



Frequently Asked Questions: E-Pay

This Frequently Asked Questions (FAQ) resource details changes to E-Pay.

Interim Process: August 1 – October 1, 2018

Q: Are these interim changes only for new requests or for everything currently pending in the Portal?

A: The interim changes apply to all payment requests received on or after August 1, 2018.

Q: After the interim period, are ENs going back to receiving additional payments based on a single payment request?

A: ENs approved for E-Pay will go back to receiving additional payments; however, ENs not approved for E-Pay will not receive additional payments, but will still be able to request those payments using the Ticket Portal.

Q: We have self-employed individuals and we wait to receive word of verified earnings before payment. How will that process work over the next few months?

A: Once the yearly IRS earnings are posted to SSA's record, the Ticket Portal will state "Earnings Already Proven". At that time, an EN can request payments. Reminder: Phase 1 Milestones will require a Certification of Services (COS).

Services and Support Reviews

Q: What is a Services and Support Review?

A: The Services and Supports Review has replaced the previous Individual Work Plan (IWP) audit process. The annual review addresses both IWPs and COS by random sampling an EN's assigned Tickets. Each year, an EN will receive a request from the Program Integrity department to submit an IWP, COS, and any relevant case notes for a list of Ticketholders.

All documents will be reviewed to ensure that the EN is providing the services and supports to the Ticketholder(s) that were agreed to in the signed IWP. A portion of the IWPs will be reviewed in full, whereas all COS will be reviewed. A summary of findings for the IWP review, COS review and any recommendations will be provided to the EN.

If an EN is found noncompliant after conducting the review, the EN may be asked to unassign a Ticket, amend an IWP, escalated to Social Security for possible removal from E-Pay or placed on hold for payments and new Ticket assignments.

Q: What should an EN provide for a Services and Support Review?

A: Social Security or TPM will request IWPs, COS, and any relevant case notes for specific Ticketholders who are currently assigned to an EN.

Q: How do we send the required information back to TPM?

A: All documentation should be collected and organized by Ticketholder to ensure all information can be reviewed together. You can either email or fax the information to the Program Integrity team. If faxing, send it to 703.893.4020 and note on the coversheet "Services and Supports Review." If emailing, send encrypted documents to ProgramIntegrity@yourtickettowork.ssa.gov.

Additional Services and Support Review FAQs can be found [here](#).

Results of the Services and Support Review

Q: When will my EN have a Services and Supports Review conducted that will determine my eligibility for E-Pay?

A: The Services and Supports Reviews began in September 2017. If your EN has already been reviewed, those results will help determine if your EN is eligible for E-Pay. All ENs are expected to be reviewed by October 1, 2018. If you have questions about the status of your review, please contact ProgramIntegrity@yourtickettowork.ssa.gov.

Q: How will we know the result of our Services and Support review?

A: SSA will send an email to all EN contacts on record.

Q: Will the Ticket Portal show whether an EN is on E-Pay?

A: No.

Q: When will ENs be determined ineligible for E-Pay due to noncompliance in a Services and Support Review?

A: October 1, 2018.

Q: How soon can an EN get back on E-Pay?

A: ENs must wait **at least** 6 months to apply for a review to get back on E-Pay.

Q: What is the timeframe for an EN to request an additional review to prove compliance after Social Security determined the EN to be noncompliant?

A: If ENs do not want to wait for the next yearly review, ENs can request a review after 6 months.

Q: Who should ENs contact to request an additional review?

A: ENs should make the request to their EN Specialist. ENs can locate their specialist on the website by clicking here: [EN Specialist](#).

Q: What information do I need to include when I make the request for an additional review?

A: ENs must submit proof that all identified issues have been resolved.

Q: What happens after an EN is determined to be compliant?

A: If an EN is determined to be compliant, that EN will be eligible for the next E-Pay file.

Q: What can a brand new EN who is getting started with its first Ticketholders do to ensure they pass the review?

A: All ENs should keep good service records.

Q: If the Services and Supports review shows an EN has received payments prior to today and they cannot document services, will the EN be required to repay milestones?

A: No. We are not charging overpayments.

Changes to E-Pay

Q: What are the changes to E-Pay?

A: The following list identifies the changes to E-Pay:

1. ENs determined to be noncompliant as a result of Services and Support Reviews will not receive E-Pay payments
2. Unassigned Tickets will not be included in E-Pay
3. Phase 1 milestone payments will not be included in E-Pay*

*All ENs except government trusted partners such as Vocational Rehabilitation Employment Networks (VREN) and Workforce Investment Boards (WIB) must request Phase 1 milestone payments.

E-Pay Schedule

Q: When is the next scheduled E-Pay file?

A: SSA will create the next E-Pay in the 4th quarter of 2018, after all ENs have been evaluated.

Q: Is E-Pay going away?

A: No.

Q: Will ENs miss payments if they wait for the next E-Pay file?

A: An EN has 2 years to request a payment. If an EN has not received payments for July, August, September, or October 2016, ENs will not receive those payments in the next E-pay file. ENs will have to request those payments via the Ticket Portal.

E-Pay Election

Q: How does an EN notify SSA that we do not want to be on E-pay?

A: Send an email to ENService@ssa.gov

Phase 1 Milestone Relationship Requirement (PMRR)

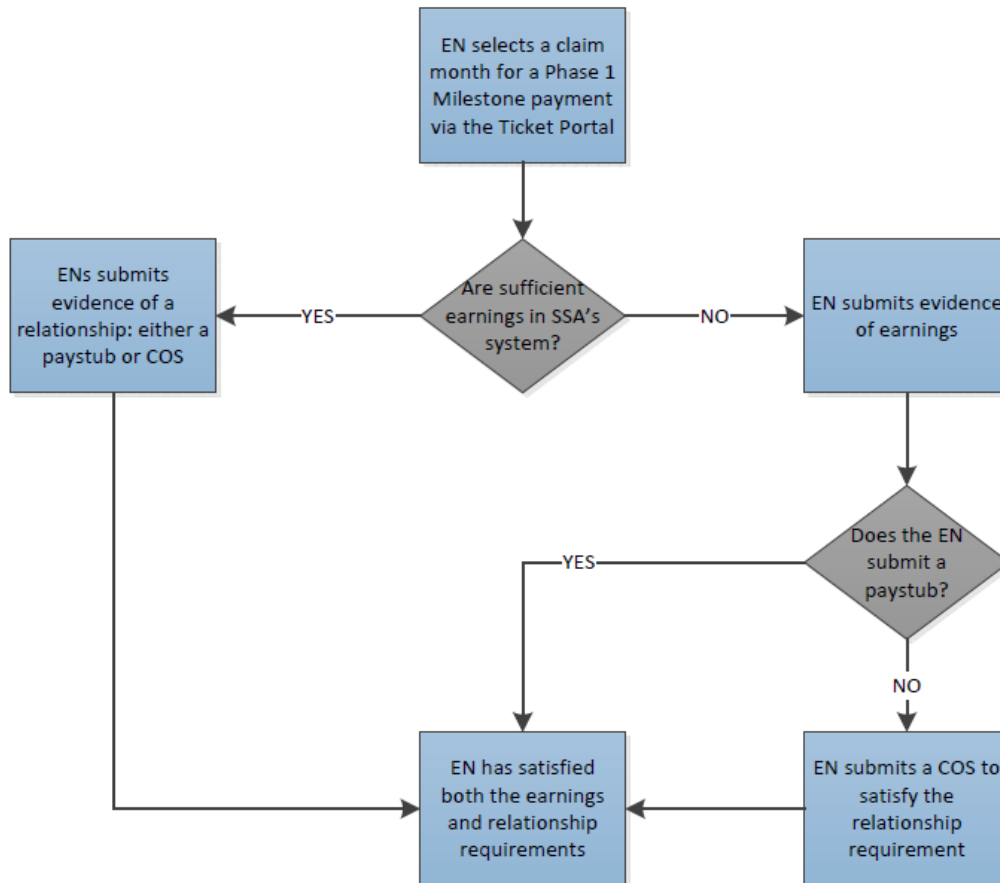
Q: What is the Phase 1 Milestone Relationship Requirement?

A: Effective August 1, 2018, all ENs must prove a relationship with the beneficiary in order to receive payment, in addition to having proof of earnings.

Phase 1 Milestone (1-4) payments will continue to use the same policy for determining acceptable evidence of earnings. However, a new verification requirement has been established, the Phase 1 Milestones Relationship Requirement (PMRR), to ensure program payment integrity. Please refer to the chart below to see all acceptable forms of evidence for proof of earnings and proof of relationship requirements.

Documents Accepted to Prove Earnings	Documents Accepted to Prove a Relationship
Paystubs	Paystubs
The Work Number	Certification of Services (COS)
Employer Prepared Earnings Statement	

The flow chart below illustrates the new requirement:



Q: How can ENs prove a relationship?

A: ENs can submit either paystubs or a COS as proof of a relationship with the beneficiary during the Phase 1 Milestone phase.

Paystubs are the preferred proof of a relationship. Payment request that includes a paystub will not require additional evaluation.

If an EN is unable to provide a paystub for any month(s) requested, a COS is required. Payment requests that include a COS will require a COS evaluation before payment can be made, assuming all other payment criteria is met.

Step	Actions
1	EN selects a claim month for a Phase 1 Milestone payment via the Ticket Portal. Go to step 2.
2	EN does not see any earnings proven for the month(s) requested. Go to step 3. EN sees the message: "Earnings Already Proven" in the Ticket Portal. Go to step 4;
3	EN submits evidence of earnings in the form of paystubs, The Work Number, or an Employer Prepared Earnings Statement. Go to step 4. Note: If paystubs are submitted as proof of earnings then STOP . The criteria has been met for both proof of earnings and proof of a relationship. No further documents are required
4	EN submits evidence of a relationship in the form of paystubs or a COS. STOP

Q: Will Phase 1 Milestones go back on E-Pay?

A: No.

Q: Can I use the same Certification of Services form for all Phase 1 Milestones?

A: Yes, as long as the COS provides evidence of a relationship for each month(s) of the payment being requested. You must submit a COS with each Phase 1 Milestone (1-4) payment request (even if it is the same one used before, with the correct months documented).

Q: How should ENs (except VRENs and WIBs) submit Phase 1 requests?

A: ENs must submit Phase 1 milestone payment requests via the Ticket Portal.

Q: What happens if an EN submits the Phase 1 milestone for the wrong attainment month?

A: TPM will adjust the claim month to ensure the milestones are evaluated for the correct attainment month. The payment request for incorrect claim month will be denied and TPM will create a payment request for the correct month and diary the case. An EN will have 30 days to provide paystubs or a COS for the correct month.

Acceptable Earnings Evidence

Q: Are there any changes to the acceptable forms of primary evidence for payment?

A: No. ENs can still submit paystubs, Employer Prepared Earnings Statements, or The Work Number if earnings are not already in SSA's systems.

Q: If the Ticket Portal shows "Earnings Already Proven", can we continue to request a payment without submitting a paystub?

A: ENs requesting Phase 2 Milestone and Outcome payments do not need to submit a paystub. ENs requesting Phase 1 Milestone payments must submit either a paystub or a COS as proof of a relationship, even with earnings proven on SSA's system.

Q: If we can submit a COS instead of paystubs, how would we know when they actually meet the Trial Work Level (TWL) for a particular month?

A: A COS is not a form of primary earnings evidence. A COS cannot be submitted in lieu of paystubs.

Ticket Portal

Q: How do we submit a COS with our payment request?

A: Refer to the instructions for requesting a Ticket Payment in the Ticket Portal user guide.

Q: How do we get a copy of the Ticket Portal user guide?

A: Email ENSystemsHelp@yourtickettowork.ssa.gov to request a copy of the Ticket Portal user guide. We will verify that you are a current Ticket Portal user prior to sending you the guide.

Q: How do I enroll in the Ticket Portal?

A: Refer to the following information on the website;
<https://yourtickettowork.ssa.gov/information-center/ticket-portal.html>

ENs Restricted from E-Pay

Q: How should ENs not on E-Pay submit payment requests?

A: ENs not on E-Pay must submit all payment requests via the Ticket Portal.

Q: Can ENs not on E-Pay continue to receive multiple payments?

A: No. TPM will only process a payment request for the claim month submitted. TPM will no longer assess additional payments for ENs not on E-Pay. ENs must request additional payments via the Ticket Portal.

Examples:

- EN submits payment request for an Outcome for Claim Month: 4/2017, but earnings submitted are below Substantial Gainful Activity (SGA).
- SSA Records show the beneficiary has SGA-level earnings for 5/2017, 6/2017, and 7/2017.
- The payment request for 4/2017 will be denied due to “Earnings Amounts Do Not Meet Criteria for Payment”.
- TPM will not make additional payments for months where beneficiary has SGA-level earnings on SSA records (5/2017, 6/2017 and 7/2017).
- In order to get paid, the EN must request each month via the Ticket Portal.