

Cost Reimbursement Updates

Raquel Donaldson, provided the update.

- VR agencies reminded that while the 2016 cost reimbursement formula is being determined, send claims with a VR closure date of October or later so that the claim can be stamped as received.
- Don't hold onto claims until the 2016 formula is established, as this may result in an untimely claim filing.
- Contact Raquel if you have questions

SSA Training for VR Staff

SSA offers a two-day training on "Everything you need to know about the Ticket to Work Program" for new VR staff or as a refresher for current staff. SSA recently provided the training to VR staff from New Jersey and Colorado. Contact the help desk or Linda Custis directly if interested in sending staff to this training.

General announcements

Holiday office closures

- Friday, December 25
- Friday, January 1, 2016

January VR Call

- Will be Tuesday, January 12th
- Guest presenter Amy Porter, Commissioner of the Connecticut Department of Rehabilitation Services, will present on the provision of work incentive services to VR consumers, and the results of a study on the impact of those services.

Ticket Portal

Katie Streibinger reminded listeners of the ability to check a beneficiary's Ticket CDR status by checking the "In Use" field on that the Ticket assignability screen. If it says "yes", the beneficiary has CDR protection in place. If it says "no", they have failed the CDR test. Any questions, please contact the VR help desk.

There will be a new Ticket Portal release on Saturday, December 19th. The Ticket Portal will not be available for about one-half of the day. The release will result in enhancements to the Ticket assignability screen. You will be able to type in an SSN and unassign the Ticket, convert the Ticket from a VR to an EN Ticket if the 90 days has passed, and also convert



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Tickets to a VR status. The options menu will be available from the Ticket assignability screen as well. These improvements should speed up the work you do from this screen.

Another enhancement is that when you download a list of current beneficiaries, you will get the beneficiaries SSNs and their resident state in the download.

If you have any problems with the December 19th release, contact the VR help desk. If we identify problems with the release, you will be notified by e-mail.

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

The next All VR Call will be held **Tuesday, January 12, at 3 pm ET.**