

## Welcome

Kimberly Cutler welcomed everyone to the call. She provided insight into the payment process on the following topics:

- Welcome
- Announcements
- ePay file Stats
- ePay reminders
- Submitting payments during ePay
- Reviewing Denial Comments
- Payment Help Desk reminders

Resources were available at the end of the presentation, as well as in the Questions and Answers forum.

## Announcements

### Duns to UEI Transition

On April 4, 2022, federal agencies, including Social Security, switched from using the Data Universal Numbering System (DUNS) to a Unique Entity Identifier (UEI) for federal awards and payments. In order to ensure continuity for Employment Networks (EN) and State Vocational Rehabilitation (VR) agencies, the DUNS number will remain your official identifier.

Service providers do not need to take any action at this time; however, SSA is migrating away from the term “DUNS” and begin using the term “PID” (Provider ID) in its place. SSA will store the UEI behind the scenes to properly process EN and VR payments.

Service providers can view their UEI by clicking on the “View directory information about your EN or SVR” link in the Ticket Portal.

## ePay file Stats

TPM completed the last ePay file in March 2022, with the following results:

- Processed 15,209 SSNs
- Paid 4,271 SSNs
- Total amount paid: \$8,366,893

## ePay Reminders

Kimberly informed the ENs that the next ePay started this week and provided the following reminders:

- ENs may submit payment requests through the Ticket Portal instead of waiting for ePay.
- Phase 1 Milestone 4 is now paid via ePay, but ENs must still submit payment requests for Phase 1 Milestones 1-3 through the Ticket Portal with proof of relationship (PoR).
- Unassigned Tickets are not included in ePay.
- ENs must have passed their annual Services and Support review.
- The ePay file is processed in order by SSN not PID.

## Submitting Payments During ePay

Kimberly explained that when processing the last ePay file there was an increase in the number of Portal submitted claims and provided the following reminders to ENs when processing ePay:

- Phase 1 Milestones 4, Phase 2 Milestones and Outcomes are paid via ePay. ENs are encouraged not to submit for these payment types via the Portal when the ePay file is being processed.
  - Submitting for such payments slows down processing and causes duplicate claim months.
- If you submit a request for Phase 1 Milestone 4, Phase 2 Milestones or Outcomes during ePay, that SSN will not be processed until it comes up on the ePay list.
- Please allow TPM to pay all available claims via ePay before requesting via the Portal.

ENs were reminded that they must continue to submit Phase 1 Milestones 1 - Phase 1 Milestones 3 via the Ticket Portal with proof of relationship.

## Reviewing Denial Comments via the Portal

The next few slides provided guidance on how to view denial reasons and comments from the Main Menu:

- Go to “View Ticket payments already made to me.”
- Make sure the “include Denials” box is checked.
- Click on the work “Denied” in the blue under the “Payment Decision” column for the reference number in question and a dialog box will open.

You will see the Denial Reason and Comment, which elaborates on the denial reason code.

If ENs have questions about the denial, they should contact the EN Payments Help Desk for assistance.

## EN Payments Help Desk Reminders

Kimberly explained that the EN Payments Help Desk does an amazing job with answering payment-related questions but there is some information the staff cannot provide.

Staff **cannot** provide:

- Earnings in SSA database
- Claim months to complete PoR
- Benefits status for Ticketholders
- Ticketholder's current entitlement
- Claim months to request for payments

Staff **can** provide:

- Reason for denials
- Explanation for outreach emails

## Payments Topic

Kimberly invited ENs to share topics that they would be interested in discussing through this forum. Kimberly reminded ENs that the goal of SSA is to help educate them and provide clarification on processes and procedures related to payments. She encouraged ENs to send their topics to the EN Payments Help Desk at [enpaymentshelpdesk@yourtickettowork.ssa.gov](mailto:enpaymentshelpdesk@yourtickettowork.ssa.gov).

## TPM Resources

- Phone
  - Monday through Friday 9 a.m. – 5 p.m. ET
  - Toll Free: 866.949.3687 / TTY: 866.833.2967
    - Option 1: Beneficiary Help Desk; Option 2: Payments Help Desk; Option 3: Systems Help Desk
- Email
  - For payment issues: [enpaymentshelpdesk@yourtickettowork.ssa.gov](mailto:enpaymentshelpdesk@yourtickettowork.ssa.gov)
  - For questions and issues related to Ticket assignment, the Service Provider website and the Ticket Portal: [ensystemshelp@yourtickettowork.ssa.gov](mailto:ensystemshelp@yourtickettowork.ssa.gov)

## Questions and Answers

A question and answer period followed, which is part of the call recording and transcript.