

Please stand by for realtime captions.

---

Alyssa. I will open up for questions. Testing testing.

---

---

Maurice1900 says: Thanks. I am from the City of Alexandria Workforce Development Center

---

Good day, ladies and gentlemen. Thank you for standing by. Welcome to the Timely Progress Review Basics conference call. During the presentation all participants will be in a listen only mode. Afterwards we will conduct a question-and-answer session. If you have a question, please press \* 1 on your telephone. I would now like to turn the conference over to Alyssa Ness. Please go ahead.

---

Thank you. Good afternoon everyone. The topic for today's training is Timely Progress Review Basics. First we are going to look at the objectives of the session. Number one is to discuss timely progress review fundamentals. Two, discuss healthy Ticket to Work program impacts mental continuing disability review. Three we will discuss TPR requirements for, describe the TPR process including TPR appeals and reentries five, describe the service provider responsibilities in the TPR process. Six, we are going to discuss the TPR implementation schedule. And finally, seven will be identify the TPR resources available to service providers.

---

First we are going to discuss timely progress review fundamentals and continuing disability review protection.

---

What exactly is a timely progress review? A TPR is Social Security administration's way of tracking the progress of a ticketholder under the Ticket to Work program. Essentially, SSA expects ticketholders to make progress towards financial independence while their tickets are in the in use status. TPR is based on guidelines established by SSA to regulate cash through regulations that became effective in July, 2008. We were introduced -- we will introduce the specific guidelines later in the session. In general, the TPM conducts a review at the end of approximately every 12 months of ticket in use status to determine if we are making expected progress. A TPR pass entitles the [ Indiscernible ] to medical TPR protection. Meaning essentially the disability benefits continue. Usually, CDR protection is granted to [ Indiscernible ] involved in the Ticket to Work program who have tickets and assign status and are making timely progress. However, it is very important, assignment progress made by the Benny or payment of the service by the service provider does not always guarantee protection from a CDR. You must consider all aspects of in use and not in use including past TPR failures, successful TPR reentries, etc.

---

As a service provider, it is important to fully understand and support the TPR process and to assist bennies not only in making timely progress but also in providing when asked necessary information to the TPM or to you to verify their progress. In other words service providers must be available to assist bennies through the entire TPR process.

---

What is a medical CDR? A medical CDR is a medical review the benny must undergo to determine whether or not he or she is eligible to continue receiving disability benefits initially,

when -- one of the biggest advantages of participating in the Ticket to Work program is that the benny is protected from these reviews while the ticket is assigned. Prior to the first TPR review, as long as the ticket is assigned, CDR protection is granted for at least 12 months. This exemption will be renewed for about another 12 months if the benny passes TPR or at least another 12 months for at least dashes long as the tickets remained assigned.

---

With TPR if the requirements are not met, the ticket will remain assigned to the service provider. But the benny is no longer protected from CDR's. The ticket status becomes not in use. Without a successful reentry, CDR protection is not renewed. As you can see, the CDR is not conducted as soon as they protection is loss. Rather, it is conducted when it would have been conducted if the benny had not participated in the ticket program.

---

Next we are going to review the TPR requirements which are sent with most TPR notices.

---

Here are the TPR requirements. Again reflecting the 2008 regulations. These represent the work can education requirements which must be met at each level. 10% tolerances for earnings are acceptable in reviews one through four. And 10% tolerances for education are acceptable in reviews one through five. For example, the first review requires that a tran the benny complete three months of work at the trial work level or receives a GED or high school diploma, or completes 60% of a full-time course load for an academic year in a college. Or trade, technical or vocational program. Or completes a combination of this work and education requirement. Questions regarding specific cases should be directed to your 800-number or the ticket helpline number.

---

Next we are going to discuss the TPR process.

---

Here is a brief overview of the process which will be explored in greater detail today. In step one, SSA checks the earnings records of those bennies that were selected that month for TPR. If the earnings are sufficient, meaning that they meet the guidelines, set forth by SSA, then no further actions are taken. And me benny continues along the path of self-sufficiency unaware that it -- that a check was even made. However, if the benny's earnings are insufficient, then SSA contacts the benny via mail, sending a TPR selections notice.

---

So if the earnings criteria are not met, SSA begins step two of the TPR process. We decide who should be selected for a TPR. Selection criteria are very complex including factors such as current case, CDR classification, assignment and previous TPR history. So for step two, if the benny is selected for TPR, SSA sends the selection notice to the individual at the conclusion of about every 12 months of ticket in use status. Or at least 12 months with a case that CDR protection in the case was assigned. This is determined if the benny is making the expected progress with work and/or education. If it TPM receives the SSA 1375, which is part of this selection notice, from the benny and the time frames are acceptable, within -- that is within about 55 days from the date of the notice, the TPM opens a work case and begins a review. And if you see the notices say that you basically have 30 days to return -- the third dashed benny to his 30 days to return their answers for TPR to the TPM, it is actually 55.

---

You can go to the end. This is an example of what the benny receive. This is the TPR selection notice. Actually for the first review. This becomes the last page again with the benny receiving of your selected for TPR. This is actually an example of the TPR selection notice that is received by the benny. The notice is tailored to the person. Meaning that the review level, the review period, the requirements and all the questions are actually dealing with that specific person that has been selected. Specific earnings amounts are listed which allow for 10% tolerance in reviews one through four. That is written directly on the notice so that the person does not have to think about what exact earnings they need to meet or whatever. It is actually written right there. Including the tolerance. No mathematical calculations are required at all by the benny. And again, all notices give the benny the 30 days from the noticed the to respond. But again, our timeframe is generally 55 days from the date of the notice in order to allow for mail time and contract time.

---

So with the path CDR protection is extended. No letter is sent. In fact the only time in the initial process if a letter is sent, it is only sent with a failure, which will give the benny due process. And again, along with passes, the next TPR will be in about 12 months of in use status. In other words, with the pass, as long as the ticket remains assigned, CDR protection is extended for at least 12 months. And the next TPR will not occur for at least 12 months.

---

If the benny fails TPR, the proposed failure noticed is sent giving options to appeal. Benefits are not affected. So for cases not appealed, the benny maintains CDR protection for about 55 days from the date of noticed release. For cases that are appealed, CDR protection is maintained from that date of noticed release through the entire appeal process. So unless the proposed failure to decision is appealed, and overturned, CDR protection and at the conclusion of the appeal.. The benny is taken out of use status, indicating that he or she is no longer under CDR protection. The individual at that point is subject to regularly scheduled CD -- -- CDRs one sh the appeal. And the actual appeal are complete. No future TPR's are conducted without a successful reentry. That means if he failed, if you are final failure, there are no more TPR's unless you reenter TPR. Assignment and reassignment are not usually affected by proposed or final failure. But because of some systems limitations, the benny must be in contact. Actually all of the notices instruct the benny to continue even with the failure to continue working with the service provider.

---

Now we will discuss appeals and reentry.

---

For appeals, the benny has about 55 days from that date of the proposed failure noticed to submit a request for appeal the request must contain supporting documentation. Unlike the initial review which all that the benny is required to do is check if they have met the requirement. But in order to appeal, and you will see later for reentries, the benny must submit documentation. Requests can be mailed or faxed to the TPM. SSA makes the final decision in appeals. In decision notices are released either pass/fail to that benny.

---

After failing to bash feeling the TPR, evidence can be submitted at any time to show that the requirements of the review. Have been met. The helpline, the 800-number, will instruct the benny and exactly what needs to be done. What documentation needs to be sent in for reentry. Actually reentry is a fairly hard concept here and it is a very important concept. But I will not discuss anymore other than what I just said. And a little bit about if it is successful or not. If it is

successful, the individual earns approximately 12 additional months of CDR protection. Or at least 12 months as long as the case remains assigned in use. In use status becomes effective with reentries the month and year of the decision. And in this case, a decision notice is released.

---

With TPR reentry failures, the benny will still be not in use. In other words they already were because they did not pass TPR. And if you failure reentry, you just remain not in use. If a mail notification of the unsuccessful action which SSA does send to the benny , a person has in this case on unsuccessful reentry, they have at least 30 days to appeal the decision.

---

At this point, we will discuss a little bit about the TPR implementation schedule. And the status thus far.

---

As you can see, TPR implementation began on March 19 with 100 cases selected nationwide. Because of the selection process know selection process had been for the Boston area. At this point, no additional training date has been decided. And currently there is no TPR portal. In other words, TPR -- TPRs cannot be passed by service provider. Portal training will be provided before we be that you are expected to use it before CPR -- TPR activity. At this point it will be up to the letters that are sent to the bennies for them to respond and then send it to TPM. And of course for all service providers to help the bennies in the activities. But again, there is no TPR portal. And we do plan we will train you before we would expect any TPR activities to be used through the portal. It is very important, unlike in prior years, there is no opting out of TPR. Once the portal is working, we plan to discuss this entire issue about the fact that there is no need to opt out. And we will be discussing in greater detail. But I just wanted to bring up that there is no opting out. Everyone will be participating but you will be able to see that you don't get emails about who was up for a TPR. It requires you to go -- when the portal is working, to go into the portal to find out who has been selected. And at that point you would actually go in where you could pass the person. As far as opting out, if you decide, again we will discuss this at a later date with the training, no service provider honestly even has to do anything with TPR except for help the benny. You don't need to go into the portal. And if they can and try to pass the person. It is set up that the selection notices, which are sent to the benny, and as long as the TPM receives them timely, they are the ones that actually will go through and adjudicate the cases. As far as the future or, what we plan to do, very soon, in fact probably in early August. Which is in another few weeks. As soon as we get through the 100 cases, which we basically are thrilled. We do plan to me another -- an additional selection probably around another 200. We are trying to started slowly. With only 100. And then soon with another 200 to see how things are working. So far things seem to be working fine. Except for the portal.

---

It is very important that you understand your responsibilities to your client.

---

You need to understand the TPR process so that you can explain the existence of TPR reviews and how they work. You should ensure that your ticketholders understand the steps in completing the TPR process. It is important that your bennies fully understand TPR. And what the consequences are for not making timely progress. In fact, TPR should really be discussed during intake and upon signing of the IWP. You will also want to discuss the importance of providing timely information to the TPM or to you as part of the process. Additionally, bennies will often come to you with questions regarding TPR. This is especially true when TPR selection

notices are received by your client. If you are not able to accurately address the issues, you should contact the TPM. Finally, it is your responsibility to help your ticketholders reenter the in use status if you're -- in your final TPR file. Of course, as I said before, that ticket helpline, the 800-number, is there to help the benny with the reentry process.

---

Questions?

---

Okay. Thank you, Alyssa for that. Before we little -- open up the line for questions, John are there any questions from the chat?

---

We have an extensive list. I will read some and then we can open up the line. And I will finish off. That way the people on the line get a chance to ask questions as well.

---

Our first question comes from you Gina. When was the last time TP -- TPRs were conducted?

---

They were conducted about three years ago. There were that there was a moratorium because we were migrating from maximum system to we brought most of the work in a house into SSA. Between the system and sending -- to bash the selection process and sending out the notices. So it was about three years ago that we had a moratorium to work out the different problems. And again, we started up in March with 100 cases. And we are starting slowly.

---

A follow-up question. Is the percentage for passing the TPR still only 20%?

---

I can tell you that has -- historically been what we have found. But what I think we are finding more now is because SSA is actually doing the reviews in their system, we have much better access to earnings systems, much quicker than MAXIMUS had. We have many more in much earlier. For instance, out of the 100 cases that were selected initially, in addition to the 100 cases, the ones pass, we still have not gone through the entire appeal race -- process. On 60 of those cases. We had 25 where we called administrative passes in addition to the 100. Which basically they passed TPR without getting a notice. So I think what we will probably find, I'm just saying, we think, because of the -- because we do have a lot of the earnings databases available to us, I think that we will probably find a lot more cases that are able to pass because of earnings. Then what we saw before.

---

Sherman asks if it TPR results in a case being labeled as not in use, but the client does earn above as GA for nine months, will be entire period of TPR services be eligible for cost reimbursement request

---

I have to tell you, I truly -- I am not familiar with payments. I can tell you, it does not matter for instance with TPR. If somebody failed three years ago and had a failure flag, it doesn't matter whether we still consider that person a feeling TPR. They could be pooled for CDR. It doesn't matter, they could be making progress, they could have their ticket assigned, anything. They could be getting paid by SSA. For cost reimbursement. Whatever. None of that matters as far as TPR is concerned. They still -- the thing with TPR is that we are only considering if you fail TPR, then you can be called for a medical CDR. Which means that if you fail the medical CDR,

then you can lose your benefits. Really does not have anything to do or say with payments again to the service providers.

---

I think that will answer quite a few questions. I will skip any question that answered.

---

Sherman asked with the rules be different for transition review. Many students may assign plans while still in high school and may not graduate for several years?

---

At the moment it doesn't matter age, everybody, what you saw, that is actually what the requirements are at each level. We know that there are some issues with transitioning youth. And I think I can say that we are probably looking into that. And see if possibly we could change some of the requirements. We have been looking at a lot of that. But for right now, I tell you the way that it is in the regulations, the way the system was set up, the way TPR works, it does not matter age. All that really matters is what level, if you are in the disability roles, if you are selected, it matters how long your ticket was assigned. That determines what level you're at. Again, I know what you're saying. But it does not really matter at this point how old you are as far as requirements. But we are looking at it.

---

A follow-up question from Eugenia. Since TPRs have not been completed for the last three or four years. Many beneficiaries have not seen a TPR before, is the process going to start your one or can beneficiaries get a TPR based on when they originally started using their ticket?

---

The way that we figure out review level in general, I will say that it is based on how long your ticket has been assigned. That will pretty much determine, and we divided by 12, that tells you which review level that you are at. But one thing, the way the system is set up, let's say that they had a TPR before. And it was valid. Everything was fine. Let's say they were a three and they were at review level III, and they passed. And it comes time they are selected again. I am saying, four years later, after the three, no, they're not going to seven. The way this system is worked out, even though you would divide it with assignment, the way it is is that you would only go to - - you can only go one higher than what you already passed out. So at the most, you could get a 4. You could also go to 3 if something was done incorrectly. Or you could go backwards to like 2 or 1 if something was not right. We set it up so that you would never go more than one at your review level. That would be the highest that you would go to. If you had one before.

---

Let's switch over and see if any questions are in the queue. Hannah quick

---

If you would like to ask a question please signal by pressing \* 1 on your telephone keypad. Please make sure your mute function is turned on -- turned off.

---

We will go first with Susan West. Hello, everybody. Since we haven't been doing that TPR reviews, and you've only done 100 of them, does that mean all the people that have had their tickets assigned all this time and maybe not making timely progress, they have still been exempt from reviews?

---

The TPR reviews.

---

They have been exempt because we have been not been making them. What we have found any lot of cases is that because -- a lot of the people failed five years ago. And -- for -- for whatever reason, the way tran 11 -- CDRs or pooled. Yes, nobody received a TPR review in the past three years.

---

Worthies -- even if they didn't get a review, though, and they were not making timely progress, that their ticket was assigned, were they protected from CDRs during that time?

---

If their ticket was assigned in the did not fail, if they did did not have a -- they never failed before, either they had not had a TPR or they passed TPR, yes, the answer is yes. They had CDR protection.

---

Okay. My other question is if the get a review now, a TPR review, and for the. That you review they were not making TPR, but now they are, is that going to be a valid appeal so that they will keep their CDR protections?

---

We found that to be the case. That we have had that happen.

---

I'm not sure what you mean.

---

You do a TPR for a certain period, right?

---

And then when you actually do the review for the. That you review they did not make timely progress. But by the time a review is determined and they weren't making it, now the time frame they are in now they are making it. So, with a that -- would that be an automatic okay we will not stop CDR's -- tran -- CDRs?

---

If I understand correctly, though review. Is -- I will say the review period is 12 months. It can be for a lot more than that. But we review based on a certain time period. So we are looking at what is going on during that time period. We are not looking, even -- it is in real time. It is not like we decide we will review from two years ago's or something like that. We would review exactly right now in the time period. What is going on.

---

I got you. I understood that. I would like to make a comment. The ENs can be helpful. We find they are ignoring them. The ticket user is not sending them back. And therefore fails when they should not have. Is there something you will do in the future to start -- used to let us know years ago. Are you going to start doing that again so that we know what is going on and we can facilitate that process?

---

Okay. I hate to say it, look at the portal. Because I keep saying there is no TPR portal. And we haven't given training. But as soon as we -- you certainly can call the ticket helpline to find out if somebody would tell you something or answer questions. You could find out from them about the status. As soon as you have the portal, you would know everything. The service provider could go in there. You could hopefully help the benny. Pass the benny. Okay you are not going to get emails saying we selected this person. What will happen is you will be able to go in and see exactly what the status is whether pending, where they failed, or whatever.

---

That will all be on the portal.

---

And so you are getting to a point, you want to get to a point where everybody is going to get a TPR?

---

Yes.

---

So it would be worth our while. Spin absolutely. -- Absolutely. All ticketholders would hopefully have TPRs. The reason the selection process is really involved. We do not do TPR -- TPRs on medical in prison not expected. In other CDR instances you will not see CDR. There are reasons not to do it. But in general, we would say that all ticket holders will have one.

---

Okay. That's it. Thanks for the answers.

---

You're welcome.

---

You Gina.

---

My question is I want to try to understand what time frame you will be sending these tickets out. So if a person started using their tickets five years ago with another's state agency, and then they stopped using it two or three years and, then they come to us and they sign a plan and a month later they have never received a TPR before. And a month later they are going to get what year TPR? And from what. Is that going to start?

---

You are saying they have never received one before?

---

Have never received on before.

---

Say it was four years ago.

---

If they have never received one, again we've got mathematical calculations to figure out that is the review.. That is what we call the review.. It they've never had one before, then what we do is we go in and decide, we count up the number of in use months and divide by 12. Basically, that is the way that we figure it out. And based on that, because we don't want unassigned months, we don't care at the moment or at that point who [ Indiscernible ]. That is how we figure out how many. It turned -- whether it turns out to be two, because a lot of months were not assigned, then they will be and the second review level. And as far as -- honestly in a way this is better because the way that I keep saying, I don't usually use the word 12. A lot of times it is about 12. Especially in a case like this. We would go back to the very beginning of when they first assigned. And we actually use the whole time because it is all in the bennies, even unassigned months. So again, I -- during the second review there is four years stuck in there where two of the years they were assigned somewhere. And two of the years they don't pick your review. Will be for four years. Again, this is to meet the requirements.

---

So if they were working with someone four years ago. And they worked with them for two years. They are. And there been no reviews at all and never received a review at all, are they going to get the third year review because they have never received a review or the second your review?

---

Again it depends. It's about how many in use months were talking about. If it turns out that the mathematical calculation, based on what you're saying, I think it's probably going to be deferred. Again, I'm not calculating it. Between the two years assigned and now you have another -- you weren't assigned for a year. Now you are assigned to a different EN for 12 months. Basically and you never had a review before. That is probably the third review. Except that what we would end up counting also in addition to the year -- this current year that your sign two, to a service provider, it will also include the two years. Also the year when it was not assigned.

---

The reason I'm asking this is because what will tend to happen, I've been doing this many years, we would get somebody that would just gone into plan with us. All of a sudden they did a third your review. We had no idea what they did the first two year -- two years. The. You are asking for, they were not working with anyone at all. So the majority of the people we respond to, we never opted out, there was no activity in the year you are asking for. The majority of the people failed. We had not had them long enough.

---

This is different. The way we are doing it now. This to me is actually a lot more beneficial to the benny. We would be including time when you are not even assigned. You would have a lot of time. The benny would have a lot of time. I'm not 100% sure of the year as the second service provider. Would know specifically what happened during the first two years or during that year when it wasn't assigned to anybody. But again, remember, this form goes to the benny. And it gives the penny for years to come up with -- in some cases -- to meet these requirements they have basically for years to come up with them.

---

You're asking them for a time frame that they were not doing anything. So they come into us and all of the ENs are put into a situation where we have to respond no because nothing happened in those year. If you are saying it's a year that's closer to when we are serving them versus four years before, then they were never working with anybody. They are ultra-confused. They will come to the EN. They will come to the state agency to respond. Will have to say no because there was nothing happening during the previous year.

---

Okay. I do understand what you mean. I still feel that we definitely did not do this before for the benny. We did not give them all this time. I know what you mean. You also have to have -- in other words in four years this person had not been selected and this would be a time when we did do TPR's. Was not selected for TPR. A lot of these people had TPRs before. Which means that even though we did not do anything for three years, we didn't have, if you had one before, I don't care how long you were assigned, if you pass [ Indiscernible ] if you pass, it's only going to go up on your review level by at the most one. Regardless of how long anything was assigned.

---

You said in the past we had been getting notifications. Susan said we had all got notifications that there were TPRs penny. When you are state agency and you've got thousands of people assigned to you, you saying we have to individually go in and look at every ticket in use with us?

---

Seeing if there any TPRs pending cracks. --'s pending?

---

No. You will be able to do it on the portal. In the portal you'll be able to tell the status and what is pending. What is not pending. What ever you want to call it. You will know from that. But instead, now, instead of things coming to you as an email, the way it did before, you would actually have to -- why was saying that opting in and not opting it -- there won't be any need. Because you won't be getting and you have that. You would have to go in and see the table. What is pending and what isn't. Really, your job, in addition to helping the person, would be hopefully to go in and to pass the benny.

---

And then we have to respond also with the beneficiary. We are talking about thousands of people. We don't know the volume that is going to hit. We are wondering are we going to get 1000 at once. Are you going to do them in small portions? Are you going to send a big wave of TPRs? We don't have a clue how this will roll out ?

---

No. Right now I would not think about that. We are nowhere near ready for any of that. We are still at the -- again even though it is only 100, then 200, this is a live process. This is not a test. This is not a pilot. You failed TPR. They can be selected for CDR. I want you to realize it is for real. But we are not going for thousands. At this point.

---

I appreciate that. If you can go back, to see if we have any other questions in Q?

---

Sherman?

---

This is David with Virginia. I wanted to clarify a question because I was getting confused related to what Eugenia just ask. Is a yes or no? Is the current EN responsible to respond to TPR date based on a date range outside of the current in use? Or assignment a quick

---

It could be. Yes. I will say yes. The only thing is that remember, at this point your EN, you -- except for trying to help the actual benny, the form, the selection form, which means checking I worked and went to school, that is going to the benny. They are the primary person receiving this TPR and going through the TPR. Even though you're helping them. It will not be until the portal is open it -- for TPR that you will be able to go in there and do something. To help each benny. To really pass anyone. Yes, it is true what you're saying. That it is possible, I will not say that it will always happen, it's possible that a review. Could -- you could end up having not only periods assigned to you, but they could be assigned to someone else. And the could be periods when it's assigned to nobody because we cannot, in other words we count progress regardless of whether it is assigned or not. It is a. -- We don't care. In other words if you're working at SDA in you don't have your ticket assigned, we are still going to count it. The progress.

---

But again, remember, this is really up to the benny to do this and to come up with the answers to these questions.

---

You said that this is our responsibility to assist. You've also said it is up to the beneficiaries to complete this form. What are the consequences for a state agency due to the volume, if we are able -- unable to find staff to assist with almost 5500 potential to be our request?

---

That is the thing that we will cover more in the portal training. Because in the portal training, it is where we will discuss. Besides assisting the person. At that point when we say portal training, we are talking about going in for each individual case that is selected and possibly pass the person. In other words MAXIMUS doesn't have to do it. But we also understand the problem with the fact that it can be an increased workload with doing this. So it is really going to be up to you as an individual they are as far as how much you want to do in the area of TPR. We will not say you can opt out. But there really is not a reason to opt out. Because besides for helping each individual person, with their forms. Again, they have to do the checking of their forms as long as they understand it, -- I am just saying. We will cover it in portal training. If you decide -- if you have 5500 and you don't have the staff to do it, add words bash at worst, we hope you would not -- in reality the way that the system is set up is if you don't pass a person in the portal, then as long as the MAXIMUS, TPM, receives the form in the time frames from the benny, they go out and they adjudicate the form. It would not matter what you did or did not do.

---

This will be covered in a lot greater detail when we do portal training. At this point, accept that except for helping the person, yours -- no service provider has the responsibility of going in and passing anyone. There is nothing to pass them on.

---

Thank you for that question. Do have other questions?

---

No questions.

---

Before I continue reading questions. Without a question that is come up a lot in the chat. When is the portal training going to happen?

---

At this point there is no date. We are having some issues system wise with the portal. So until we know that that portals working, we are not having any kind of training. Because we certainly don't want you to use the portal at this point. Basically, without the portal, it's the way that it used to be with MAXIMUS actually adjudicating the cases with the bennies sending in their selection notice . Their answers to MAXIMUS who again adjudicates. We sort of went back with that without the portal. Again, no definite date for the portal training because we need to make some systems adjustment. I don't have a foreseeable future date of training.

---

Our next question was asked about the slide. The TPR reentry slide. Is that 12 months from the date of reentry? Or is it 12 months from the original timeline?

---

The effective date is actually -- it's when MAXIMUS makes the reentry decision in the system. That is when it goes from.

---

How can on Ian find a failed TPR history for it ticketholder?

---

-- How can a -- how can a EN find a failed TPR history for a ticketholder?

---

I can assure you that these people are sending tickets to service providers and these bennies have failed years before. And they are not telling the new service provider. The way -- what ends up

happening is that through SSA, when you fail a TPR, and you are taking out of in use, you get what we call a failure flag when our name disability system. It is easy for us to see because the flag is on the system. It does not matter what happens. You could be paying money to this person. We could be sending them to school. You could begin getting money from SSA. The person could be making progress. They could be assigned to you. We tell them to be assigned and we encourage that to help the person to hopefully reenter. But, a lot of times what ends up happening is they failed years ago. They had a flag on the system a failure. And were selected for a CDR at that point. I am not sure -- I know how we can do it. I'm not sure what you have access to. If you would have access to that but I have a feeling you would not. To our main system.

---

I'm curious. Is it a negative impact to the service provider if there is a failed TPR for the ticketholder? I'm wondering if that is what were trying to figure out?

---

No. To us, we realize, there is a failed flag on the system. But to you, I would say and again we encourage the person even if you have it. Let's say the benny understands enough in a a members that three-year goes I failed TPR. But we encourage them -- you know something, you will not get a TPR until your reenter. But we want you to work with the service provider. Failed or not failed. Because hopefully that will help you to be able to make progress and pass and reenter at some point.

---

I hope that answers that question.

---

And if you have specific questions, you certainly can call the 800 number. The TPR helpdesk. We all can certainly find out about the flags. But Adele is right, there isn't really a negative impact of working with someone that has failed. Again, every single notice tells the bennies they should be working. We encourage them to work with a service provider regardless of the failure.

---

In fact, if there is any kind of problem or question, actually the slide that is up there right now, you can actually contact the TPM right at that address they can help you if you would have any kinds of question with this. Or with failure. Or whatever.

---

To have any more chat questions?

---

Hannah?

---

Teresa with employment options.

---

Hello. Great presentation. I have a question. Because I am way back. I been with this program 11 and half years. TPR has changed. Without example that you have been bouncing back and forth. Someone assigned three years ago. And then stopped for a couple years. Now coming to us, when can we expect, I can figure out which one they are. When does the 12 months begin for the second ticket assignment? Like the EN or they are. Them month the first ticket assignment?

---

-- The month the first ticket assignment?

---

Another ticket, ticket number two, we start over again.

---

No. I'm not talking about number two. Let's say my ticket was assigned to an employment network four years ago. And their first ticket was assigned in December. They dis-assign. Now coming to us. Let's say we assign them in June. When would the 12 month period began? The December or start in June for the second ticket assignment?

---

It depends if they have ever had a TPR before. Honestly, it just depends on that. If they did, it depends on what the months were of that TPR. If they pass. If they passed, some time in the past, we would use those months. Anything beyond whenever they passed. And we would have --

---

Is it a moving window? The ticketing general. Unassigned ticketing general.

---

Yes.

---

Unassigned unassigned again. In January. Only when I've assigned it?

---

As long as -- that is a big difference. We use all months. We use unassigned months, assign months, everything. That is what will be use. It is not going to be used as far as if we go to figure out the actual review level. To figure out the review level if you have never had a TPR before, that you will only use assigned months. You will come up with two maybe. Those will be required. You need to meet those requirements. But you are actually allowed to use months during that time that include when it is not assigned because -- also times when not only it was assigned to your service, but also to past ones. Again, it depends on if it is -- if it has never been past before. It is easier if you have a pass already before because then it is only going up by one at the most. In this case because you have not done in the three years, yes, we do include that dates all the way back to the beginning to when it was assigned to somebody else and will include when it was assigned to somebody else. When it was assigned to nobody. And also when it was assigned to you. Even though it looks like it's five years, it is not going to be that. You may only be in review level, too. Because of it was only two years. Spin I could safely say 12 months review began at that first ticket assignment month?

---

Yes. Spilt in use and not -- -- in use and not in use.

---

Yes. In use and not in use determined at the end.

---

One more question. Say have a ticketholder that began in October 2013. You stop doing TPR -- TPRs that time. Now we are dashed now what that ticketholder actually be in the fourth TPR review? Or would you just do the first one? If there been with us the entire time and a ticket is in use, I answer my own question.

---

Yes. [ Laughter ]

---

They were never selected before. Yes. You would just figure out the number of months. And you divide by 12 assign. And that will give you the level. What of it comes out to 30 months. Would that be the third your review with six months left over? Do you round up?

---

No.

---

You drop everything after you divide by 12. You drop the remainder.

---

Okay. I think I have it. Thank you.

---

Peter with career connect.

---

Thanks for doing this call. Very useful. It's -- self-employment is always a messy situation. I have a couple of self-employed people who thought their ticket assignment date is in the middle of the year. And so it seems like this person has to actually have two years of 1040s before they can complete their first TPR. Like you could have a person who has six months on one calendar year. On a 1040. SSA looks at that and says the average was below work level. You didn't get any trial work months then. And then there are six more months. And so they've got to wait until the next year's 1040 comes out to look at that. Is that correct? How do you conduct a TPR for self-employed people when they are not on the straight calendar year? As a matter of fact their offset.

---

I have to tell you the truth, I know that we have certain protocols for self-employment. And we are looking -- we are not always looking for -- we can report the number of hours that they are working. I did not look at it and I don't have it here. Would you want us to get back to you about self-employment? Because when we do a review, when MAXIMUS, we have certain criteria that we look at for self-employment. Again, it's not only like money, it all -- also has to do with hours. I did not look at that for a long time. I don't have it here. Can we get back to you about that?

---

Yes.

---

Thank you.

---

Eugenia. Going back to the question about determining whether somebody's ticket was TPR passed or failed. I think I got the impression they wanted to know how to do that in the portal. You did not show anybody that. If you want to go in to find whether somebody has passed or failed the last TPR if they had one, you just go to the main menu and go to the list of beneficiaries currently assigned to me. You go in and you put the assignment date. You can only go a year. And you put in the start date and the end date. Or you choose to search by name. And you click the box that says include any pending TPRs because there aren't any. And you choose the payment method. And you click go. Right next to the person's name on the list there is a button called action. You click on the button and it says TPR status for this individual. That will tell you exactly what their current statuses are. So you can check their statuses. You just can't do a TPR.

---

Right. You cannot do anything I would tell you, because we have not trained anyone on the TPR portal, what I have been saying, and in everything I've been told, we don't expect you all to do anything, including finding status, certainly not passing anyone. Doing nothing on the portal dealing with TPR.

---

Yes, but people want to know if they still protection. And all of the people on this call should have access to the portal. And you can go in right now and you can check somebody's TPR status. If that ticket is assigned you currently, you can go in and check their status. And that may be a question of whether you serve the individual. Or whether somebody comes in and says I want protection from medical review. Looking the portal to see what the status is and if they still have protection. Basic.

---

Katie, are you on the line?

---

I'm here.

---

Katie can respond to this because all that I am -- I did not want to ever say you should do a, B, C, to do the TPR activity. Because we have never provided any kind of portal training. So I did not want to say use the portal. Is it okay to say to do it to look quick it's up to you, Katie.

---

The question I heard was before you assign a ticket can you tell if they failed TPR? That is not something you can see on the portal when you are checking assignability. It doesn't tell you. You can see beneficiaries you currently have. But I wouldn't go any further than that. We have not been leading you to the portal to look at the information because the portal does show you options for things that you would think you can do like pass the beneficiary or respond to a TPR. That functionality is not working properly. So we have not been giving you direction to look anything up in the portal or to check the portal for the status. Because we were afraid to tell you to go there and lead you to follow the path in the portal. Which we have not turned off. We don't want people to go to functionality and potentially try a things that would cause a problem in the system. And have a negative impact.

---

You can see it. Spin we don't want to -- you can go in the portal and check this. We are trying to not emphasize the portal as a place for that.

---

Usually what happens with us someone gets a CDR in the mail. And they say should not I have protection. I go in and look at all the tickets currently assigned to me. I pulled her name up and it tells me they failed four years ago. That is what I'm using it for. If someone gets a CDR and I can see they're status. It is always been correct.

---

These are that tickets currently assigned to me.

---

We do not look. Did you five -- fail five years ago. The service providers asking should the assignments purse. Our answer is we encourage the person to go and find if they were assigned. The service Representative provider. Regardless of whether the pastor fail. We don't go to the portal. I can tell you that. To find out if you failed TPR. The failure flag comes from the main disability system that we have here. And if anybody would ever have a question with that, not what Eugenius talking about. If something is pending. You can call MAXIMUS and they can help you or I can also help them as far as getting to that. We don't want to tell you don't assign of someone failed. That certainly is not what we want to say.

---

Any EN will look it up when somebody gets a CDR and they think have protection. These are tickets that are going to be a sign. Instead of trying to call, you can go in if the ticket is a currently assigned to you, you can look at the status. Katie are you saying that the statuses are incorrect?

---

Know I'm saying statuses are correct. We have not been leading people to the portal to check that. The portal will allow you to take additional action. The portal if you checked for the 100 individuals, you would see the option to respond.

---

I'm just talking about the status portal. So when anybody comes in and says I've got a CDR, why? In the EN agency needs to look quickly and get the status on the tickets assigned to you.

---

When she said you have to call to do that, --

---

It is two minutes after our call time. Any additional questions Hannah?

---

No further questions.

---

John, I think you have something from the chat.

---

We -- most questions have been answered. We just have a couple outstanding questions. Several people of asked regarding tickets -- TPR failures from several years ago. If there is a different process to help it individual who failed her TPR many years ago get reinstated.

---

The way that you do that is the reentry process. That's exactly what you do. Again the service provider certainly should be helping the benny would call the 800 number, MAXIMUS. And they will provide them with the steps of how to reenter. It will also provide them with exactly what they need. For instance, it will say you need nine months at SGA. Or a CERT -- whatever education. They will be able to instruct the benny with exactly what is needed to reenter.

---

I think that covers all of the questions that we have in the chat. We are realizing that we are past our call time. We appreciate everybody's time and patience. And we would -- we wish you a great rest of the day. We did explain the TPR email -- we are displaying the TPR email. Again, have a great rest of the day.