

## **REPORT/REQUEST CHANGES AFTER CLOSURE**

Once a report has been closed on RRD1, you can no longer modify any of the information that is displayed on the RRD1, RRD2 or RRD3 screens for that report. However, there is an individual in each region that has the “supertask” authority to make changes to that information on closed reports.

This is how the process works:

If you make an error entering the report, such as the wrong information and the report has been closed or those fields are protected, you would contact your supervisor and identify what you need changed. The supervisor would review the request for change and send it to the supertask person in the region to make the change. This person would then make the change. If there is a disagreement regarding if a change should be made, the regional administrator has the final decision.

If a supervisor or regional administrator, upon case review, disagrees with the determination made on a report, they would contact the supertask person in the region who makes the changes (cc to the RA, if applicable) with that information and comments as to why the change is being requested. This person would then make the change, adding the comments to Docgen Notes or RRD3 as appropriate. If there is disagreement regarding proposed changes, the regional administrator has the final decision.

If a case is reviewed and changed by the substantiation review panel, the panel coordinator will notify the supertask person in the region (cc to the RA) and give them the information from the review. This person would then enter the information in NOTES (DocGen) or RRD3 and if the determination was reversed, they would also make that change (a determination code of UNX- Unsubstantiated After Review will be used for determinations that were changed after review.)

Drug tracking information can also be changed by the supertask person after the report has been closed, if necessary.

To obtain a list of staff who have the ability to change data on a report once it has been closed, access the SPTK (Supervisory Task List) screen, TAB to the SUPERTASK CODE field and enter RRC (Report Review Committee.) This will give you the list of workers, by region. Workers identified with a “P” level are the primary contact. Some Central Office staff is listed in order to make updates on reports when fair hearings are requested/conducted.