

eTicket Assignment Process

State Vocational Rehabilitation Agency Employment Networks (VREN)

Ticket to Work program
Operations Support Manager

Welcome and Roll Call

- FL State VR agency
- GA State VR agency
- IL State VR agency
- MA State VR agency
- MS State VR agency
- NH State VR agency
- OR State VR agency
- SD State VR agency
- VT State VR agency
- VA State VR agency
- SC State VR agency
- KY State VR agency
- IN State VR agency
- OR Blind State VR agency

Objectives

- Review State Vocational Rehabilitation Agency Employment Networks (VREN) Ongoing Support and eProcess Agreement
- Describe the new eTicket Assignment Process for VRENs
- Identify MOVEit as the **ONLY** reporting system
- Identify rules for the new eTicket Assignment Process and review code information



State VREN agency Ongoing Support and eProcess Agreement

State VREN Agency Ongoing Support and eProcess Agreement

- **Purpose of the agreement**
 - To improve delivery of services through automation (ticket assignments and payments), and
 - To ensure beneficiaries with tickets assigned are receiving on-going support services in line with Federal Regulations
- **eProcesses**
 - eTicket assignment
 - OSM is already accepting eTicket assignment files
 - ePay
 - First Quarterly ePay expected for April 2014



State VREN Agency Ongoing Support and eProcess Agreement (continued)

- Two service models available:
 - Offer and provide appropriate ongoing employment support services or partner with another agency, which will provide ongoing employment support services
 - Able to receive all available payments if requirements are met (Phase 1, Phase 2 milestones and outcome payments)
 - Provide Phase 1 initial services for ongoing support and unassign the ticket after payment for Phase 1 services
 - Only Phase 1 Milestone payments available
 - After the Phase 1 Milestone 4 or the last available Phase 1 payment is paid the ticket will be automatically unassigned



eTicket Assignment Process

The Electronic Reporting Process

- As of September 1, 2013, VRENs' electronic files to assign and unassign tickets are accepted
 - All files must be submitted via MOVEit, which is the **ONLY** approved submission system.
 - Starting February 1, 2014, if the file is not properly formatted, the file will be automatically rejected.
 - VRENs can correct the file and resubmit through MOVEit
- Processing timeline
 - New case openings should be submitted within 90 days of the IPE date
 - OSM will return the analysis file within three to five business days
 - VRENs may also review ticket status through the Secure Provider Portal



MOVEit

- User friendly and secure site to exchange VREN eTicket assignment files through the web
- No need to encrypt files
- Two individuals per State VREN Agency
 - Secured login
- Automated email notifications every time a file is available
- This is the **ONLY** approved system VRENS can use to submit monthly files



Preparing eTicket Assignment Files

Requirements for eTicket Assignment Files

Required file format

- Comma delimited text file

Required data

- Social Security Number (including dashes)
- IPE signature date (MM/DD/CCYY format)
- Unassignment Date (MM/DD/CCYY format)
 - Do not send case closure dates when closures occur. Doing so will trigger ticket unassignment.
- VREN Identifier



Requirements for eTicket Assignment files (continued)

- Do not send duplicate records; send one record for each SSN per file
- Do not send full data dumps each month. Every month we should receive the previous month's data only, with the exception of SSNs previously processed and returned in analysis as
 - Non Ticket Holders (Status Code Value 1)
 - Assigned to another EN or State VR agency (Status Code Value 3)
 - Ticket is not currently assignable (Status Code Value 8)



Requirements for eTicket Assignment Files (continued)

- When assigning a Ticket, **submit only**
 - SSN
 - IPE Date
 - VREN Identifier
- When unassigning a Ticket, **submit only**
 - SSN
 - Unassignment Date
 - VREN Identifier



Naming the data columns

	A	B	C	D	E	F
1						
2						
3						
4						

Diagram illustrating the naming of data columns in a table. The columns are labeled A through F. Column A is labeled "Social Security Number with dashes". Column B is labeled "IPE date mm/dd/yyyy". Column C is labeled "Unassignment Date mm/dd/yyyy". Column D is labeled "Blank column" and is shaded dark blue. Column E is labeled "VREN identifier".



Inputting data

	A	B	C	D	E	F
1	123-45-6789	12/03/2013			JT6789	
2	987-65-4321		01/12/2014		AT4321	
3	111-11-1111	12/24/2013			TT1111	

1. Joe Ticketholder who's SSN is 123-45-6789, his IPE date is December 3, 2013
2. Ana Ticketholder who is unassigning her ticket as of January 12, 2014. Her SSN is 987-65-4321
3. Tom Ticketholder's SSN is 111-11-1111 and his IPE date is December 24, 2013



Submitting eTicket Files

Naming the eTicket Assignment Files

- Required File Name

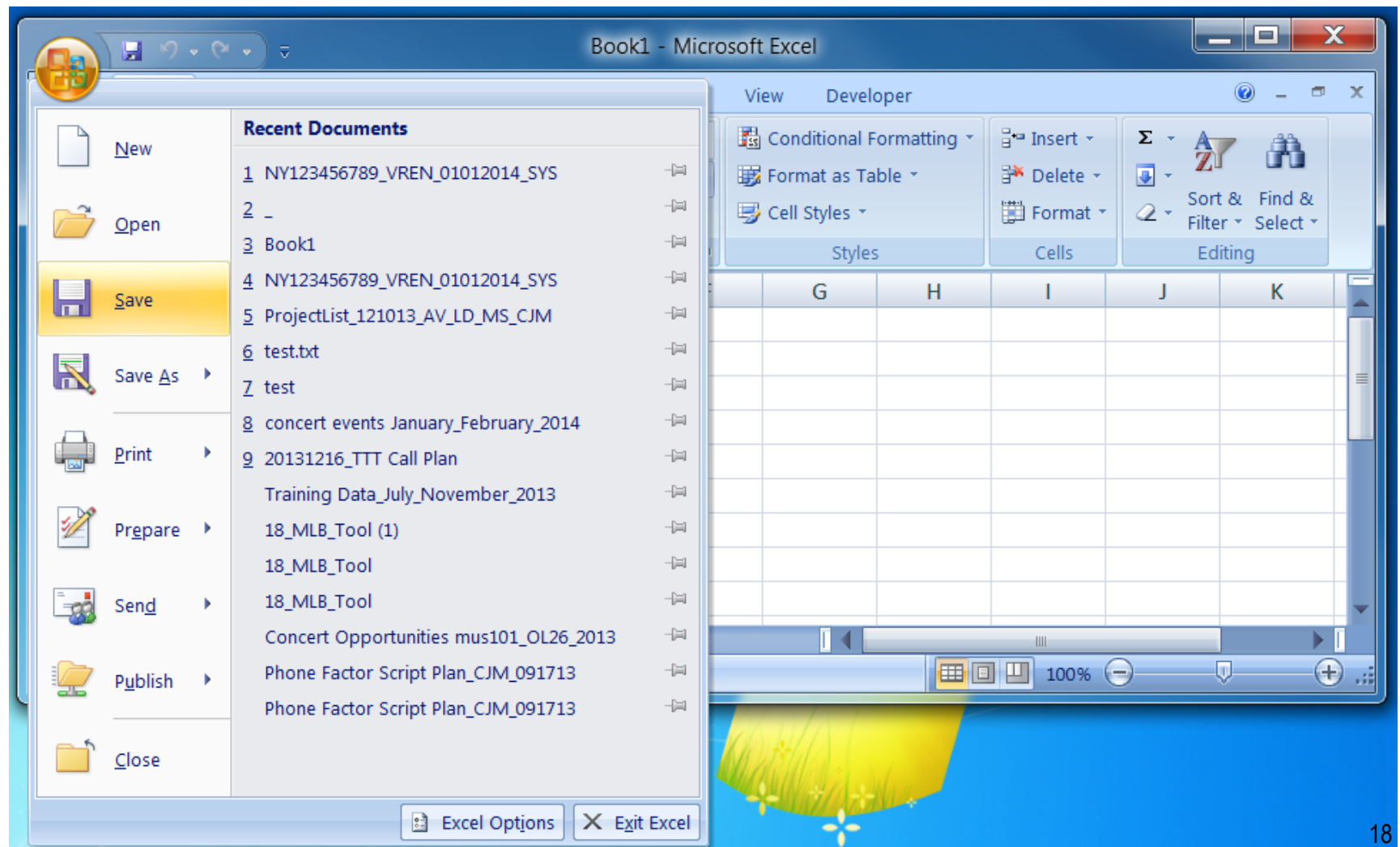
- State abbreviation, DUNS number, underscore, VREN, underscore, month, day, year (MM/DD/CCYY format), underscore, and the word “RAW” (raw data)

- **VA123456789_VREN_01152014_RAW.txt**

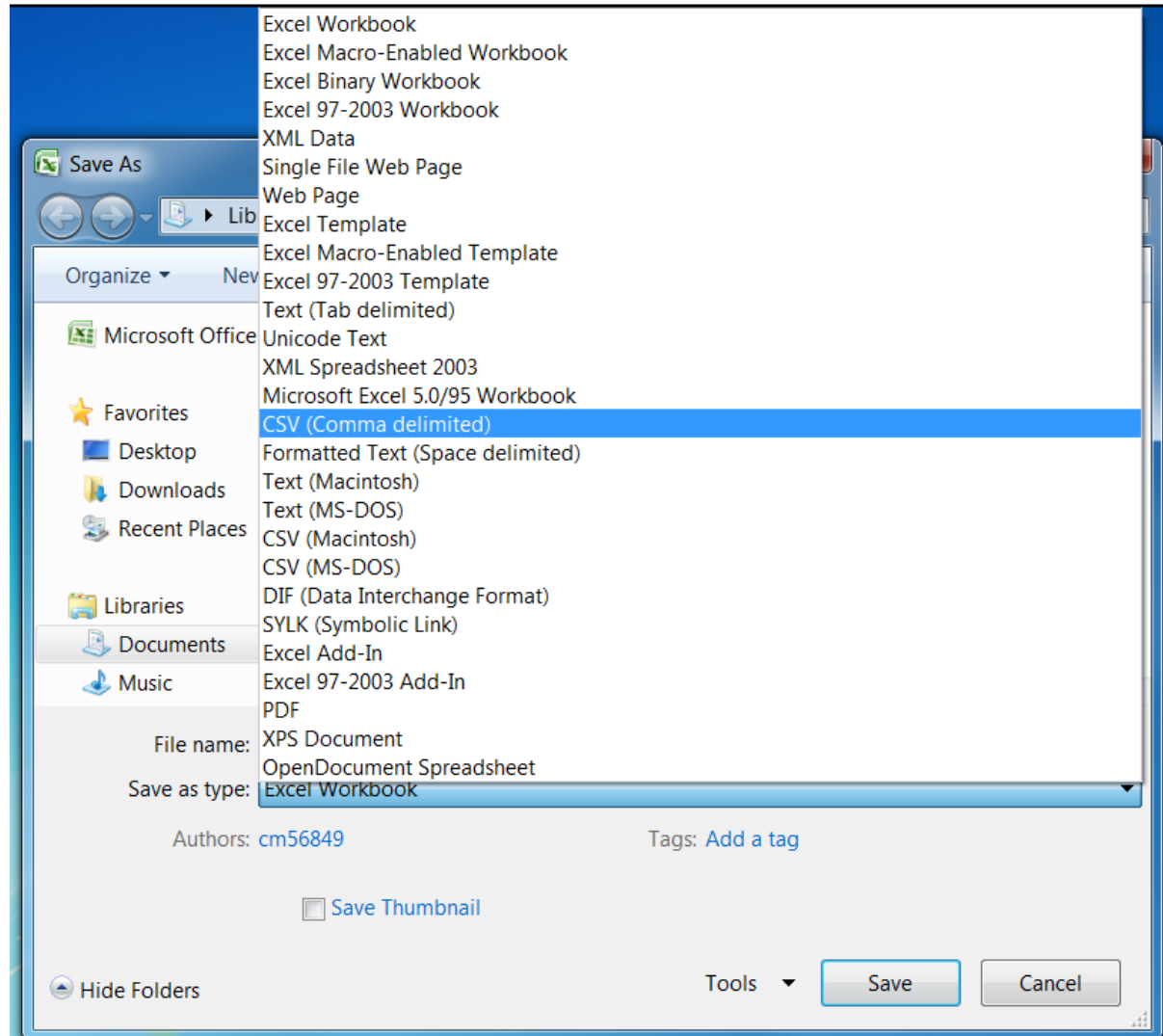
- Analysis File's Name

- **VA123456789_VREN_01152014_SYS.txt**

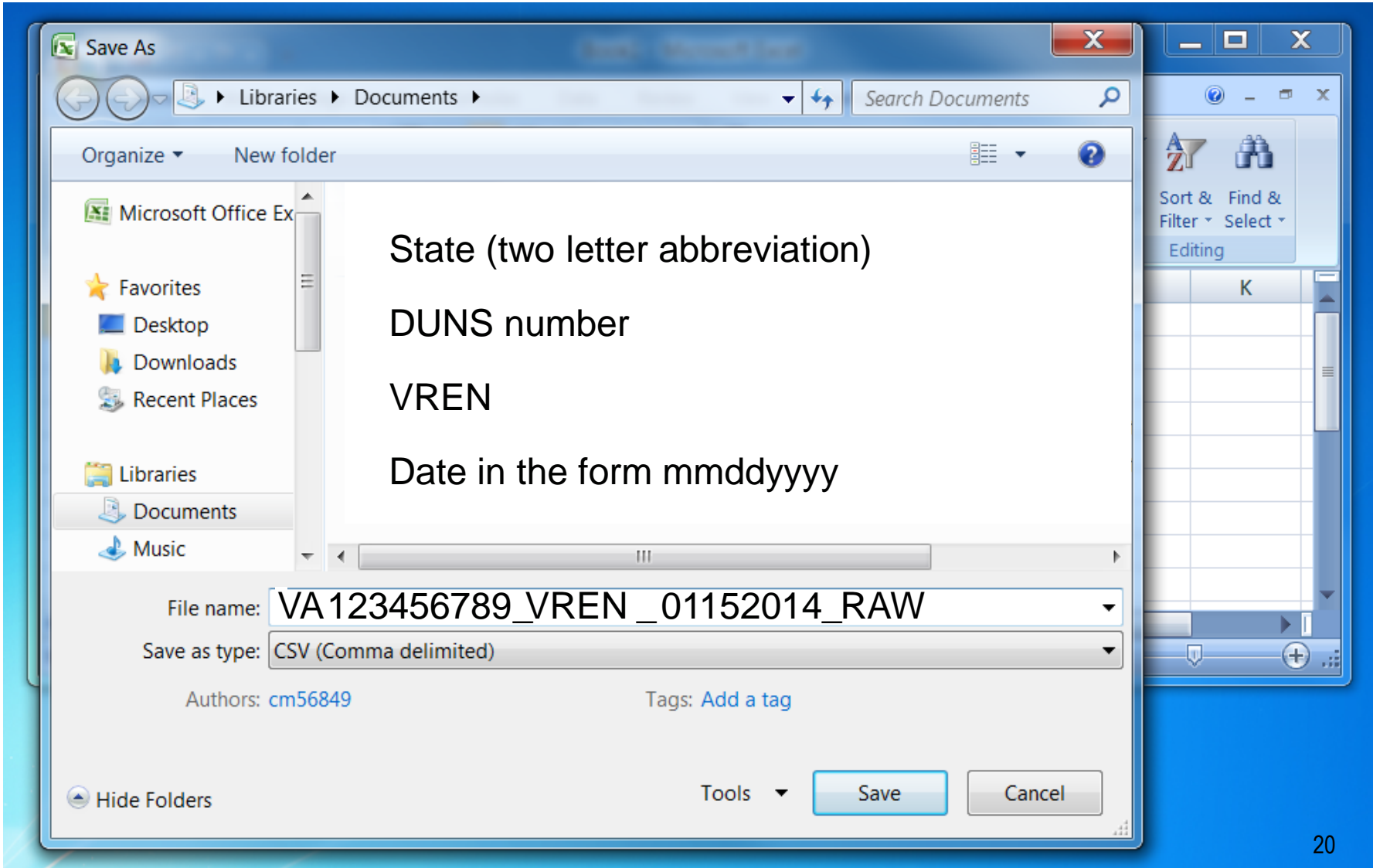
Open Excel and click 'Save As'



Change the file type to CSV



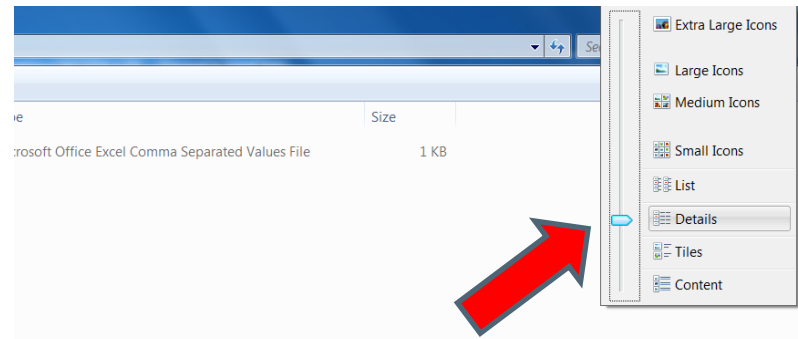
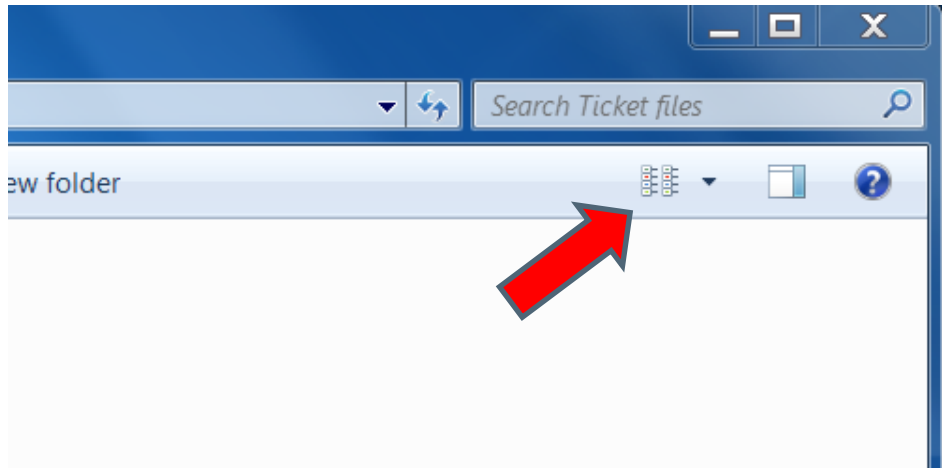
File Naming Procedure



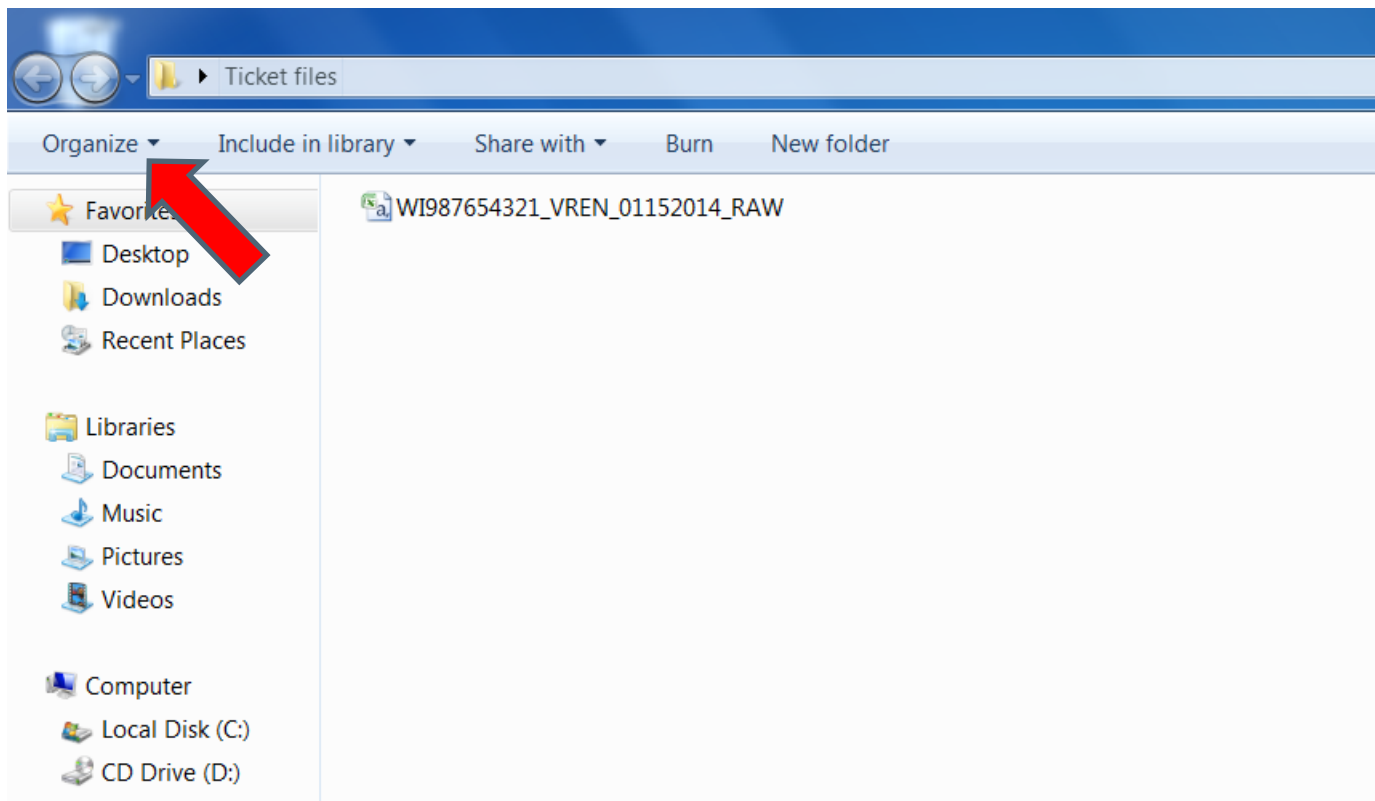
Change file extension to .txt



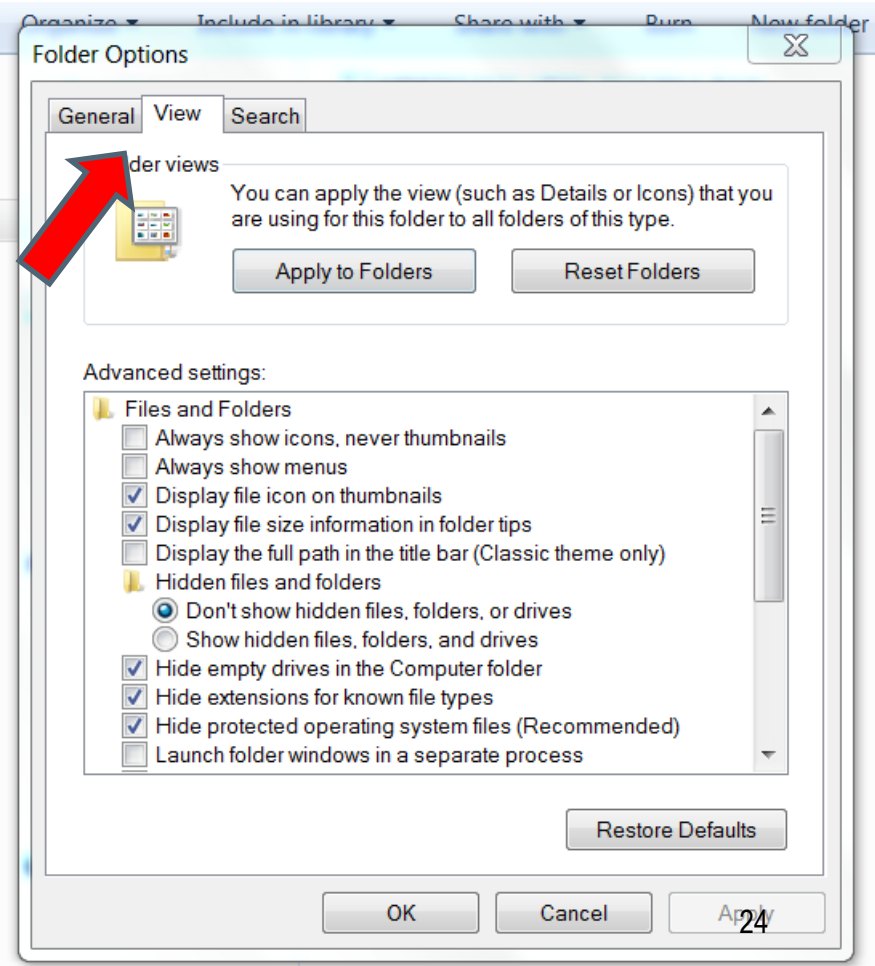
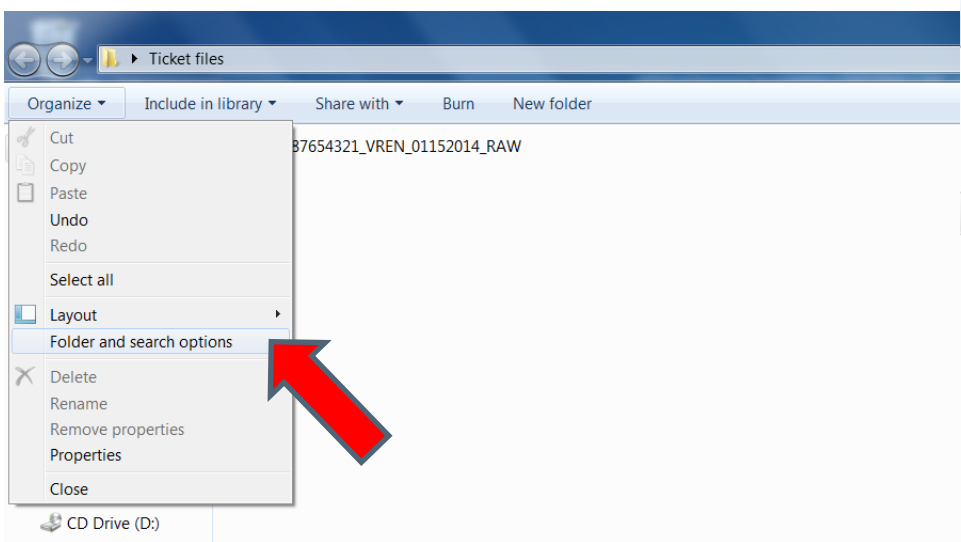
File view options



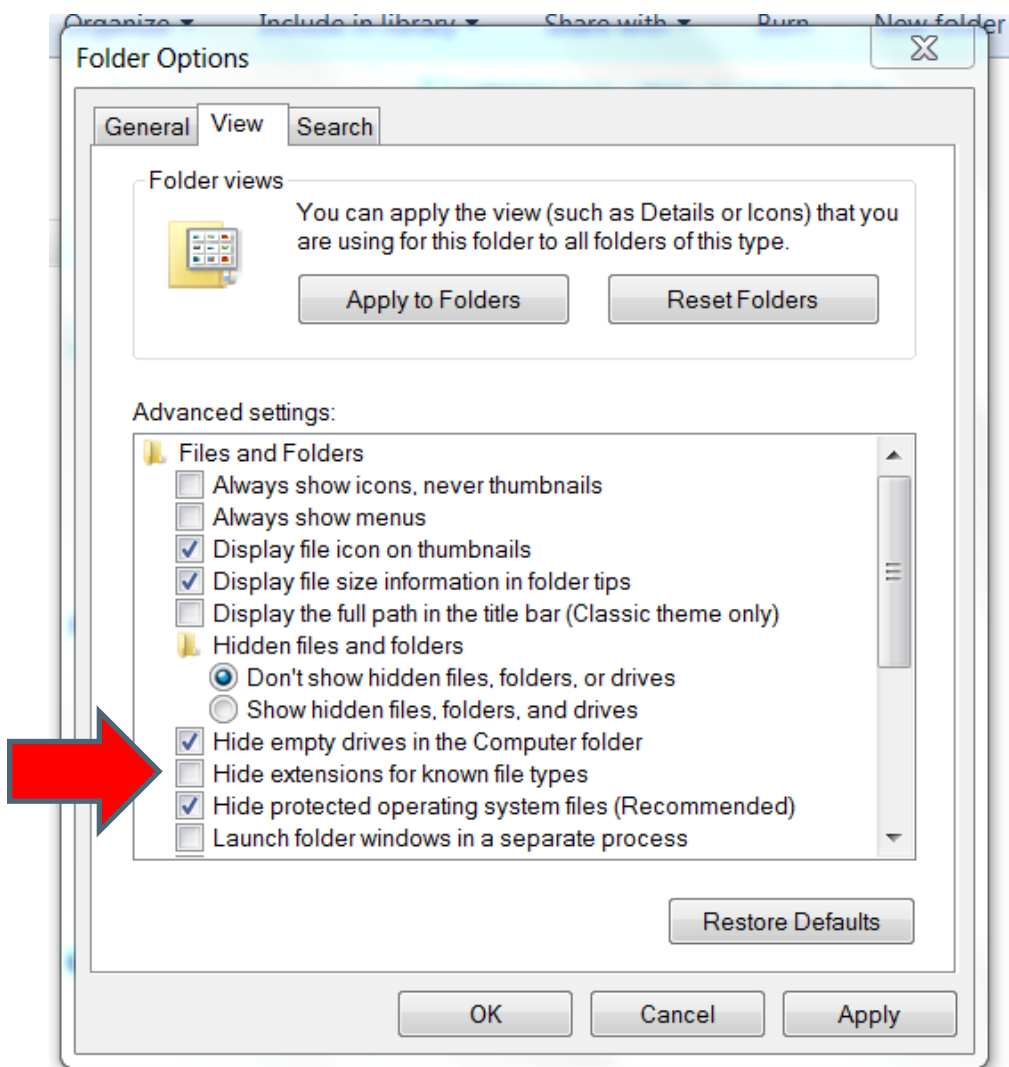
Change settings to unhide extensions



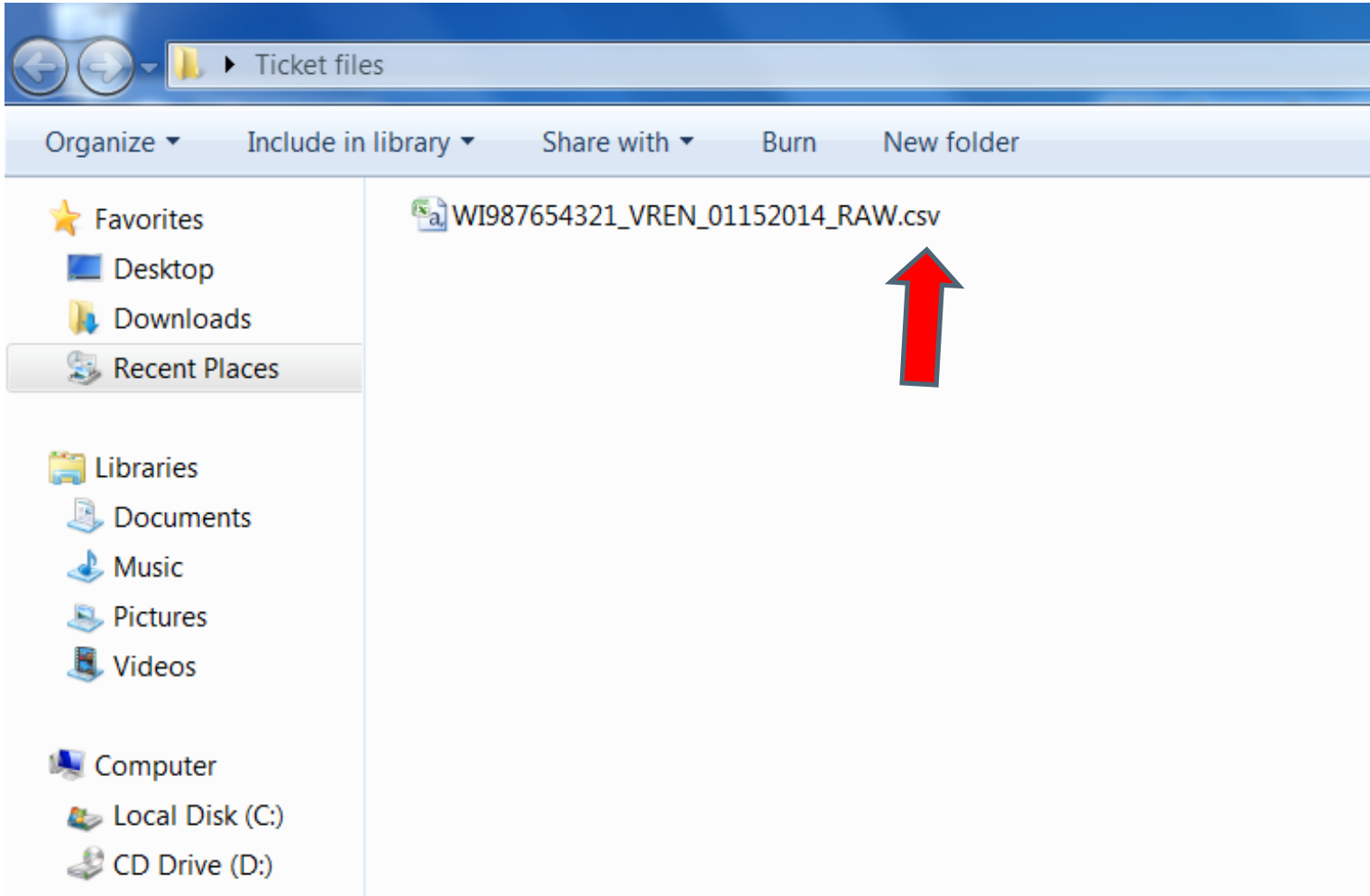
Change settings continued



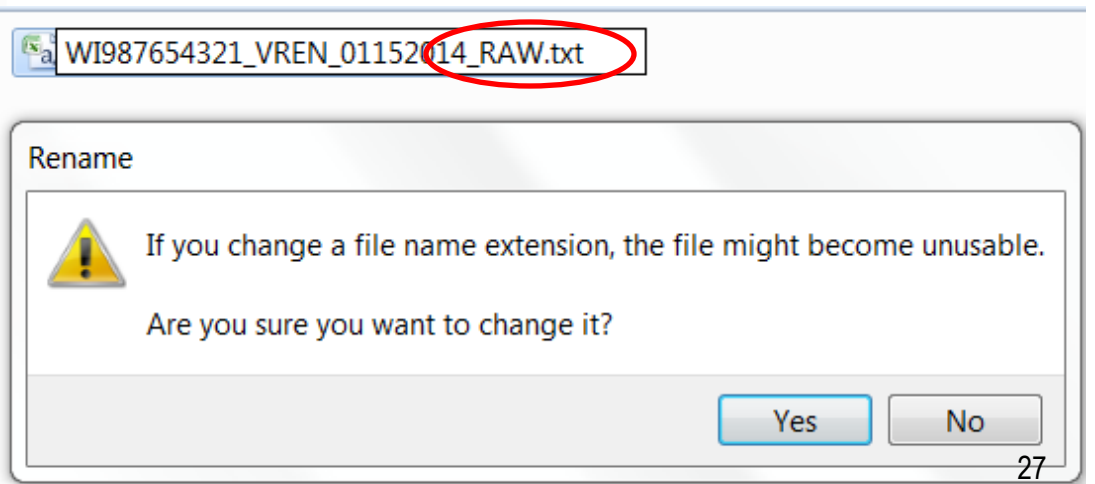
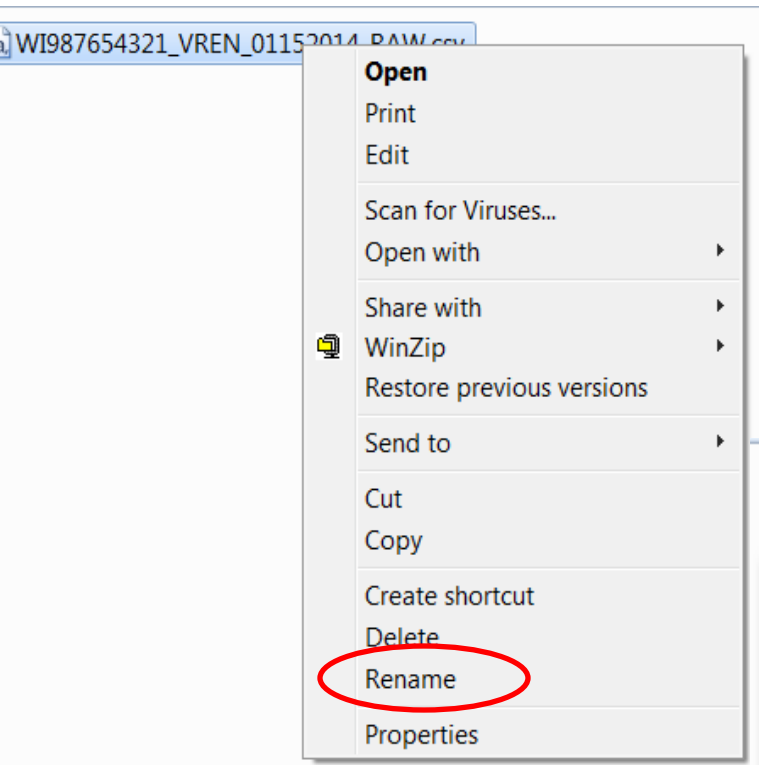
Unclick hide extensions



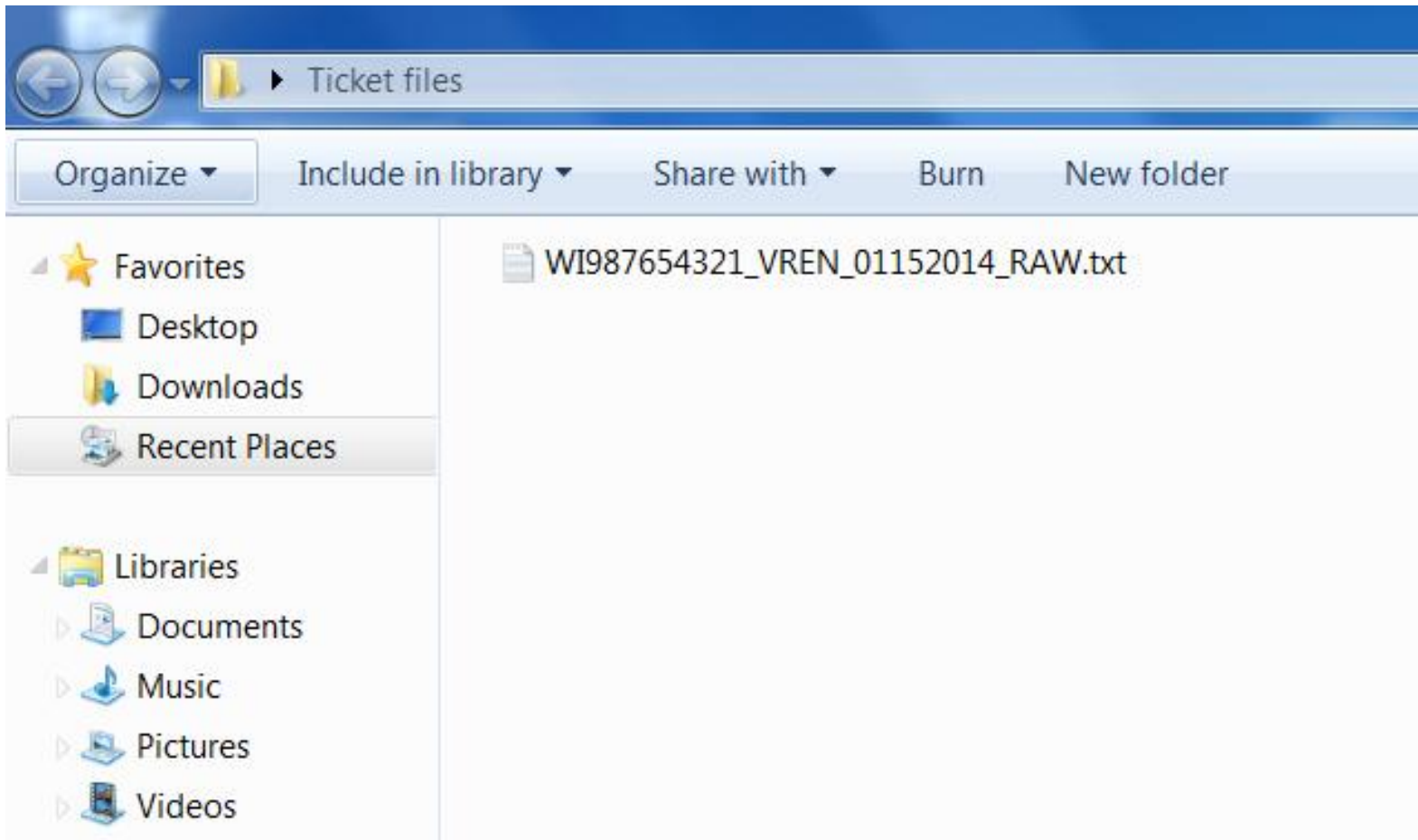
.csv is now visible



Rename the file extension to .txt



File contains the .txt extension



Understanding the Analysis of eTicket Files

Explanation of Analysis

- OSM will send one comma delimited text analysis file with a .txt extension
- The file includes the data the VREN received plus the following data:
 - Header row
 - DUNS number
 - Status code value
 - Assignment Date (If status code value 2)
 - Name of Other EN or VR (If status code value 3)

Status Code Value

Status Code Value	Explanation
1	Beneficiary is not a Ticket Holder – Record is not in the database
2	Beneficiary is Assigned to the VREN submitting the file
3	Beneficiary is assigned to another EN or VR therefore we can't assign ticket
4	Ticket is terminated
5	Missing IPE date – only SSN provided by VREN
6	Unassignment date submitted by VREN is before Assignment date in the database
7	In-Use SVR status, Cost Reimbursement Payment Option – submit record in the proper file
8	Beneficiary is not assignable
9	Beneficiary is unassigned from the VREN submitting the file
10	Beneficiary had both IPE Date and Unassignment Date in the file submitted
11	Duplicate SSN
12	N/A
13	Ticket never assigned in the database
14	IPE Date submitted by VREN is before Unassignment Date in the database – Not currently used
15	N/A – No longer used
16	Previous CR paid, VREN received Cost Reimbursement (2002 to present) for the same ticket. Ticket cannot be assign, resubmit in your In-Use SVR eFile
17	Previous successful closure, For VRENS that chose phase 1 milestones option. Ticket cannot be processed, assignment will be rejected

Example of Analysis

Record was assigned effective 1/1/2010

Beneficiary's ticket is currently assigned to EN-ACME EN

	A	B	C	D	E	F	G	H	I
1	SSN	IPE Date	Unassignment Date		VREN Identifier	DUNS	Status Code Value	Assignment Date	Name of Other EN or VR
2	234-56-7890	1/1/2010			23456	123456789	2	1/1/2010	
3	345-67-8901	2/1/2010			34567	123456789	3		VA-ACME EN
4	123-45-6789		12/1/2009		12345	123456789	9		
5	123-45-6789	3/13/2011			12345	123456789	16		
6	987-65-4321	4/15/2013			98765	123456789	17		
7									
8									
9									

Beneficiary was unassigned

Previous CR paid

Previous successful closure

Closing Items

Coming Soon!

- An interactive practice module will be available on yourtickettowork.com in the coming days so that you may test your proficiency in submitting efiles.
- Effective February 1, 2014, efiles will be processed automatically.
- We encourage you to take the time to complete this module so that your files will be correct and accepted the first time, every time.
- The module will contain a completion certificate which you will then send to SVRhelpdesk@yourtickettowork.com

Announcement

- The next quarterly call for VRENs is in April 2014 and we will cover information on ePay. In the meantime VRENs will continue to submit payments in the usual process.

Secure Provider Portal

The Portal is available for use 24 hours a day, seven days a week. In the Portal, VRENS can:

- Submit Ticket queries
- Check assignability
- View reports
- Search payment information

Portal resource sheets are available on the website at:

<https://yourtickettowork.com/web/ttw/resource-documents>



Portal Help Desk

1.866.949.3687

(Select the option for the systems help desk)

or ENSystemsHelp@yourtickettowork.com

Contact Us

- Please Contact your OSM staff for Further Details at SVRhelpdesk@yourtickettowork.com
- You can reach us by dialing **866.949.3687** or contacting the Payments Help Desk at ENPaymentsHelpDesk@yourtickettowork.com