

Welcome

Derek Shields, Moderator, Ticket Program Manager (TPM)

Derek welcomed everyone to the call and greeted new Employment Networks (EN) that joined the Ticket to Work Program since the last All EN Call:

- Respectable Results LLC – TN
- Amy Kutschbach DBA Ticket to Work Assist – FL
- Transitional Community Services – NC
- Quest Employment Services Inc. – TX

Suitability Updates

Vernon Collins, Supervisory HR Specialist (SSA)

Vernon provided an update on the suitability process, emphasizing the transition to the eApp system, which simplifies the process by reducing the number of required forms and enhancing validation checks. This system aims to streamline the suitability process for Employment Network (ENs) applicants, potentially reducing delays.

The transition from the eQIP to the eApp system has reduced the number of sections from 34 to 10, offering a more streamlined experience with timeline validation, address checks, and real-time feedback. The new system also allows applicants to reset their passwords independently, enhancing user autonomy. Vernon also emphasized that applicants now receive initiation emails directly, expediting the process. He also clarified that eApp has eliminated the need for the Fair Credit Reporting Act form, simplifying the initial submission process to just two forms: the eApp applicant listing and the OF306 forms.

Vernon additionally stressed the importance of password-protecting documents containing Personally Identifiable Information (PII) to ensure the security and privacy of applicants' data during the submission process.

Vernon also provided applicant submission tips to avoid delays such as ensuring complete eAPP applicant listing and OF306 form submissions, including additional documentation for applicants born outside the U.S., and highlighting the importance of completing the application before fingerprinting.

Finally, Vernon shared that each EN will have a personalized Point of Contact (POC) for status checks, departures and changes in POCs. EN Suitability POCs should address all inquiries to this new POC, whose contact information will be shared soon.

Unique Entity Identifier (UEI) Update

Natalie Sendldorfer, ENS Specialist, SSA Office of Research and Demonstration

Natalie informed that ENs can no longer have two UEI numbers unless they have more than one physical address or date of incorporation. This change requires ENs with multiple business models to select a single UEI for Ticket to Work purposes, simplifying the administrative process.

ENs with multiple business models are affected by this update and must choose one UEI for Ticket to Work activities, which may impact their administrative processes and require adjustments to comply with the new regulations. However, ENs will keep their Provider ID (PID) for any Ticket to Work transactions.

EN Updates and Reminders

Erinn Weidman, Social Insurance Specialist (SSA)

Erinn highlighted updates in the Request for Application (RFA) posted on May 31, 2024. The updated RFA includes clarifications and updates to four sections. In the section pertaining to the Administrative ENs (AENs) business model, the updated RFA clarifies that AENs must maintain a minimum of two provider affiliates and are responsible for ensuring their provider affiliates meet and maintain the requirements identified in Part III, Sections 1.A and 1.B of the RFA. Additionally, AENs are no longer required to submit the monthly provider affiliate report, but instead are required to report changes in provider affiliates using the newly updated [Ticket Program Agreement \(TPA\) Change Form](#). In the sections pertaining to the UEI, the updated language reflects the changes detailed by Natalie Sendldorfer (see Unique Entity Identifier (UEI) Update above). In the section pertaining to EN Reporting Requirements, the updates clarify that ENs are not required to report IWP amendments or Ticket unassignments. Lastly, in the section pertaining to Security and Suitability Requirements, the section was updated to reflect the changes outlined in the December 1, 2023 GovDelivery message titled "New SSA Suitability Processing System and Updated Forms".

Additionally, Erinn mentioned that SSA is in the process of updating the employment verification process to ensure that SSA has up-to-date contact information and to ensure portal users to maintain access to the Ticket Portal. The updated process will be tri annual. As usual, SSA will verify the employment of all EN employees as part of the regular annual security awareness certification in February. In June and October, SSA will verify the employment of all portal users and main points of contact. SSA will send more information on how to complete the employment verification process.

Impairment Related Work Expenses (IRWE)

Charles Killen, Policy and Innovation Team, Office of Research, Demonstration, and Employment Support (SSA)

Charles provided comprehensive insights into what constitutes an IRWE, emphasizing the need for expenses to be related to the disabling condition, necessary for work, and paid out of pocket



by the beneficiary without reimbursement from any third parties. Charles also provided examples of deductible IRWEs, such as attendant care services, medical equipment, service animals, transportation, and medications, highlighting the variety of expenses that can qualify under this work incentive. This information is crucial for ENs to assist beneficiaries in leveraging IRWEs to reduce countable income for SGA determination.

Additionally, Charles clarified non-deductible expenses, including routine medical examinations, health insurance premiums, and standard uniforms, which do not qualify as IRWEs due to their lack of direct relation to the individual's work capacity; as well as the distribution of expenses, differentiating between recurring monthly, non-monthly, non-recurring, and rental or lease expenses, providing clarity on how each type affects countable income calculations.

The session covered the necessary documentation for IRWE claims, such as proof of payment, medical necessity, and correlation to work activity, ensuring beneficiaries understand the evidence needed to support their IRWE deductions.

For more information about this topic, please read the slides or listen to the audio, which include detailed information and the question/answer session.

Questions/Answers

A question-and-answer period followed, which is part of the call recording and transcript.

Next Quarterly All EN Call

The next All EN Call is scheduled for Tuesday, September 17, 2024, at 1:00 p.m. ET.