



Ticket Work

The Ticket to Work and Self-Sufficiency Program

Quick Guide for the Ticket Assignment Process

Reference Guide for State Vocational Rehabilitation Agencies

January 2007

State Vocational Rehabilitation (VR) Handbook

This document provides State Vocational Rehabilitation (VR) Agencies a quick reference guide on Ticket assignment. The handbook explains the necessary first steps to begin working with a Ticket-holder. If you have any questions about the process of having a beneficiary assign a Ticket to your VR Agency, please call MAXIMUS at 1-866-YOURTICKET or 1-866-TDD2WORK.

The beneficiary receives a Ticket

Beneficiaries eligible to receive a Ticket under the Ticket to Work and Self-Sufficiency Program will receive Ticket packages from the Social Security Administration headquarters in Baltimore, MD. The package includes basic information about the Ticket Program and an individualized “Ticket to Work” and MAXIMUS toll-free numbers, 1-866-968-7842 and 1-866-TDD2WORK. Beneficiaries may call this number for information about the program and to acquire information about State VR Agency locations and Employment Networks (ENs) available to serve them in their community.

The beneficiary may:

- Call the MAXIMUS toll-free number for Program and local State VR Agency and EN information,
- Research available State VR agencies and ENs on the Ticket website at www.yourtickettowork.com,
- Contact the local Social Security Administration field office for information,
- Take the Ticket to a State VR Agency or EN or,
- Not use or delay using the Ticket

Protection from Continuing Disability Reviews (CDRs)

If a beneficiary is participating in the Ticket to Work Program, the Social Security Administration will not begin a medical Continuing Disability Review (CDR) during the period in which the beneficiary is using a Ticket. CDRs are reviews that are conducted by the Social Security Administration to determine if a beneficiary still has a disability under Social Security guidelines. If the Social Security Administration finds that a beneficiary is considered no longer disabled, it may stop benefits. Beneficiaries who receive notice of a CDR before they have assigned their Ticket will be required to complete the review.

The beneficiary decides to use the Ticket and calls MAXIMUS

MAXIMUS provides information about State VR Agencies and ENs in the area including contact information and the services the State VR Agency or EN provide. The beneficiary may contact the State VR Agency or EN and arrange meetings to discuss employment goals and services sought. The beneficiary may choose to talk with the State VR Agency and several ENs before making a decision about Ticket assignment.

The Ticket is available for assignment

When the beneficiary chooses to work with State VR, the rehabilitation counselor should call MAXIMUS to ensure that the Ticket is available for assignment. Call 1-866-YOURTICKET or 1-866-TDD2WORK to check the status of a specific Ticket with a Ticket Services Coordinator.

After verifying with MAXIMUS that the beneficiary's Ticket is available for assignment, the rehabilitation counselor and the beneficiary will work together to develop an Individualized Plan for Employment (IPE). After the IPE is signed, the State Vocational Rehabilitation Agency Ticket Assignment Form (SSA-1365) must also be completed and signed by the beneficiary and the rehabilitation counselor and sent to MAXIMUS.

State VR Agency Ticket Assignment

If the State VR Agency elects to serve the Ticket-holder via the Cost Reimbursement payment method or to serve the Ticket-holder via the State VR Agency's Employment Network payment system of record then it must indicate that payment selection on the State Vocational Rehabilitation Ticket Assignment Form (SSA-1365) sent to MAXIMUS. The form can be faxed to 703-683-3289 or mailed to MAXIMUS Ticket to Work, P.O. Box 26368, Alexandria, VA 22313.

Notification of Ticket Assignment

After receiving the completed State Vocational Rehabilitation Ticket Assignment Form (SSA-1365), the beneficiary's Ticket is assigned to the State VR Agency. A confirmation of the Ticket assignment will be mailed to the State VR Agency from MAXIMUS. MAXIMUS will contact the rehabilitation counselor if for any reason the Ticket assignment process is interrupted. The Ticket assignment date will be the date that the State Vocational Rehabilitation Ticket Assignment Form (SSA-1365) was signed by the beneficiary and rehabilitation counselor.

Unassignment of a Ticket

A beneficiary may take his/her Ticket out of assignment or retrieve the Ticket to receive services from a new EN or State Vocational Rehabilitation Agency. The beneficiary must notify MAXIMUS in writing if he/she wishes to have the Ticket unassigned. The letter does not need to indicate a reason for unassigning the Ticket. The letter to MAXIMUS will need to include the beneficiary's name and Social Security Number, and the name and EIN number (if possible) of the State VR Agency where the Ticket was assigned. MAXIMUS will provide written notification to the beneficiary and State VR Agency that the Ticket is considered "unassigned".

Reassigning a Ticket

A beneficiary may reassign his/her Ticket to a new EN or State Vocational Rehabilitation Agency (State VR). To do so, the beneficiary must notify MAXIMUS in writing that he/she wishes to have the Ticket unassigned. The beneficiary may then contact other ENs or the State VR Agency and complete a new assignment process. **The beneficiary will have a three-month period in which to reassign the Ticket without being subject to a medical Continuing Disability Review.** This extension period is only available if the beneficiary's Ticket was "in-use" when they chose to reassign the Ticket.