



TICKET
to **Work**

Quarterly All VR Call

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

August 18, 2026



Agenda

- Welcome and Logistics/Housekeeping
- Announcements
- Suitability Clearance
- Ticket Portal Enrollment Reminder
- Reconsideration Policy Change Reminder
- Documentation Required for Claims Placed in Diary
- Top Three Payment Denials
- 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 only 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 & Reminders

Kimberly Cutler, VR Payments Manager



Announcements & Reminders

- **OCSS Data Announcement:**
Recently, a number of SVRAs have noticed missing Office of Child Support Services (OCSS) data in the VR Client Earnings Report (VRCER). Please notify your state agency if you notice missing quarterly wage data when reviewing VRCER.
- **Document Submission Reminder:**
Please ensure all documentation submitted is legible. The most common reason we deny claims is illegible documentation.
- **Fax Submissions:**
Confirm the status of all faxes **via the Ticket Portal** to ensure receipt.



Suitability Clearance



Applying for Suitability Clearance

- If you are applying for suitability clearance, you should start by contacting Yvette Singleton at Yvette.Singleton@ssa.gov (and cc: VR.HelpDesk@ssa.gov). Yvette will work with you to ensure you have a complete package, and she can provide fingerprinting instructions and copies of the required forms.
- Applicants MUST complete fingerprinting before submitting a suitability application.
- Required forms:
 - Declaration for Federal Employment Form 306
 - Electronic Applicant Listing
 - Must include the date fingerprinting was completed
 - Include state VR contract number (Yvette can provide)
 - CPOC Name – Signatory Authority responsible for VR contract
 - COR Name – Yvette Singleton

Ticket Portal Enrollment Reminder



Portal Enrollment Reminder

- To gain access to the Ticket Portal, VR staff must:
 - Attain suitability clearance
 - Create a **my** Social Security account with advanced security
 - Receive authorization from SSA
- Once you receive your suitability letter, please email VR.Helpdesk@ssa.gov to request to be enrolled in the Ticket Portal. Suitability clearance alone does not grant access to the Ticket Portal. SSA must enroll you as a new user.
- The VR Helpdesk will 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 this is your personal **my** Social Security account.
- VR staff **should not** share the Ticket Portal link or Portal screen shots with unauthorized VR agency staff. Agency staff are not authorized to use the Portal until enrolled by SSA.
- SSA enrolls all new users and provides a “Welcome Letter,” which includes the Ticket Portal link.

Reconsideration Policy Change Reminder

Ben Lydecker, Ticket Operations Manager



Reconsideration Policy Change Overview

- As of May 1, 2026, VR agencies may 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 from the denial notice date** to file two reconsideration requests for a non-earnings-related claim denial.
 - SSA will allow a VR agency up to **365 calendar days from the denial notice date** to file two reconsideration requests for an earnings-related claim denial.

Reconsideration Examples

Example 1:

Initial Claim Submission Date = 11/13/2025

Final VR Closure Date = 02/21/2025

Payment Code = 220

Decision Date = 12/11/2025

Since the **Initial Claim Submission Date** is prior to May 1, 2026, the VR has 365 days to submit **only one reconsideration**.

Example 2:

Initial Claim Submission Date = 05/20/2026

Final VR Closure Date = 07/21/2025

Payment Code = 220

Decision Date = 08/02/2026

Since the **Initial Claim Submission Date** is after May 1, 2026, the VR has 365 days to submit **two reconsideration requests**.

Reconsideration Policy Change Overview, Cont. 2

SSA has not changed 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
590	THE VR AGENCY DID NOT PROVIDE EARNINGS DOCUMENTATION. EACH VR MUST SUBMIT PROOF OF EARNINGS WITH EVERY CLAIM

Reconsideration Policy Change Overview, Cont. 3

- SSA strongly recommends VR agencies wait **at least two calendar quarters** before filing an earnings-related reconsideration.
- As a 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 initial, pre-ETS, and reconsideration claims.
- 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.

Documentation Required for Claims Placed in Diary

Kimberly Cutler, VR Payments 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.

If further documentation is required, the claim will be placed in diary (placed on hold). Please review the 'Diary Reason' and 'Diary explanation text' in the Ticket Portal for the documentation necessary to process your claim.

The VR agency's staff is responsible for reviewing claims placed in diary to ensure the required documentation is submitted within the required timeframe. If your claim is not processed within five days after you submit the required documentation, email VR.Helpdesk@ssa.gov.

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 includes the required documentation to validate the claim.

Most Common Reasons Claims are Placed in Diary

Reasons Claims are Placed in Diary

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).

Verification of earnings review.

Diary Text and Documentation Required

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 payment period.
Please submit a signed IPE and case notes.	Signed IPE and case notes (or similar documentation) to substantiate the claim.

Diary Text and Documentation Required, Cont.

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.

Verification of Earnings Review

Diary Text	Documentation Required
Verification of earnings review.	None. SSA is awaiting additional earnings data.

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.
- Search for the SSA reference number from **“View All VR Pending Payments for Me.”**
- Click **“Actions”** link.
- Click **“Show Diaries”** link.

3. Check Fax Status

- Search for the SSA reference number from **“View All VR Pending Payments for Me.”**
- Click **“Actions”** link.
- 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 email VR.Helpdesk@ssa.gov if five days have passed since you submitted all required documentation, and your claim has not been processed.

Top Three Payment Denial Reasons 2nd Quarter 2026



Top Three Payment Denial Reasons

Denial Code	Denial Reason	Q2 2026 Total
620	Untimely Filing for Claims	588
320	9 Months of SGA But Not Within 12-Month Period	244
220	8 Months or Less of SGA	217

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

Payment Denial – Code 320

Denial Reason

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

Description

- Evidence of SGA is provided but extends beyond the 12-month period.

Tips to Avoid Denial

- Review earnings details in advance to confirm that the months referenced in the claim are within the required 12-month period.

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 two calendar quarters to submit a reconsideration claim to avoid another 220 denial.
- Submit proof of earnings with the claim. Acceptable earnings documentation includes, but is not limited to:
 - VRCER
 - OCSS data
 - Work Number
 - Pay Stubs, or
 - Employer Signed Statement with FICA withholdings

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

What Is Ticket to Work?

August 26, 2026, 3:00 – 4:30 p.m. ET

The Ticket Program shares important information, including Ticket Portal issues and outages, with service providers through GovDelivery messages. 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, October 20, 2026, 1 p.m. ET

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

Thank you for joining today's call!

