All Employment Network (EN) Payments Call

Date: April 26, 2022

Agenda

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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, you will see SSA 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 will be able to view their UEI by clicking on the "View directory information about your EN or SVR" link in the Ticket Portal.

ePay File Stats

- The last ePay file was completed in March 2022.

- Processing totals:
  - **Total Claims:** 15,209
  - **Total SSNs paid:** 4,271
  - **Total amount paid:** $8,366,893

ePay Reminders

- 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 SSN order not PID.

TICKET *to* Work

Submitting Payments During 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 payment via the Portal.

Reviewing Denial Comments via the Portal
Part 1 of 2

- From the Main Menu, go to "View Ticket payments already made to me."

- Make sure the "Include Denials" box is checked.

- Click on the word "Denied" in blue under the "Payment Decision" column for the Reference Number in question and a dialog box will open.

Reviewing Denial Comments via the Portal

Part 2 of 2

Reason:

Action Deny Reason: Not eligible for payment
due to Look Back esrnings

EN Payments Helpdesk Reminders

- Helpdesk Staff **cannot** provide the following information:

  - Earnings in SSA database

  - Claim months to complete PoR

  - Benefits status for Ticketholder

  - Ticketholder current entitlement

  - Claim months to request for payments

- Helpdesk Staff **can** provide the following information:

  - Reason for denial

  - Explanation for outreach emails

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

TICKET *to* Work

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.