



17.20.10 Overview

17.20.10.1 Introduction

As part of our continuing efforts to provide better customer service and to save time and money, it was determined that many routine adjudicative actions should be handled without the folder AND with as little paper movement as possible.

17.20.10.2 Purpose

This packet provides basic information and guidelines for folderless processing of Retirement MBR COL Review Code cases.

17.20.10.3 Need a Folder?

Folders may only be requested by the senior claims examiner IF you have a documented reason why the action can not be handled without the folder.

17.20.10.4 General Rules

Follow these general rules when you process Retirement MBR COL Review Code cases without the folder:

Do not handle any case using folderless processing procedure *if* specific information is needed from the folder to make an accurate decision.

Use ROC for making annuity adjustments, where possible.

Include the message, "THIS AWARD COMPLETED FOLDERLESS", in the Remarks sections of any award.

Indicate "Keep Do Not Destroy" on any material that should be retained in the folder after your action is completed.

17.20.10.5 Got a Better Way of Doing This?

Please refer any ideas for improving the process to your senior claims examiner or manager.



17.20.10.6 MOP-Up List

The (E) displayed on the MOP-UP list indicates LAF Code (E) SS benefits that RRB is paying on one or more accounts that the beneficiary is entitled. It does not correspond to the type of annuity.

17.20.10.7 In This Chapter

Topic	See Section
Guidelines for Folderless Processing	17.20.11
Check list	17.20.12
Folderless Processing Resources	17.20.13
How to Process Retirement MBR COL	17.20.14
Review Cases	

17.20.11 Guidelines for Folderless Processing of Retirement MBR COL Review Cases

17.20.11.1 Introduction

Beginning May 1998, Retirement MBR COL Review Code cases (cases that are referred out for manual review because of social security information inconsistencies) will, whenever possible, be handled without the folder.

17.20.11.2 Retirement MBR COL Review Codes

The following MBR COL Review Codes cases can be processed without the folder

MBR Code	Description
30	MBR is not in current pay status.
31	Pre-12/94 rate in partial status or 12/94 or later rate has MBR SS = LAF Code E or RRIC = R.



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>

32	MBR terminated for death.
33	T1 reduced to zero - No MBR received for COLA.
34	T1 reduced for SS - No MBR received for COLA.
35	COL used correct SS offset but further adjustment required to adjust age red. (1937/1974 Act age red.)
36	SS offset that shows an increase. COL rate should be correct but previous rates may be underpaid.
37	Pre-COLA MBR rate is less than the T1 offset
39	PREH shows an incorrect claim number(s).

17.20.11.3 Case Assignment

Cases identified for folderless processing will be assigned to claims examiners in a “slash folder”. The “slash folder” will have a route slip attached showing the:

- claim number
- payee code(s) of the affected beneficiary, and the appropriate Retirement MBR COL Review code to process

17.20.11.4 Excluded Cases

The following cases should be excluded from the Retirement MBR COL Review processing:

Reduced age 1937 or 1974 Act cases.

Cases with an outstanding overpayment on PAR.

SS recomp with an effective date before January 1996.

LAF Code C benefit with (A) entitlement that has been suspended or terminated mechanically by SSA and RRB is now paying the (D) entitlement.

Another adjudicative action in progress on STAR/WORKLIST or AFCS.



Pending an AERO review and AERO G-90 is not available.

Payee in suspension or terminated status.

On-line discrepancies and other unusual circumstances detected.

Legal process, OM being paid, etc.

17.20.11.5 Material to be retained

All folderless processed claims material will be held in the section for 60 days in case an inquiry is received from the field service, the beneficiary or the Reconsideration Section. After 60 days, the claims material will be sent "Priority File Only" to Claims Files to be matched with the folder.

Claims material sent for matching include:

- Mechanical award output
- ORCS materials
- SSA MBR or JADE screens
- G-607(s) and/or G-60(s), if prepared.

17.20.11.6 Materials to be Discarded

All other ROC/PREH screen materials should be discarded *after* the material has been used to authorize the claim *but* before it is referred to Claims Files for matching.

17.20.11.7 Important Message

It is important to always print a copy of the ROC screen *before* altering any entry as proof of what the PREH database contained *before* your change.

17.20.12 Check list for Folderless Processing of Retirement MBR COL Review Cases

17.20.12.1 Claims Examiner Check List

Use the following check list for handling folderless processing of Retirement MBR COL Review Codes cases:



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>

Check... Process/Action

Case to see if it should be excluded from folderless processing.

PAR for outstanding overpayment activity.

STAR/AFCS for other folderless processing activity/message(s).

DATA-Q for the current payment status.

PREH 3205 for the social security number.

MBR and/or JADE screens for SS entitlement information.

PREH screens to familiarize yourself with the beneficiary's claims activity, edits, mass adjustments, and other offsets.

ROC, whenever possible, to adjust the case.

ORCS for overpayment letters.

ALTA for code paragraphs.

ASTRO for overpayment removal and/or initiation.

G-607 for trust fund changes and/or COL coding.

G-60 to validate earnings and/or correct the earmark status.

STAR to close out the case.

For authorizer's signature.

For voucher clearance.

17.20.12.2 Important Message

It is important to indicate **"THIS AWARD WAS COMPLETED FOLDERLESS"** in the *Remarks* section of the completed award.

17.20.12.3 Authorizer's Actions

Authorization is determined by ROC, as under normal circumstances. In addition, all awards involving an ORCS letter requires authorization.



17.20.12.4 Authorizer's Note

ROC bypasses authorization when the adjustment consists of MBF/PREH update for SS rate corrections AND no calculation or adjustment is made in the T1 CALC, JADE screens, payment and accrual summaries.

17.20.13 Folderless Processing Resources

17.20.13.1 Primary On-line Database Resources

The PREH on-line database system should be used as your primary on-line resource for performing folderless processing. PREH is an excellent resource for familiarizing yourself with the most recent claims activity for the beneficiary. You will find the following PREH screens helpful:

Screen Name	Data Displayed
ORIS Family Group	Beneficiary's SSCLN
ORIS Full Inquiry	Relational Edits Violations
3200 RHRRID	Type of Annuity
3250 RHRRID	Mass Adjustment Results
3210 RHTIER1	Tier One data
3275 RHACOPO	Accrual Amounts
3220 RHREDCT	Offset Amounts
3205 RHSSID	SS Claim Number

17.20.13.2 Other On-line Support Systems

Check the following systems to familiarize yourself with the activity in the case as you complete your action without the folder:

System	Function
--------	----------



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>

PARS	Record of Outstanding Overpayment Activity
STAR	Lists Folderless Adjudicative activity
AFCS	Record of Folder Location
WORKLIST	Displays Other Award Activity
DATA-Q	Displays Pay Status
SSA MBR	Displays MBR Data
PREH	Displays Entitlement and Rate Information

17.20.14 How to Process Retirement COL Review Cases without the Folder

17.20.14.1 Examiner Action

Use the following guide to correct Retirement MBR COL Review Code Cases without the folder:

Code	Action
30	Check PREH screen (3205) for the SSCLN with the LAF Code of (T). Make certain that the SSCLN matches the Tier 1 offset before removing it. If different, give PREH the correct number and earmark the MBR.
31	Correct the Tier 1 to reflect a social security benefit offset even if the net Tier 1 does not change.
32	No action is necessary as both the RR/SS have been terminated.
33	Check that RRB and SSA agree on the name, DOB and BOAN. Earmark with a G-60. Tier 1 is not payable.
34	Check that RRB and SSA agree on the name, DOB and BOAN. Earmark with a G-60. Tier 1 is payable.
35	Correct the age reduction due to the increase SS not reflected in the



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>

	PRE-Tier 1 offset.
36	Adjust previous rates overpaid due to pre-COL Tier 1 offset not matching SSA's.
37	Verify that all SS accounts have been earmarked for RR involvement. Other possibilities:
	<ul style="list-style-type: none">• the Tier 1 offset is overstated; or• the COL data entered into PREH already had the COL but the mass adjustment could not recognize that the SS offset in PREH already included the COL increase.
39	Check all SS claim numbers in PREH 3205 record against MBR. Remove earmarks and/or earmark appropriate numbers.