

Welcome

Kimberly Cutler welcomed everyone to the call. She shared updates on ePay, avoiding payment denials, submitting for manual payments after denials, calculating earnings for payments. Kimberly also provide different resources that are available to our service providers.

Announcements

Cara Caplan reminded ENs to update their System Award Management (SAM) registrations prior to them expiring. SSA cannot pay an EN if their SAM registration has expired. Registrations must be updated annually.

When applying for a second or possibly third business model, ENs should not send in their application until their SAM registration for the second or third model is active. SSA can only hold the application until it expires within 60 days.

Cara also reminded ENs who change their banking information to contact ENService@ssa.gov. Payments questions should be directed to the Payments Help Desk.

ePay Statistics

TPM processed the most recent ePay file on September 20, which included the following:

- 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 October 21.

ePay Reminders

Kimberly provided the following are ePay reminders:

- TPM is currently processing the ePay file.
- ENs can still submit payments requests through the EN Ticket Portal.

- Phase I Milestones are not paid through ePay. ENs must request these cases through the EN Ticket Portal
- Unassigned Tickets are not include in the ePay file.
- ENs must have passed their annual Service and Supports Review to be eligible for ePay.

Avoiding Payment Denials

Kimberly provided the following tips to avoid payment denials:

- ENs should review all relevant materials before submitting for payment.
- ENs should read all Gov Delivery messages sent from SSA.
- ENs should attend the All EN Payment quarterly calls. Previous calls are archived on www.youtickettowork.ssa.gov.
- ENs should review all of the content on the website, including the document, Payment Denial Reasons, under the Ticket to Work Program. This document provides ENs with a complete list of payment denials with explanations and tips. It also provides the denial with a code, along with great tips on how to avoid those denials.
- ENs should also confirm that the Ticket was assigned to their EN for the claim month they are requesting. Also, the first month an EN can request payment is the month following Ticket assignment.
- Ticketholder Ticket Assignment Date is the latest signature date on the Individual Work Plan (IWP). ENs should submit their IWPs within 14 days after signature date.

18 Month Look-Back

Earnings at the Trial Work Level (TWL) during this period may impact the availability of some or all of the Phase 1 Milestones for a beneficiary. The SSA database is a living document. Earnings can appear at any time. ENs occasionally experience overpayments as a result of posting earnings information late. The Date of Disability Onset (DDO) can affect the number of months used for look-back earnings.

ENs should discuss work and earnings for the prior 18 months during the intake process. ENs can obtain a signed release from the Ticketholder and contact the local SSA 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. ENs should check all available sources of earnings information prior to submitting any payment requests. Remember: SSA uses different methods to calculate earnings requirements for SSDI, SSI, and Concurrent Ticketholders. When submitting for Phase 1 Milestones, ENs should make sure the Ticketholder had gross earnings at least at TWL.

Submitting for Manual Payments after Denials

Kimberly provided information for submitting manual payment requests after denials. She reminded ENs they cannot resubmit for the same claim month through the Ticket Portal if the case was denied due to *No Response to Request for Documentation*. The Portal will display the following error message: This claim month was previously denied for your EN due to missing documentation or inadequate certification of services. A payment request from you for this claim month must be submitted in writing to SSA and must contain all required fields. ENs must resubmit the Payment request manually (fax or mail) using Form 1391 EN Payment Request Form. The form is located on the www.yourtickettowork.ssa.gov website under Resources -> Forms -> Form 1391: EN Payment Request Form.

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 satisfy the payment (paid date or earnings in the month).



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.

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 or 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 or 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.



TPM's Monthly Earnings Estimator allows ENs to enter earnings data and calculate earnings for a specific claim month. It allows ENs to identify whether or not there are sufficient earnings for a particular type of claim prior to submitting payment request. The Monthly Earnings Estimator is available at www.yourtickettowork.ssa.gov under Resources -> Resource Documents -> Monthly Earnings Estimator under Tools for Success heading.

TPM Resources

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

Q: Do ENs have to submit all Phase 1 Milestones via the Ticket Portal? We previously received payments via ePay?

A: Phase 1 Milestones are no longer paid via ePay. ENs are required to submit them via the Ticket Portal with Primary evidence (Paystubs) or Proof of Relationship (PoR) with documentation such as "The Work Number" or Employer Prepared Statement. Earnings must be at Trial Work Level (TWL) or above.



Q: When I submit a payment request in the Ticket Portal and it was sent in error, is there a way to delete it?

A: No. ENs cannot delete a payment request on the Ticket Portal. You can email the EN Payments Help Desk to have the request denied.

Q: Does the 18 Month Look-Back period start on the Date of Disability Onset or the month after the Date of Disability Onset?

A: It begins with the month of the Date of Disability Onset.

Q: What is The Work Number? When should an EN get a signed release from the Ticketholder to receive a BPQY from the local SSA Field Office?

A: The Work Number is a third party source that an EN can use to verify earnings. ENs can get form SSA-3288 (Consent for Release of Information) and have the Beneficiary sign 2 copies.

Q: If the EN sees a message in the Ticket Portal “earnings have been verified” should they still submit paystubs? Do we have the fax number to submit earnings to SSA for the beneficiary?

A: Yes, we encourage ENs to submit evidence of earnings such as paystubs. This is the preferred evidence of earnings. Every SSA Field Office has their own fax number.

Q: If we are filing for Phase 1 payments, and they have Trial Work Level earnings on one paystub, do we need to submit all paystubs for the month or does the one paystub satisfy the requirement?

A: If you have paystubs, please submit all your paystubs.

Q: Will Phase 1 Milestones coordinate with ePay since there is no Proof of Relationship necessary?

A: No, it will not. You have to request payment for Phase 1 Milestones through the Ticket Portal.

Q: We have a couple of employees with 1099 contractors. It is limited to copies of checks of employers with no statements. You can't submit earnings without the information on the pay information. What can you do to get paid in that scenario?

A: For those particular Self-Employment Income Beneficiaries, we have to wait for IRS earnings information to make those payments. Normally, it is about a year after the prior



year ends that SSA has the earnings information. That is the only way to pay self-employed beneficiaries.

