



TICKET to Work

All Employment Network (EN) Payments Call

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

Date: July 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 limit questions to one per participant and do not duplicate questions.
 - Additional questions or comments can be sent to:
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 ” and go down the list to “Language and speech” and then click on “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.

Agenda

1. Welcome and Updates: **Kimberly Cutler**, *Ticket Operations Manager, Ticket Program Manager, Ticket to Work Program*
2. Presentation: **Nicole Black**, *EN Payments Manager, Ticket Program Manager, Ticket to Work Program*
 - ePay File Stats
 - ePay Reminders
 - Top Five EN-Related Denials
 - 18-Month Look Back Tool
 - Submitting Documentation with Payment Requests
 - Resources
3. Question and Answer Forum
4. Closing Statement-Next Call Date

Welcome and Announcements

Kimberly Cutler

Ticket Operations Manager, Ticket Program Manager

Ticket to Work Program

ePay File Stats and Reminders, Top Five EN – Related Denials, 18-Month Look Back Tool, Submitting Documentation with Payment Requests

Nicole Black

EN Payments Manager, Ticket Program Manager

Ticket to Work Program

ePay File Stats

- The last ePay file was completed in June 2023.
- Processing totals:
 - **Total Claims:** 16,643
 - **Total SSNs paid:** 4,683
 - **Total amount paid:** \$9,235,351
- SSA will start processing the July 2023 ePay file next week.

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.

ePay Reminders Cont.

- 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.
- The ePay file is processed in SSN order, not Provider ID (PID).
- Initial Personally 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., 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.

Top Five EN-Related Denials (1 of 5)

- **(Denial Code: 30) Payments Must Be Made In Order**
 - This code indicates that the EN has submitted a request for a payment before all prior available payments were processed to completion.
 - **Tip:** Since Phase 1 and Phase 2 payments must be requested and processed in order, ENs are encouraged to keep track of the payment requests they submit and the payments they receive on behalf of each Ticketholder. It is particularly important to check the status of the last payment request submitted to see if the claim was processed, denied or pending. The “List Payments Already Made To Me” is available 24 hours a day.

Top Five EN-Related Denials (2 of 5)

- **(Denial Code: 15) No Response To Requests For Documentation**
 - This denial reason is used when the EN failed to respond to a request to submit additional information or documentation
 - **Tips:** When TPM receives a request for payment that does not include all the required documentation or information and the request is placed in diary status, the Payments Help Desk sends an email to the person the EN has designated as their Payment contact. Make sure your Payment contact is up-to-date.
 - TPM gives the EN nine business days to respond to the request. If the requested information/documentation is not submitted within nine days, TPM denies the payment.

Top Five EN-Related Denials (3 of 5)

- **(Denial Code: 10) Earnings Amounts Do Not Meet Criteria For Payment**
 - This denial reason is used when the Ticketholder's earnings do not meet the Substantial Gainful Activity (SGA) level to qualify for payment. Those reasons include:
 - The EN submitted evidence of earnings for a Phase 2 Milestone, or an Outcome payment was below the required SGA level;
 - The evidence of earnings in Social Security's systems are below SGA level.
 - **Tip:** Check all available sources of earnings information prior to submitting for any payment and make sure the earnings meet the criteria for payment that was in effect during the month and year for which payment is being requested.

Top Five EN-Related Denials (4 of 5)

- **(Denial Code: 04) Earnings Do Not Meet Phase 1 Milestone Criteria**
 - This code is only used for Phase 1 Milestones requests. It indicates that the information the EN submitted or the Ticketholder's earnings records available to Social Security did not show the required Trial Work Level (TWL) earnings within the required timeframe.
 - **Tips:** ENs should make sure the Ticketholder had gross earnings at TWL prior to submitting for Phase 1 Milestones.
 - For Phase 1 Milestones 2, 3 and 4, the EN should check that the number of required months of TWL earnings is met and that the earnings occurred within the designated timeframes to qualify for payment. (See Payments at a Glance.)

Top Five EN-Related Denials (5 of 5)

▪ (Denial Code: 44) Proof of Relationship Not Received

- This code indicates that the proof of relationship documentation (paystubs or completed Proof of Relationship form) was not submitted.
 - **Tip:** When requesting payment requests for Phase 1 Milestones 1 – 3, ENs must submit proof of relationship (i.e., paystubs or completed Proof of Relationship (PoR) form).
 - Proof of relationship must be submitted at the same time as the payment requests. ENs do not have nine business days to submit this information.

18-Month Look Back Tool – Successful VR Closure

- If the successful closure was within 18 months prior to Ticket assignment date, Phase 1 Milestones are not available.
- Scenario:
 - Ticket assignment date 01/2023
 - Successful VR closure 11/2021

18-Month Look Back Tool

EN Name: _____ Beneficiary's Name: _____
 PID: _____ SSN: _____

MILESTONE 4																		Enter Ticket Assignment Date in Red Box Below MM/YYYY	Enter Date of Disability Onset in Red Box Below MM/YYYY	Enter Most Recent Date of Successful VR Case Closure in Red Box Below MM/YYYY
MILESTONE 3																				
MILESTONE 2																				
MILESTONE 1																				
Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Nov-18	Nov-21
																		Enter an X below each month with earnings above the Trial Work amount for that year		

Milestone	Eligible?
Phase 1, MS 1	No
Phase 1, MS 2	No
Phase 1, MS 3	No
Phase 1, MS 4	No

Year	TWL	Non-Blind	SGA Blind
2009	\$700	\$980	\$1,640
2010	\$720	\$1,000	\$1,640
2011	\$720	\$1,000	\$1,640
2012	\$720	\$1,010	\$1,690
2013	\$750	\$1,040	\$1,740
2014	\$770	\$1,070	\$1,800
2015	\$780	\$1,090	\$1,820
2016	\$810	\$1,130	\$1,820
2017	\$840	\$1,170	\$1,950
2018	\$850	\$1,180	\$1,970
2019	\$880	\$1,220	\$2,040
2020	\$910	\$1,260	\$2,110
2021	\$940	\$1,310	\$2,190
2022	\$970	\$1,350	\$2,260
2023	\$1,050	\$1,470	\$2,460

EN Signature _____ Date _____

18-Month Look Back Tool – Prior Earnings (1 of 2)

- **Prior Earnings**
 - 18-Month Look Back (18 MLB) begins the month prior to the first Ticket Assignment Date (TAD)
 - If there are multiple assignments, the 18 MLB starts with the month prior to the first TAD
 - Up to 18 months prior to TAD
 - If earnings exist within this timeframe at or above TWL, any or all Phase 1 Milestones may not be due
- As earnings are entered, the tool will update to display milestone availability based on 18-month look back earnings exclusions

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18-Month Look Back Tool – Prior Earnings (2 of 2)

■ Prior Earnings Scenario

- TAD is 11/2022 and the DDO is 5/2015
- Earnings exist above TWL for months 05/2021 - 08/2022
- Each month that is marked represents earnings above TWL
- P1M3 and P1M4 (colored red) are not payable

18-Month Look Back Tool

EN Name: _____ Beneficiary's Name: _____
 PID: _____ SSN: _____

MILESTONE 4																		Enter Ticket Assignment Date in Red Box Below MM/YYYY	Enter Date of Disability Onset in Red Box Below MM/YYYY	Enter Most Recent Date of Successful VR Case Closure in Red Box Below MM/YYYY
MILESTONE 3																				
MILESTONE 2						MILESTONE 1														
May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22			
X	X	X	X	X	X	X	X	X	X	X	X								Enter an X below each month with earnings above the Trial Work amount for that year	

Milestone	Eligible?
Phase 1, MS 1	Yes
Phase 1, MS 2	Yes
Phase 1, MS 3	No
Phase 1, MS 4	No

Year	TWL	Non-Blind	SGA Blind
2009	\$700	\$980	\$1,640
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2013	\$750	\$1,040	\$1,740
2014	\$770	\$1,070	\$1,800
2015	\$780	\$1,090	\$1,820
2016	\$810	\$1,130	\$1,820
2017	\$840	\$1,170	\$1,950
2018	\$850	\$1,180	\$1,970
2019	\$880	\$1,220	\$2,040
2020	\$910	\$1,260	\$2,110
2021	\$940	\$1,310	\$2,190
2022	\$970	\$1,350	\$2,260
2023	\$1,050	\$1,470	\$2,460

EN Signature _____

Date _____



18-Month Look Back Tool – DDO (1 of 2)

- **Date of Disability Onset (DDO)**
 - The initial date Social Security determines the Ticketholder to be disabled
 - This date is significant because any months prior to the DDO are not counted in the 18-month look back
 - If DDO is within the 18-month look back period, the look back stops at the month of DDO

18-Month Look Back Tool – DDO (2 of 2)

Scenario

- TAD is 11/2022 and the DDO is 5/2022
- Earnings exist above TWL for months 05/2021 -10/2022
- Each month that is marked with an “x” represents earnings above TWL
- The earnings in months prior to the DDO (05/2022) do not count
- Only the months after the DDO date count and therefore P1M1 and P1M2 (colored red) are not payable

18-Month Look Back Tool

EN Name: _____ Beneficiary's Name: _____
 PID: _____ SSN: _____

MILESTONE 4																		Enter Ticket Assignment Date in Red Box Below MM/YYYY	Enter Date of Disability Onset in Red Box Below MM/YYYY	Enter Most Recent Date of Successful VR Case Closure in Red Box Below MM/YYYY
MILESTONE 3																				
MILESTONE 2						MILESTONE 1														
May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22			
x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	Enter an X below each month with earnings above the Trial Work amount for that year	

Milestone	Eligible?
Phase 1, MS 1	No
Phase 1, MS 2	No
Phase 1, MS 3	Yes
Phase 1, MS 4	Yes

Year	TWL	Non-Blind	SGA Blind
2009	\$700	\$980	\$1,640
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2022	\$970	\$1,350	\$2,260
2023	\$1,050	\$1,470	\$2,460

EN Signature _____ Date _____

Submitting Documentation with Payment Request

When submitting additional documentation with payment request ENs must make sure they are selecting the correct document type.

Example:

- When entering a claim and you do not have paystubs and are submitting a PoR, you should not select the paystub option.
 - You should select Proof of Relationship Form
- You should submit the claim with earnings already proven, and then go to the List of Pending Payments to me and go to the actions menu to get the additional fax cover page and choose the proper document type.

Ticket Portal – “Payments Already Made to Me”

- It has come to our attention that some Portal users uncheck the “Include Denials” box on the “Payments Already Made to Me” screen.
- This is currently not working properly, and users are asked to keep the box checked until SSA can fix the issue.
- You can use the filter options in Excel to remove denials from your downloaded report.
- If you need help with filtering, please contact the EN Systems Helpdesk at ENSystemsHelp@yourtickettowork.ssa.gov

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

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, October 31, 2023, 1-2 p.m. ET.