

1/26/2021



Social Security's Ticket to Work

All Employment Network (EN) Payments Call



Agenda

1. Welcome
2. End of Year Statistics
3. ePay File Stats
4. 2021 TWL/SGA Amounts
5. Temporary 24 month “Aged Claim” Rule
6. Resources
7. Question and Answer Forum

End of Year Statistics

- **Total dollars paid:** \$90,868,209
- **Total number of payments:** 142,025
- **Total denials:** 68,354
- **Split Payment with dollars paid:** \$0
- **Most common denial reason:** (02) Beneficiary Receiving Federal Cash Benefits

ePay File Stats

- Our last ePay file of 2020 was completed on 12/31/2020
- Processing totals
 - **Total Claims:** 12,905
 - **Total SSNs paid:** 3,723
 - **Total amount paid:** \$6,748,786

2021 TWL/SGA Amounts

- Trial Work Level (TWL): \$940
- Substantial Gainful Activity (SGA): \$1,310
- Blind SGA: \$2,190

Temporary 24 month "Aged Claim" Rule

- SSA sent a Gov Delivery message out to Employment Networks (EN) and Vocational Rehabilitation Agencies acting as ENs (VREN) on October 27, 2020 announcing the EN Payment temporary policy change suspending 24-month aged claim rule from November 1, 2020 to May 1, 2021.
- This rule only applies to Outcome payments that were previously denied (before 11/01/2020) because the Field Offices were not performing cessations due to the COVID-19 pandemic.
- ENs must still request Phase 1 Milestones and Phase 2 Milestone payments no later than 24 months following the month the Ticketholder's work and earnings meet the criteria for Social Security to make the payment.

Conclusion

Resources

- 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

A group of five diverse people (three men and two women) are standing in a row, smiling and holding up various speech bubble cutouts in different colors (blue, purple, orange, grey). The background is a plain, light-colored wall.

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