# TICKET to Work | ENEssentials

**Thank you for joining today's EN Essentials Session.**

**We'll begin at 1:00 p.m. ET.**

**You will not hear audio or see captions until we begin.**

SOCIAL SECURITY ADMINISTRATION

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# Taking a Deeper Dive Into Payments

**March 13, 2024**

# Agenda - Taking a Deeper Dive into Payments

☑ Logistics and Introductions

☑ Payment Denials

☑ Ticket Unassignment

☑ Payment Reminders

☑ Questions and Answers

# Logistics

- TPM is recording and capturing the transcript from today's meeting and will make it available on the Your Ticket to Work website at *EN Essentials Learning Events.*

- Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff are not permitted to record this meeting nor capture the transcript.

- Please feel free to ask a question in the MS Teams chat section.
  - Please refrain from answering questions in the chat intended for TPM or SSA staff.

- You may send additional questions or comments to:  *ENOperations@yourtickettowork.ssa.gov*

- Closed Captioning is available for participants who join using the MS Teams Application or by using the closed captions link provided in the GovDelivery email announcement for today's call.
  - To turn on Closed Captions in MS Teams, go to the three ellipses at the top of the MS Teams window; click on "More"; scroll down the list to "Language and Speech" then click on "Turn on live captions."
  - When using the link option, paste the link in the browser and it will open a separate window to view closed captions.

# Introductions

**Moderator:**
**Derek Shields**
*Senior EN Development and Training Manager*
*Ticket to Work Program Manager*

**Presenter:**
**Nicole Black**
*Payments Manager*
*Ticket to Work Program Manager*

**ENEssentials**

# Payment Denials

# Payment Denials

- TPM processes payment requests using all available information to determine if an EN is eligible for payment.

- This information includes forms and supporting documentation from Social Security's database.

- When TPM denies a payment request, staff assigns a payment denial reason.

- Each denial will appear in the Ticket Portal under "List Payments Already Made to Me"
  - ENs must select "Include Denials" using the Reference Number or Work Case (WC) Number associated with the specific payment request.

- Each denial reason is associated with a Payment Denial Code in the Ticket Portal.

# Resource: Payment Denial Reasons

- To view a thorough explanation of denial reasons, refer to *Payment Denial Reasons under the Ticket to Work Program.*

- The document provides:
  - Tips for avoiding payment denials
  - Listing of all payment denial reasons with corresponding payment denial codes

**Payment Denial C**

Code 1 – Ticket Termina
Code 2 – Beneficiary Re
Code 4 – Earnings Do N
Code 5 – Maximum Out
Code 6 – Insufficient Do
Code 7 – Payment Mad
Code 8 – Due to VR Se
Code 9 – Other
Code 10 – Earnings Am
Code 12 – Not Eligible f
Code 13 – Ticket Not As
Code 14 – Claim Month
Code 15 – No Response
Code 16 – Cost Reimbu
Code 17 – Outcome Pe
Code 19 – Certification
Code 21 – Duplicate Re
Code 22 – Plan Not Tim
Code 23 – Cannot Pay
Code 24 – Did Not Rend
Code 25 – Contract Ter
Code 26 – Primary Evid
Code 27 – Suspended
Code 28 – EN Only Ent
Code 29 – Outcome On
Code 30 – Payments M
Code 31 – Ticket Assign

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# Tips to Avoid Payment Denials #1

**Ticket assignment:** Confirm that the beneficiary's Ticket was assigned to your EN during the applicable claim period/month.

## Tips to Avoid Payment Denials #2

**First Available Claim Month:** Confirm that the first claim submitted is the month after the Ticket assignment date.

- Ticket Assignment Date is the date SSA receives the beneficiary's Individual Work Plan (IWP) or the EN submits for the Ticket assignment using the electronic Ticket Assignment Request (TAR) process.



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## Tips to Avoid Payment Denials #3

**Prior VR Services:** Check the Ticket Portal to determine if the beneficiary has a previous history of working with a State Vocational Rehabilitation (VR) agency after January 2002 and whether their VR case was closed successfully.

- If prior VR services were provided under the VR Cost Reimbursement (CR) program and the case was closed successfully within 18 months prior to the Ticket assignment date, Phase 1 Milestones are not available to an EN.
- If the beneficiary's prior VR services were provided under the Ticket Program and the beneficiary did not have any record of a successful case closure within 18 months prior to Ticket assignment date, Phase 1 Milestone payments may be available.

## NOTE

**Phase 1 Milestones *are NOT available* if the VR received a CR payment.**

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# Tips to Avoid Payment Denials #4

**18-Month Look-Back:** Earnings at the Trial Work Level (TWL) during this period may impact the availability of some or all Phase 1 Milestones for that beneficiary.

- Earnings can appear at any time in SSA's database, usually months and sometimes years after earnings occur.
- Late posting of earnings may cause EN overpayments.
- The Look-Back period is for earnings 18 months (maximum) prior to the Ticket assignment date.
    - o The Look-Back period is for months between the date of disability onset and the beneficiary's Ticket assignment date. This period could possibly be less than 18 months.

# Tips to Avoid Payment Denials #5

**Documenting Earnings:** Check available sources of information on earnings to document the beneficiary's earnings during the claim period/month for which you are seeking payment.
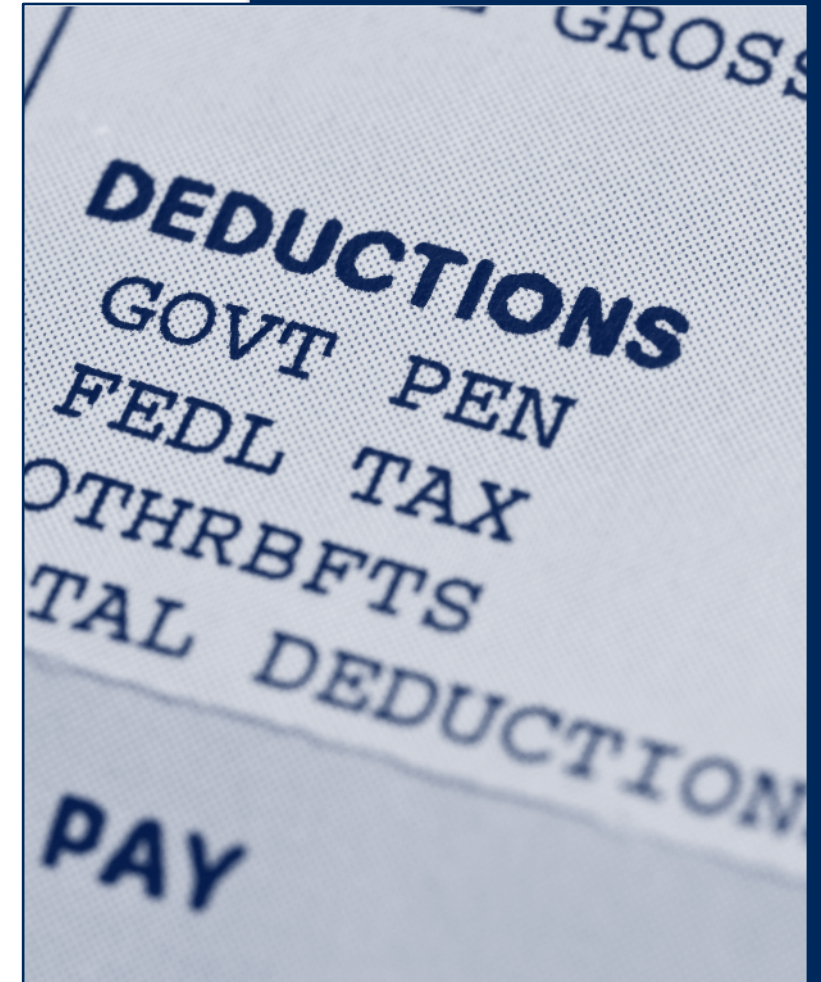


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# Payment Denial Reasons

# Top Reasons for Payment Denials

☑ **Code 2** Beneficiary Receiving Federal Cash Benefits

☑ **Code 15** No Response to Request for Documentation

☑ **Code 30** Payments Must be Made in Order

☑ **Code 40** Request Received More Than 24 Months after Claim Month

☑ **Code 43** Incorrect Phase 1 Claim Month Requested by EN

# Payment Denial Code 2

## Beneficiary Receiving Federal Cash Benefits

- **Code 2** indicates that the EN has submitted a claim for an outcome payment and the beneficiary is still receiving a Federal cash benefit.

- To receive outcome payments, a beneficiary must be in a suspense or non-pay payment status due to work and earnings.

- The EN should encourage wage reporting:
  - *Ticket to Work Program Fact Sheet: Preventing and Managing Overpayments (ssa.gov)*

- The EN should have the beneficiary contact their local Social Security Field Office if the EN knows that the beneficiary should not be receiving a Federal cash benefit.

# Payment Denial Code 15

**No Response to Request for Documentation**

- **Code 15** indicates that the EN **failed to respond to a request** to submit additional information or documentation.

- The EN must respond to a case in Diary status **within 9 business days**, or the request will be denied.
  - ENs should regularly check their pending payments in the Ticket Portal from the "View All Pending Payments for Me" screen.
  - A 'Y' will appear in the Diaries column if the case requires additional information.

**TIPS**

After submitting a request, monitor email for any response from TPM. *Respond immediately.*

ENs can *mail in proof of earnings* if they receive an outreach email for clear and legible documentation.

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# Payment Denial Code 30

**Payments Must be Made in Order**

- **Code 30** indicates that the EN submitted a request for a Phase 2 Milestone payment before all available Phase 1 Milestone payments were processed to completion.
  - Before a Phase 2 Milestone can be requested, all Phase 1 Milestones must be addressed
    - This means they must be either paid OR denied.

## TIP
**Keep track of each payment request and payment received for each beneficiary. The Ticket Portal is available 7 days a week in real time.**

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# Payment Denial Code 40

## Request Received More Than 24 Months after Claim Month

- **Code 40** indicates that the EN submitted a payment request for a claim month that was outside the 24-month timeframe
  - An EN shall **request a payment no later than 24 months** following the month the Ticketholder's work and earnings meet the criteria for SSA's payment criteria.
  - SSA will not accept payment requests for periods outside this 24-month window.

# Payment Denial Code 43

## Incorrect Phase 1 Claim Month Requested by EN

- **Code 43** indicates that a Phase 1 Milestone payment was requested but the attainment month is incorrect based on SSA earnings record or earnings provided.
  - If an EN submits an attainment month within 24 months of when the earnings were made but there is an earlier attainment month available in SSA's database, the case will be denied.
    - The correct attainment month will be provided in the denial comment.
  - The EN must submit a new payment request with the correct attainment month.
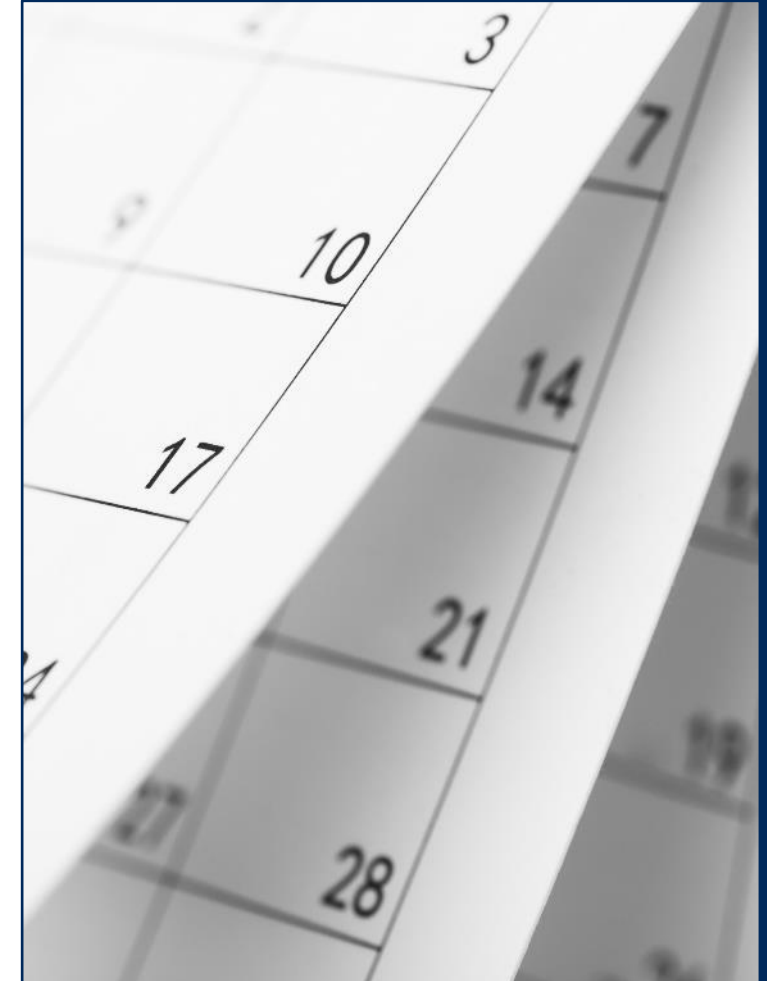
# Questions

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- Please feel free to ask a question in the MS Teams chat section.

- Please refrain from answering questions in the chat intended for TPM or SSA staff.

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  - Press *5 to raise your hand and we will unmute your phone.
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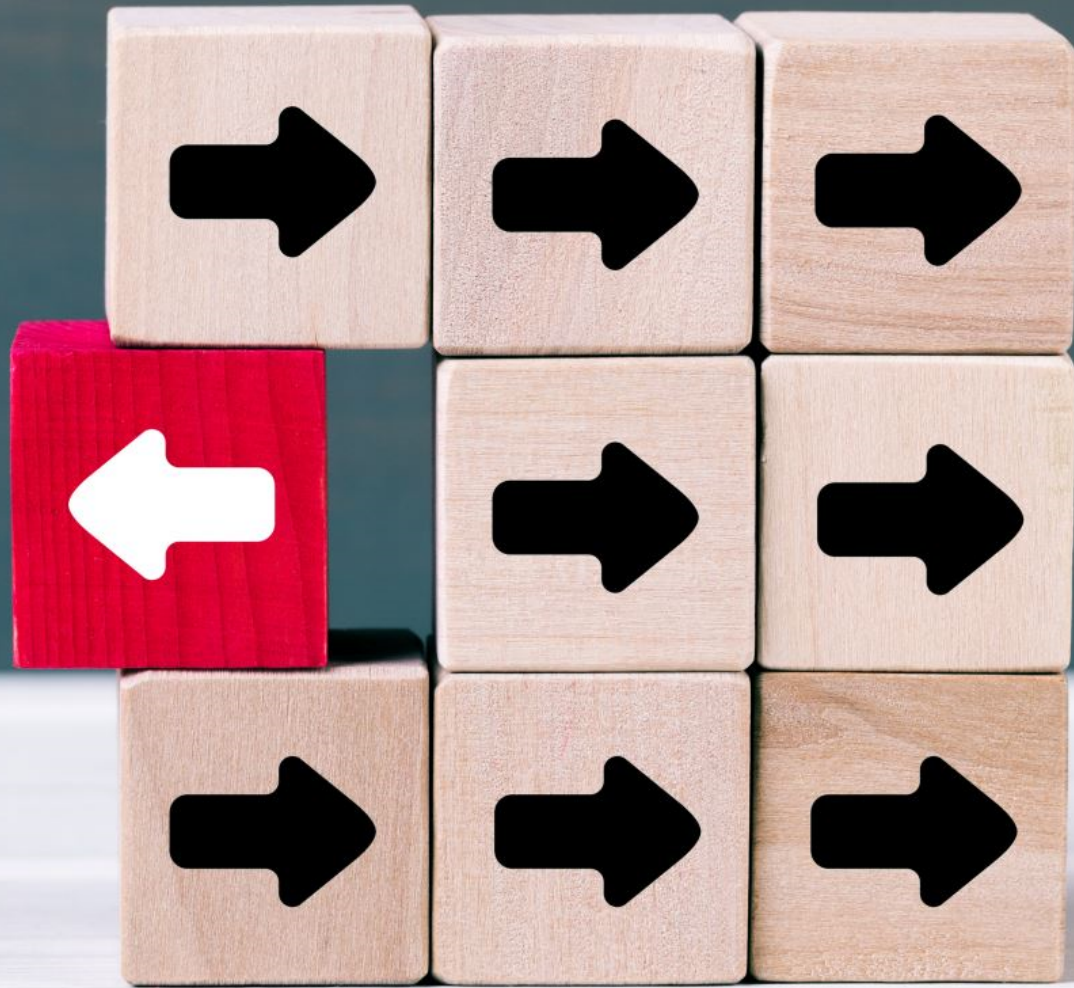
# Ticket Unassignment

# Ticket Unassignment

- In certain circumstances, an EN may be eligible for payment after a Ticket is unassigned.

- The unassignment requestor (EN or Ticketholder) determines whether the EN is eligible for payment.

Employment Network
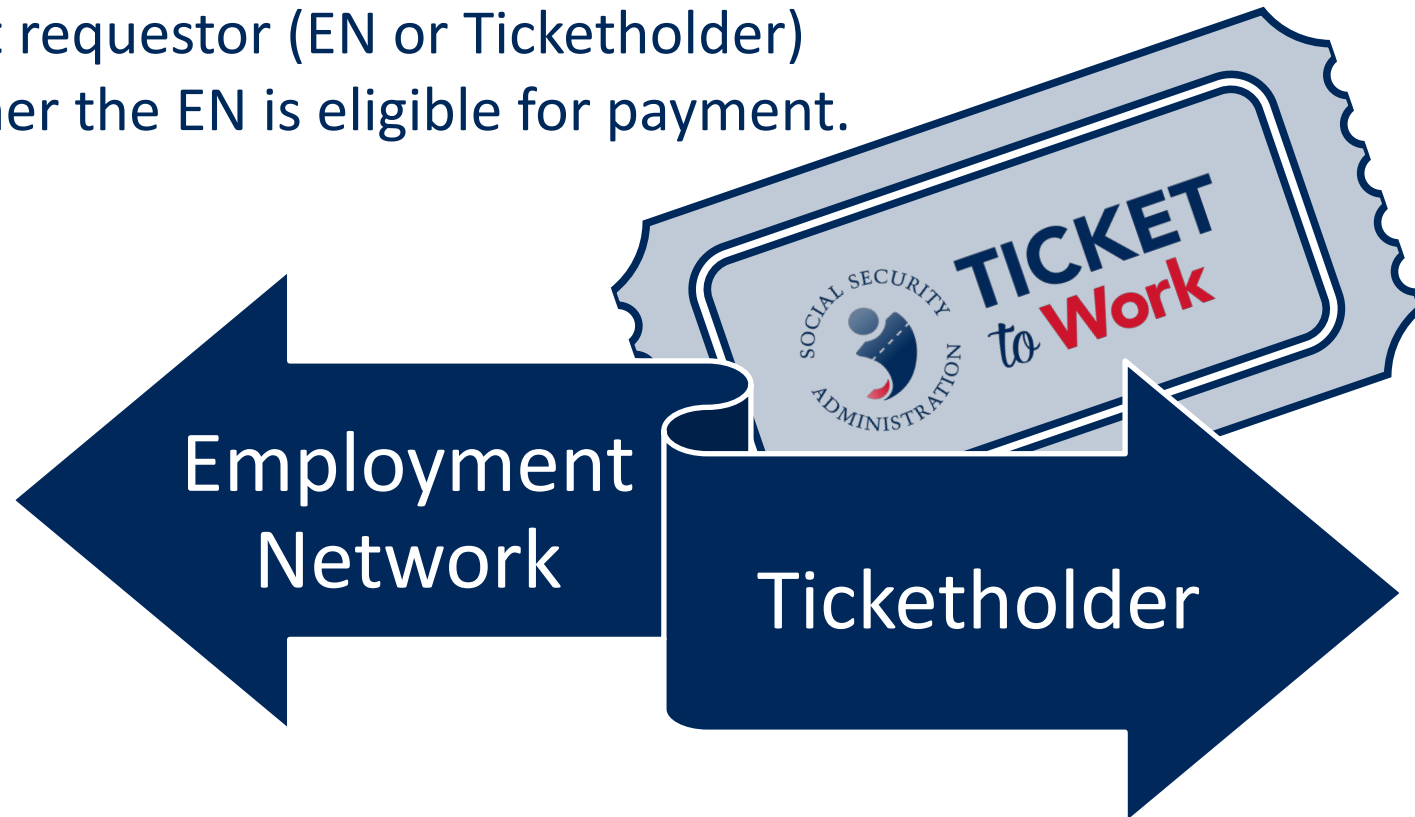
Ticketholder

# EN Unassigns the Ticket

- **An EN may unassign a Ticket at any time.**

- The EN is no longer providing services or ongoing employment support to the Ticketholder.
  - Ongoing support (or the availability of ongoing support) is a requirement for continued payment.

- The EN is **not eligible for future payments** (including potential split payments) for subsequent work and earnings achieved by the Ticketholder.

- SSA will cease payments to the EN effective the month prior to the month of the Ticket unassignment.

# Ticketholder Unassigns Ticket

- **A Ticketholder may unassign a Ticket at any time.**

- The EN may be eligible for up to 12 payments within an 18-month period starting with the month the Ticket is unassigned.

- The Ticketholder's earnings must have otherwise qualified the EN for payment.
  - Payments are subject to SSA's evaluation of the EN's service contributions.
  - Does not apply if Ticketholder reassigns the Ticket prior to completion of the 12-claim-month period.

# Payment after Ticketholder Unassignment

- The EN should send the following information for all payment requests submitted for claim months after Ticket unassignment:
  - Evidence of work and earnings
  - *Certification of Services (COS) Form*

- If the EN doesn't have evidence of work and earnings, but the Ticket Portal indicates that earnings have already been proven, the EN may submit the claim with the completed COS Form.

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**Employment Network (EN)**

**Certification of Services (COS) Statement**

EN Name:

PID Number:

Ticketholder Name:

Ticketholder SSN:

Ticketholder Telephone:

Ticketholder Email:

Ticketholder Address:

Ticket Assignment Date:

Ticket Unassignment Date (if applicable):

## Split Payments

- If a Ticketholder assigns their Ticket to a new EN after previously working with another EN, the previous EN may be eligible for a split payment.
  - **This does not apply** if the previous EN unassigned the Ticket.

- To qualify for a split payment, the prior EN must have requested at least one payment during the 12-month period prior to assignment of the Ticket to the new EN.
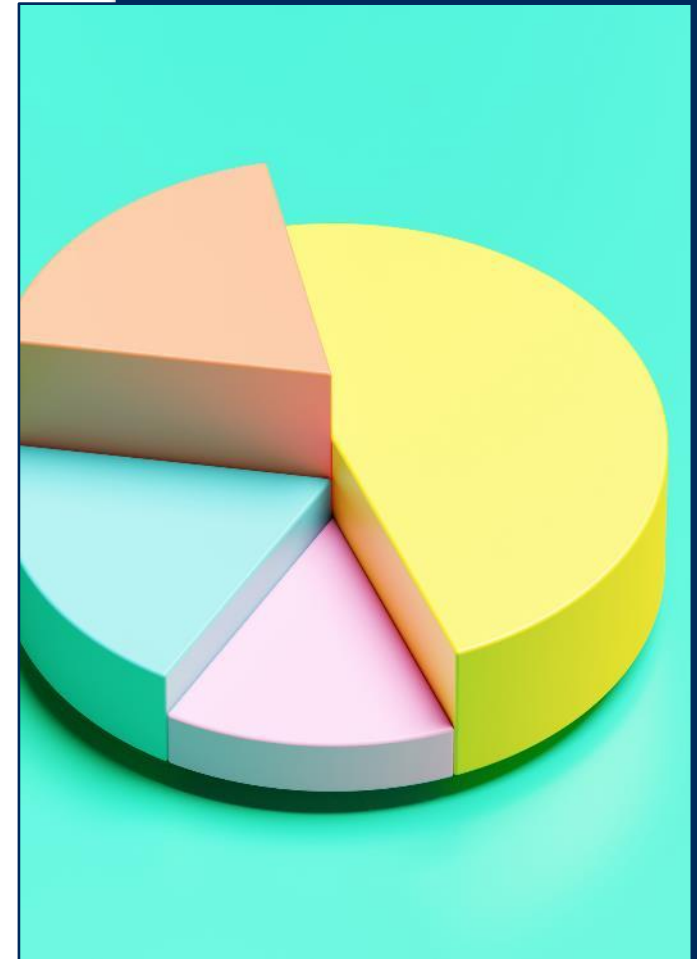
# Split Payment Process

- TPM will send a notification to both ENs that a possible split payment exists.
  - Includes *Form SSA-1401*

- ENs can use the SSA-1401 form to document how they agree to split payment(s).

- If the ENs disagree:
  - TPM determines how to split the payment(s).
    - o If either EN disagrees with the determination, they can appeal the split payment determination to SSA.

**Remember!**

# Payments at a Glance

- This document is updated annually and shows payment rates for the Outcome and Milestone-Outcome payment methods.

- ENs can locate the Payments at a Glance here:
  - *Resource Documents* > Payment Resources

## 2024 Payments at a Glance

### OUTCOME PAYMENT METHOD

| Payment Type | Beneficiary Earnings Required After Ticket Assignment | SSI Ticketholder (Title XVI) | SSDI Ticketholder (Title II) |
|---|---|---|---|
| Outcome | Earnings sufficient for "zero" cash benefits status | Up to 60 Payments of $560/Month | Up to 36 payments of $998/Month |
| Total of Outcome Payments Available | | $33,600 | $35,928 |

### MILESTONE OUTCOME PAYMENT METHOD

| Payment Type | Beneficiary Earnings | SSI Payment Amount (Title XVI) | SSDI Payment Amount (Title II) |
|---|---|---|---|
| Phase 1 Milestones** Milestone 1 Milestone 2 Milestone 3 Milestone 4 | $1,110/mo. x 1 mo. $1,110/mo. x 3 mos. w/in 6 mos. $1,110/mo. x 6 mos. w/in 12 mos. $1,110/mo. x 9 mos. w/in 18 mos. | $1,788 $1,788 $1,788 $1,788 | $1,788 $1,788 $1,788 $1,788 |
| Total Potential Phase 1 Milestones | | $7,152 | $7,152 |
| Phase 2 Milestones | Gross Earnings > SGA ($1,550/$2,590)*** | $300/mo. for up to 18 mos. = $5,400 | $536/mo. for up to 11 mos. = $5,896 |
| Total Potential Phase 1+2 Milestones | | $12,552 | $13,048 |
| Outcome | Earnings > SGA ($1,550/$2,590)*** And federal cash benefit = $0 | $300/mo. for up to 60 mos. = $18,000 | $536/mo. for up to 36 mos. = $19,296 |
| Total Potential Milestone and Outcome Payments | | $30,552 | $32,344 |

*The payment rate in effect at the time the Milestone or Outcome is attained is the rate that will be paid for that particular month, regardless of when the payment request is submitted.
** Please contact the Payments Help Desk (at ENPaymentsHelpdesk@yourtickettowork.ssa.gov) for explanations to exceptions.
*** The 2024 monthly SGA amounts are $1,550 for non-blind and $2,590 for blind individuals.

Website: www.yourtickettowork.ssa.gov | ENOperations@yourtickettowork.ssa.gov | Call: 1.866.949.3687 (toll free)

# Resource: 18-Month Lookback Tool

- Excel tool that determines an EN's eligibility for Phase 1 Milestones (Milestone-Outcome system) based solely on prior earnings.

- Locate the 18-Month Lookback Tool:
  - Go to *Resource Documents* > Tools for Success

# Form: Proof of Relationship (PoR)

- ENs must provide proof of relationship with the Ticketholder when submitting for Phase 1 Milestones 1-3.

- Proof of a relationship can either be established by:
  - submitting paystubs *or*
  - completing a Proof of Relationship Form (PoR).

- ENs can locate the PoR Form here:
  - *Forms* > Payments



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**Proof of Relationship (PoR) Form**

EN Name:
PID Number:
Ticketholder Name:
Ticketholder SSN:
Ticketholder Telephone:
Ticketholder Email:
Ticketholder Address:

Ticket Assignment Date:
Ticket Unassignment Date (if applicable):

Phase 1 Milestone Number (check one):
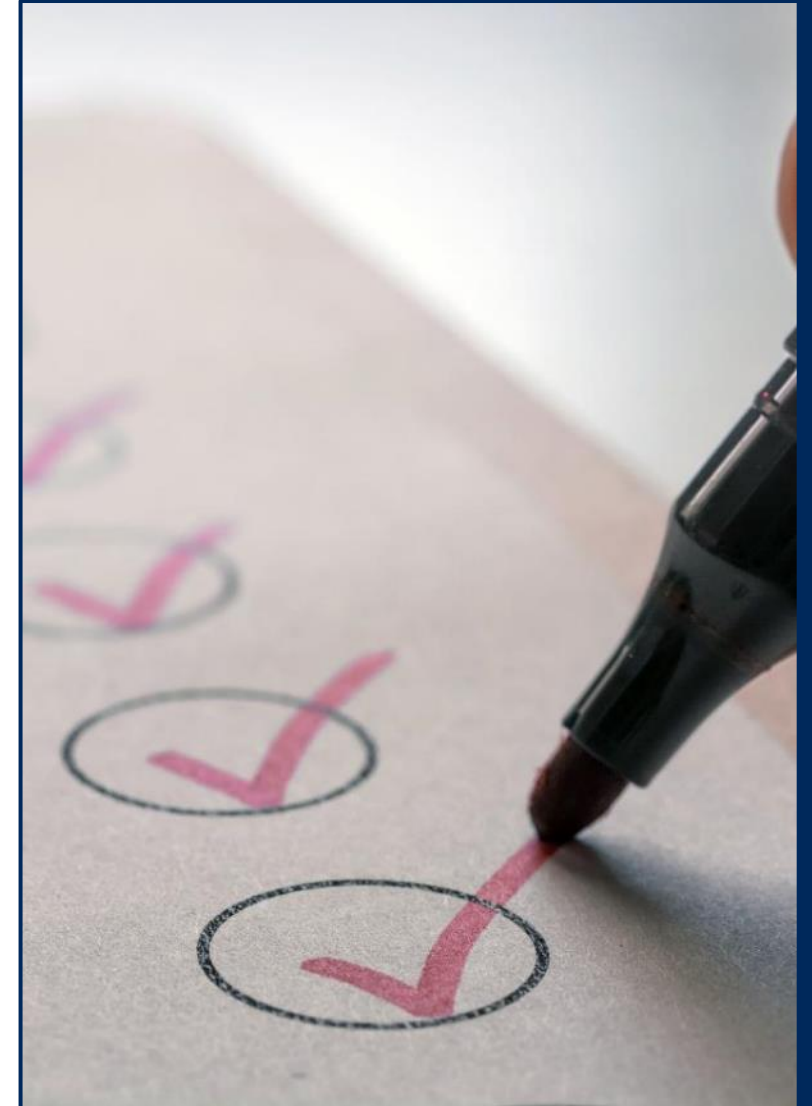
☐1          ☐2          ☐3          ☐4

# Preparing to Submit a Payment

- Have these items ready:
  - Ticket Portal credentials
  - Payments resources for reference
  - Proof of Relationship
    - For Phase 1 Milestones 1-3
  - Evidence of Earnings
    - Paystubs
    - Employer Prepared Earnings Statement
    - Work Number

# Best Ways to Get Paid

## Ticket Portal

- View pending and processed payment requests.
- The fastest and recommended way to manage payments.
- Requests processed within 30 calendar days of receipt.

## ePay

- SSA processes payments quarterly.
- Phase 1 Milestone 4, Phase 2 Milestones and Outcomes are paid via ePay.
- Processed in SSN order, not Provider ID (PID) so ENs may not see all payments processed at the same time.

# Monitoring Payments Requested/Made

- Before submitting a new payment request, review key screens on the Ticket Portal:
  - "List SSA Beneficiaries Currently Assigned to Me"
  - "View Ticket payments already made to me"
  - "View all pending Ticket payments for me"

- Verify payment requests are being made in order.

# Tracking Payment Status

Track the status of submitted payment requests using:

- Ticket Portal (preferred)
  - Provides real-time updates.

- EN Payments Help Desk
  - For tracking payments older than 30 days from when they were submitted.
  - Send requests using the Work Case (WC) number:
    - o Email:
      *ENPaymentsHelpDesk@yourtickettowork.ssa.gov*
    - o Call: 1-866-949-3687
  - Allow 5 days for response.
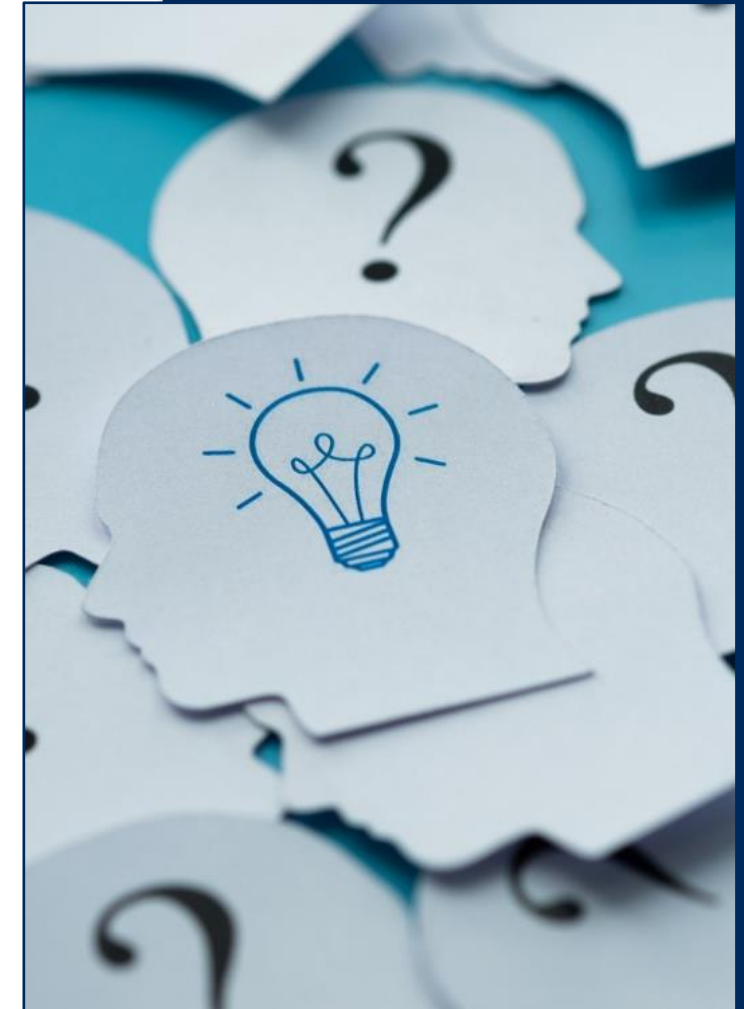
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# Question and Answer Session

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# Payments Resources

Find the following payments related resources at:

- *Resources - yourtickettowork.ssa.gov*

  o *Forms - yourtickettowork.ssa.gov*
    - Proof of Relationship (PoR) Form
    - Certification of Services (COS) Form
    - Split Payment Request Form

  o *Resource Documents - yourtickettowork.ssa.gov*

    - EN Payments Checklist

    - Payments at a Glance

    - 18-Month Lookback Tool

    - Payment Denial Reasons under the Ticket to Work Program

- *Ticket to Work Program Fact Sheet: Preventing and Managing Overpayments (ssa.gov)*

# Upcoming Events

- March 19: Quarterly All EN Call

- March 27: WISE: How Will Work Affect My Medicare and Medicaid?

- April 10: EN Essentials: At Your Service - Who to Contact on the Ticket Program Manager Team

- May 7: Quarterly All EN Payments Call

2024 Calendar of Events:

- *Calendar of Events - yourtickettowork.ssa.gov*

Email the EN Development and Training Department at *ENOperations@yourtickettowork.ssa.gov* with feedback, recommendations or ideas for future EN Essentials events.