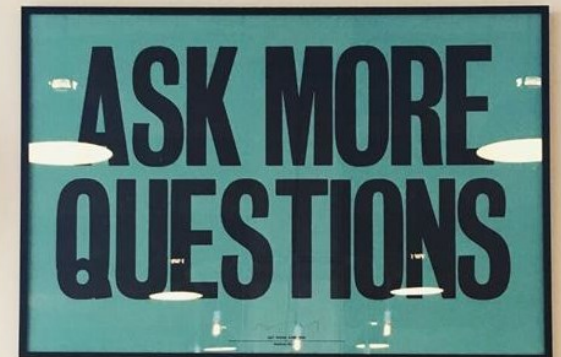


01/25/2022



Social Security's Ticket to Work

# All Employment Network (EN) Payments Call



# Agenda

1. Welcome
2. Announcements
3. End of Year Stats
4. 2022 TWL/SGA/Blind SGA Amounts
5. 2022 Ticket Payment Rates
6. ePay File Stats
7. ePay Reminders
8. 24-month Aged Claim Rule
9. Resources
10. Question and Answer Forum

# Announcements

## Security Awareness For Requirement

- The deadline for submitting the annual Security Awareness Form certification using Form SSA-222 and the Addendum is February 28, 2022. Failure to complete and return these documents by the due date will result in your EN's 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. In addition to signing the individual form(s) and keeping them onsite, the Signatory Authority or Suitability Contact must complete a copy of the attached Addendum form that lists all staff who have completed the form for your EN. The Addendum(s) must be submitted via email to [SecurityAwarenessTraining222@yourtickettowork.ssa.gov](mailto:SecurityAwarenessTraining222@yourtickettowork.ssa.gov) by Monday, February 28, 2022.
  - Please include your DUNS number in the subject of the email.
  - **Note** – If a single person runs your EN, you may submit a signed copy of the Security Awareness Form (SSA-222) via email. The Addendum is not required.
  - Your EN will need to sign and submit the Addendum electronically. We will not accept a scanned version of the form.

All EN Payments Call | 01/25/2022

## End-of-Year Statistics

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

All EN Payments Call | 01/25/2022

## 2022 Trial Work Level/Substantial Gainful Activity Amount

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

## All EN Payments Call | 01/25/2022

# 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 was completed in November 2021.
- Processing totals:
  - **Total Claims:** 13,083
  - **Total SSNs paid:** 4,076
  - **Total amount paid:** \$6,953,401

# ePay 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 request 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 of SSNs not DUNS.



## The 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 payment requests for periods outside this 24-month window.

## Claim months more than 24 months old (aged claims) 1 of 3

### 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.

**Example:** EN ABC submits a payment request for Phase 2 Milestone 1 for the claim month 10/2019.

- Case is denied
  - Denial reason: REQUEST RECEIVED MORE THAN 24 MTHS AFTER CLAIM MTH
  - Comment: Per the TPAs Conditions for Receipt of Payments rule this (Phase 2 or Outcome) claim month is outside the 24 months ENs have to request Ticket payments.
- The EN will need to resubmit for Phase 2 Milestone 1 for a claim month that is within 24 months after requested claim month.

## Claim months more than 24 months old (aged claims) 2 of 3

### 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 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.

## Claim months more than 24 months old (aged claims) 3 of 3

**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 03/20) 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 brand-new case with the correct attainment month for P1M1 at 12/2019 and deny it.
  - 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

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 process and procedures related to payments. Please send your topics to the EN Payments Helpdesk at [enpaymentshelpdesk@yourtickettowork.ssa.gov](mailto:enpaymentshelpdesk@yourtickettowork.ssa.gov)

# 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: 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?

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.