



# TICKET to Work

## All Employment Network (EN) Payments Call

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

Date: April 25, 2023



## Logistics

- The recording, transcript, recap and PPT Presentation will be available on the Your Ticket to Work website. A GovDelivery message will be sent out once that information has been posted.
- During the open Q & A, 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. If joining on the MS Teams application, click the raise hand icon to ask a question, you will be unmuted by the facilitator and will have access to both audio and video.
- Please feel free to ask a question in the MS Teams chat section.
- Please limit questions to one per participant and do not duplicate questions.
  - Additional questions or comments can be sent to:  
[ENPaymentsHelpdesk@yourtickettowork.ssa.gov](mailto: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 in the chat.
  - 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 a separate window to view Closed Captions.

**Thank you in advance for your participation!**

## Agenda

1. Welcome and Updates: **Jocelyn Greenidge**, *Sr. Program Director for the Ticket Program Manager for Social Security Ticket to Work Program*
2. Presentation: **Kimberly Cutler**, *Ticket Operations Manager for the Ticket Program Manager for Social Security Ticket to Work Program*
  - ePay File Stats
  - ePay Reminders
  - Submitting Proof of Relationship (PoR) Form
  - The Work Number Report
  - Resources
3. Question and Answer Forum

# Welcome and Announcements

**Jocelyn Greenidge**

Sr. Program Director

Ticket Program Manager for Social Security Ticket to Work Program

# ePay File Stats and Reminders, Submitting the PoR Form, The Work Number Report and Resources

**Kimberly Cutler**

Ticket Operations Manager

Ticket Program Manager for Social Security Ticket to Work Program

## ePay File Stats

- The last ePay file was completed in March 2023.
- Processing totals:
  - **Total Claims:** 18,751
  - **Total SSNs paid:** 5,125
  - **Total amount paid:** \$10,267,449
- SSA started processing the April 2023 ePay file on Monday, April 24.

## ePay Reminders

- Phase 1 Milestone 4, Phase 2 Milestones and Outcomes are paid via ePay.
  - ENs should not submit for these payment types via the Ticket Portal without attaching earnings evidence while 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 without attaching earnings evidence during ePay, that SSN **will not** be processed until it comes up on the ePay list.
  - It may take more than 30 days for SSA to process your request.
- ENs must submit payment requests for Phase 1 Milestones 1-3 through the Ticket Portal with proof of relationship.
  - Proof of relationship must be faxed in at the same time as the request.
  - ENs **do not** have 9 days to submit proof of relationship.
- Unassigned Tickets are not included in ePay.
- ENs must have passed their annual Services and Support Review.

## ePay Reminders Cont.

- The ePay file is processed in SSN order, not Provider ID (PID).
  - Initial 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., May), they will be removed from the next ePay file (July).
- Please allow TPM to pay all available claims via ePay before requesting via the Ticket Portal.



## Submitting Proof of Relationship (PoR) Form (1 of 4)

- ENs must provide proof of relationship with Ticketholders when requesting payments for Phase 1 Milestones 1 through Phase 1 Milestones 3 when using qualifying earnings from The Work Number Report, Employer Prepared Earnings Statement or Earnings Already Proven in SSA's database.
  
- Proof of relationship is determined by:
  - Pay stubs
  - OR**
  - A completed Proof of Relationship (PoR) form with a list of services provided to the Ticketholder during the requested Milestone period
  
- When submitting the PoR form, ENs **must** submit the form with their payment requests at the time of submission.
  - **ENs do not have nine business days to send in the form.**
  
- ENs should not submit for payment until they have all documentation ready.

## Submitting Proof of Relationship (PoR) Form (2 of 4)

- ENs should generate a fax cover sheet when submitting the PoR form to show proof of relationship.
  - If you are relying on earnings from the Portal, select “No” under add earnings.
  - If you are **not** relying on earnings from the Portal, select “Yes” under add earnings.
- If you are submitting paystubs, you do not need to submit the PoR form.
  - Select “Yes” under add earnings.

## Submitting Proof of Relationship (PoR) Form (3 of 4)

- Once the claim is submitted:
  - Go to the Pending Payments for Me screen
  - Find the submitted SSA Reference number and click the “Actions” link

## Submitting Proof of Relationship (PoR) Form (4 of 4 )

- Select Fax additional information
- Select Proof of Relationship Form

## The Work Number Report (1 of 3)

- The Work Number Report is an acceptable source of earnings when requesting for EN Payments **only** if all required information is provided on the report.
- The report must include the information below:
  - Ticketholder's Name
  - Ticketholder's SSN
  - Employer's Name
  - Employer's Address
  - Pay Period End Date
  - Pay Date
  - Hours Worked
  - Gross Earnings
  - Net Earnings
- If The Work Number is missing the Net earnings, the document is not acceptable as earnings evidence alone.

## The Work Number Report (2 of 3)

- If you receive a Work Number report without net earnings information, the report cannot be used as earnings evidence by itself.
- ENs should include a Supplemental Earnings Statement (SES) form completed and signed by the **employer** attesting that all withholdings required by law have been made from the employee's earnings.

*I declare under penalty of perjury that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this information, or causes someone else to do so, commits a crime and may be sent to prison, or may face other penalties, or both.*

**Employer Representative Name:**

[Redacted]

**Signature:**

**Date:**

By checking this box and signing above, the employer attests that all withholdings required by law have been made from this employee's earnings.

Form SSA-1373 (02-2013)

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- If an EN representative signs the SES form the case will be denied.
  - **Denial Reason:** INSUFFICIENT DOCUMENTATION
  - **Denial Comment:** Supplemental Earnings Statement( SES) Form was signed by EN representative. The SES form must be completed and signed by the **employer**

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### The Work Number Report (3 of 3)

- This is an **acceptable** Work Number Report – Net Earnings are included

Pay Period End Date	Pay Date	Hours Worked	Gross Earnings	Net Earnings
03/18/2023	03/24/2023	58.58	\$1,601.92	\$700.29
03/04/2023	03/10/2023	79.19	\$1,713.98	\$783.30
02/18/2023	02/24/2023	74.07	\$1,599.93	\$698.81
02/04/2023	02/10/2023	69.41	\$1,678.88	\$757.30

- This is an **unacceptable** Work Number Report - Net Earnings not provided

Pay Period End Date	Pay Date	Hours Worked	Gross Earnings
03/12/2022	03/18/2022	80.7	\$1,568.34
02/26/2022	03/04/2022	81.68	\$1,596.79
02/12/2022	02/18/2022	81.13	\$1,832.57
01/29/2022	02/04/2022	106.05	\$2,865.56

## 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](mailto: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](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)

# Question and Answer Session

## Questions?

**Phone:** Raise your hand by pressing \*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, July 25, 2023, 1-2 p.m. ET.