Social Security’s Ticket to Work

All Employment Network (EN) Payments Call
Agenda

1. Welcome
2. Announcements
3. End-of-Year Statistics
4. 2020 TWL/SGA/Blind SGA Amounts
5. VREN Ticket Assignability
6. Phase 1 Milestone Eligibility with Successful VR Closure
7. New 18-Month Look Back Tool
8. Resources
9. Question and Answer Forum
Announcements

- The deadline for submitting the annual Security Awareness Training certification using form SSA-222 and the Addendum is February 28, 2020
  - All Employment Network (EN) staff are required to complete the Security Awareness Training by this date

- This year, like last year, your EN will need to sign and submit the Addendum electronically
  - Additional information on completing the form electronically and general submission guidelines are available at yourtickettowork.ssa.gov/resources/resource-documents.html
  - Download the 2020 Completing Security Awareness using an Electronic Signature – Presentation located under the Program Resources header
End-of-Year Statistics

- **Total dollars paid:** $92,953,933
- **Total denials:** 59,073
- **Total payments:** 155,121
- **Split Payment with dollars paid:** $5,157
- **Most common denial reason:** (02) Beneficiary Receiving Federal Cash Benefits
ePay Reminders

- **REMINDER 1:** You may submit your payment request through the Ticket Portal instead of waiting for ePay

- **REMINDER 2:** Phase 1 Milestones are not paid through ePay
  - ENs must request Phase 1 Milestones through the Ticket Portal

- **REMINDER 3:** Unassigned Tickets are not included in ePay

- **REMINDER 4:** ENs must have passed their annual Services and Support review
2020 Trial Work Level / Substantial Gainful Activity Levels

- **Trial Work Level (TWL):** $910.00
- **Substantial Gainful Activity (SGA):** $1,260.00
- **Blind SGA:** $2,110.00
VREN Ticket Assignability

- SSA will only pay a State VR agency under one payment system per beneficiary
  - A State VR agency cannot assign the Ticket when they previously served the beneficiary under cost reimbursement and were paid under cost reimbursement
  - If the State VR agency closes a cost reimbursement case for which they were not paid and subsequently opens a Ticket program case on the same person, the Ticket case must be based on a new IPE date, which cannot be retroactive to cover the previous period of VR

- **Policy Exceptions**: A State VR agency may open a Ticket assignment case on a beneficiary previously served under cost reimbursement if:
  - No cost reimbursement payment was made on behalf of the beneficiary since January 1, 2002; or
  - Cost reimbursement was made since January 1, 2002, but not under the current Ticket (i.e., the beneficiary was issued a second Ticket based on a new period of disability)
VREN Ticket Assignability Scenarios

- State VR agency acting as an EN (VREN) served the beneficiary under the Cost Reimbursement (CR) payment method and a payment was made to the State VR agency after January 1, 2002 on the current Ticket
  - Same VREN **cannot** assign the Ticket under the EN Payment method

- VREN served the beneficiary under the CR payment method and no CR payment was made to the State VR agency after January 1, 2002
  - Same VREN **can** assign the Ticket under EN Payments method with a new IPE

- VREN served the beneficiary under the CR payment method and a CR payment was made to the VREN after January 1, 2002 under a prior Ticket
  - Same VREN can assign the Ticket under the EN payment method because a new Ticket was issued due to a new period of disability
Phase One Milestone Eligibility with Successful VR Closure

- TPM will use the 18-month look-back period to identify if any VR’s closed their claim successfully (i.e. successful closure) for the beneficiary in question, prior to Ticket assignment, to determine initial eligibility for Phase 1 Milestone payments.

- **If a successful closure is found during the 18-month look-back period**, the EN is **not** eligible for Phase 1 Milestone payments.

- **If no successful closure is found during the 18-month look-back period**, the EN **may be** eligible for Phase 1 Milestone payments:
  - If a VR successfully closed a case **more than 18 months** in the past, the rule is to do a normal look back for TWL earnings and not automatically disqualify the EN for Phase 1 Milestone payment.

- This policy applies to all payments submitted on and after February 1, 2020.
New 18-Month Look Back Tool (1 of 4)

- Date of Successful VR Case Closure box has been added to the 18-Month Look Back Tool
### New 18-Month Look Back Tool (2 of 4)

- For cases closed by a State VR agency after January 1, 2002:
  - If the successful closure was within 18 months prior to Ticket assignment date, Phase 1 Milestones are not available
  - If the Ticket Portal contains multiple closures, use the most recent successful closure

### 18-Month Look Back Tool

<table>
<thead>
<tr>
<th>EN Name</th>
<th>Beneficiary's Name</th>
<th>DUNS</th>
<th>SSN</th>
</tr>
</thead>
</table>

**MILESTONE 4**

**MILESTONE 3**

**MILESTONE 2**

**MILESTONE 1**

|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|

- **Enter Ticket Assignment Date in Red Box Below MM/YYYY**
- **Enter Date of Disability Onset in Red Box Below MM/YYYY**
- **Enter Most Recent Date of Successful VR Case Closure in Red Box Below MM/YYYY**

- **Enter an X below each month with earnings above the Trial Work amount for that year**

---

*All EN Payments Call | 1/28/2020*

---

**10**
New 18-Month Look Back Tool (3 of 4)

- If the successful closure is outside the 18 months prior to Ticket assignment, Phase 1 Milestones are available if all other payment criteria are met.
New 18-Month Look Back Tool (4 of 4)

- As earnings are entered, the tool will still update to display milestone availability based on 18-month look-back earnings exclusions.
Resources (1 of 2)

- 2020 Completing Security Awareness using an Electronic Signature – Presentation
  - [yourtickettowork.ssa.gov/resources/resource-documents.html](http://yourtickettowork.ssa.gov/resources/resource-documents.html)

- 18 Month Look Back Tool
  - [yourtickettowork.ssa.gov/resources/resource-documents.html](http://yourtickettowork.ssa.gov/resources/resource-documents.html)
Resources (2 of 2)

- **Phone**
  - Monday thru Friday 9 a.m. – 5 p.m. ET
    - Option 1: Payments Help Desk; Option 2: Systems Help Desk

- **Email**
  - For payment issues:
    enpaymentshelpdesk@yourtickettowork.ssa.gov
  - For questions and issues related to Ticket assignment, the service provider website and the Ticket Portal:
    ensystemshelp@yourtickettowork.ssa.gov
Questions?

Dial *1 to add yourself to the queue for questions
Dial *2 to remove yourself from the queue if your question has already been answered