



TICKET
to **Work**

Quarterly All Vocational Rehabilitation (VR) Call

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

January 13, 2026



Agenda

- Logistics
- Announcements
- VR Case Closures and Ticket Assignment
- Ticket to Work Survey
- Documentation Required for Diarized Claims
- Top Three Payment Denials – 4th Quarter 2025
- 2025 Year in Review
- Question and Answer Session
- Upcoming WISE Event

Logistics

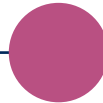
- **This call is being recorded and transcribed.**
 - Participants are not permitted to record this meeting nor capture the transcript.
- **During the Q & A Session:**
 - Chat is not available to post questions. You must ask your question aloud.
 - If joining via phone and you wish to ask a question, 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

- **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
 - 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

Kimberly Cutler, Ticket Operations Manager, Ticket Program Manager



2026 Substantial Gainful Activity (SGA) Monthly Amounts

Non-Blind Individuals	Blind Individuals
\$1,690	\$2,830

Reminder

- Fiscal Year (FY) 2026 Cost Formula – Deadline to submit monthly Administrative, Counseling, and Placement (ACP) cost data is Friday, January 30, 2026.
- If an extension is needed, please email your request to Raquel Donaldson (Raquel.L.Donaldson@ssa.gov).

Fiscal Year (FY) 2026 Cost Formula

Social Security (SSA) has updated the Cost Formula for you to determine your monthly administrative, counseling, and placement (ACP) cost for Federal fiscal year (FY) 2026 (October 1, 2025, through September 30, 2026). Use this formula to identify the monthly dollar amount per client for which you will request reimbursement from SSA for FY 2026. Each VR agency must have an acceptable average monthly ACP cost before SSA can process reimbursement claims.

Submission Procedures

Please send an email to VR.Helpdesk@ssa.gov with your average monthly ACP cost and cc: Raquel.L.Donaldson@ssa.gov and your regional coordinator on this email. Once SSA reviews and accepts your ACP cost, you will receive an approval letter, along with the Cost Containment Policies, that must be signed by the VR's signatory authority and emailed back to Raquel.L.Donaldson@ssa.gov within 3 business days of receipt.

You may compute the average monthly ACP cost incurred in the rehabilitation of Social Security disability beneficiaries and Supplemental Security Income disability/blindness recipients using the attached worksheet. Please ensure that you use the data you reported to the Rehabilitation Services Administration on forms RSA-911 and RSA-17 in FY 2025 to calculate the FY 2026 Cost Formula. SSA highly recommends that you retain any supporting documentation used to calculate the average monthly ACP cost.

The deadline to submit your VR's ACP data is Friday, January 30, 2026. If any additional time is needed, please send an email to Raquel.L.Donaldson@ssa.gov for consideration. Thank you.

Questions

Address questions about this administrative letter or the Cost Formula in general to Raquel Donaldson, Senior Program Analyst for the Vocational Rehabilitation Team, by emailing the VR Help Desk (VR.Helpdesk@ssa.gov).

- [Cost Formula Worksheet FY26.xlsx](#)

New Email Address for SSA Suitability Office

- Please note that the SSA Suitability Office has a new email address:
SecRes.PerSec.Contractor.Vetting@ssa.gov.
- Please remember to compress all files sent to the Suitability Office email address.
- If you have any questions or concerns, please email VR.Helpdesk@ssa.gov.

VR Case Closures and Ticket Assignment

Renee Clarke, Payments and Systems Branch Chief, Social Security Administration



Ticket Closures

Barring a special circumstance, SVRAs shall process all case openings and closures through the Ticket Portal and beneficiaries shall receive letters informing them of their Ticket status.

Ticket to Work Survey

Ellie Stinnett, Economist, Social Security Administration



TTW Survey and Interviews

- SSA is evaluating the Ticket to Work Program to help SSA understand best practices and identify potential improvements.
- **Survey:** Mathematica will email a link to the survey to the SSA Coordinator at each VR agency (\$40 check for completion).
- **Interviews:** Mathematica will contact Ticketholders by mail and phone inviting them to be interviewed (\$40 gift card for completion).
- **Please complete the survey and encourage your clients to participate in the interviews, if contacted.**
- **For questions:** Eleanor.Stinnett@ssa.gov

Documentation Required for Diarized Claims

Kimberly Cutler, Ticket Operations Manager, Ticket Program Manager



VR Cost Reimbursement Claims Analysis

All VR Cost Reimbursement claims are processed on a first-in, first-out basis within 30 days of receipt, unless additional documentation is required to validate the claim.

For initial claims, if further documentation is required, the claim will be placed in diary (placed on hold) and you will be able to see a note regarding the specific documentation required via the 'Diary Description' in the Ticket Portal.

The VR agency's staff is responsible for reviewing diarized claims to ensure the required documentation is submitted within 30 to 75 days, depending on the type of diary.

We have observed that when additional documentation is faxed, it often remains insufficient to validate the claim. The next slides outline the most common reasons for requiring additional documentation and include the required documentation to validate the claim.

Most Common Reasons Claims are Diarized

Reasons Claims Are Diarized

Information is required because the case was selected for a Pre-Payment Validation Review (PVR) to ensure that VR services and costs meet the requirements for the requested payment.

Information is missing for direct/other costs that is required for the requested payment.

Information is required to explain the late start of substantial gainful activity (SGA).

Key information is missing that is required for the requested payment.

1. Information Missing for Direct/Other Costs

Diary Text	Documentation Required
Some costs requested are missing or within a date range outside of the Payment Period.	SSA-199 which details the cost incurred within the Net Payment Period.

2. Information Required for the Late Start of SGA

Diary Text	Documentation Required
Please submit signed IPE and case notes.	Signed IPE and case notes (or similar documentation) to substantiate the claim.

3. Other Information is Missing

Diary Text	Documentation Required
Proof of payment needed with warrant or procurement numbers required for invoice amount \$XX.XX.	Proof of payment (e.g., invoice) with warrant or procurement number
Proof of payment required for invoiced amounts of \$XX.XX, \$XX.XX, \$XX.XX.	Proof of payment for a specific direct cost
Proof of payment for direct cost requested.	Proof of payment for a specific direct cost
Fiscal Year (FY) Cost Formula needed to process this claim.	Administrative, Counseling, Placement (ACP) Cost for the current fiscal year should be sent to SSA for approval

Faxing Required Documentation

1. Collect all Required Documents

- Review **“Diary Explanation Text”** to identify and gather required documentation necessary for the claim to be processed.

2. Generate New Fax Cover Sheet

- Select **“View All Pending Payments for Me”**
- Click on the **“Actions”** link next to the appropriate payment request
- Click **“Fax additional information”**

3. Check Fax Status

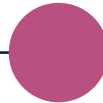
- Find the SSA reference number on **“View All Pending VR Payments for me”**
- Click **“Actions”** link
- Click **“Show Fax Status”** link
 - There will be a fax receipt date if SSA received the fax

4. Contact VR Help Desk

- Please contact VR.Helpdesk@ssa.gov if 30 days have passed since you submitted all required documentation, and your claim has not been processed yet

Top Three Payment Denials – 4th Quarter 2025

Kimberly Cutler, Ticket Operations Manager, Ticket Program Manager



Top Three Payment Denial Reasons

Denial Code	Denial Reason	4Q/2025 Total
620	Untimely Filing for Initial Claims Untimely Filing for Reconsideration: <ul style="list-style-type: none">• Earnings• Non-earnings	350
220	8 Months or Less of SGA	191
621	Reconsideration Already Denied Once for the Same VR Period	133

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 the claim is filed 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 initial claim decision date.

Tip to Avoid Denial

- Review the notice of determination from the initial claim to ensure the reconsideration is filed 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 initial claim decision date.

Tip to Avoid Denial

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

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.
- Submit proof of earnings with claim. Acceptable earnings documentation includes, but is not limited to:
 - VRCER
 - OCSE data
 - Work Number
 - Pay Stubs, or
 - Employer Signed Statement with FICA withholdings

Payment Denial – Code 621

Denial Reason

- Reconsideration claim already denied once for the same VR Period

Description

- VR agencies may only request one reconsideration after an initial claim has been denied.

Tips to Avoid Denial

- Review prior claim information to see if the reconsideration was already denied. Do not resubmit another reconsideration claim unless directed from the VR Help Desk.

2025 Year in Review

Kimberly Cutler, Ticket Operations Manager, Ticket Program Manager



VR Payments Statistics – Calendar Year (CY) 2024 vs. 2025

Statistics	CY 2024	CY 2025
Receipts	23,795	19,979
Payments	\$149,237,884.76	\$121,091,529.34
Claims Processed	24,652	17,717

Question and Answer Session

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.

By Phone

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

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



Upcoming Event

Next Work Incentive Seminar Event (WISE) Webinar

January 28, 2026

3:00 p.m. - 4:30 p.m. ET

[2026 Calendar of Events](#)

The Ticket Program shares important information with service providers through GovDelivery messages, including Ticket Portal issues and outages. Please save this email address so that these messages do not go into your spam or junk email boxes: TicketToWork@subscriptions.ssa.gov.



Next Quarterly All VR Call:

Tuesday, April 7, 2026, 1:00 p.m. ET

Send topic suggestions for All VR Calls to: VR.Helpdesk@ssa.gov

Thank you for joining today's call!

