

Welcome

Kimberly Cutler welcomed everyone to the third Quarterly All EN Payments Call for 2020. She shared the following agenda topics:

- Announcements
- ePAY
- Timeframe for submitting Proof of Relationship Items
- Aged Claims
- Payments for Unassigned Tickets
- Resources
- Questions and Answers

Announcements

Kimberly informed ENs to use the following methods if they are unable to use the Work Case (WC) number:

- **Fax:** 703.893.4020
- **Mail:** P.O Box 1433, Alexandria, VA 22313
- **Call the Payments Help Desk:** 1.866.949.8687 (Monday through Friday, 9:00 a.m. – 5:00 p.m.)

ePay Reminders

Kimberly provided the following reminders:

- ENs are encouraged not to submit Outcomes via the Ticket Portal because those payments will be paid during ePAY.
- The ePAY file is processed in order of SSNs not DUNS number

Timeframe for Submitting Proof of Relationship Items

Kimberly provided the following requirements for submitting payment requests for Phase 1 Milestones:

- ENs must provide proof of relationship for Phase 1 Milestones 1-3:
 - Pay Stubs

- Proof of Relationship (PoR) form
- For payment requests based on Earnings Already proven:
 - Proof of Relationship items must be included at time of submission
 - Cases processed the same day as received without all the required information will be denied.

Aged Claims

Kimberly explained the importance of submitting payment requests timely and provided the following information related to aged claims:

- An EN shall request a payment no later than 24 months following the month the Ticketholder's work and earnings meet the payment criteria.
- SSA will not accept payment requests for periods outside this 24-month window.
 - Example:
 - On July 5, 2020 "EN submits" for Phase 2 Milestones at claim month 01/2018
 - The claim month is outside the 24-month window and will be denied using denial reason: **Request Received more than 24 months after claim month.**

Payments for Unassigned Tickets

Kimberly provided information about circumstances under which SSA might continue to pay an EN when a Ticketholder achieves work-related milestones and Outcomes after the Ticketholder unassigns the Ticket or following expiration/termination of the EN's Ticket Program Agreement.

- **EN Unassigns Ticket**
 - An EN may unassign a Ticket at any time; however, this means that the EN is no longer providing services or ongoing employment support to the Ticketholder.
 - Ongoing support (or the availability of ongoing support) is a requirement for continued payment.
 - SSA will cease Ticket payments to the EN effective the month prior to the unassignment month.

- The EN will not be eligible for future payments (including split payments) for subsequent work and earnings achieved by the Ticketholder beginning with the Ticket unassignment month.
- **Ticketholder Unassigns Ticket**
 - If the Ticketholder reassigns the Ticket to another EN during the 12-claim-month period within 18 months after unassignment, the former EN(s) may request split payments for the remaining months of the 12-claim-month period beginning with the month the Ticketholder reassigns the Ticket.
 - All payment requests shall be accompanied by evidence of work and earnings.

EN Certification of Services (COS) Statement Form

To download the EN Certification of Services (COS) Statement form:

- Go to yourtickettowork.ssa.gov
- Choose **Resources** from the top menu
- Choose **Forms** from the left menu
- Choose **EN Certification of Services (COS) Statement** under the **Services and Supports** heading

TPM Resources

Kimberly provided information on how to access the resources available on the Ticket to Work website related to the agenda topics and contact for the Help Desk:

- Phone
 - Monday thru Friday 9 a.m. – 5 p.m. ET
 - Toll Free: 1-866.949.3687 / TTY: 1-866.833.2967
 - Option 1: Beneficiary Help Desk
 - Option 2: Payments Help Desk
 - Option 3: Systems Help Desk
- Email

- For payment related 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: When I receive a denial for what I perceive to be an erroneous denial and I call the Payments Help Desk and they agree with me and say that they are going to "send it up", how long should I expect to wait for the error to be fixed?

A: Please allow 5 business days for review of the case.

Q: If you have a participant for Phase 1 of the Ticket Program who reluctantly will not submit his/her pay stubs for P1-P4 payments and have sent to the participant the disclosure stating that they have to turn in their pay stubs, how do you handle this? Can you still bill?

A: You can use The Work Number to try to get earnings information. You can request an Employer Prepared Earnings Statement from the employer. If there are verified earnings in the SSA database, you can request for payment. Remember, when requesting payments for Phase 1 Milestones 1 - 3, you must provide proof of relationship.

Q: If a payment is denied due to need for PoR, will there be a denial reason listed?

A: Yes. 36 - Proof of Relationship Not Received is the denial reason.

Q: About ePAY — I am concerned because I had several payments with a couple of different Ticketholders that should have been made during the last ePay period however, the ePay period closed and I did not receive any payments. I had to request the payments through the Portal. These were Outcome payments and the Ticketholder had no change or interruption in earnings. How can I prevent this in the future?

A: Social Security system will perform a search of qualified ENs' active Tickets which meet rules for the ePay. This is an automated systems check of all current Ticket assignments against earnings records posted to Social Security databases that meet rules for ePay to assess if there are possible payments TPM has not paid to ENs. There could be different reasons why the SSN was not eligible for payment (e.g., benefits status or earnings).

Q: When we have a P1M1 for 5/2018, it is too late for us to process that payment. So, then I send a payment request P1M2 for 7/2018 and it is denied with a code 30, meaning it is out of sequence. How do we process a payment when we are denied for this type of payment? Do we start over with 7/2018 as P1M1? I have done that as well and have been denied with a code 30. We are getting a lot of denials for this sort of situation. Please advise.

A: Yes. Payments must be made in order. If the claim month for P1M1 was denied due to the aged claim rule, then EN must submit for P1M1 at the next available claim month. Please contact the EN Payments Help Desk with questions about case denials.

Q: How can an EN bill when a Ticketholder unassign themselves? Do we need to have PoR/pay stubs? How will we even know if they are working if there is no more communication?

A: ENs must submit Certification of Services (COS) when requesting payments for a Ticketholder that unassigns their Ticket.

Q: Is the COS required for any payment request for an unassigned client or just request after unassignment date?

Would you still have to do all months for Ticket assignment if PoR's were completed during the Ticket assignment for P1's M1 - M3?

A: Yes. ENs must submit the COS when requesting payments for a Ticketholder who unassigns their Ticket. Yes. ENs are required to list all services provided from Ticket assignment date through Ticket unassignment date. The PoR only lists services provided for the months requested for Phase 1 Milestones 1 – Milestone 3.

Q: To clarify, if Ticketholder is the one that unassigns their Ticket from the EN, the EN may be eligible for up to 12 months of payment within 18 months of unassignment even if the EN is no longer providing services from date of unassignment -- is that correct?

A: Yes. ENs must submit the COS when requesting payments if the Ticketholder unassigns their Ticket.

Q: Would we receive payments for an unassigned Ticket automatically if we are on EPay?

A: No. Unassigned Tickets are not included on the ePay file. ENs must request those

payments via the Ticket Portal.

Q: Is the PoR needed for those who have clients directly sending in stubs only? If I am sending in the stubs, is the PoR required?

A: No. If you send in paystubs, the PoR is not required.