

TICKET-TO-WORK INSTRUCTIONS FOR DVR COUNSELOR

Ticket holders who are DVR consumers

1. Letter is sent from Central Office 10/25 (Include "Answering Questions" and "Let DVR Be Your Ticket Provider"). Counselor is notified when letters are sent.
2. Consumer receives ticket between November 2002 and February 2003. If consumer has not discussed assigning ticket by March then DVR Counselor sends 2nd letter (along with "Let DVR Be Your Ticket Provider" and "How To Choose Your Ticket Provider").
3. Consumer calls DVR Counselor and makes appointment to discuss assigning ticket.
4. DVR Counselor calls Maximus (1-866-968-7842 or 1-866-833-2967 TTY) to verify ticket availability.
5. Counselor discusses the following options with consumers:
 - a. Assign ticket to DVR.
 - b. Assign ticket to an EN.
 - c. Not to assign ticket to any provider.Counseling and Guidance should be provided regarding the decision on when and if to assign the ticket. Inform consumer of regulations related to the suspension of CDR's while ticket is being used. See Federal Register section 411.191 and Cornell Policy and Practice Brief page 16.
6. Document consumer's decision in case notes.

A. If consumer wishes to assign ticket then:

1. Complete form SSA-1365 on or after the date the IPE is signed. Mark "Cost Reimbursement Payment System" in #7 of SSA-1365. (When partnering with EN or if ticket was previously assigned to another EN then mark "State VR agency's EN payment system.")
2. Give Benefits Plus brochure to consumer. Also remind consumer of appeal rights as outlined in Consumer Guide.
3. Fax SSA-1365 to Maximus (703-683-3289) using the ticket assignment fax sheet and fax the form to Central Office Attn: Ticket to Work (502-564-1268). Give copy to consumer.
4. Continue rehabilitation process.
5. Receive confirmation by mail that Maximus has assigned ticket to DVR.
6. When case is closed successfully, wait for notification from SSA Coordinator to send requested documentation (same procedure as before Ticket to Work).

B. If ticket is assigned to another EN:

1. Provide guidance and counseling to consumer on benefits of reassigning ticket to DVR. If agreeable, ask consumer to notify Maximus in writing to unassign ticket from current EN. Go to (A.1) above to assign ticket to DVR.
2. If the consumer decides not to reassign ticket to DVR then determine if an agreement is already in place with an EN. If agreement is in place follow terms of agreement. If no agreement exists explore developing a partnership with EN and obtain agreement. Assistance with agreement may be provided by District Ticket to Work Specialist. All proposed agreements must be submitted to Central Office, Attn: Ticket to Work, for approval and appropriate signature. Once approved you will receive a copy for case file.
3. Continue rehabilitation process. If the ticket is held by an EN keep in mind that DVR cannot pay the EN for the services they agreed to provide on the IWP.

NOTE: DVR can always develop partnership with EN. If ticket is ever reassigned to an EN then return to (B.2) above and work to develop partnership with EN.

C. If consumer does not wish to assign ticket then:

1. Serve like any other case.
2. Inform consumer that SSA may initiate a medical review.
3. DVR may apply for cost reimbursement on pipeline cases as long as ticket is not assigned to another EN prior to reimbursement.

Ticket holders who are not current DVR consumers

1. Beneficiary receives ticket and calls Maximus.
2. Maximus provides information on DVR and ENs in area.
3. Consumer calls DVR Ticket to Work Information toll free number (877-850-0055). Phone representative checks in CMS for possible DVR status and refers to local office.
4. DVR follow-up information letter sent to potential consumer with DVR information ("How to Choose Your Ticket Provider" and "Let DVR Be Your Ticket To Work Provider") and copied to DVR office.
5. If individual is interested he or she may call DVR Counselor and make appointment to apply for services.
6. DVR Counselor calls Maximus (1-866-968-7842 or 1-866-833-2967 TTY) to verify ticket availability.

7. Counselor discusses the following options with consumers:
 - a. Assign ticket to DVR.
 - b. Assign ticket to an EN.
 - c. Not to assign ticket to any provider.

Counseling and Guidance should be provided regarding the decision on when and if to assign the ticket. Inform consumer of regulations related to the suspension of CDR's while ticket is being used. See Federal Register section 411.191 and Cornell Policy and Practice Brief page 16.

A. If consumer wishes to assign ticket then:

1. Complete form SSA-1365 on or after the date the IPE is signed. Mark "Cost Reimbursement Payment System" in #7 of SSA-1365. (When partnering with EN or if ticket was previously assigned to another EN then mark "State VR agency's EN payment system").
2. Give Benefits Plus brochure to consumer. Also remind consumer of appeal rights as outlined in Consumer Guide.
3. Fax SSA-1365 to Maximus (703-683-3289) using the ticket assignment fax sheet and to Central Office Attn: Ticket to Work (502-564-1268). Give copy to consumer.
4. Continue rehabilitation process.
5. Receive confirmation by mail that Maximus has assigned ticket to DVR.
6. When case is closed successfully, wait for notification from SSA Coordinator to send requested documentation (same procedure as before Ticket to Work).

B. If ticket is assigned to another EN:

1. Provide guidance and counseling to consumer on benefits of reassigning ticket to DVR. If agreeable, ask consumer to notify Maximus in writing to unassign ticket from current EN. Go to (A.1) above to assign ticket to DVR.
2. If the consumer decides not to reassign ticket to DVR then determine if agreement is already in place with EN. If agreement is in place, follow the terms of the agreement. If there is no agreement present explore developing a partnership with EN and obtain agreement. Assistance with agreement may be provided by District Ticket to Work Specialist. All proposed agreements must be submitted to Central Office, Attn: Ticket to Work, for approval and appropriate signature. Once approved you will receive a copy for case file.
3. Continue rehabilitation process. If the ticket is held by an EN keep in mind that DVR cannot pay the EN for the services they agreed to provide on the IWP.

NOTE: DVR can always develop partnership with EN. If ticket is ever reassigned to an EN then return to (B.2) above and work to develop partnership with EN.

Ticketholder is referred to DVR by the EN

1. EN sends referral to DVR along with current IWP.
2. DVR Counselor obtains copy of EN agreement.
3. DVR Counselor meets with consumer to discuss IWP.
4. Using the IWP as a guide, the Counselor assists the consumer in developing an IPE consistent with the EN agreement. If the DVR Counselor does not agree with IWP (i.e. vocational goal or services), the Counselor may recommend changes to be negotiated between the consumer, EN and DVR. If an agreement cannot be reached the consumer may be served under a new IPE without partnering with the EN.

INFORMATION SHEET

MAXIMUS Ticket to Work
ATTN: Ticket Assignment
P.O. Box 25105
Alexandria, VA 22313
Phone: 1/866-968-7842
TTY: 1/866-833-2967
Fax: 703-683-3289

Helen Martin, SSI/SSDI Coordinator
Dept. of Vocational Rehabilitation
301 East Main Street
National City Bank Plaza
Lexington, KY 40507
Phone: 859-246-2636
Fax: 859-246-2191

Ticket to Work Information
Dept. of Vocational Rehabilitation
209 St. Clair Street
Frankfort, KY 40601
Phone: 1/877-850-0055
Fax: 502-564-1268

Mindy Yates, Director
Dept. of Vocational Rehabilitation
209 St. Clair Street
Frankfort, KY 40601
Phone: 1/800-372-7172
Fax: 502-564-1268

HELPFUL WEB SITES

- <http://www.yourtickettowork.com> (general information from Maximus)
- http://www.ssa.gov/work/Ticket/ticket_info.html (general information and regs. from SSA)
- <http://www.ccer.org/twwiia/States.htm> (for information on other states)
- <http://www.gwu.edu/~rrcep/LIVE%20SATELLITE%20BROADCAST.htm> (scroll down page to reach policy briefs and comments)

