



Introducing...

the New Provider Helpline

1-866-949-ENVR (3687)

In order to enhance the customer service for the providers in the Ticket to Work Program, the Employment Networks and state Vocational Rehabilitation agencies, MAXIMUS has created a separate toll-free number specifically for service providers.

This new service for ENs and state VR agencies lets you get straight through to the EN and VR experts in the MAXIMUS Education and Communications Department. Along with helping you with all of your questions about the New Ticket to Work Program Regulations, these EN/VR specialists can assist you with the day-to-day functions of your EN or VR.

Reasons to Call the New Provider Hotline:

- Get the latest information about the New Ticket Program regulations
- Explanation of the new payment system, allowing for increased revenue
- Help with creating an Individual Work Plan (IWP)
- Checking the status of a payment request or Ticket assignment
- Confirming the eligibility of a Ticket-holder*

* Please Note: While we will happily take any of your calls, if you wish to check the assignability of more than two Ticket-holders, please fax the list to us at 703-683-0957. You will receive a response within one business day. This will allow us to provide you with the highest level of service on your more technical questions.

We look forward to hearing from you soon!
