All Employment Network (EN) Payment Call Overview

Agenda

- Welcome

- Announcements

- E-PAY Status Update

- Full Retirement Age (FRA)

- How to submit payment requests if your EN is terminated

- Ticket Portal Tips and Tricks

  - Automatic Earnings Check

  - Existing Payment Check

  - Generating an additional Fax Coversheet

  - Show Fax Status

Announcements

Holiday Schedule

Offices are closed Monday, October 10, 2016 (Columbus Day).

E-PAY Status Update

- Our Current E-PAY File processing began on July 26, 2016

  - Total claims paid: 34,549

  - Processing by SSN instead of DUNS

- **REMINDER 1**: You may submit your payment request through the Ticket Portal instead of waiting for the E-PAY process to run.

- **REMINDER 2**: Please ensure that your EN Payment contact information is current. We email the EN Payment contact for payment outreach messages and confirmation of possible Split Payments.

Full Retirement Age (FRA)

- Full Retirement Age (FRA) is the earliest age at which workers can claim full, unreduced Social Security retired workers benefits
- FRA is determined by your month and year of birth

Birth date 1/1/38 or earlier
FRA for retirement or spouse's benefits is age 65.

Birth date 1/2/38 or later
Use the following chart to determine FRA for retirement or spouse's benefits:

If the birth date is...	The FRA is...
1/2/38 thru 1/1/39	65 years and 2 months
1/2/39 thru 1/1/40	65 years and 4 months
1/2/40 thru 1/1/41	65 years and 6 months
1/2/41 thru 1/1/42	65 years and 8 months
1/2/42 thru 1/1/43	65 years and 10 months
1/2/43 thru 1/1/55	66 years
1/2/55 thru 1/1/56	66 years and 2 months
1/2/56 thru 1/1/57	66 years and 4 months
1/2/57 thru 1/1/58	66 years and 6 months
1/2/58 thru 1/1/59	66 years and 8 months
1/2/59 thru 1/1/60	66 years and 10 months
1/2/60 and later	67 years

How long can ENs receive Ticket Payments?

- SSI (Title 16)
    - ENs can receive Ticket payments up to age 65 for SSI only beneficiaries
    - SSI beneficiaries move from Disability status to Aged status at age 65
- SSDI (Title 2)
    - ENs can receive Ticket payments up to FRA for SSDI beneficiaries
    - SSDI beneficiaries move from Disability status to Non-Disability (Retirement) status

Ticket to Work

How to submit payment requests if your EN is terminated

Terminated ENs

- Terminated ENs no longer have access to the Ticket Portal
- Terminated ENs must submit payment requests with evidence of earnings
- Payment requests for terminated ENs are only accepted by fax or U.S. Mail

Ticket Portal Tips and Tricks

Automatic Earnings Check

When you submit a payment request via the Portal, the system automatically checks to see if there are sufficient alleged or proven earnings in SSA's records to allow the payment. This earnings check does not guarantee that you will not be asked for additional documentation.

In this example, enough earnings were found for the claim month that met the Trial Work Level (TWL) requirement.

No further action is needed at this time.

Click "Submit" to create the request.

Existing Payment Check

When you submit a payment request via the Portal, the system automatically checks to see if there are existing work cases for that claim month.

- If the work case has a payment decision of "Paid" you will not be able to resubmit a payment for that claim month
- If the work case has any other payment status you can create an additional payment for that claim month

In this example, a payment has already been made for the claim month selected and the portal won't allow you to submit it again.

For additional information, click "Close" and access the "List of Payments Already Made to Me" screen to review payment history for the SSN.

Generating an additional Fax Coversheet

1. Navigate to the "View All Pending Payments for Me" option on the Main Menu.

2. Click on the "Actions" link next to the appropriate payment request. From the "Pending Payment Actions" menu select "Fax additional information."

Generating an additional Fax Coversheet *(continued)*

3. The "Fax Additional Information" screen will appear.

4. Select the document type and click "Submit." Another fax coversheet will generate that will automatically attach any evidence faxed with that coversheet to the work case created in SSA's system. You can now use this coversheet to fax additional evidence to SSA.

Show Fax Status

1. From the Actions Screen, choose "Show Fax Status."

2. The Fax Status screen displays all faxes generated in the Ticket Portal for that specific pending payment.
   - Date fax requested
   - Name of fax requester
   - Fax receipt date
   - Document type

*This screen does not show the status of faxes sent to TPM.

TPM Phone & Email Resources

The Ticket Operations Helpline is available Monday throuh Friday, 9 a.m. – 5 p.m. Eastern time. Both the Payment Help Desk and the Systems Support Desk are accessible by choosing option 1 and 2 respectively.

The Payment Help Desk is available to answer all your questions regarding payments policy or status under the Ticket program.

While the Systems Support Desk has representatives available to assist you with any technological issues you encounter using the Ticket Portal, questions about Ticket Assignments or TPR questions.
   - Technical Assistance
      - Monday through Friday 9 a.m. – 5 p.m. EST
      - Toll Free: 1.866.949.3687 / TDD: 1.866.833.2967
         o Option 1: Payments Help Desk
         o Option 2: Systems Help Desk
   - Email:
      - enpaymentshelpdesk@yourtickettowork.com
      - ensystemshelp@yourtickettowork.com

Ticket to Work