



# TICKET to Work

## Quarterly All VR Call

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

Date: July 9, 2024



# Agenda

- Welcome
- Logistics
- Reporting Non-Work-Related Changes to Prevent SSI Overpayments
- Question and Answer Session #1
- VR Updates and Reminders
- Communications and Outreach Updates
- Question and Answer Session #2

## Logistics

- **This call is being recorded and transcribed. Post-call items will be on the [yourtickettowork.ssa.gov](https://yourtickettowork.ssa.gov) website in a few weeks.**
  - Participants are **not permitted** to record this meeting nor capture the transcript.
- **During the Q & A Session:**
  - If joining via phone and you wish to ask a question, raise your hand utilizing \*5 and you will be unmuted by the Facilitator; then press \*6 to unmute yourself.
  - If joining on the MS Teams app, click the raise hand icon, and you will be unmuted by the Facilitator to allow you to unmute your microphone.
  - Ask you questions in the chat or aloud, not both.

## Logistics, Cont.

- **Please ask **one** question each time you are called upon by the Facilitator.**
  - Additional questions or comments can be sent to: [VR.Helpdesk@ssa.gov](mailto:VR.Helpdesk@ssa.gov)
  - Those questions not answered during the live event will be forwarded to the appropriate panelist for comment.
- **Closed Captioning is available for participants who join using the MS Teams Application or utilizing the separate Closed Captions link provided.**
  - To turn on Closed Captions in Teams, go to “More” at the top of the MS Teams window and click “Language and Speech”. Next, select “Turn on live captions.”
  - When using the link option, paste the link in the browser and it will open in a separate window to view Closed Captions.

# Reporting Non-Work-Related Changes to Prevent SSI Overpayments

**Scott Logan**

Team Leader

SSI Policy Team

# Preventing SSI Overpayments

## Leading Causes of SSI Overpayments

- Financial Accounts
- Wages\*
- Living Arrangement Changes\*

\*Also, leading causes of underpayments

## Preventing SSI Overpayments, *Cont. 2*

### Types of Income for SSI Purposes

- **Earned Income** is wages, net earnings from self-employment, certain royalties, honoraria, and sheltered workshop payments.
- **Unearned Income** is all income that is not earned such as Social Security benefits, pensions, state disability payments, unemployment benefits, interest income, dividends, and cash from friends and relatives.
- **Deemed Income** is the part of the income of a spouse or parents that live in the same household, or a sponsor (for a noncitizen), which we use to compute the SSI payment amount.
- **In-Kind Income** is food, shelter, or both that a recipient gets for free or for less than its fair market value.

## Preventing SSI Overpayments, *Cont. 3*

### Resources and Limits

- \$2,000 for an Individual/\$3,000 for a couple
- We look at the value of resources at the first moment of the month.

### Resources

- Cash, bank accounts, stocks, bonds, land (you do not live on), life insurance, vehicles, and anything else that can be changed to cash for food and shelter, and deemed resources.

### Excluded Resources

- The home where you live with land, one vehicle, household goods and personal effects, life insurance with combined face values of \$1,500 or less, burial spaces, burial funds \$1,500 or less, ABLE accounts up to \$100,000.



## Preventing SSI Overpayments, *Cont. 4*

### Living Arrangements

- Living arrangement is another factor used to determine the amount of the SSI payment.
- SSI payment may vary depending on where the recipient lives, such as their own place, someone else's household, group home, or an institution.

# Preventing SSI Overpayments, *Cont. 5*

## Reporting Responsibilities

- Change of address
- Change in living arrangements
- Changes in earned and unearned income
- Change in resources
- Death of spouse or any one in the household
- Change in marital status
- Change in help with living expenses
- Eligibility for other benefits
- Enter jail or an institution
- And many, many, more

## Preventing SSI Overpayments, *Cont. 6*

### Resources

- Understanding Supplemental Security Income Homepage:

<https://www.ssa.gov/ssi/text-understanding-ssi.htm>

- Understanding SSI publication:

<https://www.ssa.gov/pubs/EN-17-008.pdf>

- Reporting Responsibilities:

<https://www.ssa.gov/ssi/text-report-ussi.htm>

# Question and Answer Session #1

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## 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, then you will unmute yourself.

**Please state your first name only, VR name and ask your question.**

# VR Updates and Reminders

**Keitra Hill**

VR Payments Manager

Ticket Program Manager

## VR Payments Statistics

### ▪ Receipts:

- FY22: 27,055
- FY23: 31,818
- FYTD: 17,398

### ▪ Payments:

- FY22: \$237,103,761
- FY23: \$201,142,719
- FYTD: \$124,382,568

### ▪ Claims Processed:

- FY22: 29,726
- FY23: 37,417
- FYTD: 19,175

# Common Payment Denial – Code 080

## Denial Reason

- Benefits Ended Before VR Began.

## Description

- The Ticketholder's SSI or SSDI benefits ended prior to the start of VR services.

## Tip to Avoid Denial

- If possible, review the State Verification and Exchange System (SVES) to confirm the benefit status of the Ticketholder.



# Common Payment Denial – Code 220

## Denial Reason

- 8 Months or Less of SGA

## Description

- 8 months or less of verified SGA level earnings were found in SSA's records.

## Tip to Avoid Denial

- If an initial claim was denied due to insufficient earnings, please wait an additional six months to submit a reconsideration claim to avoid another 220 denial.

## Common Payment Denial – Code 320 (1 of 2)

### Denial Reason

- 9 Months of SGA But Not Within 12 Month Period.

### Description

- 9 months of SGA were found in SSA's records, but the 9 months are not within a continuous 12-month period.

### Tips to Avoid Denial

1) Check quarterly wage information to determine if 9 months are found within 12 months of the SGA level earnings identified.

- If not, the SVRA must provide verifiable documentation of 9 months within 12 months of SGA level earnings.

## Common Payment Denial – Code 320 (2 of 2)

### Tips to Avoid Denial

2) If an initial claim was denied due to insufficient earnings, please wait an additional six months to submit a reconsideration claim to avoid another denial.

## Common Payment Denial – Code 620 (1 of 3)

### Denial Reason

- Untimely Filing (Initial Claim)

### Description

- The initial claim was filed more than one year from the last month of SGA.

### Tip to Avoid Denial

- Review the earnings provided on the Vocational Rehabilitation Client Earnings Report (VRCER) to ensure you file the claims no more than one year from the last month of SGA.

## Common Payment Denial – Code 620 (2 of 3)

### Denial Reason

- Untimely Filing (Earnings Reconsideration)

### Description

- The reconsideration claim for an earnings denial was filed more than one year from the decision date.

### Tip to Avoid Denial

- Review the notice of determination from the initial claim to ensure you file the reconsideration no more than one year from the decision date.

## Common Payment Denial – Code 620 (3 of 3)

### Denial Reason

- Untimely Filing (Non-earnings Reconsideration)

### Description

- The non-earnings reconsideration claim was filed more than 60 days from the decision date.

### Tip to Avoid Denial

- Review the notice of determination from the initial claim to ensure you file the reconsideration no more than 60 days from the decision date.

## Pre-Payment Validation Review (PVR) Reminder

- Required PVR Documentation
  1. PVR Notice
  2. SSA-199 with costs in numerical order
  3. Proof of payment for requested services
  4. Signed Individualized Plan for Employment (IPE) or amended IPE
  5. Case Notes/Progress Notes
- VRs have 75 days to submit **all** required documentation.
  - If not received within 75 days, the claim will be denied.
    - Denial Reason: 650 – The VR agency did not provide requested evidence.

## Documentation Requests – Fax Confirmation (1 of 2)

**Reminder** – When you fax documents, you **must** confirm that all the documentation has been received by SSA.

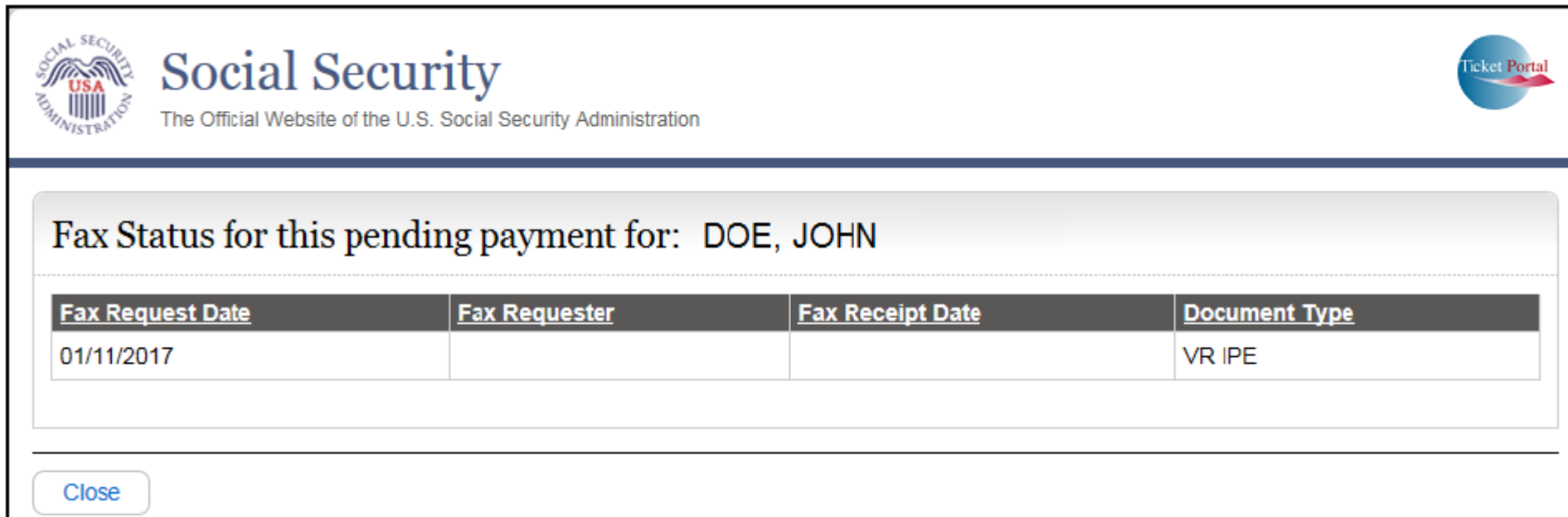
- Refer to page 93 of the Ticket Portal User Guide for instructions on checking the status of a fax.
  - First, select the '*View All VR Pending Payments for Me*' link from the Main Menu.
  - Then click the '*Actions*' link on the entry for the applicable claim.
  - Then click the '*Show Fax Status*' link to view the status of your fax.





## Document Requests – Fax Confirmation (2 of 2)

### Fax Status for this Pending Payment

- The Fax Status screen will show you the date the fax was requested, the name of the person who requested the fax, the fax receipt date and the document type.
- If you faxed in your evidence but **do not** see a date in the fax receipt date field, the fax has not been received by SSA.
- You can resubmit your fax with the same fax cover sheet until the fax receipt date populates.




 **Social Security**  
The Official Website of the U.S. Social Security Administration

 Ticket Portal

Fax Status for this pending payment for: DOE, JOHN

<u>Fax Request Date</u>	<u>Fax Requester</u>	<u>Fax Receipt Date</u>	<u>Document Type</u>
01/11/2017			VR IPE

[Close](#)

 **TICKET**  
to Work

# Communications and Outreach Updates

**Jayne Pendergraft**

Director, Communications and Outreach

Social Security Administration's Ticket to Work Program

## Ticket to Work Program Outreach

- The Ticket Program Outreach Team promotes the Ticket to Work Program to eligible beneficiaries.
  - Social media
    - [Facebook](#)
    - [X](#) (Formerly Twitter)
  - [Choose Work! Blog](#)
  - [Text messaging](#)
  - [Fact sheets](#)
  - [Success stories](#)
  - [Work Incentive Seminar Event \(WISE\) webinars](#)



## WISE Webinars

- WISE webinars are online events designed to explain the Ticket Program and Work Incentives through accessible learning opportunities.
  - Held on the fourth Wednesday of each month.
  - Average monthly attendance ranges from 400-600, depending on topic.
  - Next WISE topic is “[Ticket to Work and Reasonable Accommodations](#)” on July 24 from 3-4:30 p.m. ET.

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*to* **Work**

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**WISE**  
Work Incentive Seminar Event

## Success Stories

- **Success stories** feature individuals who have achieved financial independence with the help of the Ticket Program.
- **Stepping stone stories** feature individuals who have made a major step on the path to financial independence but have not yet eliminated their reliance on benefits.



## Success Stories, *Cont.*

- **Amy and Jason:** features two individuals who worked with their State VR agencies and ENs to achieve financial independence through Partnership Plus.
- **Volunteer Your Way Success:** discusses how three individuals turned their volunteer skills into job skills with the support of the Ticket Program.



## How Can You Share Success Stories?

- Promote success stories on social media.
- Become familiar with the stories and if you have a Ticketholder with a similar background, share with them.
- [Success Stories](#) are available online.
- For sample social media posts, contact [socialmedia@choosework.ssa.gov](mailto:socialmedia@choosework.ssa.gov).
- To submit success story candidates, send an email to [successtories@choosework.ssa.gov](mailto:successtories@choosework.ssa.gov).



## Question and Answer Session #2



## Question and Answer 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
- Raise your hand and your mic will be unmuted by the Facilitator, then you will unmute yourself.

**Please state your first name only, VR name and ask your question.**

## Today's Call

- All materials from this call will be posted to the [Your Ticket to Work](#) website in the next few weeks, under the [Events Archives](#) section:
  - Transcript,
  - PowerPoint Presentation,
  - Recap, and
  - Audio

## Next All VR Call Date

- The next All VR Call date will be **Tuesday, October 8, 2024**, from 1 p.m. – 2 p.m. ET via Teams.
- Please send All VR Call training suggestions to [VR.Helpdesk@ssa.gov](mailto:VR.Helpdesk@ssa.gov).
  - Send suggestions for the next call by August 31, 2024.

**Thank you for your participation!**