

## Welcome

Kimberly Cutler welcomed everyone to the call. She provided insight into payment processes including end of year stats, 2023 TWL/SGA/Blind SGA amounts, 2023 Ticket Payment rates, ePay file stats, ePay reminders, and payments reminders.

Resources were available at the end of the presentation, as well as the Question-and-Answer forum.

## Announcements

### 2023 Payments Resources Now Available

SSA sent out a GovDelivery message on January 31, 2023, informing ENs that the 2023 payments resources were now available. "The 2023 Payments at a Glance, 18-Month Look Back Tool, and the Monthly Earnings Estimator are now available for download in the Resource Documents section of the Your Ticket to Work website. If ENs have questions about their payment method, they can contact the EN Service Team at [ENService@ssa.gov](mailto:ENService@ssa.gov)."

## End of Year Stats

- Total dollars paid: \$127,223,310
- Total payments: 186,859
- Total denials: 84,317
- Most common denial reason: 02 – Beneficiary Receiving Federal Cash Benefits

## 2023 Trial Work Level/Substantial Gainful Activity Amount

- Trial Work Level (TWL): \$1,050
- Substantial Gainful Activity (SGA): \$1,470
- Blind SGA: \$2,460

## 2023 Ticket Payment Rates

- Milestones Outcome Method Payments
  - SSI Payments
    - Phase 1 Milestones: \$1,645
    - Phase 2 Milestones: \$277
    - Outcomes: \$277
  - SSDI Payments
    - Phase 1 Milestones: \$1,645
    - Phase 2 Milestones: \$493
    - Outcomes: \$493

- Outcome Only Method Payments
  - SSI: \$516
  - SSDI: \$918

## ePay File Stats

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

- Processed SSNs: 13,257
- Paid SSNs: 4,294
- Total amount paid: \$7,391,114

## ePay Reminders

Kimberly informed the ENs that the current ePay file started on January 30, 2023, and provided the following 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.
- Unassigned Tickets are not included in ePay.
- ENs must have passed their annual Services and Supports review.
- The ePay file is processed in order by SSN not Provider ID (PID).
- 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 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.
- Personal Identifiable Information (PII) violations will remove your EN from ePay for three 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., February), they will be removed from the next ePay file (April).

## EN Payments Reminders

The next few slides provided several payment reminders for ENs.

- EN shall request a payment no later than 24 months following the month the Ticketholder's work and earning meet the criteria for SSA to make the payment.
- Phase 1 Milestones 1-4 are not available if:
  - The State Vocational Rehabilitation Agency (VR) received a Cost



- Reimbursement payment.
- The VR successfully closed the case within 18 months prior to the Ticket assignment date to the EN.
- Earnings at or above Trial Work Level (TWL) are found within 18 months prior to the Ticket Assignment Date (TAD).
- When there are multiple Ticket assignments to different ENs:
  - The 18-Month Lookback is based on the first Ticket assignment date.
- ENs must provide proof of relationship with the Ticketholder when requesting payment for Phase 1 Milestone 1 through Phase 1 Milestone 3.
  - ENs will have three opportunities to provide the required proof of relationship for the requested Milestone before the Ticket is unassigned.
- Once a Ticket enters the Outcome period (i.e., no longer receiving a federal cash benefit):
  - Phase 1 Milestones and Phase 2 Milestones are no longer available.
  - Missed available Milestones will be picked up at reconciliation once the EN receives the 12<sup>th</sup> Outcome payment.
- When an outreach email is sent for additional information, ENs must provide the required information within nine business days of receipt of the email, or the case will be denied.

## 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 the quarterly All EN payments calls is to help educate ENs 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.