

1/28/2020



Social Security's Ticket to Work

All Employment Network (EN) Payments Call



Agenda

1. Welcome
2. Announcements
3. End-of-Year Statistics
4. 2020 TWL/SGA/Blind SGA Amounts
5. VREN Ticket Assignability
6. Phase 1 Milestone Eligibility with Successful VR Closure
7. New 18-Month Look Back Tool
8. Resources
9. Question and Answer Forum

Announcements

- The deadline for submitting the annual Security Awareness Training certification using form SSA-222 and the Addendum is February 28, 2020
 - All Employment Network (EN) staff are required to complete the Security Awareness Training by this date
- This year, like last year, your EN will need to sign and submit the Addendum electronically
 - Additional information on completing the form electronically and general submission guidelines are available at yourtickettowork.ssa.gov/resources/resource-documents.html
 - Download the **2020 Completing Security Awareness using an Electronic Signature – Presentation** located under the **Program Resources** header

End-of-Year Statistics

- **Total dollars paid:** \$92,953,933
- **Total denials:** 59,073
- **Total payments:** 155,121
- **Split Payment with dollars paid:** \$5,157
- **Most common denial reason:** (02) Beneficiary Receiving Federal Cash Benefits

ePay Reminders

- **REMINDER 1:** You may submit your payment request through the Ticket Portal instead of waiting for ePay
- **REMINDER 2:** Phase 1 Milestones are not paid through ePay
 - ENs must request Phase 1 Milestones through the Ticket Portal
- **REMINDER 3:** Unassigned Tickets are not included in ePay
- **REMINDER 4:** ENs must have passed their annual Services and Support review

2020 Trial Work Level / Substantial Gainful Activity Levels

- Trial Work Level (TWL): \$910.00
- Substantial Gainful Activity (SGA): \$1,260.00
- Blind SGA: \$2,110.00

VREN Ticket Assignability

- SSA will only pay a State VR agency under one payment system per beneficiary
 - A State VR agency cannot assign the Ticket when they previously served the beneficiary under cost reimbursement and were paid under cost reimbursement
 - If the State VR agency closes a cost reimbursement case for which they were not paid and subsequently opens a Ticket program case on the same person, the Ticket case must be based on a new IPE date, which cannot be retroactive to cover the previous period of VR
- **Policy Exceptions:** A State VR agency may open a Ticket assignment case on a beneficiary previously served under cost reimbursement if:
 - No cost reimbursement payment was made on behalf of the beneficiary since January 1, 2002; or
 - Cost reimbursement was made since January 1, 2002, but not under the current Ticket (i.e., the beneficiary was issued a second Ticket based on a new period of disability)

VREN Ticket Assignability Scenarios

- State VR agency acting as an EN (VREN) served the beneficiary under the Cost Reimbursement (CR) payment method and a payment was made to the State VR agency after January 1, 2002 on the current Ticket
 - Same VREN **cannot** assign the Ticket under the EN Payment method
- VREN served the beneficiary under the CR payment method and no CR payment was made to the State VR agency after January 1, 2002
 - Same VREN **can** assign the Ticket under EN Payments method with a new IPE
- VREN served the beneficiary under the CR payment method and a CR payment was made to the VREN after January 1, 2002 under a prior Ticket
 - Same VREN can assign the Ticket under the EN payment method because a new Ticket was issued due to a new period of disability

Phase One Milestone Eligibility with Successful VR Closure

- TPM will use the 18-month look-back period to identify if any VR's closed their claim successfully (i.e. successful closure) for the beneficiary in question, prior to Ticket assignment, to determine initial eligibility for Phase 1 Milestone payments.
- **If a successful closure is found during the 18-month look-back period**, the EN is **not** eligible for Phase 1 Milestone payments
- **If no successful closure is found during the 18-month look-back period**, the EN **may be** eligible for Phase 1 Milestone payments
 - If a VR successfully closed a case **more than 18 months** in the past, the rule is to do a normal look back for TWL earnings and not automatically disqualify the EN for Phase 1 Milestone payment
- This policy applies to all payments submitted on and after February 1, 2020

New 18-Month Look Back Tool (1 of 4)

- **Date of Successful VR Case Closure** box has been added to the 18-Month Look Back Tool

18-Month Look Back Tool																		Enter Ticket Assignment Date in Red Box Below MM/YYYY	Enter Date of Disability Onset in Red Box Below MM/YYYY	Enter Most Recent Date of Successful VR Case Closure in Red Box Below MM/YYYY	
MILESTONE 4						MILESTONE 3						MILESTONE 2									MILESTONE 1
Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Nov-14		
																		Enter an X below each month with earnings above the Trial Work amount for that year			

New 18-Month Look Back Tool (2 of 4)

- For cases closed by a State VR agency after January 1, 2002:
 - If the successful closure was within 18 months prior to Ticket assignment date, Phase 1 Milestones are not available
 - If the Ticket Portal contains multiple closures, use the most recent successful closure

18-Month Look Back Tool																		Enter Ticket Assignment Date in Red Box Below MM/YYYY	Enter Date of Disability Onset in Red Box Below MM/YYYY	Enter Most Recent Date of Successful VR Case Closure in Red Box Below MM/YYYY	
MILESTONE 4																					
						MILESTONE 3												Jan-20	Nov-14	Aug-18	
												MILESTONE 2									MILESTONE 1
Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Nov-14	Aug-18	
																			Enter an X below each month with earnings above the Trial Work amount for that year		

New 18-Month Look Back Tool (3 of 4)

- If the successful closure is outside the 18 months prior to Ticket assignment, Phase 1 Milestones are available if all other payment criteria are met

18-Month Look Back Tool																				
EN Name:						Beneficiary's Name:														
DUNS:						SSN:														
MILESTONE 4																	Enter Ticket Assignment Date in Red Box Below MM/YYYY	Enter Date of Disability Onset in Red Box Below MM/YYYY	Enter Most Recent Date of Successful VR Case Closure in Red Box Below MM/YYYY	
MILESTONE 3																				
MILESTONE 2									MILESTONE 1											
Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19				Dec-19
																		Jan-20	Nov-14	Jun-18
																		Enter an X below each month with earnings above the Trial Work amount for that year		

New 18-Month Look Back Tool (4 of 4)

- As earnings are entered, the tool will still update to display milestone availability based on 18-month look-back earnings exclusions

18-Month Look Back Tool																				
EN Name:						Beneficiary's Name:														
DUNS:						SSN:														
MILESTONE 4																	Enter Ticket Assignment Date in Red Box Below MM/YYYY	Enter Date of Disability Onset in Red Box Below MM/YYYY	Enter Most Recent Date of Successful VR Case Closure in Red Box Below MM/YYYY	
MILESTONE 3																				
MILESTONE 2										MILESTONE 1										
Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19				Dec-19
X	X	X	X									X	X	X	X	X		Enter an X below each month with earnings above the Trial Work amount for that year		



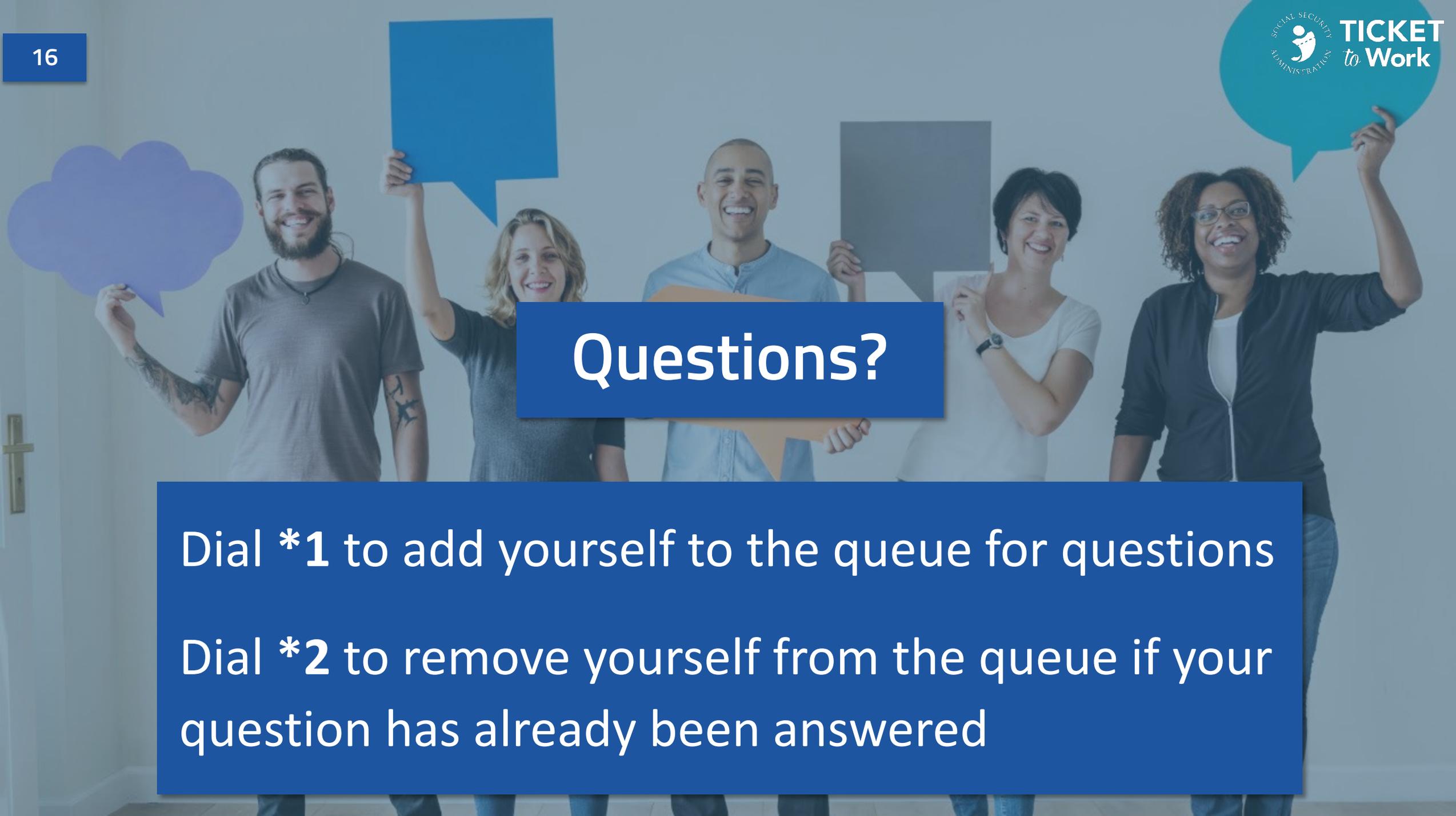
Conclusion

Resources (1 of 2)

- 2020 Completing Security Awareness using an Electronic Signature – Presentation
 - yourtickettowork.ssa.gov/resources/resource-documents.html
- 18 Month Look Back Tool
 - yourtickettowork.ssa.gov/resources/resource-documents.html

Resources (2 of 2)

- Phone
 - Monday thru Friday 9 a.m. – 5 p.m. ET
 - Toll Free: 1-866-949-3687/TTY: 1-866-833-2967
 - Option 1: Payments Help Desk; Option 2: Systems Help Desk
- Email
 - For payment issues:
enpaymentshelpdesk@yourtickettowork.ssa.gov
 - For questions and issues related to Ticket assignment, the service provider website and the Ticket Portal:
ensystemshelp@yourtickettowork.ssa.gov

A group of five diverse people (three men and two women) are standing in a row, smiling and holding up various colored speech bubbles. The background is a plain, light-colored wall. The overall image has a light blue overlay.

Questions?

Dial ***1** to add yourself to the queue for questions

Dial ***2** to remove yourself from the queue if your question has already been answered