



TICKET *to* **Work**

Quarterly All Employment Network (EN) Call

**There will be audio silence until the call
starts at 1 p.m. ET**

March 19, 2024





TICKET to Work

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Quarterly All EN Call Logistics

- Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff are not permitted to record this meeting nor capture the transcript.
- Please feel free to ask a question in the MS Teams chat section. If you wish to ask your question aloud, raise your hand and your mic will be unmuted.
- If joining via phone and you wish to ask a question:
 - Raise your hand using *5 and you will be unmuted.
 - Then press *6 to speak.
- If joining via MS Teams and you wish to ask a question aloud:
 - Raise your hand. Please limit questions to one per participant. Additional questions or comments can be sent to: ENOperations@yourtickettowork.ssa.gov.
 - Those questions not answered during the live event will be forwarded to the appropriate panelists for response.
- Closed Captioning is available for participants who join using the MS Teams Application or by using the separate Closed Captions link provided in the GovDelivery email announcement for today's call.
 - To turn on Closed Captions in MS Teams, go to the three ellipses at the top of the MS Teams window, click on "More ," and go down the list to "Language and Speech" and select "Turn on live captions".
 - When using the link option, paste the link in the browser and it will open a separate window to view Closed Captions.

Thank you in advance for your participation!

Agenda

1. Logistics & Agenda Review – **Derek Shields**
2. Social Security Welcome and Remarks – **Robert Pfaff**
3. Overview of the Ticket Evaluation – **Ellie Stinnett**
4. Question and Answer Session #1
5. Expedited Reinstatement (EXR) – **Charles Killen**
6. EN Updates and Reminders – **Erinn Weidman**
7. Program Integrity Update – **Tiffany Beamon**
8. Question and Answer Session #2

Welcome to New ENs

- AATakeCharge Milestone LLC – TX
- AAATakeCharge – TX
- Vocational Consulting of Ohio LLC – OH
- ACCESS Group Inc. – AR
- Selective Case Management Inc. – MI
- Resume Solutions LLC – TX
- My Ideal Job LLC – CT

Social Security Welcome and Remarks

Robert Pfaff

Director, Office of Employment Support (OES)

Social Security Administration

Overview of the Ticket Evaluation

Ellie Stinnett

Economist, Office of Research and Demonstration

Social Security Administration

Overview of the Ticket Evaluation

- SSA has hired Mathematica to evaluate the Ticket to Work Program
- Upcoming Listening Sessions
- Future data collection efforts

Question and Answer Session #1

Asking Questions-Session #1

Over the Phone:

- Raise your hand by dialing *5 and you will be unmuted by the Facilitator
 - Then press *6 to unmute yourself

MS Teams:

- Enter your question into the chat, or
- Raise your hand and your mic will be unmuted by the Facilitator

Please state your name, EN name and ask your question.

Expedited Reinstatement (EXR)

Charles Killen

Policy and Innovation Team, Office of Research, Demonstration, and Employment Support
Social Security Administration

Expedited Reinstatement (EXR) vs. New Initial Claim

EXR:

A safety net for people who successfully return to work and lose their entitlement to SSDI or SSI

Protective Filing

EXR – Is a protective filing for an Initial Claim

New Initial Claim – is not a protective filing for an EXR

Insured Status: Does the Individual Have Enough Work Credits to Qualify for SSDI?

EXR (SSDI) – An individual is requesting that we reinstate a prior period of disability; therefore, insured status is not an issue.

New Initial Claim (SSDI) – Insured Status for a new period of disability must be considered.

Definitions of Disability

The medical review for EXR is different than an initial claim.

EXR – We find an individual eligible if their current condition(s) is the same as or related to the condition(s) for which they were originally approved and they have not medically improved.

New Initial Claim – We find an individual eligible if we determine that they cannot perform Substantial Gainful Activity because they have a medical condition that is expected to last at least one year (or result in death).

Retroactivity

Both EXR and new Initial Claim (SSDI) are eligible for up to 12 months of retroactive benefits if medically disabled and not performing Substantial Gainful Activity (SGA).

EXR – Date of entitlement cannot be before the date benefits terminated. Unsuccessful Work Attempts (UWA) or averaging do not apply.

New Initial Claim – Date of entitlement cannot be prior to the last period of SGA work, but UWA and averaging can apply.

Monthly Benefit Amount

The benefit amount for **EXR** may be different than the benefit amount for a new **initial claim**. This varies on a case-by-case basis and will be explained at the time of the claims interview.

Provisional Payments

EXR – SSA pays up to 6 months of provisional benefits while we make a medical decision.

May also be eligible for Medicare or Medicaid during the provisional period.

New Initial Claim – SSA does not pay provisional benefits

Medicare

To maintain Medicare coverage, the individual must remain medically eligible.

EXR – If SSA denies the request for EXR because of medical improvement, Medicare coverage will terminate.

New Initial Claim – Medicare coverage is not terminated if SSA denies the claim. We will conduct a medical review to determine eligibility for extended Medicare coverage.

Future Work Attempts

Trial Work Period (TWP) is 9 months in which a SSDI beneficiary can earn as much money as they can and still receive a cash benefit.

EXR (SSDI): After 24 months of EXR payments, beneficiary is eligible for a new TWP and 36-month Extended Period of Eligibility (EPE). This is called the Initial Reinstatement Period (IRP).

New Initial Claim (SSDI): Beneficiary is eligible for a new TWP followed by a new 36-month EPE.

Initial Reinstatement Period (IRP)

The month we reinstate disability payments (EXR) is the first month of the IRP.

- The **IRP** can last for 24 months (not necessarily consecutive) and ends when the individual has received 24 months of payable benefits.
- For **SSDI**, we pay benefits for any month during the IRP that earnings are not SGA.
- For **SSI**, the regular income and resource counting rules apply.

EN Updates and Reminders

Erinn Weidman

Social Insurance Specialist, Office of Employment Support (OES)

Social Security Administration

Program Integrity Update

Tiffany Beamon

Program Integrity Sr. Supervisor

Ticket Program Manager


Program Integrity Updates

Ticket Assignment Review (TAR)

- Newly awarded ENs are required to submit 10 **compliant** Individual Work Plans (IWP) to Program Integrity before they are given access to assign Tickets via the Ticket Portal.
 - Note: New employees of an EN are not required to submit IWPs for review, unless the EN is on TAR.

EN Unassignment Request Template

- Use when EN is unable to unassign Ticket via the Ticket Portal.
- Template includes all information needed to process a Ticket unassignment request.
- [EN Ticket Unassignment Request Template](#)



EN Ticket Unassignment Request

Employment Networks (EN) may unassign a Ticket any time they are unable to or no longer willing to provide services to the Ticketholder. ENs may also unassign a Ticket when they have lost contact with the Ticketholder and have exhausted all contact methods to reach the Ticketholder.

ENs can unassign Tickets via the Portal. If Ticket unassignment is not possible using the Portal, please provide the following information to request the Ticket Program Manager (TPM) unassign the Ticket:

Employment Network (EN) Name:

PID:

EN Representative Name:

Ticketholder Name:

Ticketholder Phone Number:

Ticketholder Social Security Number:

Ticket Unassignment Date:

Please identify the reason(s) you are unassigning the Ticket from your EN:

Ticket unassignment requests should be submitted via Government Services Online (GSO). If you are unable to submit via GSO, fax the request to 703-893-4020, ATTN: Ticket Unassignment.


Program Integrity Updates, *Cont.*

Ticket Assignment Reminders

- Tickets should be assigned via the Ticket Portal immediately but no later than 14 calendar days from the most current Individual Work Plan (IWP) signature dates.
- ENs receiving an error when using the Ticket Portal should promptly send the IWP to Program Integrity via Government Services Online (GSO) or fax to 703-893-4020 for assistance.

IWP Submission Coversheet

- ENs send IWPs to Program Integrity for multiple reason (i.e., error assigning via Ticket Portal, ENs on TAR, Services & Supports).
- IWP Submission Coversheet was developed to ensure the IWP is directed to the appropriate person.
- [IWP Submission Coversheet](#)


Individual Work Plan (IWP)
Submission Coversheet

This coversheet is for submitting Individual Work Plans (IWP) to the Ticket Program Manager (TPM) for review.

EN Name:

PID: Submitted By:

Date: Phone:

To ensure that appropriate Program Integrity staff receives the IWP, please select one of the reasons below for submitting the IWP:

IWP for Ticket Assignment Review (TAR)
Our EN does not have the ability to assign the Ticket via the Portal.

Unable to assign Ticket via the Portal
Our EN received the following error message when attempting to assign the Ticket via the Portal.
Error Message:
(if known)

Service & Supports (S&S) Review *
Program Integrity requested the IWP for S&S Review.

General IWP Review (i.e., review of the IWP for newly trained staff)
Our EN has Portal Ticket assignment access but is requesting TPM to review the IWP.

Other
Enter reason below for submitting this IWP.
Reason:

* Note: Other documents related to S&S Review can be included if necessary.

Submit IWPs with this coversheet via Government Services Online (GSO). If you are unable to submit via GSO, submit by fax to 703-893-4020.

Question and Answer Session #2

Asking Questions-Session #2

Over the Phone:

- Raise your hand by dialing *5 and you will be unmuted by the Facilitator
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MS Teams:

- Enter your question into the chat, or
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Please state your name, EN name and ask your question.

Quarterly All EN Call

Next Quarterly All EN Call

- Next call: **Tuesday, June 18, 2024**, at 1:00 p.m. ET
- Send topic suggestions for All EN Calls to:
ENOperations@yourtickettowork.ssa.gov

Upcoming events:

- March 27, 2024, 3:00 p.m. ET
 - WISE: How Will Work Affect My Medicare and Medicaid?
- April 10, 2024, 1:00 p.m. ET
 - EN Essentials – At Your Service: Who to Contact on the Ticket Program Manager Team
- May 7, 2024, 1:00 p.m. ET
 - Quarterly All EN Payments Call