

Welcome

Kimberly Cutler welcomed everyone to the call.

Announcements

The deadline for submitting the annual Security Awareness Training Certification is February 28, 2019. All EN staff must sign a copy of the SSA-222 form, which will be kept on site. All EN staff will be listed on the Addendum, which should be completed and signed by either the Signatory Authority or the Suitability Contact. If an EN has only one individual, the EN should email a scanned copy of the SSA-222. The Individual signing the form should be listed at the top of the form.

New this year: The Addendum must be completed and signed electronically. Instructions on electronically signing the Addendum are available on the YourTicketToWork.ssa.gov website. Completed forms should be submitted to SecurityAwarenessTraining222@yourtickettowork.ssa.gov.

End-of-Year Statistics

The end-of-year statistics for 2018 include:

- Total paid: \$68 million
- Denials: 38,000 cases
- Split payment: 18, with a payout of more than \$4,000

The most common denial was for beneficiaries receiving federal cash benefits.

2019 Trial Work Level (TWL) and Substantial Gainful Activity (SGA)

TWL and SGA Rates

The 2019 Trial Work Level (TWL), Substantial Gainful Activity (SGA) rates are as follows:

- TWL – \$880 monthly
- SGA – \$1,220 monthly
- Blind SGA – \$2,040 monthly

SSI Payment Rates

2019 SSI Payment rates are as follows:

- SSI payments – \$442, Phase 2 Milestones
- Outcome payments – \$247
- SSDI client Phase 1 Milestone – \$1,442;
- Phase 2 Milestone – \$432, and the same pay for outcome
- If you have selected the Outcome:
 - SSDI – \$805 monthly
 - SSI – \$460 monthly

You can access this data on the www.yourtickettowork.ssa.gov website.

ePay Statistics

Following are ePay statistics through January 24, 2019:

- The current ePay file processing began on December 31, 2018. Claims are processed by SSNs.
- The ePay file contained more than 20,000 SSNs. 6,026 total claims were paid, which included 1,658 SSNs.
- Total amount paid: \$3,677,420.
- 118 ENs have received payments.

ePay Reminders and Payments Contacts

- ENs can still submit payment requests through the Ticket Portal instead of waiting for ePay. The EN should ensure that their Payment Contact is correct since payment outreach messages are sent to the EN Payment Contact on file.
- When submitting information to the Employment Network Service Team (ENST) about payments, ENs should annotate the EN Contact information. To add or change a contact, ENs should send a request to enservice@ssa.gov and specify the name of the person and title.



- All payment contacts must have completed suitability. Social Security (SSA) should be notified of any staffing changes at the EN or Vocational Rehabilitation Employment Network (VREN) agency. In particular, Portal user access has to be disabled by SSA. Without SSA being notified, that person can still access the Portal.

Changes to ePay (Exclusions)

The following changes have been made to the ePay process:

- Unassigned Tickets will not be included in ePay.
- ENs must request these payments via the Ticket Portal.
- Phase 1 Milestones will no longer be paid via ePay.

VRENs and WIB/AJCs will continue to receive Phase 1 Milestone.

Use of Certification of Services (COS) for Payments

Effective August 1, 2018, all ENs must prove a relationship with the beneficiary to receive payment, in addition to having proof of earnings. EN must request Phase 1 – 4 via the Ticket Portal. ENs can submit either Paystubs or a COS as proof of Relationship and both should cover the entire Milestone period. However, paystubs are the preferred proof of relationship. If an EN is unable to establish proof of relationship at any point during the Phase 1 Milestone period, the Ticket will be unassigned.

Example: If an EN is requesting a Phase 1 Milestone 2 payment using claim months January 2018 – March 2018 based on earnings already established in SSA's database, the EN must submit a COS with a detailed list of services provided and dates for each month.

Additional Available Payments

TPM will process additional available payments when ENs request a payment via the Ticket Portal. Traditional ENs will be eligible for possible Phase 2 Milestones and Outcome payments. VRENs and WIB/AJCs will be eligible for additional Phase 1 Milestones, Phase 2 Milestones and Outcome payments. TPM will search all SSA databases to process eligible additional payments.

Tickets Unassigned by Ticketholder

When ENs submit payment requests after the Ticketholder unassigns their Ticket, TPM will request documentation and a description of services. The number of payments that



the ENs will be eligible for after Ticketholder unassignment is based on assessment of services provided.

Payments for Unassigned Tickets

When an EN submits a payment request after a Ticketholder unassigns their Ticket, the EN must also submit a COS to determine the number of payments an EN is eligible for based on an assessment of services provided. ENs can be eligible for up to 12 payments. EN will be notified of the number of eligible payments and the timeframe to submit the payment. The EN has 18 months to submit a claim. It starts from the date of the Ticket unassignment. Consumer Direct Services (CDS) ENs are not eligible for future payments, including split payments.

TPM Resources

- EN COS Form
 - <https://yourtickettowork.ssa.gov/resources/forms.html>
- Phone
 - Monday thru Friday 9 a.m. – 5 p.m. ET
 - Toll Free: 866.949.3687 / TTY: 866.833.2967
 - Option 1: Payments Help Desk
 - Option 2: Systems Help Desk
- Email
 - For payment issues: enpaymentshelpdesk@yourtickettowork.ssa.gov
 - For questions and issues related to Ticket assignment, the service provider website and the Ticket Portal: ensystemshelp@yourtickettowork.ssa.gov

Questions and Answers

Q: When will ePay be completed?

A: No date for completion yet.

Q: Earnings already proven in the system. What is needed for Phase 1?

A: EN should submit a COS with detailed services provided to the beneficiary.

Q: Will Phase 1 be available on ePay?

A: Traditional ENs: No



Q: How often is ePay processed?

A: We strive to have the ePay file quarterly, but sometimes there are extenuating circumstances that delay the file.

Q: Can an EN do anything to enable Phase 1 payments?

A: No. They can request a payment through the Ticket Portal. The EN must show Proof of Relationship with either paystubs or COS for the entire Milestone range.

Q: Can an ENs see a breakdown of Milestone payments and Outcome payments 2017 vs. 2018?

A: No. The EN would need to send a request to SSA.

Q: If the EN is reporting wages in the Portal, do we need to send them to the local SSA Field Office?

A: Yes, please report earnings to the local SSA Field Office too.

