



TICKET
to **Work**

Quarterly All VR Call

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

April 14, 2026



Agenda

- Logistics/Housekeeping Items
- Announcements
- Ticket to Work Evaluation
- Ticket Portal Enrollment
- Ticket Portal Updates: Pre-Employment Transition Services (Pre-ETS)
- Reconsideration Policy Change
- Untimely Filing Denials
- VR Reminders
- Question and Answer Session
- Upcoming WISE Event
- Closing

Logistics/Housekeeping

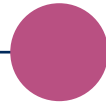
- **This call is being recorded and transcribed.**
 - Participants are not permitted to record this meeting nor capture the transcript.
- **During the Q & A Session:**
 - Chat is not active for today's call. You must ask your question aloud.
 - If joining via phone and you wish to ask a question, raise 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 a Production Team Member will provide access to audio to allow you to unmute your microphone.

Logistics/Housekeeping, 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.
 - 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

Jocelyn Greenidge, Ticket Program Manager

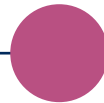


Announcements Overview

- **VRCER Distribution Frequency Poll**
 - A link to the VRCER Distribution Frequency Poll has been provided in the Quarterly All VR Call GovDelivery message that went out today to capture VR responses for the VRCER distribution frequency. The poll will close today, Tuesday, April 14, 2026, at 5 p.m. ET.
- **Suitability Office Reminder:**
 - 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.
- **Document Submission Reminder:** Please ensure all documentation submitted is legible. Illegible documents is the most common reason why a claim is diarized.

Ticket to Work Evaluation

Seth Hartig, 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 from ttwevaluation@mathematica-mpr.com to the SSA Coordinator at each VR agency (and will provide a \$40 gift card after completion of the survey). Each VR will also receive a letter in the mail about the survey.
- The letter will also include a link to the survey.
- Please add the above email address to your “Safe Senders” list or check your spam folders for this email once the survey is live.
- **Interviews:** Mathematica will contact Ticketholders by mail and phone inviting them to be interviewed (and will provide a \$40 gift card after completion).
- **Please complete the survey and encourage your clients to participate in the interviews, if contacted.**
- For questions: Eleanor.Stinnett@ssa.gov and Seth.Hartig@ssa.gov.

Ticket Portal Enrollment

Alexis Thomas, Social Security Administration



Ticket Portal Enrollment Overview

- There has been some confusion on the process to receive access to the Ticket Portal. While VR staff must receive suitability clearance to gain access to the Ticket Portal, it is not the only step in the process.
- To gain access to the Ticket Portal, VR employees must:
 - Attain suitability clearance;
 - Create a *my* Social Security account with advanced security; and
 - Receive authorization from SSA.
- Once you receive your suitability letter, please reach out to VR.Helpdesk@ssa.gov. The letter alone does not grant access to the Ticket Portal. SSA must enroll you as a new user.
- The VR Helpdesk will need to verify that you have a *my* Social Security account with advanced security. We encourage you to create a *my* Social Security account using your personal email address, since it gives you access to your personal Social Security information.
- VR staff should not share the Ticket Portal link with unauthorized VR agency staff because SSA enrolls all new users and provides a “Welcome Letter,” which includes the Portal link.

Ticket Portal Updates: Pre-ETS

Katie Seymore, Social Security Administration



Pre-Employment Transition Services (Pre-ETS) Background

On June 2, 2025, the Social Security Administration expanded the Vocational Rehabilitation (VR) Cost Reimbursement program to reimburse State VR agencies for pre-employment support services provided to disabled youth ages 16 and 17.

State VR agencies can request reimbursement for the pre-Employment Transition Services (Pre-ETS) that subsequently lead to nine months of substantial gainful activity (SGA) level earnings.

On August 18, 2025, SSA announced that the Ticket Portal had been updated to include the new Pre-ETS claim type.

Allowed Pre-ETS Costs Reminder

Pre-ETS Reimbursable Service Codes

Service Description	RSA Service Code	SSA Service Code
Work Based Learning Experiences	037/103	037/103
Job Exploration Counseling	097	097
Counseling on Enrollment Opportunities	109	109
Workplace Readiness Training	115	115
Instruction in Self-advocacy	121	122

Documentation Reminder

All supporting documentation must be submitted within 24-hours of creating a Pre-ETS claim. Do not submit your claim via the Ticket Portal unless you are prepared to fax all required documentation or it will be denied. Required documentation for a Pre-ETS claim includes:

- Pre-Employment Transition Services (Pre-ETS) Service Agreement
- SSA-199 form
- Individualized Education Program (IEP) / 504
- Individualized Plan for Employment (IPE) and any amendments
- Proof of payment


Ticket Portal Changes for Pre-ETS Claims

- There are two way to submit VR claims:
 - **Request a VR Payment by SSN** (single claim)
 - **Upload VR Claim File** (multiple claims)
- We have made two changes to the Portal to allow VRs to submit Pre-ETS claims:
 - Added a new claim basis type of “Pre-ETS”
 - Added a new field for the Service Agreement date

Request a VR Payment by SSN

- This option will allow you to submit only one claim at a time.
- You will navigate through screens to fill out the SSA-199.
- There is no save option.
- Tip: if you have more than 5 costs, we recommend combining costs and leaving a note in the comments. The accompanying SSA-199 must include the detailed breakout.

VR Cost Reimbursement Claims

- [View Administrative and Tracking Cost Factors](#)
- [SSA VR Payment Ceiling Calculator](#)
- [Request a VR Payment by SSN](#) 
- [Upload VR Claim File](#)
- [View all VR Pending Payments for Me](#)
- [View VR Payments Already Made to Me](#)
- [View VR Claim Payment Adjustments](#)

Changes to the Screen

General Information

- You can now select the new value of “Pre-ETS” in the **Claim based on** section of the general tab. This replaces the need to put “Pre-ETS” in the comments.
- You must use this claim basis for all claims where you are seeking reimbursement for at least one Pre-ETS cost.


Dates

- The Dates tab has been updated to include the **Date of Service Agreement**.
- This field is required for Pre-ETS claims.

Upload VR Claim File

- This option will allow you to submit multiple claims at once.
- You will upload an XML file that mimics the SSA-199.
- You should use the new value of “E” as the claim basis to indicate that you are submitting a Pre-ETS claim.
- The new field “Service Agreement Date” is required.


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Faxing Required Documentation (1/2)

- Once you have submitted your claim(s) you will need to find the new pending payment(s).
- From the Main Menu select “View all VR Pending Payments for Me”
- Your pending VR claims are displayed in order by date received, so your new claims should be at the top of the list.
- Click on the Actions link and select “Fax Additional Information”

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Faxing Required Documentation (2/2)

- You should create a fax coversheet for each relevant document type.
- New image types have been added for Pre-ETS:
 - **PETS (form)**
 - Pre-ETS service agreement
 - **IEP (form)**
 - IEP/ 504 documentation from the school

*Select a document type to send

<input type="radio"/> Other SVR Information
<input type="radio"/> Pay Stub
<input type="radio"/> VR Case Closure Letter
<input checked="" type="radio"/> VR Claim Form SSA-199
<input checked="" type="radio"/> VR IPE
<input type="radio"/> VR Overlapping Claim Documents
<input checked="" type="radio"/> VR Proof of Payment
<input type="radio"/> VR PVR Documentation
<input type="radio"/> Work Number Report
<input checked="" type="radio"/> PETS (Form)
<input checked="" type="radio"/> IEP (Form)

*Add a note

Yes No

Submit

Pre-ETS Claim Reminders

- In order for a claim to be considered “Pre-ETS” the service(s) must have been provided when the client was 16 or 17. While the services may continue past age 17, they must have started when the client was 16 or 17 under a Service Agreement.
- Pre-ETS initial, supplemental, and reconsideration claims follow the same timely filing rules as claims based on SGA.

Reconsideration Policy Change

Renee Clarke, Social Security Administration



Reconsideration Policy Change Overview

- Starting May 1, 2026, SSA will allow VR agencies to submit up to two requests for reconsideration per denied claim, for all initial claims received on or after May 1, 2026. SSA continues to expect VR agencies to limit reconsideration requests to those that are based on high-quality data.
- These reconsideration requests will be subject to the timely filing restrictions below:
 - SSA will allow a VR agency up to 90 calendar days to file two reconsideration requests for a non-earnings-related claim denial.
 - SSA will allow a VR agency up to 365 calendar days to file two reconsideration requests for an earnings-related claim denial.

Reconsideration Policy Change Overview, Cont. 2

SSA is not changing what is considered an earnings-related denial. Refer to the chart below for a list of earnings-related denials.

Earnings-related Denials

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
320	9 MONTHS OF SGA BUT NOT WITHIN 12-MONTH PERIOD
325	9 MONTHS OF BLIND SGA BUT NOT WITHIN 12-MONTH PERIOD

Reconsideration Policy Change Overview, Cont. 3

- SSA strongly recommends VR agencies wait at least one calendar quarter before filing an earnings-related reconsideration.
- As reminder, a claim is ready for reimbursement when there are proven earnings for nine out of 12 continuous months at or above SGA level (or Blind SGA if applicable). All VR agencies must submit proof of earnings documentation with every claim (initial, supplemental, and reconsideration).
- Acceptable earnings documentation includes, but is not limited to:
 - The Work Number
 - Pay Stubs
 - Employer Signed Statement with FICA withholdings
 - SSA-supplied Quarterly VR Client Earnings Report (VRCER)
 - Quarterly Office of Child Support Services (OCSS) National Directory of New Hire (NDNH) data
 - VR remarks with applicable quarters and earnings
- Please contact the VR Help Desk (VR.Helpdesk@ssa.gov) with any questions on this policy change.

Untimely Filing Denials

Jocelyn Greenidge, Ticket Program Manager



Top Denial Reason – Untimely Filing (1 of 3)

Code 620 – Untimely Filing (Initial Claim)

When you will receive this denial for an initial claim:

- If the initial claim was filed more than one year from the ninth month of SGA.

Steps to take to avoid this denial for an initial claim:

- 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 ninth month of SGA.

Example: If the ninth month of SGA is April 2024, the initial claim needs to be filed by April 1, 2025.

Top Denial Reason – Untimely Filing (2 of 3)

Code 620 – Untimely Filing for Reconsideration (Earnings-related denial)

When you will receive this denial:

- If a reconsideration claim for an earnings-related denial is filed more than 365 calendar days from the decision date.

Steps to avoid this denial:

- Ensure the reconsideration is filed no more than one year from the decision date on the Notice of Determination.

Top Denial Reason – Untimely Filing (3 of 3)

Code 620 – Untimely Filing for Reconsideration (Non-earnings denial)

When you will receive this denial:

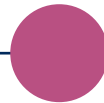
- If a reconsideration claim for a non-earnings related denial is filed more than 90 calendar days from the decision date.

Steps to avoid this denial:

- Ensure the reconsideration is filed no more than 90 days from the decision date on the Notice of Determination.

VR Reminders

Raquel Donaldson, Social Security Administration



VR Reminders and Updates

- **Reminders:**
 - VRs should include the Provider ID (PID) on all inquiries to the VR Helpdesk.
 - When requesting assistance with assigning a Ticket using the Portal, please include the signed IPE and error code.
- **Announcement:** Kevin Harris of the New Jersey Blind VR.

Steps for Faxing Documentation for a Claim in Diary

1. Collect all Required Documents

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

3. Check Fax Status

- Select “**View All VR Pending Payments for Me.**”
- Click on the “**Actions**” link next to the appropriate payment request.
- Click “**Show Fax Status**” link.
 - There will be a fax receipt date if SSA received the fax.

2. Generate New Fax Cover Sheet

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

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.



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.

Q&A

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

Upcoming Event

Next Work Incentive Seminar Event (WISE) Webinar:

Debunking the 3 Biggest Myths on Disability Benefits and Work

April 22, 2026, 3:00 – 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

Please send topic suggestions for All VR Calls
to: VR.Helpdesk@ssa.gov – Date to be announced.

Thank you for joining today's call!

