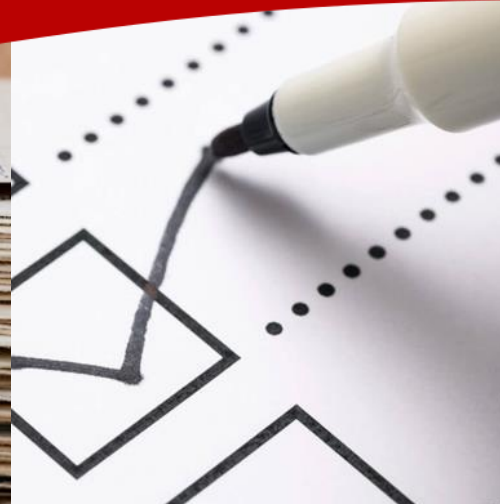


7/30/2019



Social Security's Ticket to Work

All Employment Network (EN) Payments Call



Agenda

1. Welcome
2. ePay
3. Payments Must be Made in Order
4. State VR Agency Involvement
5. Split Payments
6. Earnings Already Proven
7. Automated Diary Cases
8. Resources
9. Question and Answer Forum

ePay Statistics

- Our Current ePay File processing began on July 18, 2019
- Processing totals as of 07/24/19:
 - Total claims paid:
 - Total SSNs paid:
 - Total amount paid: \$

ePay Reminders

- **REMINDER 1:** You may submit your payment request through the Ticket Portal instead of waiting for ePay.
- **REMINDER 2:** Phase 1 Milestones are not paid through ePay
 - ENs must request Phase 1 Milestones through the Ticket Portal.
- **REMINDER 3:** Unassigned Tickets are not included in ePay.
- **REMINDER 4:** ENs must have passed their annual Services and Support review.

Payments Must be Made in Order (1 of 2)

- All payments must be made in order
 - Phase 1 Milestones 1 - 4
 - Phase 2 Milestones
 - Outcomes
- ENs should check the status of the last payment request submitted via the Ticket Portal.
 - The “List Payments Already Made to Me” is available 24 hours a day, 7 days a week in real time.
- An Outcome attainment month cannot be before a Milestone attainment month, even if SSA retroactively updates/corrects the benefits status.

Payments Must be Made in Order (2 of 2)

Example:

1. Phase One Milestone 1 paid claim month 08/2018 on 9/21/2018 while the benefits were in current pay.
2. 3/2019 system retroactively updates the benefits status to suspense effective 07/2018 – 03/2019.
 - The EN will not be charged an overpayment for the Phase 1 Milestone payment due to the benefits updating to suspense status.
3. EN submits for Outcome @ 7/2018.
4. Payments staff reviews case and will deny the Outcome request with Denial reason: Payments Must be Made in Order.
5. Outcomes will be available starting 9/2018.

State VR Agency Involvement (1 of 2)

- If a Ticket was previously In-Use with a State VR agency and the case was closed successfully or a Cost Reimbursement Payment was made at any time:
 - No Phase 1 Milestones can be paid
 - The first possible payment for ENs will be Phase 2 Milestones
 - A successful closure applies to all subsequent Tickets that may be issued due to new Date of Disability Onset (DDO)
- **Example:** Case successfully closed with the State VR Agency 2/2017
 - New Ticket issued (new DDO) 1/2018
 - EN assigns the Ticket 12/2018
 - No Phase 1 Milestones are available due to the successful closure on 2017.
 - **Denial Reason:** Due to VR Services Phase 1 Milestone Can't be Paid
- If a VREN previously served a Ticketholder under the Cost Reimbursement payment method and closed the case, the same State VR agency cannot assign the Ticket under the EN payment method.

State VR Agency Involvement (2 of 2)

- State VR agency involvement status displayed on the Ticket Portal may not show the entire history of closure.
- Ticket Portal may display an unsuccessful closure in cases where the State VR agency received a cost reimbursement payment.
 - **Example:** Portal displays unsuccessful closure with the State VR agency
 - EN submits for Phase 1 Milestone 1 @10/2018
 - Case is assessed by TPM and State VR agency closed the case unsuccessfully in 9/2016 but received a Cost Reimbursement payment
 - All Phase 1 Milestones will be denied due to State VR agency received payment for services provided to the beneficiary.
 - **Denial Reason:** Payment Made Under VR for Same Period
- If the EN submits for a Phase 1 Milestone payment, and the system provides information that the VR received a Cost Reimbursement payment or a successful closure at any time, **Phase 1 Milestones will be denied.**

Split Payments (1 of 2)

- If a Beneficiary assigns his/her Ticket to more than one EN or a State Vocational Rehabilitation Employment Network (VREN = State VR Agency acting as EN) at different times, there is the possibility of a Split Payment case.
- The prior ENs may participate in a Split Payment if there was payment activity within 12 months of a request from the current EN.
- TPM will notify all ENs involved of the possible split payment.
- Notification will be emailed to the Payments Contact listed for your EN.
- If no Payments Contact is listed, the notification will be sent to the Program/Contract.

Split Payments (2 of 2)

- The ENs involved will need to:
 - Submit Service Records of the services rendered to the beneficiary
 - Complete the SSA-1401 form
- Indicate on SSA-1401 whether the ENs involved will work together to determine the payment percentage allocation or if they prefer that the Ticket Program Manager (TPM) determine the payment percentage allocation for each EN.
 - Select the Operation Support Manager (OSM) check box on the form to have TPM make the determination.

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Locating Form SSA-1401

- To download form SSA-1401:
 - Go to yourtickettowork.ssa.gov
 - Choose **Resources** from the top menu
 - Choose **Forms** from the left menu
 - Choose **Form 1401: EN Split Payment Request Form** under the **Payments** heading

Form Approved
OMB NO: 0980-0644

Social Security Administration

Employment Network Split Payment Request Form

Beneficiary SSN: _____

Employment Networks

Current EN: _____	Prior EN: _____
DUNS: _____	DUNS: _____
Ticket Assignment Date: _____	Ticket Assignment Date: _____
Contact Name: _____	Contact Name: _____
Phone: _____	Phone: _____
Prior EN: _____	Prior EN: _____
DUNS: _____	DUNS: _____
Ticket Assignment Date: _____	Ticket Assignment Date: _____
Contact Name: _____	Contact Name: _____
Phone: _____	Phone: _____

PROPOSED SPLIT PAYMENT

Please review the options below and indicate which split payment method would be most applicable to the ENs requesting payment. [PLEASE NOTE: This applies for the duration of the beneficiary's ticket]

I WANT THE OPERATION SUPPORT MANAGER (OSM) TO MAKE THE SPLIT PAYMENT DETERMINATION

Please check the box below to indicate that you would like Operations Support Manager to determine the split payment percentages

I WANT THE OPERATIONS SUPPORT MANAGER TO USE THE AGREED UPON SPLIT PAYMENT ALLOCATION CHART BELOW

In the event there is two or more ENs involved in the split payment process for a beneficiary, the percentage must be in denominations of 10 and the total for each payment request types should equal to 100%. Remember the split will apply to all payment requests for the duration of the ticket. Please refer to examples outlined below for assistance in filling out the chart.

Example #1 - Title II or Concurrent Beneficiary -- Two ENs involved

Payment Types	Payment Requests	Current En Name: ABC, Inc	Prior En#2 Name: 123 Company	Prior EN#3 Name:	Prior EN#4 Name:
Phase One Milestones	P1M1-4	80%	20%		
Phase Two Milestones	P2M1-11	90%	10%		
Outcome Payments	O 1-36	100%	0%		

Form SSA-1401 (02-2013) Page 1

Earnings Already Proven

Phase 1 Milestones

- When requesting Phase 1 Milestones 1 – 3 based on Earnings Already Proven:
 - ENs must submit Proof of Relationship (PoR) items at time of request
 - PoR or Paystubs to cover the entire milestone range

Phase 2 Milestones & Outcomes

When requesting Phase 2 Milestones and Outcome payments no other documentation is needed at the time of the request, but TPM may request additional information after the case is assessed.

Automated Diary Cases

- Payment requests are automatically placed in Diary status when ENs submit a payment request through the Ticket Portal and check the box labeled “Proof of Earnings will be Faxed in”
 - Checking this box will trigger a fax cover sheet to use when faxing in earnings information.
- ENs have 9 business days to submit the earnings information
 - TPM will not outreach for the information.
 - If earnings are not submitted within the allotted timeframe, the case will be denied.

Resources

- Form SSA-1401
 - <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

Questions?

Dial ***1** to add yourself to the queue for questions

Dial ***2** to remove yourself from the queue if your question has already been answered