Ticket to Work

Ticket Portal Tips & Tricks

1. **Automatic Check for earnings and Other Informative Messages**
   The portal checks to see if there are sufficient earnings in SSA's records each time a payment request is initiated. If there are sufficient earnings found you do not need to provide evidence. When submitting a payment request, be sure to read the "Important Information" box displayed after you select the SSN, claim month, payment method type and click submit. These messages are very important in guiding you through the payment request process and directing you on what action you should take.

2. **Generating an Additional Fax Coversheet**
   Another nice feature of the Ticket Portal is the ability to generate an additional fax cover sheet. If you receive an outreach message to send additional documents or forgot to include some evidence with your first transmission, you may access this feature from the More Actions menu of the Pending Payments for me screen to create a new fax coversheet.

3. **Show Fax Status**
   The Show Fax Status feature provides the ability to check the status of your fax transmission for a particular payment request. Again, from the Pending Payments for Me screen you would click on the Actions link for the payment request you want to check. Then choose Show Fax Status.
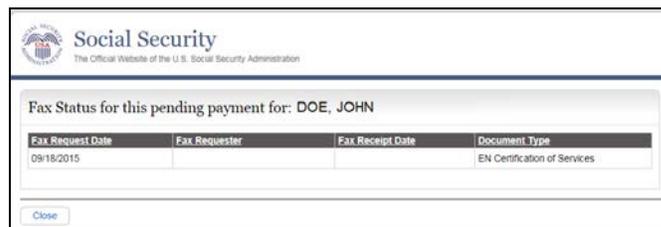
4. **Payment Status Reports**
   There are two options to view payment status from the Payments section of the Main Menu.
   1. *View payments already made to me* includes all payments that are closed and either paid or denied.

2. ***View all pending payments for me*** includes all payments that are still open and have not been sent to the Treasury yet.

Both options allow you to resort the list online, view details for all Diaries and Denials and download reports to excel for all of your payment requests. You may view status for an individual ticket holder using the List Beneficiaries assigned to me or formerly assigned to me screens and clicking on the Actions Menu and choosing the payment status option.

Fiscal Year 2015 : End-of-Year Statistics

- **Performance Goal:** To process all claims within 30 days of receipt; process is defined as Paid, Denied, Diary for additional information

Number of Days	% of Total Claims
<1 day	17%
5 days	28%
10 days	85%
30 days	100%

- **Payment Totals with Comparison**

Payment Requests Processed:	121,000+
Number of claims paid:	77,940
Total Dollars paid:	$49.45 million
Accuracy Rate:	97.41 (93 payment errors)
Total Denials	30,918

Comparison of Denials vs Payments

Payments:	72%
Denials:	28%

- **EN Payments Help Desk**

Inquiries from EN's: Calls vs Emails
- Calls   3,464
- Emails   5,947

Type of Email requests and actions needed

46%	Individual responses to EN inquiries
35%	EN Payments outreach for missing documents
11%	Inquiries submitted to Payments Supervisors
4%	Inquiries escalated to QA Help Desk Specialists
1%	Non-payment related issues

The full transcript and audio from the All EN Payments Call are available at
https://yourtickettowork.com/web/ttw/events-archive.

The next All EN Payments Call will be held **Tuesday, November 17, 2015 at 3 pm ET**. This is one week earlier than the normal date because of the Thanksgiving Holiday. Join us for more information about the intricacies of payments in the Ticket to Work Program.