All Employment Network (EN) Payments Call

Agenda

- Announcements
- E-PAY Status Update
- Rules Associated with Mandatory Requirements to Submit Payment Requests via the Ticket Portal
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- Ticket Program Available Resources
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Announcements

- You can check the status of E-PAY by viewing the Announcement screen in the Portal.
- The Ticket Portal will display an announcement that E-PAY has started and a message when we complete processing an E-PAY file.
- The "Ticket Program Available Resources" section of this presentation highlights the service accommodations available to you at any time to reinforce payment principles and get other relevant payment information in between calls.

E-PAY Status Update

Our current E-PAY file processing began on September 5, 2017.

- Total claims paid: 28,253
- Total SSNs paid: 9,053
- Total amount paid: $19,093,190

Reminders:

- You can submit your payment request through the Ticket Portal instead of waiting for the E-PAY process to run.

- Be sure that your EN Payment contact information is current. TPM emails the EN Payment Contact for payment outreach messages and confirmation of possible split payments.

- When submitting information to the Employment Network Service Team (ENST) about payments, please annotate your EN Contact Information for Payments. To add a payment contact, send a request to enservice@ssa.gov and specify the name of the person their title. All payments contacts must have completed suitability.

Rules Associated with Mandatory Requirements to Submit Payment Requests via the Ticket Portal

Starting September 1, all ENs are required to submit payment requests through the Ticket Portal. Social Security will reject any payment requests that are not submitted via the Ticket Portal except under limited circumstances (e.g., Ticket Portal will exclude all Phase 1 Milestone claims due to earnings that may actually be benefits). Currently, an EN can only submit these excluded Phase 1 Milestone claims via fax or mail.

ENs must use the Ticket Portal for submitting evidentiary payment requests only. In such instances:

- The EN must enter the type and month of the request.

- If earnings information exists in SSA systems, the EN does not need to submit evidence. However, whenever an EN has primary evidence of earnings, it would be helpful to submit it.

- If earnings information does not exist in SSA systems, the EN shall submit primary evidence of earnings via the Portal Fax using the required Fax cover sheet generated in the Ticket Portal.

EN Certification of Services (COS): Process Review and Required Documentation

What is Certification of Services?

- Services agreed upon in the Individual Work Plan (IWP) to help the Ticketholder advance to and retain employment, and reduce reliance on cash benefits (i.e., career planning, job placement).

- SSA reinstated the use of the EN COS Statement for ENs to document contribution of services provided to Ticketholders.

What is Certification of Services required?

- When requesting payment for a Ticket that has been unassigned by the beneficiary.

- When TPM makes a determination for payments after unassignments based on services ENs provided to the beneficiary.

How to Determine Your Next Available Payment in the Ticket Portal

There are 2 options to view payments status from the Payments section of the main menu: (1) View payments already made to me, which includes closed payments and paid and denied requests; (2) View all pending payments to me, which includes all open payments and payments that have not been sent to the U.S. Treasury.

View payments already made to me

From the Main Menu, select the "View all Ticket Payments Already Made to Me" link and The "List Payment Already Made to Me" screen will display. You may search for Ticket payments already made to your EN or State Vocational Rehabilitation (VR) agency for all beneficiaries based on date and you can include denials. Enter the dates you wish to retrieve and select "Search." The start and end dates cannot be more than a year apart; however, you can search for prior years.

Claims listed are ones where TPM has completed your payment request. "Paid" means TPM processed a claim and it cleared Treasury. "Denied" means TPM assessed a claim and determined it was not payable. "Allowed" means TPM assessed and paid a claim and it has not yet cleared Treasury. ENs should wait 30 days before contacting TPM to investigate claims that remain in the Allowed status. The Denial Code column will list a code number. Select the denial number link to receive a pop-up window and description of the denial reason to learn more about why the payment was denied.

You can create a report by downloading all completed payments to Excel. Select the "Download Entire List to Excel" option.

View all pending payments to me

From the Main Menu, select the "View all pending Ticket payments for me" link and The "Pending payments for Me" screen will display. Here, you will be able to see all of your organization's pending Ticket payments. These are payments that have not yet been processed. Each payment request you submit through the Portal is displayed here immediately after it is created. These claims could be outstanding receipts (not yet worked) or claims placed in diary awaiting information such as evidence of earnings or renewal of SAM registration; for example. If your case is diarized, you will see a "Y" in the Diary column. Clicking on "Actions" will bring you to another menu where you can see the reason your case is diarized and print an additional fax cover sheet if needed.

You can also view pending payments for an individual beneficiary by going to the Main Menu and selecting the "List beneficiaries currently assigned to me" link. Select the "Actions" link on the page for an individual beneficiary. This will take you to the "More Actions" menu. Then select "Show pending payments." The difference between "View pending payments for me" and the "Show pending payments" functions is that one shows all pending payments

for your organization and the other shows all pending payments for the beneficiary that you selected.

You can create a report by downloading all of your pending payments to Excel. Select the "Download Entire List to Excel" option highlighted. This will enable you to review payment information providing better foresight of next available payment.

How to submit evidence of earnings via the Ticket Portal

Generating an additional fax cover sheet:
- From the Main Menu, click on "View Pending Payments for Me"
- Locate the payment request and click on "Actions" for that work case
- Select "Fax additional information" to create a new fax cover sheet
- Select a document type to send
- Save and/or print the fax cover sheet
- Fax documents

Show fax status:
- From the Action Screen, choose "Show Fax Status"
- 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
- It does not show the status of the faxes sent to TPM

Ticket Program Available Resources

The Ticket Portal automates many operational functions you do throughout the day. Besides uploading Payment Requests Forms and viewing the EN Payment Status Report, some additional automated features that the Ticket Portal offers include:
- Checking for ticket assignability
- Assigning and unassigning tickets
- Uploading forms

TPM provides website resources for service providers. ENs can also visit the Information Center section on the website for additional information, resource documents and training materials on a wide variety of topics. The Information Center also includes a listing of upcoming events, including conference calls that service providers can attend. The Training

section within the Information Center includes PowerPoint Presentations from past Ticket training sessions.

To access the Ticket to Work website, go to https://yourtickettowork.ssa.gov

Ticket Portal Training and Resources

The secure Training and Resources site was created to ensure the highest level of security for you and the beneficiaries you serve. You can only access the site by using the link included in the welcome letter you received via email with your login information for the Ticket Portal.

Ticket Portal User Guide:

- A resource to have at your fingertips when using the Ticket Portal
- The reference to consult before contacting us with a question

For new ENs, information on how to access the Training and Resources site was included in the welcome letter you received with confirmation of your completed enrollment in the Ticket Portal.

EN Payments Help Desk

The preferred method of tracking the status of submitted payment requests is to use the Ticket Portal and take advantage of real-time updates. If an EN is unable to use the Ticket Portal for any reason, it also has the option to send manual payment status inquiries to the EN Payments Help Desk at ENPaymentsHelpDesk@yourtickettowork.com, or to call the toll-free number **866-949-3687**.

ENs can get clarification on payment-related issues or explanations of how EN Payments staff apply Ticket program policy and procedures to make payment and payment denial assessments. These duties include:

- Answer EN payment inquiries received through the Payments Help Desk phone line.
- Submit requests to the EN Payments staff for payment reconsideration or for Payment Supervisor review of a payment issue.
- Outreach to ENs to obtain payment-related documentation when EN Payments staff report missing or incomplete information from payment requests that ENs submit.

TPM Technical Assistance

Monday through Friday, 9 a.m. – 5 p.m. ET

Toll free: **866-949-3687** (TTY: 866-833-2967)

- Option 2: Payments Help Desk
- Option 3: Systems Help Desk

Email:

- ENPaymentsHelpDesk@yourtickettowork.com
- ENSystemsHelp@yourtickettowork.com

Questions and Answers

Q: What is the phone number for SSI Beneficiaries for wage reporting?

A: (800) 772-1213 or contact local SSA Field Office.

Q: When will Self-employment be paid?

A: Self-employment claims can be paid when verified earnings are posted in the SSA database. Generally 6 – 8 months after taxes are paid to the IRS.

Q: Is there a process that will allow us to upload evidence of earnings instead of submitting via fax?

A: Evidence of earning must be uploaded through the Ticket Portal.

Q: For P1M1, must we wait a full calendar month to submit?

A: If a Ticket is assigned September 5, 2017, the first payment month would be October 1. The payment request cannot be submitted until October 1.