

## Welcome

Regina Bowden welcomed everyone and reviewed the agenda, noting a Q&A period at the end of the call. Unanswered and post-call questions should be directed to the VR Help Desk at [VR.helpdesk@ssa.gov](mailto:VR.helpdesk@ssa.gov).

## General Announcements

- Raquel Donaldson announced that the latest earnings file was received on April 15.
  - Received numerous submittals with different dates than the original claims.
    - Being returned to the State Vocational Rehabilitation (VR) agencies because resubmittals must contain the same information as the original claim.
    - Original claim should be faxed with the resubmittal.
  - Social Security Administration (SSA) accepts SSA-verified wages, W-2 tax forms and information obtained through the Work Number as documentation of earnings.

## VR Case Closure and Medical Continuing Disability Review (CDR) Protection

- Nathan Arnold reminded everyone that beneficiaries whose VR Cases are being closed have a three-month grace period for their protection from medical CDRs.
  - Ticket must be assigned to an Employment Network (EN) or placed in-use with another State VR agency within three months for continuous protection.

## Transitional Work Presentation Summary

Shada Roper and Candice Whaley (SSA) presented on transitional work, noting that recent submission included a significant number of transition to work cases that required C-3 notices. They reviewed the regulatory definition of “transitional work” [see CFR 404.2111(2) (i)]. She noted the difference between Substantial Gainful Activity (SGA) level earnings being achieved less than one year after case closure as opposed to more than one year after case closure. If more than one year, the State VR agency must demonstrate that VR services contributed to the beneficiary’s achievement of SGA level earnings. If more than one year, State VR agencies were advised to submit a copy of the Individual Plan for Employment and any case notes with the claim submission and to clearly mark the submission as “possible transitional work.”

## Out-of-State Wages

State VR agency representatives were asked to call in and provide tips on how they secure earnings information on beneficiaries placed in out-of-state employment.

Common themes:

- Critically important to develop working relationships with key staff in other states.
- SSA maintains a list of State VR agency Cost Reimbursement coordinators that is updated every six months. Email [VR.helpdesk@ssa.gov](mailto:VR.helpdesk@ssa.gov) to request a copy.
- The Work Number is a great source of information on out-of-state earnings.

## TTW Tracker: Who is using it? Is it beneficial?

State VR agencies called in to discuss the topic:

- A total of 37 State VR agencies, including some blind agencies, are currently using the Ticket Tracker (Tracker). State VR agencies using the Tracker have seen significant increases in their reimbursement revenue.
- All information required to for a reimbursement claim is available in one place, making it easy to access the information and process claims.
- The Ticket Tracker has the added benefit of being able to process a large volume of claims with a minimal investment of time.
- Many states are not using the Tracker to its capacity yet.
- The training, technical assistance and customer service that Jay Morrow and his staff provide to state that use the Ticket Tracker is excellent. Morris is willing to work with State VR agencies on special request and to try different things.
- The Tracker reduces the amount of tracking that State VR agencies do on closed cases.
- The Tracker reduces the number of claims submitted without the most recent wage data. This reduces the burden on SSA to deny such claims.

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

The next All VR Call will be held **Tuesday, June 14, at 3 p.m. ET.**

