

## **ATTACHMENT A**

### **Using The TRA Interactive Voice Response System**

The TRA IVR (Interactive Voice Response) system is now available for use by all TRA and ATAA claimants effective Monday October 1, 2007. All TRA claimants can use the IVR system by dialing the TRA IVR telephone number at **1-617-626-5373**. The TRA claimant only needs his/her Social Security Number and UI PIN number. If the TRA Claimant has forgotten the UI PIN he/she can call the UI PIN line at 1-617-626-6943 to obtain a UI PIN or change the PIN.

All TRA claimants that call the TRA Unit for information on TRA or ATAA checks will be given the TRA IVR Telephone Number (**1-617-626-5373**). As claimants get used to using the TRA IVR, the TRA Unit expects a transition period when claimants will still be calling in to receive verbal information from LINC.

### **Processing of TRA Bi-weekly forms**

Career Center Staff should advise TRA claimants to allow sufficient time for processing of bi-weekly attendance forms - three (3) to five (5) business days from the day the form is received by the TRA Unit. Every effort is made by the TRA Unit to process forms as quickly as possible.

### **Expanded Hours of Operation**

The TRA-IVR allows claimants to call for information on an expanded schedule of six days a week. The system is accessible from 7:00 am to 7:00 pm Sunday to Friday each week (it is *not* available on Saturday), providing an additional twenty four hours of service beyond the normal DUA office hours of 8:30 am to 5:00 pm, Monday to Friday (a time when most TAA clients are attending training). The system provides TRA claimants access to payment information during both early morning and later evening hours while avoiding the inconvenience of being placed in a telephone queue waiting for a TRA staff member to retrieve check payment information through a manual data entry search.

### **TRA – IVR System Messages**

There are three categories of messages from the TRA IVR System that TRA Claimants can receive: *TRA Payments Pending*, *TRA Payments Mailed* and *TRA Payment Forms Requiring Additional Information*.

**Note:** All examples below assume that the TRA claimant is receiving a weekly payment of \$ 325.00 for each week, for the two week period September 29, 2007 and October 6, 2007.

## **ATTACHMENT A**

### **Payments Pending Mailing by DUA**

This message will alert a claimant that his/her bi-weekly forms have been received and will provide the date when the check(s) will be mailed. Since the check has not been physically printed by the DUA IT Staff, a dollar amount can not be provided by the IVR system until the check is printed.

Example A:

The TRA claimant faxed the bi-weekly form to the TRA Unit on Monday October 8, 2007. The claimant's bi-weekly form has been received and processed by the TRA Unit on Tuesday October 9, 2007. The claimant calls the TRA-IVR Unit on Tuesday October 9, 2007 at 4:00pm. The following information is provided to the TRA claimant:

#### **IVR Message**

"Your TRA bi-weekly form for the week ending September 29, 2007 has been received and a check will be mailed on Wednesday October 10, 2007. Your TRA bi-weekly form for the week ending October 6, 2007 has been received and a check will be mailed on Wednesday October 10, 2007. Information on checks and payments are updated overnight. The information provided today will not change until the next business day."

### **Payments Printed and Mailed**

The TRA IVR will provide information on bi-weekly forms that have been processed and will provide the claimant with the dollar amount for each week(s) in which a check was printed and mailed. Checks are printed by the DUA IT Department two days each week on Wednesday mornings and Friday mornings.

Example B:

The TRA claimant faxed into the TRA Unit the bi-weekly form on Monday October 8, 2007. The TRA claimant's bi-weekly form has been received and processed by the TRA Unit on Tuesday October 9, 2007. The TRA claimant calls the TRA-IVR Unit on Wednesday October 10, 2007 at 5:30 pm. The following information is provided to the TRA claimant.

#### **IVR Message**

"Your TRA bi-weekly form for the week ending September 29, 2007 has been received and a check in the amount of \$ 325.00 will be mailed on Wednesday October 10, 2007. Your TRA bi-weekly form for the week ending October 6,

## **ATTACHMENT A**

2007 has been received and a check in the amount of \$ 325.00 will be mailed on Wednesday October 10, 2007.”

### **Payments That Require Additional Information**

The TRA IVR will forward the TRA claimant directly to the TRA Unit (at 617-626-5521) for problem resolution of the pending issue on the individual’s TRA check.

Example C:

The TRA claimant faxed the bi-weekly form to the TRA Unit on Monday October 8, 2007. However the TRA bi-weekly form indicates absence from training for three days of the two week period. No medical documentation has accompanied the TRA form. The claimant calls the TRA – IVR at 9:00 am on Wednesday October 10, 2007.

#### **IVR Message**

The following message will be provided for each call during normal DUA business hours Monday to Friday 8:30 am to 5:00 pm:

“Your TRA bi-weekly form for the week ending September 29, 2007 has been received but requires additional information in order to be processed. Please stay on the line while you are transferred to the TRA Unit. Your TRA bi-weekly form for the week ending October 6, 2007 has been received but requires additional information in order to be processed please stay on the line while you are transferred to the TRA Unit.”

The claimant will be transferred directly to the TRA Unit telephone line at 617-626-5521.

Example D:

The TRA claimant faxed the bi-weekly form to the TRA Unit on Monday October 8, 2007. However the TRA bi-weekly form indicates absence from training for three days of the two week period. No medical documentation has accompanied the TRA form. The TRA claimant calls the TRA – IVR at 6:30 pm on Wednesday October 10, 2007.

#### **IVR Message**

The following message will be provided for calls either before or after normal DUA business hours Monday to Friday 8:30 am to 5:00 pm. (outside of normal

## **ATTACHMENT A**

DUA business hours) the claimant will be instructed to contact the DUA TRA Unit at 617-626-5521.

“Your TRA bi-weekly form for the week ending September 29, 2007 has been received but requires additional information in order to be processed. Your TRA bi-weekly form for the week ending October 6, 2007 has been received but requires additional information in order to be processed. Contact the TRA Unit at 617-626-5521 Monday to Friday 8:30 am to 5:00 pm.”