## IVR Messages for new beneficiaries and recent Department of Rehabilitation successful case closures

In April 2016, the Ticket Program Manager (TPM) resumed making monthly automated calls (Interactive Voice Response or IVR) to beneficiaries. TPM is making approximately 30,000 calls per month to newly awarded beneficiaries (3 months after cash benefits begin) and to beneficiaries who have had a recent successful case closure with a state Vocational Rehabilitation agency.  Below you will find the messages used in these automated calls.

## IVR Calls for New Beneficiaries

Robo calls are placed to beneficiaries who were recently awarded disability benefits. The purpose of contacting these individuals is to offer information about the Ticket to Work Program and work incentives.

**The Messaging**

Our free Ticket to Work program is for people who receive Social Security disability benefits who are eager to earn money through work and become financially independent. You can also keep your Medicare or Medicaid as you transition to financial independence.

If you want to learn more, please hold while we connect you with a Ticket to Work representative.

Or, if you prefer you can call us back at 855-835-0010. Again, that’s 855-835-0010.

## IVR Calls for Successful VR Case Closures

Robo calls are placed to beneficiaries who previously participated in the Ticket to Work Program with a State Vocational Rehabilitation agency. These cases were closed successfully, meaning that the beneficiaries found employment and began to work. The purpose of contacting these individuals is to inform them that they can continue to participate in the Ticket to Work Program by assigning their tickets to an Employment Network.

**The Messaging**

We know that you recently finished working with your state Vocational Rehabilitation (VR) Agency.

The Ticket to Work program is for people who receive Social Security disability benefits who are eager to earn money through work and become financially independent.

Ticket to Work can help you continue the progress you made with Vocational Rehabilitation by connecting you with people, resources and service to help you stay employed, advance in your

current job, or find another one at no cost. You can also keep your Medicare or Medicaid as you transition to financial independence.

If you want to learn more, please hold while we connect you with a Ticket to Work representative.

Or, if you prefer you can call us back at 855-435-7196. Again, that’s 855-435-7196.

## Similar messages are left for those calls that go to voice mail. A Spanish version of both messages is used for those beneficiaries who have indicated they are Spanish-speaking.