

Social Security, Ticket-to-Work Quick Reference Ticket Placement Desk Aid

Purpose: Expediting ticket placement procedures to provide support for field staff in their efforts to provide quality services to our customers to achieve quality employment outcomes and independence.

1) Customers may inquire as to **Ticket availability** or **Ticket availability for reassignment**. To inquire as to Ticket status (availability or availability for reassignment):

- The **customer** may contact the Beneficiary and Access Support Services Manager (BASS), toll-free at (866) 968-7842 for inquiry;
- or
- The **MRS Counselor** may forward their request, along with a copy of SSA Consent for Release of Information (RA-28-SSA-3288 Rev 5-2010), via fax at (517) 373-0565 to Anita Barkley-Smith, Social Security Claims Analyst, in Central Office, for inquiry.

2) MRS receives notification of ticket status through the electronic data export/import to/from Maximus, pursuant to an IPE (not Prior) through secure means.

If a customer has a **Ticket assigned to an EN** and desires to have their ticket available for reassignment in order to place the ticket into “In-Use” status with MRS:

- The customer (not MRS) must notify Maximus, in writing, requesting Ticket un-assignment to that EN. Refer to the sample letter provided below which serves as a template, and further includes informed choice for sending either via fax or mail.

To expedite **placing a customer’s Ticket into “In-Use SVR” status** (once a ticket is available for assignment/customer has sent written notification to Maximus):

- The MRS Counselor may forward their request, along with a copy of SSA Consent for Release of Information (RA-28-SSA-3288 Rev 5-2010), via fax at (517) 373-0565 to Cheryl Liss, Program Consultant, in Central Office, to expedite with Maximus.

Note: The above bulleted procedure also applies to expedite **removing a Ticket from “In-Use SVR” status** after MRS closure.

REQUEST TO UNASSIGN TICKET FROM EN (Sample Letter – For Customer Use Only). Note: Not for MRS use - As per PA 254, no more than four sequential digits of a social security number may be displayed by electronic means (refer to MRS-IM-06-02 for detail).

Customers may fax to: Maximus TTW at (703) 893-4149, or mail at:
 Maximus TTWP
 PO Box 1433
 Alexandria, VA 22313

DATE (INFORMED CHOICE - ONE DAY PRIOR TO IPE DATE WITH MRS)

Attn: Ticket Unassignment

Maximus

I (NAME, SSN) desire to unassign my ticket to (NAME of EN), effective (ONE DAY PRIOR to IPE DATE with MRS).

Respectfully,
 (SIGNATURE (Typed and Signed))