



All EN Payments Call Recap

January 25, 2022

Welcome

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

- Welcome
- Announcements
- End of year stats
- 2022 TWL/SGA/Blind SGA amounts
- 2022 Ticket Payment rates
- ePay file stats
- ePay reminders
- 24-month aged claim rule

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

Announcements

Security Awareness Form Requirement

Kimberly Cutler provided a reminder that the deadline for submitting the annual Security Awareness Form Certification using Form SSA-222 and the addendum is February 28, 2022:

“Please note that failure to complete and return these documents by the due date will result in your EN Ticket Portal access being blocked, a hold placed on your EN and possible termination. All EN staff must review, sign, and keep a copy of the form on file at your EN location.

Now, in addition to signing the individual form and keeping them on site, the Signatory Authority or suitable contact must complete a copy of the attached addendum form that list all staff who have completed the form for your EN. Then you must submit that addendum via email. And here, on this slide, you can see where you need to submit that information to, which is SecurityAwarenessTraining222@yourtickettowork.ssa.gov.

And again, you want to submit that by the deadline of Monday, February the 28th. Make sure that you include your DUNS number in the subject of the email, and there is another note if a single person runs your EN, in which case you may submit a signed copy of the



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Security Awareness Form- SSA-222 via email. The addendum is not required. Your EN will need to sign and submit the addendum electronically. Please note that SSA will not accept a scanned version of the form.”

Agenda

End of year stats

- Total dollars paid: \$ 97,335,790
- Total payments: 153,759
- Total denials: 68,830
- Most common denial reason: 02 – Beneficiary Receiving Federal Cash Benefit.

Kimberly noted that the denial reason of “02” indicates that the EN has submitted a claim for an Outcome payment and the Ticketholder is listed in current pay status in Social Security’s records. To receive Outcome payments, a Ticketholder must be in a suspense or non-pay payment status due to work and earnings.

Reminder: Once a Ticketholder enters the Outcome period, meaning they are no longer receiving a federal cash benefit, Phase 1 Milestones and Phase 2 Milestones are longer payable. Any missed Phase 1 Milestones and Phase 2 Milestones will be paid at reconciliation after the 12th Outcome.

2022 Trial Work Level/Substantial Gainful Activity Amount

- Trial Work Level (TWL): \$970
- Substantial Gainful Activity (SGA): 1,350
- Blind SGA: \$2,260

2022 Payment Rates

- **Milestones Outcome Method Payments**
 - SSI Payments
 - Phase 1 Milestones: \$1,544
 - Phase 2 Milestones: \$262
 - Outcomes: \$262
 - SSDI Payments
 - Phase 1 Milestones: \$1,544
 - Phase 2 Milestones: \$463
 - Outcomes: \$463
- **Outcome Only Method Payments**
 - SSI: \$487
 - SSDI: \$862

ePay file Stats

The last ePay file of 2021 was completed in November 2021, with the following results:

- Processed 13,083 SSNs
- Paid 4,076 SSNs



- Total amount paid: \$6,953,401

ePay Reminders

Kimberly informed the ENs that the next ePay was coming soon 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.
- 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 DUNS.

24-month Aged Claim Rule

An EN shall request a payment no later than 24 months following the month the Ticketholder's work and earnings meet the criteria for SSA to make the payment. SSA will not accept requests for periods outside this 24-month window.

Phase 2 Milestones or Outcomes

If an EN requests a Phase 2 Milestone or Outcome payment for a claim month more than 24 months old, the payment is no longer available for that claim month. The EN can request the same payment for a claim month within the 24-month window.

Kimberly provided the following example:

- EN ABC submits a payment request for Phase 2 Milestone 1 for claim month February 2019.
- Case is denied
 - *Denial Reason: REQUEST RECEIVED MORE THAN 24 MTHS AFTER CLAIM MTH*
 - *Comment: Per the TPAs Condition for Receipt of Payments rule this (Phase 2 Milestone) claim month is outside the 24 months ENs have to request Ticket Payments.*

Phase 1 Milestones

If an EN requests a Phase 1 Milestone payment within 24 months following the month the Ticketholder's work and earnings meet the criteria for SSA to make the payment with proof of relationship that passes review; and per SSA's record, the correct attainment month for the payment is outside of the 24-month window:

- SSA will deny the requested claim month as an incorrect claim month. In addition, SSA will now create a work case for the correct attainment month and deny it as an aged claim.

- The EN can now request and receive the next Phase 1 Milestone payment if it is available. The missed Phase 1 Milestone payment will be available at reconciliation.

Kimberly provided an example:

EN ABC submits a Payment Request (PR) for P1M1 for claim month 03/2020 with proof of relationship. There is an earlier attainment month for P1M1 at 12/2019 in SSA's system.

- The PR submitted by the EN (P1M1 at 03/2020) will be denied.
 - *Denial Reason: INCORRECT PHASE 1 CLAIM MONTH REQUESTED BY EN.*
 - *Comment: Earlier attainment month payable at 12/2019 per earnings on SSA record or information provided by the EN.*
- TPM Staff will create a new case with the correct attainment month for P1M1 at 12/2019 and deny it due to aged claim.
 - *Denial Reason: CORRECT ATTAINMENT MONTH MORE THAN 24 MONTHS AGO*
 - *Comment: Correct attainment month for P1M1 is 12/2019. This will be paid at reconciliation.*
- The EN can now request Phase 1 Milestone 2 payment if it is available. The missed Phase 1 Milestone payment will be available at reconciliation.

Payments Topic

Kimberly announced to ENs that they are invited to share topics that they would be interested in discussing through this forum. Kimberly reminded the ENs that the goal of SSA is to help educate them and provide clarification on processes and procedures related to payments. ENs were encouraged to please send their topics to the EN Payments Helpdesk at 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
 - For questions and issues related to Ticket assignment, the Service Provider website and the Ticket Portal: ensystemshelp@yourtickettowork.ssa.gov

Questions and Answers

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