

Welcome and Announcements

Jocelyn Greenidge, Senior Program Director (TPM)

Jocelyn welcomed everyone to the call and announced key staff changes within TPM leadership.

- Ticket Operations Manager
 - Jennelle Bratcher, Ticket Operations Manager, is no longer with the program and Kimberly Cutler, previously the EN Payments Manager, has been promoted into the Ticket Operations Manager role.
- VR Payment Manager
 - Keitra Hill, previously the EN Development and Training Manager, has moved into the VR Payment Manager role.

Inactive Portal Users

Katie Striebinger, Branch Chief (SSA)

Katie shared that Social Security makes protecting its information systems a top priority. The Ticket Portal uses the highest level of security available to the agency and it allows service providers to do business safely and securely with SSA. Portal access should be limited to individuals who have a specific business need and plan to access the application regularly. The Portal was intended to be used by service providers to perform Ticket to Work Program business functions.

Social Security has noticed recently that there are a large number of inactive Ticket Portal users in the system. Starting May 1, Social Security will start removing Portal access for users that have not accessed the Portal in the last 180 days (six months). Active Portal users should be accessing the application at least once every 90 days.

VRs need to take the following actions immediately:

- Log into the Ticket Portal and verify Portal users for your organization.
 - Select the link to “View directory information about your EN or SVR” under the About Your EN or SVR section of the main menu.
- Review the profile PDF to find everyone listed as a “EN Portal User” to make sure that anyone listed as an active Portal user who still needs access is advised to log in.
 - If they're suspended and need to access the Portal, they must contact the VR Helpdesk so SSA can reactivate them.
 - If employees are listed that do not need Portal access, send an email to VR.Helpdesk@ssa.gov indicating what employees need to be removed.

A GovDelivery email will go out regarding inactive Portal users with this guidance. If an extension is needed to work through the list of employees, contact the VR Helpdesk. Additionally, contact the VR Helpdesk when there are changes in key personnel so that the system can be updated to remove the personnel as Portal users.

If Portal access is removed due to 180 days of inactivity, contact the VR Helpdesk to be re-enrolled.

FY23 Cost Formula Update and PID Reminder

Raquel Donaldson, Vocational Rehabilitation Team Senior Program Analyst (SSA)

FY23 Cost Formula

Raquel provided an update on the Fiscal Year 23 cost formula. Seven VR agencies are testing the new cost formula and providing feedback about whether the cost form is working properly. Once testing is complete, Social Security will schedule a question and answer session for VR agencies to ensure everyone understands the FY23 Cost Formula instructions.

VR agencies do not need to hold on to claims that require the FY23 cost formula and should submit them just like any other claim. The claims technicians reviewing the claims will place the ones requiring the FY23 cost formula into diary until they can be processed.

PID Reminder

When sending emails to the VR Helpdesk, remember to include your PID and all the information you have (i.e., SSN, beneficiary's name, date of birth, etc.) to help the team quickly identify your VR agency and respond to your inquiry.

Questions & Answer (SSA)

Question: Will Social Security let service providers know which staff have inactive Portal accounts?

Answer: Social Security will not be performing outreach. The GovDelivery message regarding inactive Ticket Portal users will provide guidance on how to verify your agency's users.

Question: Should email inquiry to the VR Helpdesk include the PID in the subject line or the body of the email?

Answer: The PID should be included in the subject line.

Question: If the 9 out of 12 months of SGA are not consecutive, does Social Security still require documentation that the break in SGA is due to seasonal work? Do we still have to submit documentation about that break in SGA was due to seasonal work?

Answer: Social Security does not make exceptions for breaks in SGA that are due to seasonal work. The 9 out of 12 months doesn't have to be consecutive.

Question: Is there any update on when the Timely Progress Reviews (TPR) will start again?

Answer: There is no update on when the TPRs will start again. All service providers will be notified prior to the TPRs starting again.

Question: When was the latest VR Handbook published?

Answer: The latest VR Handbook was published in 2020.

Question: What if the beneficiary has 9 months above SGA within 12 months but they are not consecutive? Would that be denied as well?

Answer: If their 9 months above SGA/ blind SGA are within a 12-month period, it will not be denied.

Question: Where can the presentations from previous quarterly or national calls be found?

Answer: The presentation from previous events can be found here:

<https://yourtickettowork.ssa.gov/training-and-events/archives.html>

Archived materials for each event are posted here two to five business days after an event.

Question: I have been noticing an increase in denials due to incorrect information coming from the SWISS clearinghouse. Can Social Security intervene?

Answer: Send an inquiry regarding these type of denials to VR.Helpdesk@ssa.gov to the attention of Robert Pfaff, Katie Striebinger and Raquel Donaldson.

Next Quarterly All VR Call

The next All VR Call will be Tuesday, July 11, 2023, at 1 p.m. ET.