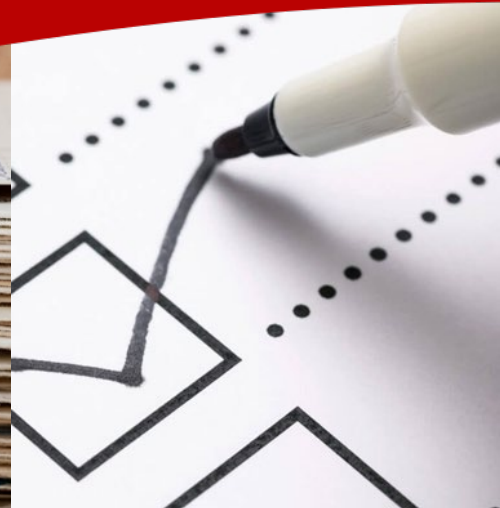


11/05/2019



Social Security's Ticket to Work

All Employment Network (EN) Payments Call



Agenda

1. ePay Updates
2. Avoiding Payment Denials
3. Submitting for Manual Payments After Denials
4. Calculating Earnings for Payments
5. Resources
6. Question and Answer Forum

ePay Statistics

- The July 2019 ePay file was completed on September 20, 2019
 - Total claims processed: 23,661
 - Total SSNs paid: 6,299
 - Total amount paid: \$13,067,890
- TPM is currently processing the October 2019 ePay file that began on 10/21/2019

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



Avoiding Payment Denials

Avoiding Payment Denials – Tips for Success

- **Review all relevant materials**
 - Ensure you read all GovDelivery Messages
 - Attend all EN Payments All Calls
 - If you miss a call, visit the Your Ticket to Work Events Archives to review materials
 - Review all Your Ticket to Work website content
 - Read **Payments Denial Reason Under the Ticket to Work Program** for a complete list of payment denials with explanations and tips
- **Ticket assignment**
 - Confirm that the Ticketholder's Ticket was assigned to the requesting EN during the applicable claim period/month

Avoiding Payment Denials: First Available Claim Month

- Confirm that first claim submitted is the month after EN's Ticket assignment date
 - **EN Ticket Assignment Date** – the date TPM receives the Individual Work Plan (IWP) or submits for the Ticket assignment using the electronic Ticket Assignment Request (TAR) process
 - For ENs that submit IWPs to TPM or use the TAR process more than 14 days after the latest signature date, the EN Ticket assignment date will be the same as the date TPM receives the IWP or TAR notification
 - **Ticketholder Ticket Assignment Date** – the latest signature date on the IWP
- ENs should check their records to ensure that the Ticket was assigned to the EN during every claim period/month the EN plans to submit for payment
 - First month for which an EN can qualify for payment is the month following the month that the EN secured the Ticket assignment

Avoiding Payment Denials: 18-Month Look-Back (1 of 2)

- Earnings at the Trial Work Level (TWL) during this period may impact the availability of some or all of the Phase 1 Milestones for that beneficiary
- Social Security's database is a living document
 - Earnings can appear at any time, usually months and once in a while years, after the earnings occur
 - ENs occasionally experience overpayments as a result of the late posting of earnings information
- The Look-Back period for earnings is a maximum of 18 months prior to the Ticket assignment date
 - Because the Look-Back period begins on the date of disability onset and the beneficiary's Ticket assignment date, this period could be less than 18 months

Avoiding Payment Denials: 18-Month Look-Back (2 of 2)

- During the intake process, discuss work and earnings for the prior 18 months
 - If a Ticketholder is unsure about earnings, the EN can use other sources of earnings information prior to submitting a payment request
- ENs can obtain a signed release from the Ticketholder and contact the local Social Security office to request a Benefits Planning Query (BPQY)
 - The BPQY provides information on earnings that have been posted to the beneficiary's Social Security record
- ENs can use The Work Number to check for TWL earnings during the 18 months prior to Ticket assignment
- Once earnings history is established, use the 18-month Look-Back tool to determine Phase 1 Milestone exclusions

Avoiding Payment Denials: Documenting Earnings

- Check all available sources of earnings information prior to submitting for any payment
- Verify earnings meet the criteria for payment that was in effect during the month and year for which payment is being requested
 - **Remember:** Social Security uses different methods to calculate earnings requirements for SSDI, SSI and concurrent Ticketholders (receiving both SSDI and SSI)

Avoiding Payment Denials: Phase 1 Milestones

- When submitting for Phase 1 Milestones, make sure the Ticketholder had gross earnings at least at TWL
 - For Phase 1 Milestones 2, 3 and 4, ensure the number of months of TWL earnings is adequate and that earnings occurred within the designated timeframes
 - The same earnings can be used for multiple Phase 1 Milestones
- Example: A Ticketholder has earnings above TWL in January, February, and March
- January earnings can be used for P1M1; January – March can then be used for P1M2
- Keep track of the month's earnings to make sure they are at or above TWL and always make sure the requirements are met
 - P1M1: TWL for 1 month
 - P1M2: TWL for 3 months in 6-month period
 - P1M3: TWL for 6 months in a 12-month period
 - P1M4: TWL for 9 months in an 18-month period

Payment Denial Reasons Under the Ticket to Work Program

- Please read the **Payments Denial Reasons Under the Ticket to Work Program** for a complete list of payment denials with explanation and tips
- To download the document:
 - Go to yourtickettowork.ssa.gov
 - Choose **Resources** from the top menu
 - Choose **Resources** from the left menu
 - Choose **Payment Denial Reasons under the Ticket to Work Program** under the **Payments Resources** heading



Introduction

Approved Employment Networks (EN) or State Vocational Rehabilitation (VR) agencies acting as ENs (VREN) submit payment requests to the Ticket Program Manager (TPM) for the Ticket to Work program. ENs and VRENs submit these requests to TPM to receive compensation for assisting Social Security beneficiaries with disabilities, [i.e., individuals receiving Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI)], to maintain and advance in employment.

TPM processes these requests using all available information to determine if the EN is eligible for the payment. The information reviewed includes forms and supporting documentation the EN submits and information contained in Social Security's and TPM's data bases. Upon receipt of each payment request, Social Security's Ticket to Work system or iTOPSS assigns each claim a unique Work Case Number (WC). The WC is used in all communications related to that request. Using a WC allows TPM and the EN to exchange information associated with a payment request without exchanging any of the beneficiary's Personally Identifiable Information (PII). The use of the WC also ensures proper processing of all information submitted in connection with a particular payment and allows TPM to provide ENs with detailed information in reports by listing the status of each payment request submitted by the EN. This facilitates an EN's ability to track Ticket revenue.

TPM notifies Social Security of all approved payments via the Internet Ticket Operations and Provider Support System (iTOPSS) after processing payment requests for payment. Payments processed in this system are automatically placed on a transaction file and submitted to the Department of the Treasury (Treasury) for processing. Treasury processes each EN's payments via the Automated Clearing House (ACH) as electronic file transfers (EFT) that post directly to the EN's bank account.

When TPM denies a payment request or claim, staff assigns a payment denial reason in iTOPSS for each claim. Each denial appears in the Ticket Portal under the "List Payments Already Made to Me" screen when ENs select the option "Include Denials", using the Reference Number or Work Case Number associated with that particular payment request (claim). ENs can access the Ticket Portal 24 hours a day, seven days a week and since Social Security updates the system in real time. This page of the Ticket Portal is particularly useful because it provides information on all payment requests submitted by the EN as well as any payments made to the EN via the E-PAY process.

Overarching Tips for Avoiding Payment Denials

EN staff assigned to submit payment requests are strongly encouraged to review the following materials to gain a better understanding of Social Security's rules and policies related to payments under the Ticket to Work program and TPM's processes and procedures related to such payments.

Submitting



CANCEL

[click here for more information](#)

Submitting for Manual Payments After Denials

Submitting for Manual Payments After Denials

- ENs cannot resubmit for same claim month through the Ticket Portal if:
 - Case was denied due to NO RESPONSE TO REQUEST FOR DOCUMENTATION
- Portal will display the following error message:
 - 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.

Form 1391: EN Payment Request Form

- ENs must resubmit payment request manually (fax or mail) using the EN Payment Request Form
 - Must contain all required documentation
- To download the EN Payment Request Form:
 - Go to yourtickettowork.ssa.gov
 - Choose **Resources** from the top menu
 - Choose **Forms** from the left menu
 - Choose **Form 1391: EN Payment Request Form** under the **Payments** heading

SOCIAL SECURITY ADMINISTRATION	Form Approved OMB No. 0980-0644
Employment Network Payment Request Form	
This form may be used to request Evidentiary Payment Requests (EPRs) or Certification Payment Requests (CPRs)	
To Ensure Prompt And Accurate Payment To Your Employment Network, Please Complete The Following Form And Attach Any Acceptable Earnings Information Required	
I. Employment Network Information	
EN Organization Name: _____	
DUNS Number: _____	
Is the financial institution and bank account information provided to SAM.GOV current?	
<input type="checkbox"/> Yes <input type="checkbox"/> No (if No, please contact SAM @ 1-866-606-8220 before submitting this request)	
Incorrect Or Outdated Information May Delay Or Prevent Payment Issuance To Your Employment Network	
II. Ticket-holder Information	
Ticket-holder's Name: _____	
Ticket Number/Social Security Number: _____	
Name of Ticket Holder's Employer: _____	
Employer's Address (if available): _____	
Payment method for this Ticket Assignment:	
<input type="checkbox"/> Outcome Payment Method <input type="checkbox"/> Milestone-Outcome Payment Method	
III. Phase 1 Milestone 1 Earnings Information	
Select one option only if requesting a Phase I Milestone 1 payment.	
<input type="checkbox"/> The beneficiary achieved Trail Work Level (TWL) earnings during the calendar claim month.	
<input type="checkbox"/> The beneficiary achieved less than TWL, but expects to achieve TWL earnings within the next 2 months.	
<input type="checkbox"/> The beneficiary achieved less than TWL earnings and is not expected to achieve TWL earnings within the next 2 months.	
Form SSA-1391 (02-2013)	Page 1

Calculating Earnings for Payments

Calculating Earnings for Payments

- Title XVI (SSI: Supplemental Security Income)
 - Payments are assessed on the paid date
- Title II (SSDI: Social Security Disability Insurance)
 - Payments are assessed on wages earned within a pay period
- Concurrent Beneficiaries (SSI and SSDI)
 - Payments are assessed based on whichever earnings satisfies the payment (paid date or earned in the month)

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Calculating Earnings for Payments

Phase 1 Milestones & Phase 2 Milestones Claims		
Beneficiary Pay Status	Earnings Situation	Program Rules
IF	AND	THEN
Beneficiary is in current pay status for both Title II (SSDI) & Title XVI (SSI).	Earnings are verified at TWL/Substantial Gainful Activity (SGA) for Title XVI or there are paystubs indicating the beneficiary was paid at TWL/SGA in the claim month. There are no earnings or earnings are below TWL/SGA for Title II.	Payment accessed using Title XVI rule: Earnings paid in the month.
Beneficiary is in current pay for both Title II (SSDI) & Title XVI (SSI).	Earnings are verified at TWL/SGA for Title II or there are paystubs indicating the beneficiary wages were earned at TWL/SGA during the claim month. There are no earnings or earnings are below TWL/SGA for Title XVI.	Payment accessed using Title II rule: Wages earned in the month.
Beneficiary is in current pay for Title II (SSDI) & nonpay/suspense for Title XVI (SSI).		Payment accessed using Title II rule: Wages earned in the month must be TWL/SGA.
Beneficiary is in current pay for Title XVI (SSI) & nonpay/suspense for Title II (SSDI).		Payment accessed using Title XVI rule: Earnings paid in the month must be TWL/SGA.

Calculating Earnings for Payments

Outcome Claims		
Beneficiary Pay Status	Earnings Situation	Program Rules
IF	AND	THEN
Beneficiary is in suspense status for both Title II (SSDI) & Title XVI (SSI) due to work and earnings.	Earnings are verified at SGA for Title XVI or there are paystubs indicating the beneficiary was paid at SGA in the claim month. There are no earnings or earnings are below SGA for Title II.	Payment accessed using Title XVI rule: Earnings paid in the month.
Beneficiary is in suspense status for both Title II (SSDI) & Title XVI (SSI) due to work and earnings.	Earnings are verified at SGA for Title II or there are paystubs indicating the beneficiary wages were earned at SGA during the claim month. There are no earnings or earnings are below SGA for Title XVI.	Payment accessed using Title II rule: Wages earned in the month.
Beneficiary is in current pay for Title II (SSDI) & nonpay/suspense for Title XVI (SSI) due to work and earnings.		Deny claim. Rules for Title II nor Title XVI can be used. Beneficiary must be in suspense status in both programs to be eligible for an Outcome payment.
Beneficiary is in suspense status for both Title II (SSDI) & Title XVI (SSI) not due to work and earnings.		Deny claim. Rules for Title II nor Title XVI can be used. Beneficiary must be in suspense status in both programs due to work and earnings to be eligible for an Outcome payment.

Conclusion

Resources (1 of 2)

- Form 1391: EN Payment Request Form
 - yourtickettowork.ssa.gov/resources/forms.html
- Monthly Earnings Estimator
 - yourtickettowork.ssa.gov/resources/resource-documents.html
- Payments Denial Reason Under the Ticket to Work Program
 - <https://yourtickettowork.ssa.gov/resources/resource-documents.html>

Resources (2 of 2)

- 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