



TICKET to Work

All Employment Network (EN) Payments Call

There will be silence until the call starts at
1:00 p.m. ET

Date: October 25, 2022



Logistics

- Please remain muted at all times during the call, unless called upon by the Facilitator.
- Please feel free to ask a question in the MS Teams chat section, which will be monitored by SSA and TPM.
- If joining via phone and you wish to ask a question, raise your hand utilizing *5 and you will be unmuted by the Facilitator; then press *6 to unmute yourself.
- Please limit questions to one per participant and do not duplicate questions.
 - Additional questions or comments can be sent to:
ENPaymentsHelpdesk@yourtickettowork.ssa.gov.
- Closed Captioning is available for participants who join using the MS Teams Application or you can utilize the separate Closed Captions link provided.
 - To turn on Closed Captions in Teams, go to the three ellipses at the top of the MS Teams window and click on “More Actions” and go down the list to “Turn on live captions.”
 - When using the link option, paste the link in the browser and it will open up a separate window to view Closed Captions.

Thank you in advance for your participation!

Agenda

1. Welcome
2. Announcements
3. ePay File Stats
4. ePay Reminders
5. Proof of Relationship Requirements
6. Failed Proof of Relationship
6. Resources
7. Question and Answer Forum

Announcements

Failed Proof of Relationship

SSA sent out a Gov Delivery message on October 20, 2022, informing ENs that in order to receive Phase 1 Milestone 1 through Phase 1 Milestone 3 payments, ENs **must** submit proof of relationship with their Ticketholder, in addition to meeting all other payment requirements.

- Showing proof of a relationship with your Ticketholder can be accomplished through submitting paystubs or a completed Proof of Relationship (PoR) form that documents a list of intensive employment support services and monthly contact with the Ticketholder during the Phase 1 Milestone period.
- The PoR form **must** list services and dates of services provided to the Ticketholder during the Milestone period.
- ENs will have three opportunities to provide the required proof of relationship for the requested Milestones before the Ticket is unassigned.

ePay File Stats

- The last ePay file was completed in September 2022.
- Processing totals:
 - **Total Claims:** 14,475
 - **Total SSNs paid:** 4,412
 - **Total amount paid:** \$7,992,149
- TPM will start processing the next ePay file next week.

ePay Reminders

- Phase 1 Milestone 4 is 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 SSN order not Provider ID (PID).
- Phase 1 Milestone 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 EN portion of 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.

ePay Reminders Cont.

- PII violations will remove your EN from ePay for 3 months or one ePay file
 - During this time, you must submit payment requests via the Ticket Portal
- **Example:**

If an EN violates the PII rule while a file is currently being processed (i.e., November) they will be removed from the next ePay file (January).

What is Proof of Relationship

Proof of a relationship can be either paystubs or documentation of intensive employment support services and monthly contact with Ticketholder during Phase 1 Milestone period.

- ENs **MUST** document all services, including dates the EN provided services to the Ticketholder during the entire period of the claim using the PoR form.
- Phase 1 Milestones require **monthly contact** with a Ticketholder.
- Quarterly contact does not show proof of a relationship.
- If an EN is unable to establish proof of relationship with the Ticketholder at any point during the Phase 1 Milestone period, the Ticket will be unassigned.

Proof of Relationship

- Please refer to the chart below to see all acceptable forms of evidence for proof of earnings and proof of relationship requirements.

Acceptable Proof of Earning	Required Proof of a Relationship
Paystubs	None
The Work Number	Paystub or PoR
Employer Prepared Earnings Statement	Paystub or PoR
Already Established in SSA's System	Paystub or PoR

Proof of Relationship Examples

EN submits a payment request for P1M1 @ 04/2022 based on the Portal message “Earnings Already Established”

- The EN is required to provide proof of relationship with the Ticketholder for 04/2022 by submitting paystubs or completed PoR form that list services provided during the month of April 2022

EN submits a payment request for P1M2 @ 06/2022 with The Work Number Report as evidence of earnings. Months included in the Milestone period are 04/2022, 05/2022 and 6/2022

- The EN is required to submit a completed PoR form that list services provided to the Ticketholder for at least one of the two additional months (i.e., May or June 2022).

EN submits a payment request for P1M3 @ 9/2022 with The Work Number Report as evidence of earnings. Months included in the Milestone period are 04/2022, 05/2022, 6/2022, 07/2022, 08/2022 and 09/2022.

- The EN is required to submit a completed PoR form that list services provided to the Ticketholder for at least one of the three additional months (i.e., July, August, September 2022).

Example of Passing PoR (1 of 3)

Proof of Relationship (PoR) Form

EN Name: ABC

PID Number: 123456789

Ticketholder Name: John Doe

Ticketholder SSN: 111-11-1111

Ticketholder Telephone: (000) 111-1111

Ticketholder Email: JD@yahoo.com

Ticketholder Address: 1234 Somewhere Over the Rainbow
Sunshine, USA

Ticket Assignment Date: 12/13/2021

Ticket Unassignment Date (if applicable):

Phase 1 Milestone Number (check one):

1

2

3

4

Example of Passing PoR (2 of 3)

Document Contact and/or Services Provided:

Please list the dates and a description of the contact or services that your EN provided to the Ticketholder. These services are those agreed upon in the IWP to help the Ticketholder reach and sustain his or her long-term employment goals since both parties signed the IWP.

Date	Description of Services Provided or Contact
12/16/2021	Met with Ticketholder and developed resume
12/18/2021	Spoke with Ticketholder and answered questions about work incentives
12/21/2022	Called Tickholder and walked him through applying for jobs
02/04/2022	Ticketholder called to let us know he got a job
03/08/2022	Spoke with Ticketholder and things are going well with his job
04/12/2022	Emailed information about how to get bus tokens to help get to work some days
05/10/2022	Checked with Ticketholder to see how things were going with his job
06/25/2022	Emailed Ticketholder holder with requested information for reporting wages to SSA.

Social Security may verify the information above with the Ticketholder.

Example of Passing PoR (3 of 3)

By signing below, the EN affirms having provided the services above to the Ticketholder.

EN Representative's Name Johnny B Good

EN Representative's Signature

Date 07/13/2022

Example of Failed PoR (1 of 3)

Proof of Relationship (PoR) Form

EN Name: ABC

PID Number: 123456789

Ticketholder Name: John Doe

Ticketholder SSN: 111-11-1111

Ticketholder Telephone: (000) 111-1111

Ticketholder Email: JD@yahoo.com

Ticketholder Address: 1234 Somewhere Over the Rainbow
Sunshine, USA

Ticket Assignment Date: 12/13/2021

Ticket Unassignment Date (if applicable):

Phase 1 Milestone Number (check one):

1

2

3

4

Example of Failed PoR (2 of 3)

Document Contact and/or Services Provided:

Please list the dates and a description of the contact or services that your EN provided to the Ticketholder. These services are those agreed upon in the IWP to help the Ticketholder reach and sustain his or her long-term employment goals since both parties signed the IWP.

Date	Description of Services Provided or Contact
12/16/2021	Met with Ticketholder and developed resume
12/18/2021	Spoke with Ticketholder and answered questions about work incentives
12/21/2022	Lvm for Ticketholder to call me back
02/04/2022	Sent email to Ticketholder to mail in paystubs
04/08/2022	Spoke with Ticketholder and discussed how to get bus tokens for transportation to work
06/06/2022	Called but was unable to leave a message because vm was full

Social Security may verify the information above with the Ticketholder.

Example of Failed PoR (3 of 3)

By signing below, the EN affirms having provided the services above to the Ticketholder.

EN Representative's Name Johnny B Good

EN Representative's Signature

Date 07/13/2022

Proof of Relationship Form (1 of 2)

Proof of Relationship (PoR) Form

EN Name:

PID Number:

Ticketholder Name:

Ticketholder SSN:

Ticketholder Telephone:

Ticketholder Email:

Ticketholder Address:

Ticket Assignment Date:

Ticket Unassignment Date (if applicable):

Phase 1 Milestone Number (check one):

1 2 3 4

Document Contact and/or Services Provided:

Please list the dates and a description of the contact or services that your EN provided to the Ticketholder. These services are those agreed upon in the IWP to help the Ticketholder reach and sustain his or her long-term employment goals since both parties signed the IWP.

Date	Description of Services Provided or Contact

Social Security may verify the information above with the Ticketholder.

Proof of Relationship Form (2 of 2)

By signing below, the EN affirms having provided the services above to the Ticketholder.

EN Representative's Name

EN Representative's Signature

Date

Failed Proof of Relationship

If an EN is unable to establish proof of relationship with the Ticketholder at any point during the Phase 1 Milestone period, the Ticket will be unassigned.

If an EN submits for a Phase 1 Milestone payment and the PoR submitted has failed the PoR assessment twice:

- TPM will outreach to the EN to submit a new payment request with proof of relationship.
- Failure to provide proof of relationship with the third payment request will result in the unassignment of the Ticket.

EN Payments Forms

All EN Payments Forms are located on the Ticket to Work Website

- <https://yourtickettowork.ssa.gov/resources/forms.html>

Payments Topic

We invite you to share topics that you would be interested in discussing through this forum. Our goal is to help educate you and provide clarification on processes and procedures related to payments. Please send your topics to the EN Payments Helpdesk at ENPaymentsHelpdesk@yourtickettowork.ssa.gov

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: Beneficiary Help Desk; Option 2: Payments Help Desk; Option 3: 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?

Phone: Raise your hand by dialing *5 and you will be unmuted by the Facilitator, then press *6 to unmute yourself.

MS Teams: Enter your question into the chat or raise your hand. You will be unmuted by the Facilitator, and you will need to click the microphone to unmute yourself. Please state your name, EN name and ask your question.

Closing Remarks

- Thank you for your participation in today's call!
- The next All EN Payments Call is scheduled for Tuesday, January 31, 2022, 1-2 p.m. ET.