



TICKET
to **Work**

Quarterly All VR Call

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

Date: July 8, 2025



Agenda

- Logistics
- Announcements
- Pre-ETS Updates and Reminders
- Payroll Information Exchange (PIE)
- PIE Question and Answer Session
- Top 3 Payment Denials – 2nd Quarter 2025
- Question and Answer Session
- Upcoming Event

Logistics

- **This call is being recorded and transcribed.**
 - Participants are **not permitted** to record this meeting nor capture the transcript.
- **During the Q & A Session:**
 - Chat is not available to post questions. You must ask your question aloud.
 - 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 the Facilitator will provide access to audio to allow you to unmute your microphone.

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
 - 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.

Announcements

Reminder: GovDelivery Messages

- **May 27** – VR Post-Employment Reimbursement
- **June 11** – Pre-Employment Transition Services Kickoff Materials Now Available
 - Instructions for submitting Pre-ETS claims were attached to the message.
- **June 13** – Virtual VR Cost Reimbursement Training Materials Now Available
- Presentations are now available on the Your Ticket to Work Events Archive page under **National Calls - Specific Topics** .

From: Ticket to Work <tickettowork@subscriptions.ssa.gov>

Sent: Tuesday, May 27, 2025 4:21 PM

Subject: VR Post-Employment

VR Post-Employment

Starting July 1, 2025, the Social Security Administration (SSA) will no longer reimburse State Vocational Rehabilitation (VR) agencies for services provided to a beneficiary after the case record has been closed.

Services that are reimbursable are those that occur within the span of an open VR case and include those within the scope of an Individualized Plan for Employment (IPE). In this way, planned services that have been characterized as “post-employment” services may still be reimbursable if they occur after the individual’s employment start date and before the individual’s exit date.

Please email the VR Help Desk (VR.Helpdesk@ssa.gov) with any questions.

Pre-Employment Transition Services (Pre-ETS) Updates and Reminders

Pre-ETS Full Rollout

Effective June 2, 2025, SSA expanded the current VR Cost Reimbursement policy to reimburse VRs providing Pre-ETS to youth ages 16 and 17, allowing Pre-ETS reimbursement to all VRs.

These 16 and 17-year-olds must:

- Receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI), and
- Have received services from the VR that led to the beneficiary attaining a continuous period of substantial gainful activity (SGA).

Reimbursable Service Codes

Service Description	RSA Service Code	SSA Service Code
Work-based Learning Experiences	37/103	37/103
Job Exploration Counseling	97	97
Counseling on Enrollment Opportunities	109	109
Workplace Readiness Training	115	115
Instruction in Self-advocacy	121	122

Pre-ETS: Required Documentation

VR agencies are required to provide the documentation listed below with their claims:

1. Signed service agreement plan, IEP or 504 plan
2. Signed IPE and amended IPE
3. SSA-199 listing the itemized costs for Pre-ETS
4. Authorization and proof of payment for the Pre- ETS cost

VR agencies should have this documentation ready to submit with their claim.

Claim Submission Instructions

- Write “Pre-ETS” in the Remarks section of the claim.
- Have all documentation ready to submit with the claim.
- Do not create four separate cover sheets; fax all documentation together using the image type “Other”.
- For all claims, enter the service agreement date on the remarks tab only.

Order of Costs

- **For initial claims:**
 - Enter the Pre-ETS costs first, then all other direct costs you are requesting.
- **For supplemental claims:**
 - Only enter Pre-ETS costs.
 - SSA will only accept Pre-ETS supplemental claims based on initial claims paid after **May 1, 2023**.

For Questions: email the VR.Helpdesk@ssa.gov

Payroll Information Exchange (PIE) – Implementation

Background



Section 824 of the Bipartisan Budget Act of 2015 authorizes SSA to enter data exchanges with payroll data providers.



SSA contracted with Equifax to receive automated wage and employment information for SSDI beneficiaries, SSI recipients, and deemors.



Wage and employment information received monthly while the authorization is active (receive prior month's data).



Successful exchange began in April 2025 with one million SSNs.

PIE Authorization

Authorization Form (SSA-8240)

- SSDI claimants/beneficiaries, SSI claimants/recipients, SSI deemors, and SSI ineligible children.
- Collected at initial claims and post-entitlement events (work CDRs, SSI redeterminations, age 18 redeterminations, medical CDRs etc.).

Advantage of signing the SSA-8240

- Some individuals are protected from certain penalties for errors or omissions in the information provided by the Payroll Data Provider (PDP).
- Good cause will be found if a participant fails to report or report late a change in employer (unless participant revokes the authorization).

PIE Authorization, *Cont.*

Individual has an active authorization

- Must continue to report their wage and employment information to SSA until they receive a notice informing them that we are receiving the information through PIE.
- May revoke the authorization

Individual has received a PIE notice

- Continue all other reporting requirements (e.g., change in living arrangements, change in resources or other income, medical condition improves, change in employers, return to work).
- Notify SSA if wage or employment information is inaccurate.

PIE Notice – Stop Reporting

As part of our Payroll Information Exchange (PIE), we are now receiving wage and employment information about you from the following employer(s):

- Goodwill
- Nice to Meat You Butcher
- Joe's Pizza

If the employer(s) listed above is incorrect or there are any concerns about the information, please contact us right away.

You do not need to report wage and employment information from the listed employers.

SA DRAFT

XXXXXXXXXX X XXXXXXXXXXXX
XXXXXXXXXXX XXX
XXXXXXXXXX XX XXXX.XXXX

As part of our Payroll Information Exchange (PIE), we are now receiving wage and employment information about you from the following employer(s):

- Goodwill
- Nice to Meat You Butcher
- Joe's Pizza

If the employer(s) listed above is incorrect or if there are any concerns about the information we are providing in this notice, please contact us right away.

You do not need to report wage and employment information from the listed employers. However, you must report wage and employment information for any other employers unless we have told you in a previous notice that you do not need to do so. You will have to begin reporting wage and employment information from the listed employers if we stop receiving information from them. We will tell you if you must begin reporting wage and employment information from the listed employer(s) again.

We may use this wage and employment information for other purposes. For example, we may use this information to decide whether you can get benefits under the Social Security Disability Insurance (SSDI) and payments under the

PIE Notice – Resume Reporting

We previously notified you that we were receiving your wage and employment information as part of our Payroll Information Exchange (PIE). We have not received any information through PIE for the following employer(s) since January 2025:

- Goodwill
- Nice to Meat You Butcher
- Joe's Pizza

You must report if you have updated your employment information with us, or if you work or received wages from the listed employer(s) after January 2025.

SA DRAFT

XXXXXXXXXX X XXXXXXXXXXXX
XXXXXXXXXXX XXX
XXXXXXXXXX XX XXXXX-XXXX

We previously notified you that we were receiving your wage and employment information as part of our Payroll Information Exchange (PIE). We have not received any information through PIE for the following employer(s) since January 2025:

- Goodwill
- Nice to Meat You Butcher
- Joe's Pizza

You must report if you have not updated your employment information with us, or if you work or receive wages from the listed employer(s) after January 2025.

This notice does not affect your reporting responsibilities for any other employers.

You must always tell us right away if you:

- have an improved medical condition;
- return to work; or
- have a new employer

PIE Automation

Social Security Disability Insurance (SSDI)

- Work Smart will evaluate the wages we receive from the PDP, and
- Prompt a technician to conduct a work CDR if earnings indicate a completed TWP or SGA after the TWP

Supplemental Security Income (SSI)

- Wages received are sent directly to SSI record and SSI payment adjusted automatically (if EIN established)
- Alerts generated when automation is not successful

How Can You Help?

- Encourage beneficiaries to provide authorization (SSA-8240)
 - SSA technician may request authorization in person, over the phone, via electronic submission request, or using the form via mail.
 - SSA-8240 may be sent with other forms (SSA-821/820).
- Explain PIE notices
 - Continue to report changes in living arrangements, change in resources or other income, medical condition improves, change in employers, return to work.
- Inform Beneficiaries to report issues with earnings (i.e., individual is not working for the company)
 - Due process and Notice of Planned Action (NOPA) will provide contact information to dispute information with Payroll Provider.
 - Case will be flagged when data is disputed; no earnings from PIE will post.
- Remind Beneficiaries to Report Work Incentives
 - SSDI-report impairment related work expenses (IRWE), subsidy/special conditions, sick/vacation pay-not working.
 - SSI-report Blind Work Expenses/IRWE, student earned income exclusion.

PIE Question and Answer Session

PIE – Question and Answer Session

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:

- Raise your hand by selecting the Raise Hand icon
- Your mic will be unmuted by the Facilitator
- Then you must click the mic to unmute yourself

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

Top 3 Payment Denials – 2nd Quarter 2025

Top 3 Payment Denial Reasons

Denial Code	Denial Reason	2Q/2025 Total
220	8 Months or Less of SGA	282
320	9 Months of SGA But Not Within 12 Month Period	253
620	Untimely Filing	516

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.

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.

Payment Denial – Code 320 (2 of 2)

Tips to Avoid Denial

- Check quarterly wage information to determine if there are 3 out of 4 quarters at SGA level earnings identified.
 - If not, the SVRA must provide verifiable documentation of 3 out of 4 quarters at SGA level earnings.
- If an initial claim was denied due to insufficient earnings, please wait an additional two quarters to submit a reconsideration claim to avoid another denial.

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.

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.

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.

Question and Answer Session

Question and Answer Session

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:

- Raise your hand by selecting the Raise Hand icon
- Your mic will be unmuted by the Facilitator
- Then you must click the mic to unmute yourself

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


Upcoming Event

Work Incentive Seminar Event (WISE) Webinar

- Next WISE Webinar, “**Ticket to Work and Reasonable Accommodations**” is on July 30, 2025, from 3-4:30 p.m. ET.

FREE WEBINAR

**Ticket to Work
and Reasonable
Accommodations**



TICKET to Work | **WISE**
Work Incentive Seminar Event

Produced at U.S. Taxpayer Expense

Resources

■ Phone

- Monday through Friday 9 a.m. – 5 p.m. ET
- Toll Free: 1-866-949-3687/TTY: 1-866-833-2967
 - Option 1: Beneficiary Help Desk
 - Option 2: EN Payments Help Desk
 - Option 3: EN Systems Help Desk
 - Option 4: State Vocational Rehabilitation Agencies

■ Email

- For issues regarding Cost Reimbursement, Ticket assignment, the service provider website, and the Ticket Portal, email VR.Helpdesk@ssa.gov

Thank you for your participation!

Next All VR Call Date

- The next All VR Call date is **Tuesday, October 14, 2025**, from 1-2 p.m. ET via Teams.
- Please send All VR Call training suggestions to VR.Helpdesk@ssa.gov.
 - Send suggestions for the next call by **Wednesday, September 10, 2025**.

Thank you for your participation!