



## Updates

**ePay Summary:** The grand total for payments from last quarter was higher than usual due to the addition of New Hampshire. New Hampshire was paid over \$1 million for 1,641 claims. Oregon-blind received their first payment on the books. The last quarter saw 4,778 claims processed which amounted to \$3,137,000. The VREN ePay file for April had 158 claims listed for Phase 1 Milestone Only. However, for the ongoing support file there were 4,500 claims submitted.

**Ticket Portal:** It is really important that agencies complete all the requirements to access the Portal. There are four VRENS who have already completed their suitability and obtained a mySSA account. There should be at least one person prepared to access the Portal for an organization to be considered Portal ready. Natalie Sendledofer is the contact person for any questions regarding suitability. Natalie can be reached via phone at 410-966-5696 or email at [natalie.sendldorfer@ssa.gov](mailto:natalie.sendldorfer@ssa.gov). There will be features added for VRENS to use shortly.

## State VREN Ongoing Support and eProcess Document Retention before eProcess Agreement

Recently, an issue arose where an agency was overpaid under eProcess and SSA had to recover the overpayment. The VREN agreement does not nullify SSA's right to recover an overpayment. The agreement was really about whether agencies were going to keep the Ticket case open and receive VR payments on that Ticket while providing ongoing support. This VREN agreement is not comprehensive and does not cover all the rules for operating as a VREN.

Document retention before the eProcess agreement: As SSA is undergoing an audit, they have requested documentation on some claims paid in FY '13 and '14. In some cases, the VRs no longer had the related documents available. SSA has requested that VRs retain that information for future reference.

### **Follow-Up:**

- Retention policy as it applies to VRENS.
- The 90 day rule.

## Attendance

*Present:* Florida, Illinois, Oregon, South Dakota, and Virginia.

*Not Present:* Massachusetts, Georgia, Mississippi, New Hampshire, Vermont, South Carolina, Kentucky, Indiana, and Oregon (Blind).

The full transcript and audio from the All VR/EN Call are available at <https://yourtickettowork.com/web/ttw/events-archive>.

The next All VR Call will be held **Wednesday, July 29, at 3 pm ET**. Join us to get the latest updates on everything related to Employment Networks in the Ticket to Work Program.

## **Questions and Answers**

***Q: We start getting payments come in and I'm not sure when they've been processed. I am then asked by other people here do we have all our payments in for this quarter, but I just have to wait and keep checking the EN payment status report to see if any new ones are there and then expect the paper files. Is there a good way to alert us when they're all done coming in?***

**A:** No, the only way is by checking the EN payment status report.

***Q: Did you say it was Maryland that has the retention documentation on file?***

**A:** Yes, we did receive something from Maryland on this.

***Q: Is the Beneficiary CD still being sent out?***

**A:** No it is not currently being sent out but we are exploring other avenues to share marketing information.

***Q: Is there any chance the 90 day rule would go away so at a later point we would be able to change a client from cost reimbursement to the Ticket? I've gone back to some Pilots we have tried and we can't get our numbers up because of that rule.***

**A:** We can note this request.