

SSA Marketing Summit

- The first in a series of Social Security Administration-sponsored EN Marketing Summits will be held in conjunction with a regional SSA management meeting on June 24th at 1301 Young Street in downtown Dallas, Texas. In addition to SSA national Ticket program leadership, staff from MAXIMUS, BASS and local WIPA, AWIC, PABSS, will attend. SSA invites VR interested partners to the Summit to discuss ways to strengthen the partnership.
- The Marketing Summit agenda will include: EN discussion and sharing of techniques and materials around best EN practices for marketing Ticket program services and recruiting beneficiaries; SSA's current efforts to market the program, EN input to SSA on the beneficiary website aimed at future beneficiary marketing improvements, local WIPA and PABSS presentations, and general EN issue discussions and Q & A time. BASS will present information on virtual job fairs and their marketing activities and EN resources. MAXIMUS will be there to respond to operational questions or issues.

VR payment concerns

- SSA attended the CSAVR conference last month and had the opportunity to hear concerns. SSA will address the concern around lack of information on payment denials by establishing quarterly VR payment calls to discuss denial specifics.
- SSA is working on developing a report for the QBER replacement service. The new report will involve scanning SSA records and identifying the individuals that payments can be collected upon by that each VR agency. SSA will be providing each VR agency with a list of those individuals. We are now working on the dissemination process for this information. December QBER data was the last distributed. VR agencies will receive the March quarter data in the new format in early June. If a VR agency believes they have missed a timely filing of a payment claim due to the delayed information distribution schedule, let us know.

Cost Reimbursement

- SSA is trying to streamline the process for greater efficiency and timelier responses. VR agencies may have SSA requesting more information on claims for processing purposes. Last month SSA cleared 2,061 claims with \$26.4 million paid out. There are 3,770 claims still pending. This is the lowest number of pending claims since October 2013. If a VR agency has submitted a claim that has not been paid, send it to the VR Help Desk for payment assistance.

Ticket Portal Update and Testimonial

- Linda Patino of the Ticket to Success EN was in the pilot group for testing the new ITOPPS portal. She shared her experiences including initial challenges and overall positive progress and satisfaction with registering for and using the new portal. SSA reminded VR that the ITOPPS portal has unique features for the VR agencies and more will be added in the future. This is the system for claims submission as well as case opening and closing information. To be ready to access the new portal ENs must have at least one staff member with suitability clearance and a MY SSA account with extra security. Multiple VR staff can access the portal with the required credentials. VR agencies are asked to assess their readiness for portal access and to contact the VR help desk to notify SSA of readiness.



All State Vocational Rehabilitation Agency Call Recap

Call Date: May 12, 2015

Text Messaging Clarification

- During the call a statement was made that could lead Ticket Portal users to believe that due to using mySSA log-in information to sign into the Ticket Portal, staff at State VR agencies would still be able to access the system once they leave an agency.

To clarify, SSA reiterated that your mySSA account is separate and from your Ticket Portal account. You will access the accounts through different website addresses. However, getting to both websites require an electronic authentication process to ensure that you are the individual who is authorized to access this information. So when logging into your mySSA account or the portal, you will come to a common page that asks for a username and password. If you came in using the URL for the Ticket Portal, and the login information is good, you will receive an access code to your cell phone. When you put that code in the system the portal launches for you.

In summary, the main thing to remember is that SSA will only send the access code to one phone associated with an individual. If the person leaves the agency, they will still need to access their personal account using the cell phone of record to access their personal mySSA account. However, access to the Portal will cease for an individual once he or she leaves an agency. If they were using a work issued phone, the person would need to give SSA a new phone number to associate with their mySSA account so that they can receive text messages with an access code when they want to look at their personal earnings information. Concerning the Ticket Portal, although they still have the URL for the site and their usernames, password and cell phone information is registered with their mySSA account, they will not be able to get to the portal from the portal link because we will have unenrolled them from the portal so the system won't recognize that individual as authorized to access the portal.

Reminders

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

The next All VR Call will be held Tuesday, June 9, at 3 p.m. ET. Join us to get the latest updates on everything related to State VR agencies in the Ticket to Work Program.