



Quarterly All Employment Network (EN) Payments Call

January 30, 2018 • 3:00 – 4:00 p.m. ET

Participant Dial-in Number: (800) 289-0438 • Conference ID: 549-8596

Quarterly All EN Payments Call Agenda

1. Welcome
2. Announcements
3. E-PAY Status Update
4. End of Year Statistics
5. Timeframe for Submitting Payment Request
6. Updating EN Information
7. SAM Registration
8. Payment Denials
9. EN Payments Checklist
10. Required/Acceptable Earnings Documentation
11. Payments for Unassigned Tickets
12. Ticket Program Available Resources
13. Questions

Announcements

- **E-Pay Status**
 - View “Announcement” Screen in the Portal
- Timeframes for submitting EN payment requests
- CCR SAM Registration
- Ticket Program Available Resources

E-PAY Status Update

- Our Current E-PAY File processing began on November 23 2017
 - Total claims paid: 17,893
 - Total SSNs paid: 6,570
 - Total amount paid: \$11,561,909
- **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.
- **REMINDER 3:** When submitting information to ENST about payments, please annotate your EN Contact Information for Payments. To add a payment contact please send a request to enservice@ssa.gov and specify the name of the person and indicate the title you want them to have. All payments contacts must have completed suitability.

End of Year Stats

- End of Year Statistics
 - Total dollars paid: Over \$86 Million
 - Total denials: 32,272
 - Split Payment with dollars paid: 97 Split Payments over \$39,000
- **#1 Denial reason:** Not eligible for payment due to look back earnings

Timeframes for submitting EN payment requests

Conditions for Receipt of Payments

- *SSA expects ENs to provide initial and ongoing services and supports based on the IWP. After initial services, SSA requires the EN to contact the Ticketholder at least quarterly to assess whether the Ticketholder needs more services or supports. SSA may contact an EN at any time to review the EN's records certifying the services provided, including documented attempts to provide proffered services.*
- *An EN shall be eligible for payment only for work milestones and outcomes achieved by Ticket-holders beginning the month following the month the Ticket is assigned to the EN by the TPM. An EN shall request a payment no later than 24 months following the month the Ticketholder's work and earnings met the criteria for SSA to make the payment. SSA will not accept payment requests for periods outside this 24-month window.*
- The revised RFA will be available at <https://www.ssa.gov/work/enrfa.html>.
- If you have questions about the changes, please contact the TPA Help Desk via email at TPAHelp@ssa.gov.

SAM Registration (1 of 2)

- If the EN sees a diary reason of “SAM/CCR Registration Expired - Update required,” then the EN must sign into SAM.gov and renew and validate the information. It will then be renewed for a year. It can take a few days for the renewal to update, but the EN can contact the EN Payments Help Desk to notify TPM that it completed the action.
- **NOTE:** If you need help renewing or updating your existing SAM entity registration, please review the Quick Start Guide for Updating / Renewing an Entity. If you need help migrating the roles from your legacy account to your new SAM account, please review the Quick Start Guide for Migrating Roles.

SAM Registration (2 of 2)

- What are yearly renewal requirements? How do you keep your entity's record active?
- ENs must renew and validate CCR registration **at least every 12 months** from the date the EN last certified or submitted the registration in SAM. ENs are responsible for updating sooner if the entity's information changes.
- The **primary point of contact** will receive an email alert for the renewal requirements for each registered entity at 60 days, 30 days and 15 days before expiration.
- If ENs do not renew, their CCR registration will expire.
- The Social Security Administration (SSA) cannot process EN payments without an active registration.

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Updating EN Information

Staff Changes

- SSA should be notified of any staffing changes at the EN or VREN agency
 - In particular, Portal users access has to be disabled on our end
 - Without SSA being notified, that person can still access the Portal
- The EN or VREN agency can see a list of contacts that have been provided to SSA by using the link below on the main menu of the Portal
- For any changes, please contact the following:
 - Employment Networks: ENService@ssa.gov
 - VRENS: VR.Helpdesk@ssa.gov



Payment Denials (1 of 2)

ENs cannot resubmit same claim month through the Ticket Portal



- “Action: Deny Reason: NO RESPONSE TO REQUESTS FOR DOCUMENTATION” or
- An inadequate Certification of Services
- A payment request from you must be submitted in writing to SSA and must contain all required documentation
 - EN is required to resubmit the payment request manually
- This denial reason is used when the EN failed to respond to a request to submit additional information or documentation

Payment Denials (2 of 2)

- ENs cannot resubmit same claim month through the Ticket Portal
- After submitting a payment request, a Work Case Number (WC) is assigned to that particular request
- When TPM receives a request for payment that does not include all of the required documentation or information, the request is either diarized or denied
 - If diarized, the Senior Payment Specialist assigned to process the request notifies the Payments Help Desk and an email is sent to the person the EN has designated as their Payments Contact
- The WC assigned to that particular payment request is referenced in all TPM communications associated with the request
 - TPM gives the EN nine business days to respond to the request
 - If the requested information/documentation is not submitted within 9 days, TPM denies the payment

Payment Denial – Ticket Portal Screenshot

Sign Out Text Size Accessibility Help Main Menu

K  **Social Security**
The Official Website of the U.S. Social Security Administration 

Ticket Payment request for: OMB No. 0960-0644
Paperwork Reduction Act

⚠ This claim month was previously denied for your EN due to missing documentation or an inadequate certification of services. A payment request from you for this month must be submitted in writing to SSA and must contain all required documentation.

SSN: ██████████

***Claim month:** ?
Enter a claim month in MM/YYYY format.

Site MapMy EN/SVR capabilitiesMy own rights and capabilitiesLinksReference TablesAnnouncementsVersion

Locating the EN Payments Checklist

- To find the EN Payments Checklist:
 - Go to yourtickettowork.ssa.gov
 - Choose **Information Center** from the top menu
 - Choose **Resource Documents** from the left menu
 - Choose **EN Payments Checklist Guide** under **Payments Resources**

Phase 1/ Phase 2 Milestones		EN Payments Checklist																																					
	PH1/M1	PH1/M2	PH1/M3	PH1/M4	PH2/Ms																																		
<p>> Benefits Benefits must be in current pay status. If the beneficiary is a Concurrent (receiving T2/T16 benefits), at least one of the benefits must be in current pay status consistently without entering the Outcome period. The Outcome period applies when the benefit status (for any given month) changes to suspense due to work/earnings.</p>	Current Pay Status Consistently without entering the Outcome period	Current Pay Status Consistently without entering the Outcome period	Current Pay Status Consistently without entering the Outcome period	Current Pay Status Consistently without entering the Outcome period	Current Pay Status Consistently without entering the Outcome period																																		
<p>> Attainment Month The claim months to meet Ph1/M2, Ph1/M3 or Ph1/M4 do not necessarily have to be consecutive months. However, 3, 6 or 9 months within the timeframe specified for each of these Ph1/Ms is necessary.</p>	The 1 st Month after the Tkt. assignment date (Month) or any other month after	3 months within a 6 month period	6 months within a 12 months period	9 months within an 18 months period	Any Month after all available Ph1/Ms have been process through to completion																																		
<p>> Earnings For beneficiaries receiving T2 benefits, the amount of earnings must be earned within the month, the pay period ending date is used to determine TWL (Ph1/Ms) or SGA Non-Blind/SGA Blind (Ph2/Ms) amount. For beneficiaries receiving T16 benefits, the amount of earnings must be paid in the month, the pay date is used to determine TWL (Ph1/Ms) or SGA Non-Blind/SGA Blind (Ph2/Ms) amount. For Concurrent Beneficiaries, the earnings need to coincide with the record (SSDI/SSI) being used. If the SSDI record meets the criteria for payment, earnings will be based on the amount earned in the month. If the SSI record meets the criteria for the payment, earnings will be based on the amount paid in the month. If both (SSDI/SSI) records meet the criteria for payment, the decision of which earnings to use will be based on whichever earnings meet the criteria of being at or above TWL/ SGA Non-Blind/SGA Blind. If it is confirmed, the Beneficiary is receiving some type of monthly pension or benefits from other entities, these will not be considered as earnings (ex.: Military pension, State benefits, Unemployment).</p>	At or above 50% but less than TWL and earned during the last period of the claim month requested	Each month must have gross earnings at or above TWL (if PH1/M1 was paid with earnings at 50% but less than TWL, that month cannot be used).	Each month must have gross earnings at or above TWL	Each month must have gross earnings at or above TWL	Each month must have gross earnings at or above SGA Non-Blind/ SGA Blind																																		
<p>> 18 Month Look Back Rule Applies to all Ph1/Ms with a ticket assignment date of 7/21/08 or later. Due to updates on benefits status and/or earnings verified in SSA databases, the availability of Ph1/Ms may change. For example, Social Security may receive notification of earnings at TWL or SGA for months prior to TAD after Phase 1 milestone payments have been issued. If this occurs, overpayments would be assessed.</p>	At or above TWL	<table border="1"> <thead> <tr> <th colspan="11">Trial Work Level</th> </tr> <tr> <th>2008</th> <th>2009</th> <th>2010</th> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>\$670</td> <td>\$700</td> <td>\$720</td> <td>\$720</td> <td>\$720</td> <td>\$750</td> <td>\$770</td> <td>\$780</td> <td>\$810</td> <td>\$840</td> <td>\$850</td> </tr> </tbody> </table> <p>For P1Ms, TWL earnings is the same for Non-Blind/Blind Beneficiaries</p>					Trial Work Level											2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	\$670	\$700	\$720	\$720	\$720	\$750	\$770	\$780	\$810	\$840	\$850
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\$670	\$700	\$720	\$720	\$720	\$750	\$770	\$780	\$810	\$840	\$850																													
<p>> Starting September 1st, 2017, ENs must submit all Payment Request via the EN Portal.</p>	If the Previous month of the ticket assignment month has earnings at or above TWL	If there are 3 months with earnings at or above TWL within 6 months previous the ticket assignment month, Ph1/M2 is not available	If there are 6 months with earnings at or above TWL within 12 months previous the ticket assignment month, Ph1/M2 is not available	If there are 6 months with earnings at or above TWL within 12 months previous the ticket assignment month, Ph1/M2 is not available																																			
<p>> State Vocational Rehabilitation (VR) Agency Involvement Some beneficiaries received services from the State VR Agencies prior to their Ticket assignment to an EN; therefore, a State VR closure code determine the availability of the P1Ms. If the Ticket was assigned to a State VR Agency then assigned to an EN and the SVR closure code is successful (i.e. Beneficiary working at the closure) on 2002 or later, no Ph1/Ms are available to the EN. Also, if some beneficiaries go back to the State VR Agencies after they have their Ticket assigned to an EN, if so, the assignment date to the State VR will determine the last payable month for the EN and this will be the month prior to the assignment to the SVR agency. If the current EN is a State VR acting as an EN (VREN) and is the same State VR that received a Cost Reimbursement payment, no TTW payments are available for the VREN. If the current EN is a VREN and is the same State VR requesting a payment, but did not receive a Cost Reimbursement payment and the closure status was successful, only Phase 1 Milestones are Unavailable.</p>																																							

Required/Acceptable Earnings Documentation (1 of 3)

- Paystubs
 - a) Employee Name
 - b) Employee SSN
 - c) Pay Period Beginning, Pay Period Ending, and Pay dates
 - d) Gross Earnings
 - e) Taxes paid
- The Work Number
 - A third-party service that verifies employment and income
 - In some situations, the service is free
 - Allows requestors to receive immediate confirmation of an individual's employment and salary for verification purposes
 - Collects week-by-week salary information as up-to-date as the last pay period and can go back many years
 - Collects the length of employment, job titles, location information and other kinds of human resource related information

Required/Acceptable Earnings Documentation (2 of 3)

- Employer Prepared Earnings Statement
 - a) Employee Name
 - b) Employee SSN
 - c) Pay Period Beginning, Pay Period Ending, and Pay dates.
 - d) Employer Representative Name
 - e) Title
 - f) Employer Name and Address
 - g) Check box attesting all withholdings have been made from Employee's earnings
 - h) Signature

Required/Acceptable Earnings Documentation (3 of 3)

- Supplemental Earnings Statement
 - a) EN Organization Name
 - b) DUNS Number
 - c) Employee Name
 - d) Employee SSN
 - e) Pay Period Beginning, Pay Period Ending, and Pay dates
 - f) Employer Representative name
 - g) Employer Signature and Date
 - h) Check box attesting all withholdings have been made from Employee's earnings

Payments for Unassigned Tickets

- Ticket unassigned by Beneficiary
- Ticket unassigned by Employment Network / State VR acting as an EN (ENVR)

Available Ticket Program Resources

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Available Ticket Program Resources

- The Ticket Portal
- Ticket to Work Home: <https://yourtickettowork.ssa.gov>
 - Information Center
 - Upcoming Events
 - Training
 - Resource Documents

Ticket Portal Resources

- 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

EN Payments Help Desk (1 of 2)

- The preferred method of tracking the status of submitted payment requests is to use the Ticket Portal and take advantage of the real time updates
 - However, 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
- EN Help Desk can be reached by
 - Email: ENPaymentsHelpDesk@yourtickettowork.ssa.gov
 - Toll free: 1.866.949.3687
- Email inquiries must be password-protected (encrypted) with the EN's personal identification number (PIN) that is on file with the TPM.
 - Inquiries must include the EN's DUNS#, beneficiary's SSN, and the claim month(s)
 - Allow 5 or more business days for a response

EN Payments Help Desk (2 of 2)

- ENs can also obtain clarification on payment-related issues or explanations of how EN Payments staffs apply Ticket policy/procedures
- EN Payments Help Desk staff performs the following tasks to assist ENs with payment-related issues:
 - 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 ENs submit

TPM Phone & Email Resources

- Technical Assistance
 - Monday thru Friday 9 a.m. – 5 p.m. EST
 - Toll Free: 1.866.949.3687/TTY: 1.866.833.2967
 - Option 1: Payments Help Desk
 - Option 2: Systems Help Desk
- Email:
 - enpaymentshelpdesk@yourtickettowork.ssa.gov for payment issues
 - ensystemshelp@yourtickettowork.ssa.gov for questions and issues related to Ticket assignment, the service provider website, and the Ticket Portal



Questions?