

Welcome

Kimberly Cutler, Ticket Operations Manager (TPM), welcomed everyone to the call. She announced that Nicole Black is now the EN Payments Manager for TPM.

Nicole Black provided insight into payment processes, including ePay file stats, ePay reminders, top five EN-related denials, 18-Month Look Back Tool, and submitting documentation with payment requests.

Resources were available at the end of the presentation, as well as the question-and-answer forum.

ePay File Stats

TPM completed the last ePay file in June 2023, with the following results:

- Processed SSNs: 16,643
- Paid SSNs: 4,683
- Total amount paid: \$9,235,351

ePay Reminders

Nicole informed ENs that SSA will start processing the July 2023 ePay file next week, and provided the following 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 and 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 nine days to submit 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 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.

Top Five EN-Related Denials

The next few slides provided information on the top five EN-related denials.

- **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.
- **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.
- **(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.
- **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.)
 - **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

Next, Nicole covered information regarding the use of the 18-Month Look Back Tool.

- **18 MLB 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		

• 18 MLB Tool – 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.
- **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	Nov-22	May-16		
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		

• 18 MLB Tool – 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.

○ **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; 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	Nov-22	May-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		

Submitting Documentation with Payment Request

Nicole covered steps for 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”

The next slide alerted ENs of a function not working properly in the Portal.

- 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

Nicole invited ENs to share topics that they would be interested in discussing through this forum. She 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.

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
 - For questions and issues related to Ticket assignment, the Service Provider website, and the Ticket Portal: ensystemshelp@yourtickettowork.ssa.gov

The next All EN Payments Call is scheduled for Tuesday, October 31, 2023, 1-2 p.m. ET.

Questions and Answers

A question-and-answer period followed, which is part of the call recording and transcript.