All EN Payments Call Transcript

> Good afternoon. Thank you for joining the all EN Payments Call. I am the EN payment manager and the host of the call.

The purpose of today's presentation is to provide recent announcements and insights into the payment process on the following agenda topics. The topics for today will focus on ePay, timeframe for submitting proof of relationship items, paid claims, payments for unassigned Tickets. We will be sure to provide you with needed resources. At the end of the session, we will have an opportunity for questions. We will have a question and answer forum.

What we want to cover is an announcement that went out to all service providers on June 6. Due to multiple emails of personally identifiable information (PII breaches), policies surrounding the protection of PII, effective July 1, Social Security and TPM will no longer accept PII via email even if it is password protected. We will not accept any PII via email even if you password protect it. Effective July 1, we can no longer accept emails with PII. Submitting PII to Social Security or TPM via email is a PII violation. SSA will take punitive action toward an EN for violating this protocol including removal from ePay and ultimately, potential termination. Make sure you are aware of the new restriction on emailing PII.

ENs are strongly encouraged to use the Work Case Number to send inquiries via email to the Payments Help Desk. Hopefully you are familiar with the Work Case Number. Please make sure that's how — if you have inquiries for payments, make sure you use the Work Case Number. Click on *pending payments* or *payments already made to me* link on the main menu of the Ticket Portal to locate the Work Case Number. Make sure you have all of that information. When you send the Work Case Number it is not considered a PII violation when you send inquires for payments-related questions.

If for some reason you are not able to use the Work Case Number, you must make sure to use the following options to submit personally identifiable information to TPM. We have provided you with the fax number and mailing address. If you have questions, you can call the Payments Help Desk. We have the number for you along with hours of operation.

If you do have to fax or mail in PII information, TPM will make sure you forward to the correct department.

Best practices for mailing or faxing to TPM. Make sure you always use a cover sheet. Include your EN's name and DUNS number on the cover sheet and Include the subject and department on your fax or mail you want that in the subject line. Also include Payments department, earnings documentation. We want to make sure in routing the info to the correct department. Anything you can do to help would be appreciated. Make sure you include the information when you fax or mail in your PII. It is a good practice to always print the confirmation sheet. It will help in case there are issues with faxing and allows for better research. It will help you to have proof that it went through.

The next topic is ePay. We want to make sure we keep the reminders. TPM will start processing the next ePay file soon. You are encouraged not to submit Outcomes via the Ticket Portal. These payments will be picked up during ePay and TPM will pay all available payments. We're not able to pay Phase I Milestones 1 via ePay. You still have to submit those through the Portal for your Outcomes. As long as payment criteria are met, TPM will make the payments. We encourage you to give us a chance to process those cases via ePay. You don't have to submit through the Ticket Portal. Remember, the file is processed in order of SSN not DUNS. It is possible that once we start processing the ePay file, you may receive a few payments off the gate. You may not receive any more payments until later because it's based on SSN not DUNS. Remember, I have a lot of payments. I haven't received payments. It could be that we haven't come across the SSN. Those are a couple of reminders. We will put an announcement in the Portal letting you know once we start processing the next ePay file.

Timeframe for submitting Proof of Relationship items. We added the topic in the past. We wanted to make sure ENs have the understanding of when you need to submit your proof of relationship items. When you are submitting a payment request for Phase 1 Milestones 1-3, you must provide proof of relationship. It can be established through pay stub or a completed proof of relationship form (PoR). If you're submitting a payment request based on earnings already proven — you've received that note in the system when submitting the payment request, proof of relationship items must be submitted at time of submission. When you go into the Portal and request payments for Phase I Milestone I and it's based on earnings already proven, whenever you submit the request you should provide proof of relationship items. Even if you have the message *earnings already proven*, you still may have pay stubs. We encourage you to submit pay stubs. If you do not, complete a Proof of Relationship form. The key thing to remember is when the case is assessed for Phase I

Milestone 1-3, if we do not have the PoR items at the time we process, the case will be denied. TPM no longer outreaches for PoR-related items. We will not outreach and ask if it is not there when we process the case; the case will be denied. There are times when cases are processed on the same day as the received date. It is important that when you submit a request at the same time make sure you provide proof of relationship items to make sure your case will not be denied because we did not receive it. Make sure you are aware you must submit proof of relationship items at the time you are requesting Phase 1 Milestones 1-3 if based on earnings already proven in SSA system.

The next topic, aged claims. EN shall request a payment no later than 24 months following the month Ticketholder work and earning meet the payment criteria. If you work with the beneficiary, it takes a while to get access to the earnings or time for the SSA system to update. Make sure you are aware of the timeframe. SSA will not accept payment requests for periods outside the 24-month window. We have an example. On July 5, 2020, EN submits for Phase 2 Milestones at claim month January 2018. They are requesting this in July, but the claim month is January 2018. The claim month is outside the 24-month window. The claim will be denied using the denial reason “request received more than 24 months after claim.” If you see that denial, this is why. Be mindful of making sure that as soon as the beneficiary has the work and earnings that meet the payment criteria that you are submitting the request. If not, the payment request will be denied if it falls outside of the 24-month window. We want to make sure we add that information to today's information.

We move on. We will focus on payments for unassigned Tickets. Under certain circumstances, SSA may continue to pay an EN when a Ticketholder achieves designated work-related Milestones and Outcomes after the Ticketholder unassigns the Ticket or following expiration or termination of the EN TPA. We wanted to cover points about how and when you would get paid if the Ticket was unassigned.

First, if the Ticket is unassigned by EN. EN may unassign at any time. It means the EN is no longer providing services or ongoing support to the Ticketholder. I want to reiterate. If you unassign — and you have a right at any time — by unassigning, you are saying you are no longer providing services for ongoing employment support to the Ticketholder. Ongoing support or the availability of ongoing support is a requirement for continued payment. SSA will cease Ticket payment to the EN effective the month prior to the unassignment month. If the EN unassigns the Ticket in January 2020, the last payable month the EN can receive payment for is December 2019. I want to make sure you are aware that once EN unassigns the Ticket, you are not eligible for payment. That includes split payments for work or earning achieved by the Ticketholder beginning with the Ticket unassignment month. Even if the beneficiary continues to work and achieve earnings, your EN will not be eligible for payments or split payments in the future. If you want to unassign be aware — or you're not eligible after Ticket unassignment month.

If the Ticketholder unassigns. The Ticketholder may unassign the Ticket at any time. If the Ticketholder unassigns the Ticket, the EN of record may benefit from the contributions to the Ticketholder's work achievements. The beneficiary unassigns the Ticket but you contributed to that beneficiary's work achievement. SSA may continue to pay the EN the full payment due for any claim month for which the Ticketholder's earnings qualify for payment. The key takeaway is that SSA continue to pay the EN for it, but for a period not to exceed 12 claim months in an 18-month period, beginning with the unassignment month. You want to make sure you're aware of the usassignment month. You will have — or the EN will have 18 months from that time to request the 12 possible payments.

SSA is only going to pay up to 12 payments, but you have18 months to request the 12 payments. Your payment will be based on an evaluation of services provided to the beneficiary. You want to make sure that when you are submitting for payment that you provide the certification of services. Not to be confused with the proof of relationship form. It is a separate form. Whenever you request a payment for a Ticket unassigned by a beneficiary, you must submit a certification of services form detailing services provided to the Ticketholder for the entire Ticket assignment. If you're only asking for January 2020, you have to provide a list of services you provided from the time the Ticket was assigned. We're not just looking for the services for that month. It is for the duration of the time the Ticket was assigned to you. We want to make sure you are aware of that.

Moving on for continuation of when the Ticketholder unassigns the Ticket. The previous slide did cover that if the beneficiary unassigns a Ticket, an EN could receive up to 12 payments within an 18-month period. There may come a time when the Ticketholder reassigns the Ticket to another EN. during that 12-claim month period during the 18 months after unassignment. We wanted to note, if it happens, the former EN may request a split payment for the remaining months of the 12 claim month period. In other words, you as the prior EN. The Ticket was unassigned by the beneficiary, so you are entitled. You could possibly receive 12 additional payments within the 12-month period, if the beneficiary or Ticketholder unassigns the Ticket. Now it's with another EN. It can still be a split payment for you to receive those possible 12 payments. You won't be able to go past that. Once it is assigned to another EN you would submit for payment and the prior EN will submit and it becomes a split payment. The split would only involve the prior EN but It would only go through the 12 claim months. After that, the prior will be eligible for future payments. You still have to submit certification of services.

Just a note that when it becomes a split, the payment determination will be based on services provided by both ENs. It is important that while the Ticket is assigned to your agency that you are documenting all services that you are providing for different reasons — for service and support reviews. Also, when it comes to payment, when SSA is going through the process of determining what payments you are eligible for and what is the split if it involves more than one EN, make sure that you document services. Remember, when the Ticketholder unassigned the Ticket, you're eligible possibly for those 12 payments but the Ticket is reassigned and it becomes an issue of a split payment. If you have questions you can reach out to the help desk who can provide a little more clarification. We want you to be aware of what happens and how you would receive payments unassigned by a beneficiary.

Then next slide talks about when you are requesting a payment for a Ticket that was unassigned by the beneficiary that you have to submit certification of services. This slide lets you know where you can locate the EN Certification of Services Statement form (COS). It gives you steps to where you can go to download the form. Make sure you have the information readily available when submitting your request. Also make sure you must provide evidence of earnings as well. It gives you a link to find the form that is required for your request to payment for a Ticket that is unassigned by the Ticketholder.

Moving to the Resource page. We want to make sure you have access to contacts for TPM and SSA for any assistance for any questions that you have. If you have a payment related issue, make sure you contact the help desk Monday through Friday 9 a.m. – 5 p.m. Eastern Standard Time. We have options to select depending on the assistance you need. The email address for payment related issues and issues related to Ticket assignment. We have the address where you can contact the help desk if you have questions for Ticket assignment, service provider website or questions related to the Ticket Portal. Make sure you are reaching out to the EN Help Desk at https://yourtickettowork.ssa.gov/, Monday through Friday 9 a.m. until 5 p.m. EST.

That covers the topics for today. What I would like to do if we could start. I would like to ask for rotation. Any questions? If you can open the phone lines for questions, I would appreciate it.

If you would like to ask a question, press star 1. Again, press star 1 want to ask a question. We will pause for just a moment to allow everyone a chance for questions.

Stacy please go ahead.

This is a specific payment question. I have a beneficiary who in the past has successfully finished Trial Work Level and he got off cash benefits. He's been working over one year. He ended up quitting. We contacted Social Security. They reinstated his benefits and he is getting a payment every month. Recently, back in April, we found him another job. He is working well over SGA. We contacted the local field office. We can't visit but I have a contact. They are not able to stop his benefits because of COVID. He's not supposed to be receiving cash benefits right now because he is well over SGA. I have a statement that I can send in. I went in and tried to do a payment for an Outcome because he's actually supposed to be in an Outcome phase but because the Ticket work system shows he is getting a check I can't do that. It's not allowing for an Outcome. I don't know if I can put in for Phase 2. I'm not sure how to submit payment for him for April, May, June.

What I'm understanding is — the beneficiary should not receive benefits but the field office because of COVID-19 they are not able, they are not putting him in. I will ask of our SSA representative to jump in and give you an update on where we are and what we will do about those cases.

This is Patrice. We were made aware of this last week. We sort of thought it might happen. I can't say have a true response yet. Right now, we don't have a solution or workaround that will assist in being able to getting an Outcome payment. When it is still in pay. We are working in policy, operations areas to determine if there's anything we can do. We're not sure what's possible because systems are designed to show a specific code if someone is in pay or out of pay specifically due to work. We are in touch with operations area in the office, to see if there is anything we can do.

Basically, just hold tight. I have statements for April, May and June. I try to put it in and it was denied. It's showing current pay. He shouldn't be. I will wait. I didn't know there was resolution. I called a couple of months ago about it. Thank you.

No problem.

Thank you, Patrice

Next question is from Jenelle. Go ahead.

Hi. Thank you. I just defined a new Ticketholder and she is working. The employer has a business checking and they just cut a check. It's not an actual pay stub. Is it acceptable to submit a copy of the check or is there another form I should fill out?

You have someone that just started working and the employer cut them a check? But you don't have pay stubs?

Correct. Almost like if you or I were to write a personal check out of our checking account but it is a business account. It says the company's name on the check but it's not a paystub.

We have to see tax withholdings. Is there any way to ask the employee to get an employee prepared earning statement?

I can do that.

That would help.

There is a form on the website called an Employer Prepared Earning Statement. If you download a copy and send it to the employer to fill out and sign. The employer can indicate any taxes that were held. Sign off on that. We can use that along with the check.

Thank you.

We will take one more call through the telephone lines.

Sandra.

My name is Sandra. I have a question in regard to payroll stubs. Most of my beneficiaries are turning in their stubs but a couple are reluctant to submit payroll stubs on a monthly basis. I sent to them a copy of our agreement showing on a monthly basis, the payroll stubs are to be submitted to their EN on a monthly basis. Can I still bill for the month P1 – P4? Can I still bill for those payment periods without the stubs?

When you submit for a payment request, we must have evidence of earnings. We only accept evidentiary payments at this time. If you're unable to get pay stubs, another resource you might want to work through is the Work Number. It’s a third source. It's not through us. You can visit the website go to the Work Number.com. They provide evidence of earning. If you’re submitting a request through the SSA system and you get the message “earnings already proven” and it's for Phase I Milestone 1-3, you need to make sure you submit proof of relationship items. We will not be able to process a claim if you don't have evidence of earning. You need the paystub to show earning or The Work Number to show earnings. We can go from there. We cannot process if we don't have evidence of earnings.

I did that at one time. It stated in the Portal that documentation was in your system and I didn't submit payroll stubs and they still denied because they're saying I didn't submit them.

Without me seeing the specific details of the payment, I cannot say why the case was denied. If it was for Phase 1 Milestones 1-3, we needed proof of relationship items for the payment. If you submit it for a different payment based on earnings already in the system but once we received the request if earnings in the system did not satisfy payment or they did not come from a verified source, we would have to reach out to ask you to provide the earnings. I would have to know details of the case. If you submitted based on earnings proven and we denied the case, somewhere along the way there was payment criteria not met. We would have to look to get details of it.

Thank you.

Can we meet to chat?

We have quite a few questions in the chat. Let's see if I can find a logical way if that is possible.

When does the next ePay begin?

We think it will start in the next week or 2. We expect it to start soon. There will be an announcement on the Portal when we start processing the ePay.

Janet asks, you said that if you request a payment for an unassigned Ticketholder you need to submit a certification of services form and evidence of earnings if the person is unassigned. It could be difficult to get evidence of earnings if earnings show in the Portal, is additional evidence needed?

Yes, you have to submit the certification of services and we need evidence of earnings.

That's only in a situation if the beneficiary unassigned the Ticket.

There are quite a few questions. What happens when a Ticketholder has been removed from your EN system and doesn't show on even unassigned Tickets? I have called to request why he was removed from our EN Portal.

What happens if the Ticket is removed and they can't see the Ticket in the Portal?

What happens when they say remove, my guess, is they've been unassigned and they don't show up in the unassigned Tickets. Do they have to call to request why they were removed from the EN Portal? It may sound like a glitch?

I don't know if Katie is on.

A beneficiary doesn't show up on currently assigned or previously assigned and you downloaded the entire list. You don't see it there you have to contact the help desk to research.

It sounds like the assignment was removed altogether. Everything should be in the Portal, so it sounds like an anomaly and someone will have to look it up for you.

Just a reminder that you can no longer send because of PII. -- If you want to check on a specific Ticketholder you can either call or send an email. I can call you back. You cannot send email anymore. I wanted to make sure I put the reminder in.

One more from the chat.

For Phase 1 Milestones 1-3, either, pay stubs, Work Number documentation, and proof of relationship are needed for one or the other?

When you are requesting Phase 1 Milestones 1-3, you have to show proof of relationship. Pay stubs will show proof of relationship. They are the standalone. If you have pay stubs and evidence of earnings that will be proof. If you do not have pay stubs, you have to provide a completed proof of relationship form. Evidence of earnings must be present in any case. If you have pay stubs it could satisfy earning information and proof of relationship. If not, you can submit earnings through the Work Number, Employer Prepared Earning Statement, or if earnings are established in the SSA database, that satisfies earnings. You would need proof of relationship items. [indiscernible - low volume] Paystubs will show both. If you don't have pay stubs you need earnings with proof of relationship or completed Por [indiscernible - low volume] form.

What is the difference between proof of relationship and certification of services form?

They serve two different purposes. Proof of Relationship form is only used for requesting payment for Phase 1 Milestone 1-3. It's used to show that you have established a relationship with your client during the timeframe. Certification of Services is a form used to provide services for the entire time the Ticket was assigned. PoR Form, proof of relationship for Phase 1 Milestones 1-3 is a very targeted timeframe. Certification of

Services form is for unassigned Tickets and it covers the range from beginning of the Ticket assignment date. Two different causes.

You're going back to the telephone?

Any questions on the telephone?

I have 7 in the queue right now. Are you ready for more?

Joe?

Not to bitch too much. I've been doing this since 2003. Each year it gets more and more challenging to put in for a payment, to the point where it is now equally the challenge with someone with a disability has to get on disability. An example of that is proof of relationship. Why did that come about except the distrust that has been put on the EN to prove the relationship with the beneficiary. When you think about it, the beneficiary has the ability to want to unassign the Ticket if they are dissatisfied with the service the EN is providing. Why is SSA and disability getting involved and getting to this degree of making it such a challenge and creating extra work for the EN to put in for the payments?

I will hand this off because you asked why SSA was making a change. I will start out that one reason the proof of relationship was put in place for the integrity of the program. I do not think it was in doubt of the honesty of EN working with the beneficiary in providing services. It was for the integrity of the program. These are services that ENs are required to provide to beneficiaries, so it is a way of documenting, making sure and giving you the opportunity to show and list the services you are providing. Make sure you are in compliance with providing services. Based on integrity of the program. I will ask if someone from SSA will answer.

You explained it perfectly. I don't have anything to add.

The other question, I have a beneficiary, who was to go on disability monthly checks since 2015. Is he still required to show earning stubs for 2019? Why?

Were you requesting Outcome payments?

Correct.

When you went to request payment, it was not showing that SSA had proof of earnings already questioning.

Right. And extension for 2019. Why would that be in consideration when she hasn't received a check for over four years?

It would not be proof of relationship. If you go in the Portal.

Earnings.

If you go in the Portal to request an Outcome payment and we are not showing earnings, we would need to submit payments so we can see the paystub to give you Outcome payment if we don't have earnings in our system already. It's not a proof of relationship.

I know it's not proof of relationship. I understand what you're saying. I'm questioning why. Why are we required this four years later when she no longer received a check?

I understand what you're saying. They haven't gotten the check for 4 years so the assumption is they must be working or they would've had a check. The reason that you have to do that -- it is a requirement of the program. It is in the TPA that a requirement of the program is that earnings must be proven for a particular type of payment whether Milestone or Outcome. The other requirement has to do with beneficiary status. Even though it’s been 4 years and they haven't gotten the check. A requirement to receive EN payment is to submit earnings. We need to know they are working at a level to meet the EN payment requirement. I see your point. It's just a requirement of the program.

If they weren't working, they would put in to have checks restated. All of this adds up and putting more work onto the EN.

I understand your concerns. We try to answer the best we could. I encourage you, if you have additional questions. Some of them is strictly the policy. What is in place is what we follow. It's not to say we dismiss how you feel. We want to make sure right now we try to answer questions related to payments processed not so much policy. If you could provide on a chat, call help desk to get my information we can have discussion offline. The bottom line is that concerns you have that are valid, it is policy. It doesn't mean we don't want to hear you. I would say if you can contact the help desk and forward the information to me, we can have a call offline. We want to make sure we have time dedicated to answer very specific payment questions so everyone can walk away with a better understanding. Unfortunately, we can't change policy. We do hear you. Feel free to reach out.

I put these questions to you knowing you can't change the policy but as you grow in your position be conscious of what is being pushed to the field. It's going overboard. Thank you.

Thank you and I understand.

Linda?

A question I thought was a good question. I was wondering if you could answer. Is the Ticket program going to be lenient during this time of COVID-19 in regard to progress of the program?

Lenient toward timely progress reviews?

In terms of —- during the first year you accept certain progress. During the second year, you expect some additional progress. In regard to having to unassign Tickets. If they haven't made progress that is expected of them — in regard to what you have in your policy. Is there any adjustment being made if they didn't get a job or didn’t get into training during their first year because of COVID-19? Is there any adjustments going to be made on what is expected from our beneficiaries?

I will ask for someone from SSA to take this. Will there be any time of adjustments for beneficiaries? I will let someone answer.

It seems the question being asked is due to benefits and not related to the Ticket to Work program.

No. It's harder for them to try to find a job right now. They're more worried about health and being exposed to COVID-19. They don't feel like they are making progress. You have guidelines on progress which is expected of them. The question is concerning —are they going to be graded on a curve because of COVID 19 and the additional challenges they have in regard to making progress in the Ticket to Work Program.

We are meeting daily to discuss what changes we are going to making to our policy in response to COVID-19. By no means do we want to take global pandemic and hold it against any EN or individual who is looking for work and may not be able to get out because of the pandemic. We are fully aware of challenges the pandemic is causing. We are meeting daily on what we can do. Once we make changes, we will make sure you are made aware. There's nothing on pen and paper to say that when it comes to [indiscernible - low volume]. Nothing that says due to the pandemic we're going to alleviate this specific guideline. We are meeting regularly. Once we come to a conclusion, we will make sure you have the information.

We are at the top of the hour. Another question?

This is Rachel. We have a couple of beneficiaries we're working with, a very small number maybe 2-3 where the beneficiary should have been in an outcome over 2 years and we've been working with the local field office to get that cessation taken care of. In the meantime, we know Outcome payments are expiring. We know when the cessation is taking care of by the local field office that it will go back more than two years and the beneficiary will be in overpayments. We are talking to them about it, actively trying to get it resolved. What will happen with the payments? Will they expire or will we have to deal with it on an individual basis?

It is something we have discussed internally. At no fault to the EN the benefits are not being updated timely. We recognize that. We are aware of that. I would encourage all ENs to do in cases like this that they should have been in Outcome status but the field has not updated the record. For us, TPM, we're processing claims. There is nothing we can do. If all Phase 2 has been satisfied, then the next available payment is the Outcome payments. If benefits are showing in current pay, there is nothing we can do... what we encourage ENs to do is make sure you submit showing they did request a payment. If and when the status updates we can see there was a request submitted within the timeframe, we can look at those cases on a case-by-case basis. We don't want you to miss out on payments due to a delay of the field office updating the record due to COVID-19 or other things. We want to make sure that we can see that the EN did request. They knew that their next payment was Outcome. They requested for that claim month within the 24-month window so that. everything updates. If it goes back – to update that far back, we can look at that case or those individually and go from there.

We don't want to bombard you with additional requests as long as you have that denial in there that's sufficient. We'll know once we have it it's resolved at a field office level.

You work with the field office. They can let you know. It's definitely what we would do.

I know you have questions. We try to make sure we have time. We started five minutes late. Is there another question?

Susan.

I apologize if you already answered this one. I have a client paid by 1099 check and this is a case where you ask employer to fill out the employer earnings statement and submit that was the paycheck? So he can get paid? Is that I correct.

Is self-employed beneficiary?

Yes, acting as an independent contractor. Yes.

I may need help with this one. Self-employed. SSA no longer accepts certification payments. For self-employed beneficiaries, we have to wait until they file and we have earnings information in SSA's database. Then we are able to process. We cannot accept 1099 as proof of earnings. We do not accept that as a form of payment. We have to have self-employed beneficiary earnings posted in the SSA system.

That is exactly correct. We do not accept 1099. Kim is correct. On self-employment. We cannot accept any earnings until it gets posted to Social Security systems. The reason—the earnings that are posted for self-employment, basically, it means the beneficiary has filed taxes with the IRS. listed gross earnings, expenses, their net — all of that which we would need to know for assessing a case. A 1099 is basically gross earnings. We have to make sure we have earnings submitted to the IRS and sent to SSA and posted to SSA system before we can accept any earnings from self-employment. Normally we pick up payments for self-employment beneficiaries on our ePay file. When we work the ePay file, those earnings are propagated into an SSA system so we can see what was reported to IRS. That's the main reason. For self-employment pretty much only where we accept earnings from IRS.

The last question in the chat.

What happened to beneficiaries who turned 65 while in the program. Do they automatically drop off or do you have to unassign them?

Depends on how the Ticket started. The life of the Ticket is full retirement age. Once we have it in the system that somebody reaches full retirement, the Ticket would terminate. There is nothing the EN would have to do at that point.

If the Ticketholder unassigned her Ticket and the EN was unaware and continues to provide services and the Ticketholder submits pay stubs can they or cannot be paid?

Once a beneficiary unassigns a Ticket, the EN may be eligible for future payments up to 12 claim payments within an 18-month window. If the beneficiary or EN was unaware the Ticket has been unassigned if they submit for payment, TPM will outreach for certification of services to determine if the EN should receive payment. Always check on the Portal. You can check Tickets assigned. You can check what have been assigned and unassigned. What is important when you submitting a payment request for a Ticket that's been unassigned is (1) providing certification of services and (2) making sure you are aware of the unassignment date so you would know the window of time you would have to request possible payment.

We are at 10 past the hour. We will compile the questions and provide answers and we will get them posted on the website. We don't want you to think questions are not answered. Please use the resources and contact the help desk if they can answer. They do a great job. If not, they can give the question to the appropriate person.

We will wrap it up for today. I want to thank everyone for your participation. Thank you for the questions. Thank you TPM and SSA staff for stepping up and answering. Thank you for your participation. We look forward to you joining us on the next call scheduled for October 27. Hopefully, you can join us. Thank you. Enjoy the rest your day. Thank you.

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