imaged document that will permit future retrieval.
- **Route slip** is a form used to route a folderless jacket inside and outside the unit.
- **Scanning** is the process of converting a paper document into an electronic document with the use of a scanner.



- **STAR** is a Universal System of Tracking and Reporting used to assign and control work within a unit.
- **WorkDesk** is a system that is used to manage, assign, control and view documents that are in the Imaging System.
- **Web Connector** is the browser that allows for viewing of documents that are in the Imaging System.

17.2.5 Sources of folderless work

Work comes into the units in various ways:

- mechanical download from other systems
- inquiries
- referrals
- OLQ

Once the work has been screened it will be loaded to STAR, scanned into work queues in WorkDesk or otherwise controlled and assigned.

17.2.10 On-Line Systems

When handling a case folderless various on-line systems are used. Below is a list of systems and how they are used in the folderless processing environment.

- **APPLE** is a permanent record of proofs and applications submitted to pay annuity payments and one payment only awards.
- **AFCS** is used to check the location of a claim folder and request it, if necessary.
- **ALTA** is used for the preparation and release of annuity award letters when initial, recurring or one payment only awards are processed.
- **ASTRO** is an automated system used to recover overpayments, check status of overpayments, select options for repayment of the overpayment, reconsideration/appeals options and status of recovery.
- **DATA-Q** is used to check payment status, change of address, direct deposit information and to access and initiate FAST S/T functions.



Retirement Claims Manual

March 29, 2007

U.S. Railroad Retirement Board
844 North Rush Street
Chicago Illinois, 60611-2092

Phone: (312) 751-7139
TTY: (312) 751-4701
Web: <http://www.rrb.gov>

- EDMA is the employment data maintenance system used to record actual deemed service months, compensation, sick pay, military service, SSA wages and self-employment income for the railroad employee.
- FSIS is a system used to view all necessary information about a claimant/annuitant.
- GOLD is the G90 database that stores all mechanically produced employee retirement and survivor reentry G90's and all final employee retirement and survivor G90's.
- MACRO permanently stores RUIA information for claimants that file for benefits.
- MEDCOR is used to make changes to Medicare records.
- MEDREF is a database of Medicare referrals.
- MOLI is an inquiry system for Medicare used to view records for all currently entitled beneficiaries, current and prior enrollment status and state buy-in information and activity.
- OLDDS is the disability decision system used to enter disability data into the mainframe and retains information indefinitely for easy access.
- ORCS is the overpayment recovery correspondence system which automates the overpayment letter process.
- ORVL is used to release on-line rate verification letters.
- PAR is used to verify an outstanding overpayment on a claim.
- PAYBACK is an inquiry system that provides viewing access of cancelled checks and returned direct deposit/EFT payments.
- PC Awards are payment programs that aid in the computation of retirement overall minimum, 1974 Act, and 1937 Act cases.
- PC G-60/60s is a data sheet used to make a request to SSA to initiate, update, or delete an MBR earmark for railroad employee, spouses, widow(er)'s, and other auxiliary beneficiaries.



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- PREH is used to verify payment history, secure payment information about the RR employee and/or annuitant and the status of adjustments.
- RASI is the retirement system that handles most applications and certifies most initial payments.
- RRAILS is a form and letter system that pre-fills information from various databases for internal and public release.
- RRBTAS is used to view the detailed tax database and to make immediate changes.
- SCAMP is used to secure correct calculations of the tier 1 SSEB/NSSEB
- SPEED is used to enter annuitant's earnings information and store the information in a database.
- SPOC is used to calculate PIA 9.
- STAR is used to assign and track work and provide information that is necessary in the payment of the claim.
- STAR WORKLIST is used to post payments to the tax database.
- SURPASS, SOLAR, and ROC are used to make initial and adjustment payments to annuitant.
- SURGE automates the requests sent to the SEARCH system for a survivor earnings and computation record (G-90).
- TAX is used to view the general tax database and to elect tax withholding from an annuity.
- TAXCOR is used to make changes or accrete an annuitant to the tax database.
- Web Connector or WorkDesk is used to view information that has been permanently stored in the imaging system, for example, award forms and letters.
- WILBR is used to generate a future on-line rate verification letter after the next cost of living adjustment.



- WORKLIST is an inquiry and update system which accepts and displays transaction records from numerous systems. These transactions may be notices of rejects, requests for additional information, situations needing investigation or any category of work requiring action.

Non-RRB systems

- MBR is SSA's master benefit record which permanently stores benefit information about the number holder.
- CMS is the system used to verify Medicare, HMO enrollment, and disenrollments.
- PACER is Treasury's payment information database in which a payment record can be accessed using the check symbol and number of check.
- Palmetto GBA is the claim processing center for Part B benefits.

17.2.15 Assignment and Handling of Work

Once the work has been assigned, the folderless adjudicative process begins and the following actions will be taken:

- A review of the information in the folderless packet and on-line systems is done to determine what action is necessary to complete the case.
- If necessary, RRA Web Connector or WorkDesk can be used to view information about the claim that was previously imaged.
- If no action is necessary, case will be closed on STAR with action being shown as completed. (Remarks will be entered in the appropriate systems, if necessary.)
- If action is necessary to complete case, use information in the folderless packet and on-line systems.
- **NOTE:** If folder exists and is needed, it should be requested.
- If authorization is needed, follow the checklist on the route slip to make sure important things are not overlooked. Once this has been done, the route slip will be completed and the folderless packet will begin its journey through authorization and on to the imaging process. If additional action is needed, release notification to the appropriate unit for handling.



17.2.20 Folderless Packet Assembly

The guidelines in this section will provide instructions on how to assemble the folderless packet that requires authorization and the folderless packet that does not require authorization.

17.2.20.1 Preparing Documentation for Authorization

The folderless packet, whether alone or with the claim folder, should include the route slip and all necessary documentation to handle the case. When working with a folderless packet and claim folder and the action results in an adjustment that requires authorization, attach the folderless packet to the claim folder by rubber band, making sure the folderless packet is on top of the claim folder and the route slip is visible.

Documents that will be imaged should be clearly identified and labeled properly and included in the folderless packet. Documents that will not be imaged that are included with the folderless packet should be stapled together so that they can be distinguished from the documentation that requires imaging. Once authorization has been completed and unnecessary material has been purged and sensitive material shredded as described in RCM 17.2.20.2., the folderless packet and claim folder will be forwarded to the appropriate workstations as instructed by unit procedure.

17.2.20.2 Disposition

When working with a claim folder or folderless packet and the required action does not result in an adjustment that requires authorization forward any documentation to batching for imaging.

If any documentation pulled from a claim folder is used to handle a case, make a photocopy of the documentation used; place the original back in the claim folder and forward the copy to batching for imaging along with any other documentation for the case. On a daily basis, all documentation will be batched to be imaged as described in [Imaging Procedure on Boardwalk](#).

Note: Shred sensitive material that will not be imaged and release the claim folder to claim files. Sensitive material for RRB purpose is material that has personal information that can be identified with an individual or annuitant such as name or Social Security number, for example a printout of a DATA-Q. This material should be destroyed by shredding on site or by a contractor or stored in a locked container until it can be shredded.