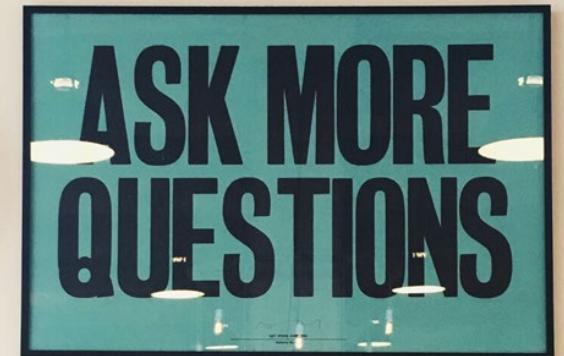


4/30/2019



Social Security's Ticket to Work

All Employment Network (EN) Payments Call



Agenda

1. Welcome
2. ePay Statistics
3. ePay Reminders
4. Changes to EN Payments
5. Locating the Proof of Relationship (PoR) form
6. PoR Examples
7. PoR Denials
8. Preventable Denials
9. State Vocational Rehabilitation (VR) Agency Involvement
10. Resources
11. Question and Answer Forum

ePay Statistics

- Our Current ePay File processing began on December 31, 2018
- Processing totals as of 04/22/19:
 - Total claims paid: 20,528
 - Total SSNs paid: 4,190
 - Total amount paid: \$10,444,919

ePay Reminders

- **REMINDER 1:** We are currently processing the ePay file and will be done soon. There was a delay in starting the ePay file due to quality review of ENs and ePay eligibility. The next ePay file will start in August 2019.
- **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.

Changes to EN Payments (1 of 2)

- 1. Remove Phase 1 Milestone 4 (P1M4) from Proof of Relationship (PoR) review**
 - TPM will exclude P1M4 from the PoR review
 - P1M4 will still not be included in the ePay file
 - ENs must submit payment requests through the Ticket Portal for P1M4
- 2. Align EN payments earnings verification with agency standards**
 - TPM will no longer perform an additional check for monthly earnings when “earnings already proven” is indicated in the Ticket Portal
 - Although TPM will process these payment requests and either pay or deny the case based on SSA evidence, Social Security encourages ENs to continue to submit primary evidence (i.e., pay stubs or Work Number reports) when available

Changes to EN Payments (2 of 2)

3. Process cases on a first in, first out (FIFO) basis

- TPM will process all cases on a first in, first out basis
- All cases will continue to be evaluated within 30 days of receipt
- Reminder – it may take up to 10 business days after a payment is approved before an EN receives payment

4. Eliminate outreach from the Proof of Relationship (PoR) process

- The Certification of Services (COS) form has been replaced with the PoR form for Phase 1 Milestones 1-3 payment requests
- If an EN neglects to provide a paystub or a sufficient PoR form with the payment request for Phase 1 Milestones 1-3, we will deny the case
- You will receive notification of the denial in the Ticket Portal
- If you have additional questions regarding the denial, you should contact the payments help desk at ENPaymentsHelpdesk@yourtickettowork.ssa.gov

Locating the PoR Form

- To download the PoR form:
 - Go to yourtickettowork.ssa.gov
 - Choose **Resources** from the top menu
 - Choose **Forms** from the left menu
 - Choose **Proof of Relationship (PoR) Form** under the **Payments** heading



Proof of Relationship (PoR) Form

EN Name:

DUNS Number:

Ticketholder Name:

Ticketholder SSN:

Ticketholder Telephone:

Ticketholder Email:

Ticketholder Address:

Ticket Assignment Date:

Ticket Unassignment Date (if applicable):

Phase 1 Milestone Number (check one):

1

2

3

4

Passing PoR Form



Document Contact and/or Services Provided:

Please list the dates and a description of the contact or services that your EN provided to the Ticketholder. These services are those agreed upon in the IWP to help the Ticketholder reach and sustain his or her long-term employment goals since both parties signed the IWP.

Date	Description of Services Provided or Contact
01/05/2018	Met with client and developed resume
01/24/2018	Provided career counseling
02/13/2018	Provided job coaching
03/06/2018	Sent job leads
04/10/2018	Called and spoke with client to see how things are going and provided
	updates on new job listing

Failing PoR Form



Document Contact and/or Services Provided:

Please list the dates and a description of the contact or services that your EN provided to the Ticketholder. These services are those agreed upon in the IWP to help the Ticketholder reach and sustain his or her long-term employment goals since both parties signed the IWP.

Date	Description of Services Provided or Contact
01/05/2018	Met with client and developed resume
03/15/2018	Sent email
05/10/2018	Called and no answer
05/15/2018	Attempted to call client but phone is disconnected
08/02/2018	Sent email reminder to submit paystubs

PoR Denials


- **44 – Proof of Relationship Not Received**
 - A PoR form was required for this case but was not attached to the Payment Request

- **45 – Proof of Relationship Failed Review**
 - A PoR form was required and attached, but the EN did not provide sufficient proof of a relationship during the Phase 1 Milestone period

Preventable Denials

Denial Reasons January 1, 2018 – April 18, 2019	Total number of denials
Duplicate Request - Payment Already Made	1680
Earnings Amounts Do Not Meet Criteria for Payment	1467
Earnings Do Not Meet Phase 1 Milestone Criteria	1271
Insufficient Documentation	1186
Payments Must Be Made in Order	1856

Payments Already Made to Me Screenshot



Social Security

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

List Payments Already Made To Me

Select Payment Dates

Start (mm/dd/yyyy)

to

End (mm/dd/yyyy)

Include Denials

[Print this page](#)

[Print Entire List](#)

[Download Entire List to Excel](#)

[Ticket Payment Amounts](#)

[Denial Codes](#)

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Name	Claim Month	Payment Number	Payment Type	% Paid	Payment Amount	Action Date	Payment Decision	Denial Code	Actions
[REDACTED]	2013/05	MO/14	M	50	\$200.50	06/13/2013	Allowed		Actions
[REDACTED]	2013/05	MO/14	M	100	\$401.00	06/12/2013	Allowed		Actions
[REDACTED]	2013/05	MO/15	M	100	\$401.00	06/05/2013	Allowed		Actions
[REDACTED]	2013/04	MO/14	M	100	\$401.00	05/24/2013	Paid		Actions
[REDACTED]	2013/04	OO/29	O	100	\$401.00	06/03/2013	Paid		Actions
[REDACTED]	2013/04	OO/02	O	100	\$401.00	06/13/2013	Allowed		Actions
[REDACTED]	2013/04	MO/15	M	100	\$401.00	05/02/2013	Allowed		Actions

Locating the Payments at a Glance

- To download the most recent Payments at a Glance form:
 - Go to yourtickettowork.ssa.gov
 - Choose **Resources** from the top menu
 - Choose **Forms** from the left menu
 - Choose **2019 Payments at a Glance** under the **Payments** heading

2019 Payments at a Glance

OUTCOME PAYMENT METHOD

Payment Type	Beneficiary Earnings Required After Ticket Assignment	SSI Ticket-Holder (Title XVI)	SSDI Ticket-Holder (Title II)
Outcome	Earnings sufficient for "zero" cash benefits status	Up to 60 Payments of \$460/Month	Up to 36 payments of \$805/Month
Total of Outcome Payments Available		\$ 27,600	\$ 28,980

MILESTONE OUTCOME PAYMENT METHOD

Payment Type	Beneficiary Earnings	SSI Payment Amount (Title XVI)	SSDI Payment Amount (Title II)
Phase 1 Milestones**			
Milestone 1	\$880/mo. x 1 mo.	\$1,442	\$1,442
Milestone 2	\$880/mo. x 3 mos. w/in 6 mos.	\$1,442	\$1,442
Milestone 3	\$880/mo. x 6 mos. w/in 12 mos.	\$1,442	\$1,442
Milestone 4	\$880/mo. x 9 mos. w/in 18 mos.	\$1,442	\$1,442
Total Potential Phase 1 Milestones		\$5,768	\$5,768
Phase 2 Milestones	Gross Earnings > SGA (\$1,220/\$2,040)***	\$247/mo. for up to 18 mos. = \$4,446	\$432/mo. for up to 11 mos. = \$4,752
Total Potential Phase 1+2 Milestones		\$10,214	\$10,520
Outcome	Earnings > SGA (\$1,220/\$2,040)*** And federal cash benefit = \$0	\$247/mo. for up to 60 mos. = \$14,820	\$432/mo. for up to 36 mos. = \$15,228
Total Potential Milestone and Outcome Payments		\$ 25,034	\$ 25,748

*The payment rate in effect at the time the Milestone or Outcome is attained is the rate that will be paid for that particular month, regardless of when the payment request is submitted.

** Please contact the Payments Help Desk (at ENPaymentsHelpdesk@yourtickettowork.ssa.gov) for explanations to exceptions.

*** The 2019 monthly SGA amounts are \$1,220 for non-blind and \$2,040 for blind individuals.

Website: www.yourtickettowork.ssa.gov | Email: ENOperations@yourtickettowork.ssa.gov | Call: 1.866.949.3687 (toll-free)

State VR Agency Involvement

- If a Ticket was previously In-Use with a State VR agency and the case was **closed successfully**:
 - No Phase 1 Milestones can be paid
 - The first possible payment for ENs will be Phase 2 Milestones
- If a VREN previously served a Ticketholder under the Cost Reimbursement payment method and closed the case, the same VR cannot assign the Ticket under the EN payment method

Resources

- PoR Form
 - <https://yourtickettowork.ssa.gov/resources/forms.html>
- Phone
 - Monday thru Friday 9 a.m. – 5 p.m. ET
 - Toll Free: 1-866-949-3687/TTY: 1-866-833-2967
 - 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