## What is Timely Progress Review (TPR) and why is it important?

We conduct TPR approximately every 12 months after a beneficiary begins to participate in the Ticket program to ensure that the beneficiary is making expected progress towards gaining financial independence. If the beneficiary satisfies the TPR requirements during the review period, the beneficiary receives protection from medical Continual Disability Review (CDR) for approximately the next 12 months. The CDR protection is valuable and encourages the beneficiary to continue to work towards their financial independence.

## Is TPR policy changing?

## No. The Ticket Program regulations are not changing. Rather, we are moving to a new, more efficient SSA system, the Portal, to manage it. This will change some processes as discussed below.

## What is different with the reintroduction of TPR and how will it directly affect VRs?

### Opting Out

Because we will use the Portal to conduct TPR, the concept of opting out no longer is relevant. We no longer will send VR agencies notifications via email when a TPR is initiated. State VR Agencies will be able to check the Portal, **at their convenience**, to determine if any of their Ticket clients have been selected for TPR, and to provide sufficient information to PASS that beneficiary. Beneficiaries will continue to receive the TPR notice and will be able to respond directly to TPM. While either the State VR Agency or the beneficiary can respond to the TPR, it is very important that we receive a response to the TPR to avoid affecting CDR protection for the beneficiary.

### Pass Only

State VR Agencies will be able to pass TPRs for their clients via the Portal - **they will not be able to fail them**. If the VR does not have sufficient information to make a determination, we will make the decision based on the beneficiary’s response to TPM. Likewise, if the State VR Agency determines the client will fail the TPR, they should take no action, and we will make the decision based on the beneficiary’s response to TPM. TPM will then adjudicate the TPR and enter the result (pass or fail) into the system. VR agencies can provide a great service for their Ticket clients by checking the Portal and passing their clients as soon as possible. Many beneficiaries are unable to understand our notices, or are afraid to read them at all, and may fail TPR without your assistance.

## Important Clarifications

### Who receives a TPR?

Not all beneficiaries will receive a TPR. SSA systems attempts to identify those who have sufficient enough earnings during the review period to pass the TPR and awards a pass to the beneficiary. For beneficiaries whose earnings cannot be verified or are not sufficient enough to pass, they receive a TPR notice (1375).

### In Use vs. In-Use SVR

**In use/not in use** refers to the ticket status. If the ticket is In Use, the beneficiary currently has CDR protection. If the ticket is Not In-Use, the beneficiary currently does not have CDR protection. If a beneficiary fails a TPR the ticket does not automatically go into Not In Use status, but rather is delayed to allow the beneficiary time to appeal the decision.

**In-Use** **SVR** refers to whether the beneficiary has their ticket with a State VR Agency under the Cost Reimbursement payment system, and is currently receiving services. Passing or failing a TPR will not change the assignment status of In-Use SVR.

## FAQs

* Historically only 20 percent of beneficiaries pass TPRs, is SSA considering changing the criteria for TPR? How many of that states look at and use this percentage?

**SSA-**We are not currently considering changes to the TPR criteria, as they are prescribed by regulations. We do not know how many states look at the percentage.

* Some VR Agencies made the decision to not assist with TPRs (opt-out) in the past based on how much time they take and how few people seemed to be passing. Is that percentage across the boards and related to ENs as well?

**SSA**: SSA will not use these percentages with the Portal. As noted, the Portal provides greater efficiencies in managing TPR, and provides VR agencies with the opportunity to pass their Ticket clients. .

* If a beneficiary fails a TPR, is the VR still eligible for cost reimbursement (CR) payments for services provided during the period that the case was not in-use? Also, will these cases be sent back to VR through legacy in-use reporting?

**SSA:** CR payments will not be affected by TPR even if the beneficiary fails. In-use SVR is not the same as In Use. TPR will not affect the assignment status of the ticket, whether it is In-Use SVR or Assigned.

Will all of the TPR letters for beneficiaries in the same state be sent on the same day so that the 55 days response window will be the same? Or will the TPR letters be staggered throughout the month?

**SSA:** Beneficiaries selected within the same month and state may not be mailed at one time. Mailings are staggered throughout each month and their appearance in the portal will correspond with the selection and mailing dates.

* Many VR Agencies have only one person that manages the Ticket to Work functions for all of the beneficiaries. How will TPRs being available in the Portal impact the workload? How does SSA suggest these VR Agencies manage the new function?

**SSA:** As noted, the VR agencies can determine if and how often they will check the Portal to determine if we have selected any of their Ticket clients for TPR. We have not added any additional workload for the VR agencies.

* Will VR Agencies receive TPRs only if the beneficiary fails to respond?

**SSA:** No, the State VR Agency will be able to see the TPR in the Portal when the notice is sent to beneficiary.