

# *Just the Facts on Ticket to Work*

Social Security Administration (SSA) mails “Tickets” to eligible Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) recipients nationally. If you are between the ages of 18 and 65 and currently receiving disability related payments under either of these programs, you are eligible for a Ticket to Work “Ticket” (see picture of Ticket below). The Ticket can be used to choose an Employment Network (EN) for help in returning to or maintaining work.

- ❖ Participation in the program (using your Ticket) is voluntary for the beneficiaries. Beneficiaries **DO NOT** have to use their Ticket to keep their benefits.
- ❖ You can use your Ticket and get services from the State Vocational Rehabilitation (VR) agency *or* from a private EN. EN’s are private or government agencies that have agreed to work with SSA in providing employment services to beneficiaries with disabilities under the Ticket to Work program.
- ❖ Participants using their “Ticket” can receive employment, vocational or other services to help them go to work or maintain work.
- ❖ When the State VR agency/or EN and a Ticket holder agree to work together, the Ticket is “assigned” or put “In-use” to that EN or State VR agency after a Work Plan is developed and signed by both parties.
- ❖ If you choose employment services from the State VR agency you will sign an Individual Plan for Employment (IPE) and your Ticket will automatically be put into “In-Use” status. To remove the Ticket from “In-Use” status and assign your ticket to a different State VR agency or private EN the State VR case will need to be closed.
- ❖ When you choose a private EN to work with, sign an Individual Work Plan (IWP) and Ticket assignment form, you will be assigning your Ticket to that EN. If you are ever unhappy with services that EN provides you, you can always “un-assign” the Ticket by contacting Maximus.
- ❖ **MAXIMUS, INC.** is a private company that SSA contracts with to manage the Ticket to Work program. Maximus can answer questions about Ticket to Work, help you with Ticket assignment and provide contact information of other EN’s that may be available.
- ❖ Besides the option to choose service providers, the Ticket offers you another benefit. SSA will not do continuing disability reviews (CDR) of your medical condition while they consider you to be “using” your ticket. Using your “Ticket” means that you are in a work plan with either the State VR agency or a private EN.

## Common Consumer Questions

### **Q: How do I get a Ticket?**

**A:** Once you become “Ticket Eligible” (age 18 – 65 & in current pay status), you will get a letter that explains the Ticket process along with the Ticket and a list of providers in your area. If you don’t get a Ticket in the mail, lose your Ticket, or if you want to check eligibility, your first step is to contact **MAXIMUS at 1-866-968-7842 (voice) or 1-866-833-2967 (TTY)**  
Maximus website: [www.yourtickettowork.com](http://www.yourtickettowork.com)

### **Q: How do I use the Ticket once I get it?**

**A:** Once you get the Ticket and information, you should review the list of providers and decide who you would like to contact. Always ask the provider what services they will be offering you directly. Information and referral to other agencies are not considered employment services. Once you choose an agency that you want to work with and they agree to take your Ticket, then the EN will let you know what their process is for getting services.

### **Q: Does the EN have to take my Ticket and offer me services?**

**A:** A private EN is not required to take your Ticket or offer you services. The State VR agency is required, by the Federal government, to presume an SSA Disability beneficiary eligible for services. The State VR agency still has to make the determination that you will benefit from services prior to providing the services to you.

### **Q: Do I have to go back to work? If I don’t go back to work, will my benefits be affected?**

**A:** Working and receiving any income may have an effect on some or all of the benefits you receive (medical, housing, social security, food stamps, etc.). There are programs such as the Employed Persons with Disabilities program (EPD), which gives individuals with disabilities the opportunity to receive Medicaid while earning wages. You are encouraged to seek benefits counseling to learn how earned income may impact your benefits. This is a critical factor in determining if the Ticket to Work would be beneficial to you.

### **Q: Whom do I contact for benefits counseling?**

**A:** Disability Rights Oregon and the Work Incentive Network (WIN) provides benefits counseling.

**Disability Rights Oregon: Voice:** 503-243-2081 or 1-800-452-1694

**E-mail:** [pfw@disabilityrightsoregon.org](mailto:pfw@disabilityrightsoregon.org)

**Website:** [www.disabilityrightsoregon.org](http://www.disabilityrightsoregon.org)

**Work Incentive Network (WIN):** [www.win-oregon.com](http://www.win-oregon.com)


**Q: Who do I contact to get information on the State of Oregon Vocational Rehabilitation agency?**

**A:** For more information regarding the Ticket to Work Program with the Oregon Office of Vocational Rehabilitation Services (OVRs) contact: Eugenia M. Cox at Phone: (541)259-5896, Toll Free: (877) 277-0513, Fax: (541) 259-5857 or E-mail: [eugenia.m.cox@state.or.us](mailto:eugenia.m.cox@state.or.us)

**Q: What does a “Ticket” look like?**

**A:** This is what a Ticket to Work “Ticket” looks like:

<b>Social Security Administration</b>	
<b>Ticket to Work and Self-Sufficiency</b>	
Ticket Number	123-45-6789TW
Claim Account Number	987-65-4321 W
Issue Date	



This ticket is issued to you by the Social Security Administration under the Ticket to Work and Self-Sufficiency Program. If you want help in returning to work or going to work for the first time, you may offer this ticket to an Employment Network of your choosing or take it to your State vocational rehabilitation agency for services. If you choose an Employment Network and it agrees to take your ticket, or if you choose your State agency and you qualify for services, these providers can offer you services to help you go to work.

An Employment Network provides the services at no cost to you. The Social Security Administration will pay the Employment Network if you assign your ticket to it, and the Employment Network helps you go to work and complies with other requirements of the Program. An Employment Network serving under the Program has agreed to abide by the rules and regulations of the Program under the terms of its agreement with the Social Security Administration for providing services under the Program. Your State agency can tell you about its rules for getting services.

*James B. Bennett*  
Commissioner of Social Security