



QUARTERLY ALL VR CALL RECAP OCTOBER 8, 2024

Welcome and Logistics

Keitra Hill, VR Payments Manager

Keitra welcomed everyone to the call, provided logistics and turned the call over to Raquel Donaldson to provide updates on the FY25 Cost Formula and State Verification and Exchange System (SVES).

FY25 Cost Formula and State Verification and Exchange System (SVES)

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

Raquel provided the following information regarding the FY25 Cost Formula and SVES:

FY25 Cost Formula Update

- The FY25 Cost Formula has been shared with all State VR Agencies.
- The deadline has been extended to January 31, 2025.
- If you need an additional extension, please email Raquel.L.Donaldson@ssa.gov.
- Continue to submit your claims as usual. Even if you have not submitted your cost formula, **do not** hold claims.
 - Submit any claims that you know you have 9 out of 12 months of SGA or 3 out of 4 quarters of SGA.
- If you have questions, please send an email to VR.Helpdesk@ssa.gov.



State Verification and Exchange System (SVES) Update

- The SVES provides all authorized state partners with the standardized method for SSN Verification, Title 2 and Title 16 benefit information, and a uniform data response.
- If you have any issues regarding the SVES system, contact your Regional Data Exchange Coordinator (DEC). Every VR agency has their own DEC based on region.
- If you do not have the coordinator's information, please reach out to VR.Helpdesk@ssa.gov and SSA will provide you with that information.

VR Updates and Reminders

Keitra Hill, TPM

Keitra provided the following updates and reminders about VR Payments:

GovDelivery Messages

- The Social Security Administration communicates important information with service providers through GovDelivery messages (including Ticket Portal issues and outages).
- Please save this email address to your safe senders list so that these messages do not go into your spam or junk email boxes: tickettowork@subscriptions.ssa.gov.

Reconsideration Policy Change Reminders

- Social Security announced on February 1, 2024, that VR agencies are only allowed to submit one reconsideration for the same VR Period if the initial claim was denied due to earnings.
- Below are the denial codes related to earnings.

Denial Code	Denial Reason
200	Work Activity Could Not Be Established (No Earnings or Not Verified)
210	Earnings Below SGA
215	Earnings Below Blind SGA
220	8 Months or Less of SGA
225	8 Months or Less of Blind SGA



Denial Code	Denial Reason
320	9 Months of SGA But Not Within 12-Month Period
325	9 Months of Blind SGA But Not Within 12-Month Period
620	Untimely Filing

- If SSA denies a claim due to insufficient earnings, the VR has **365** calendar days from the date of the initial denial to submit a request for reconsideration for that claim to SSA.
- Unless you have been given specific direction by SSA, VR agencies should submit all reconsiderations via the Ticket Portal, not via email to the VR Help Desk.

Vocational Rehabilitation Client Earnings Report (VRCER) File

- The VRCER file goes out once per quarter.
 - The next file will go out in November.
- Send general inquiries to VR.Helpdesk@ssa.gov
 - Include your PID (Provider ID) in the subject or body of the email.

VR Directory Contacts and Ticket Portal Users

- Notify VR.Helpdesk@ssa.gov of the following staff changes:
 - Contacts listed in the VR Directory
 - VR staff with access to the Ticket Portal that retire or leave the agency
- Send a request to remove that individual's access to the Portal.
 - Include your PID in the subject line.
 - Copy your regional coordinator.



VR Help Line Reminders

Sharday Jenkins, Provider Help Desk and Document Manager (TPM)

Sharday provided the following reminders from the VR Help Line.

VR Help Line

- The VR Help Line is available from 9:00 a.m. – 5:00 p.m. ET.
- VRs may contact the VR Help Line at 1-866-949-3687 (option number 4) for assistance with the following inquiry types **only**:
 - **Payment Status**: Status of VR Payment submissions.
 - **Diary Status**: Diary reasons and any additional actions and/or required documentation.
 - **Fax Documentation**: Receipt confirmation of faxed payment documentation.
 - **Portal Access**: Assistance with Ticket Portal access.
 - **Portal Navigation**: Assistance with Ticket Portal navigation. (Portal errors must be submitted via email.)

VR Email Inquiry Requirements

- When submitting inquiries to VR.Helpdesk@ssa.gov, please provide the following information:
 - VR PID Number
 - Claim Reference Number
 - Beneficiary's full name and SSN
 - All relevant details

Reminder: VR agencies are approved SSA secure partners; therefore, Personally Identifiable Information (PII) may be sent between State VR agencies and the Help Line without encryption.

Employment Verification and Security Awareness Training

- If you receive either of these announcements upon accessing the Ticket Portal, **no action is required** by you or your agency.



- You do not need to contact the Help Line.
- SSA will ensure all required information is updated in order to maintain your access to the Ticket Portal.

Rome Legacy Account Transition

- All Portal users with accounts created before September 2021 must transition to **Login.gov** or **ID.me**.
- Please take the required steps as soon as possible if you receive a request to convert your legacy account.
- Accounts that have not been converted will eventually be deactivated, and the option to sign in with a legacy account will be removed.

Communications and Outreach Updates

Derek Shields, Senior EN Development and Training Manager (TPM)

Derek provided the following updates from the Communications and Outreach department.

New Email Addresses

- In late 2024, many Ticket Program email addresses will change.
- First, support@choosework.ssa.gov will change to TicketToWork@ssa.gov.
- TPM will send a GovDelivery message with the remainder of the changes when they are available.

New Materials – Video

- In late 2024, TPM will publish a series of short videos promoting the Ticket Program and other Work Incentives, along with the services you provide.
- TPM will publish the videos on the Choose Work website and on our social media channels.
- TPM encourages you to share the videos and use them as a tool to market the Ticket Program.



The new video “What is Ticket to Work?” shared during the call, will be shared on social media, and posted on the Choose Work website.

New Success Stories

- [Jeff](#): After a motorcycle accident sent Marine veteran Jeff off course, he used the Marine Corps' mindset to “improvise, adapt and overcome” with help from the Ticket Program to find a new route forward. *Featuring County of Genesee American Job Center.*
- [Kushal](#): As Kushal manages muscular dystrophy, he has overcome many challenges to keep his health care benefits as his career progressed. Learn how the Ticket to Work Program helped Kushal reach his educational, employment and financial goals. *Featuring Full Circle Employment Solutions.*
- [Volunteer Your Way to Success](#): Learn how Hazel, Robert and Jesus turned volunteer work into careers with the support of the Ticket Program. This compilation story shares their stories and provides tips for seeking and succeeding at volunteer opportunities.

Work Incentive Seminar Event (WISE) Webinars

- Promote and [join us](#) for WISE webinars on the fourth Wednesday of the month!
- Next WISE Webinar, "Ticket to Work: Supporting Access to Good Jobs for All," is on October 23, 2024, from 3-4:30 p.m. ET.

Communications and Outreach

- Share on social media
 - Facebook: [@ChooseWork](#)
 - X (formerly Twitter): [@ChooseWorkSSA](#)
- Submit success story leads at stories@choosework.ssa.gov
 - Please **do not** include any Personally Identifiable Information in success story leads.
- Submit blog ideas – Email socialmedia@choosework.ssa.gov.

Questions and Answers

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



Today's Call Materials

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, including:

- Transcript
- PowerPoint Presentation
- Recap
- Audio

Next Quarterly All VR Call

The next All VR Call will be Tuesday, January 14, 2025, from 1 p.m. - 2 p.m. ET.

- Please send All VR Call training suggestions to VR.Helpdesk@ssa.gov by December 13, 2024.