eTicket Assignment Process

State Vocational Rehabilitation Agency Employment Networks (VREN)

Ticket to Work program
Operations Support Manager
Welcome and Roll Call

- FL State VR agency
- GA State VR agency
- IL State VR agency
- MA State VR agency
- MS State VR agency
- NH State VR agency
- OR State VR agency

- SD State VR agency
- VT State VR agency
- VA State VR agency
- SC State VR agency
- KY State VR agency
- IN State VR agency
- OR Blind State VR agency
Objectives

- Review State Vocational Rehabilitation Agency Employment Networks (VREN) Ongoing Support and eProcess Agreement
- Describe the new eTicket Assignment Process for VRENs
- Identify MOVEit as the **ONLY** reporting system
- Identify rules for the new eTicket Assignment Process and review code information
State VREN agency Ongoing Support and eProcess Agreement
State VREN Agency Ongoing Support and eProcess Agreement

• **Purpose of the agreement**
  o To improve delivery of services through automation (ticket assignments and payments), and
  o To ensure beneficiaries with tickets assigned are receiving on-going support services in line with Federal Regulations

• **eProcesses**
  o eTicket assignment
    • OSM is already accepting eTicket assignment files
  o ePay
    • First Quarterly ePay expected for April 2014
State VREN Agency Ongoing Support and eProcess Agreement (continued)

- Two service models available:
  - Offer and provide appropriate ongoing employment support services or partner with another agency, which will provide ongoing employment support services
    - Able to receive all available payments if requirements are met (Phase 1, Phase 2 milestones and outcome payments)
  - Provide Phase 1 initial services for ongoing support and unassign the ticket after payment for Phase 1 services
    - Only Phase 1 Milestone payments available
    - After the Phase 1 Milestone 4 or the last available Phase 1 payment is paid the ticket will be automatically unassigned
eTicket Assignment Process
The Electronic Reporting Process

• As of September 1, 2013, VRENs’ electronic files to assign and unassign tickets are accepted
  o All files must be submitted via MOVEit, which is the **ONLY** approved submission system.
  o Starting February 1, 2014, if the file is not properly formatted, the file will be automatically rejected.
    • VRENs can correct the file and resubmit through MOVEit

• Processing timeline
  o New case openings should be submitted within 90 days of the IPE date
  o OSM will return the analysis file within three to five business days
  o VRENs may also review ticket status through the Secure Provider Portal
MOVEit

- User friendly and secure site to exchange VREN eTicket assignment files through the web
- No need to encrypt files
- Two individuals per State VREN Agency
  - Secured login
- Automated email notifications every time a file is available
- This is the **ONLY** approved system VRENs can use to submit monthly files
Preparing eTicket Assignment Files
Requirements for eTicket Assignment Files

Required file format

• Comma delimited text file

Required data

• Social Security Number (including dashes)
• IPE signature date (MM/DD/CCYY format)
• Unassignment Date (MM/DD/CCYY format)
  
  o Do not send case closure dates when closures occur. Doing so will trigger ticket unassignment.

• VREN Identifier
Requirements for eTicket Assignment files (continued)

- Do not send duplicate records; send one record for each SSN per file
- Do not send full data dumps each month. Every month we should receive the previous month’s data only, with the exception of SSNs previously processed and returned in analysis as
  - Non Ticket Holders (Status Code Value 1)
  - Assigned to another EN or State VR agency (Status Code Value 3)
  - Ticket is not currently assignable (Status Code Value 8)
Requirements for eTicket Assignment Files (continued)

• When assigning a Ticket, submit only
  o SSN
  o IPE Date
  o VREN Identifier

• When unassigning a Ticket, submit only
  o SSN
  o Unassignment Date
  o VREN Identifier
## Naming the data columns

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td>Social Security Number with dashes</td>
<td>IPE date mm/dd/yyyy</td>
<td>Unassignment Date mm/dd/yyyy</td>
<td>Blank column</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3</td>
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<tr>
<td>4</td>
<td></td>
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</tr>
</tbody>
</table>
1. Joe Ticketholder who’s SSN is 123-45-6789, his IPE date is December 3, 2013
2. Ana Ticketholder who is unassigning her ticket as of January 12, 2014. Her SSN is 987-65-4321
3. Tom Ticketholder’s SSN is 111-11-1111 and his IPE date is December 24, 2013

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>123-45-6789</td>
<td>12/03/2013</td>
<td></td>
<td></td>
<td>JT6789</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>987-65-4321</td>
<td>01/12/2014</td>
<td></td>
<td></td>
<td>AT4321</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>111-11-1111</td>
<td>12/24/2013</td>
<td></td>
<td></td>
<td>TT1111</td>
<td></td>
</tr>
</tbody>
</table>
Submitting eTicket Files
Naming the eTicket Assignment Files

• Required File Name
  – State abbreviation, DUNS number, underscore, VREN, underscore, month, day, year (MM/DD/CCYY format), underscore, and the word “RAW” (raw data)
    • VA123456789_VREN_01152014_RAW.txt
  – Analysis File’s Name
    • VA123456789_VREN_01152014_SYS.txt
Open Excel and click ‘Save As’
Change the file type to CSV
File Naming Procedure

State (two letter abbreviation)
DUNS number
VREN
Date in the form mmddyyyy

File name: VA123456789_VREN_01152014_RAW
Change file extension to .txt
File view options
Change settings to unhide extensions
Change settings continued
Unclick hide extensions
.csv is now visible
Rename the file extension to .txt
File contains the .txt extension
Understanding the Analysis of eTicket Files
Explanation of Analysis

- OSM will send one comma delimited text analysis file with a .txt extension

- The file includes the data the VREN received plus the following data:
  - Header row
  - DUNS number
  - Status code value
  - Assignment Date (If status code value 2)
  - Name of Other EN or VR (If status code value 3)
### Status Code Value

<table>
<thead>
<tr>
<th>Status Code Value</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Beneficiary is not a Ticket Holder – Record is not in the database</td>
</tr>
<tr>
<td>2</td>
<td>Beneficiary is Assigned to the VREN submitting the file</td>
</tr>
<tr>
<td>3</td>
<td>Beneficiary is assigned to another EN or VR therefore we can't assign ticket</td>
</tr>
<tr>
<td>4</td>
<td>Ticket is terminated</td>
</tr>
<tr>
<td>5</td>
<td>Missing IPE date – only SSN provided by VREN</td>
</tr>
<tr>
<td>6</td>
<td>Unassignment date submitted by VREN is before Assignment date in the database</td>
</tr>
<tr>
<td>7</td>
<td>In-Use SVR status, Cost Reimbursement Payment Option – submit record in the proper file</td>
</tr>
<tr>
<td>8</td>
<td>Beneficiary is not assignable</td>
</tr>
<tr>
<td>9</td>
<td>Beneficiary is unassigned from the VREN submitting the file</td>
</tr>
<tr>
<td>10</td>
<td>Beneficiary had both IPE Date and Unassignment Date in the file submitted</td>
</tr>
<tr>
<td>11</td>
<td>Duplicate SSN</td>
</tr>
<tr>
<td>12</td>
<td>N/A</td>
</tr>
<tr>
<td>13</td>
<td>Ticket never assigned in the database</td>
</tr>
<tr>
<td>14</td>
<td>IPE Date submitted by VREN is before Unassignment Date in the database – Not currently used</td>
</tr>
<tr>
<td>15</td>
<td>N/A – No longer used</td>
</tr>
<tr>
<td>16</td>
<td>Previous CR paid, VREN received Cost Reimbursement (2002 to present) for the same ticket. Ticket cannot be assign, resubmit in your In-Use SVR eFile</td>
</tr>
<tr>
<td>17</td>
<td>Previous successful closure, For VRENs that chose phase 1 milestones option. Ticket cannot be processed, assignment will be rejected</td>
</tr>
</tbody>
</table>
Example of Analysis

<table>
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<tr>
<th>A</th>
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<th>I</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SSN</td>
<td>IPE Date</td>
<td>Unassignment Date</td>
<td>VREN identifier</td>
<td>DUNS</td>
<td>Status Code Value</td>
<td>Assignment Date</td>
<td>Name of Other EN or VR</td>
</tr>
<tr>
<td>3</td>
<td>345-67-8901</td>
<td>2/1/2010</td>
<td></td>
<td>34567</td>
<td>123456789</td>
<td>3</td>
<td></td>
<td>VA-ACME EN</td>
</tr>
<tr>
<td>4</td>
<td>123-45-6789</td>
<td>3/13/2011</td>
<td></td>
<td>12345</td>
<td>123456789</td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>123-45-6789</td>
<td>4/15/2013</td>
<td></td>
<td>12345</td>
<td>123456789</td>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>987-65-4321</td>
<td></td>
<td></td>
<td>98765</td>
<td>123456789</td>
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</tbody>
</table>

- Record was assigned effective 1/1/2010
- Beneficiary’s ticket is currently assigned to EN-ACME EN
- Beneficiary was unassigned
- Previous CR paid
- Previous successful closure
Closing Items
Coming Soon!

- An interactive practice module will be available on yourtickettowork.com in the coming days so that you may test your proficiency in submitting efiles.
- Effective February 1, 2014, efiles will be processed automatically.
- We encourage you to take the time to complete this module so that your files will be correct and accepted the first time, every time.
- The module will contain a completion certificate which you will then send to SVRhelpdesk@yourtickettowork.com
Announcement

• The next quarterly call for VRENs is in April 2014 and we will cover information on ePay. In the meantime VRENs will continue to submit payments in the usual process.
Secure Provider Portal

The Portal is available for use 24 hours a day, seven days a week. In the Portal, VRENS can:

- Submit Ticket queries
- Check assignability
- View reports
- Search payment information

Portal resource sheets are available on the website at: https://yourtickettowork.com/web/ttw/resource-documents

Portal Help Desk
1.866.949.3687
(Select the option for the systems help desk)

or ENSystemsHelp@yourtickettowork.com
Contact Us

• Please Contact your OSM staff for Further Details at SVRhelpdesk@yourtickettowork.com

• You can reach us by dialing **866.949.3687** or contacting the Payments Help Desk at ENPaymentsHelpDesk@yourtickettowork.com