



TICKET to Work

All Employment Network (EN) Payments Call

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

Date: October 31, 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 **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*
3. ePay Reminders
4. EN Payments Reminders
5. Resources
6. Questions and Answer Session

Welcome and Announcements

Kimberly Cutler

Ticket Operations Manager, Ticket Program Manager

Ticket to Work Program

ePay File Reminders, EN Payments Reminders, Resources, Question and Answer Session

Nicole Black

EN Payments Manager, Ticket Program Manager

Ticket to Work Program

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., November), they will be removed from the next ePay file (January).
- Please allow SSA to pay all available claims via ePay before requesting via the Ticket Portal.

EN Payments Reminders

▪ 18 Month Lookback Tool

- ENs can use this tool to determine what Phase 1 Milestones are available prior to submitting payment requests.
- SSA will perform a lookback of earnings in the 18 months prior to ticket assignment using earnings information submitted by the EN with the payment request as well as earnings information in SSA's databases.

EN Payments Reminders

▪ Aged Claim Rule

- An EN shall request a payment no later than 24 months following the month the Ticketholder's work and earnings meet the criteria for SSA to make the payment.
- SSA will not accept payment requests for periods outside of this 24-month window.

EN Payments Reminders

- **Submission of Supporting Documentation**
 - ENs must select the proper document type when submitting additional information with payment requests.
 - To generate a properly labeled fax coversheet once the claim is submitted:
 - Go to the *Pending Payments for Me* screen
 - Find the SSA Reference number and click on the “Actions” link.
 - Select “Fax additional information”.
 - Select the option that corresponds with the type of faxed documentation.

EN Payments Reminders

- **Proof of Relationship (1 of 2)**
 - ENs must provide proof of relationship when requesting payments for Phase 1 Milestones 1 – 3.
 - Proof of relationship is established with paystubs or a completed Proof of Relationship (PoR) form detailing the services provided to the Ticketholder with the dates the services were provided.
 - Proof of relationship (paystubs or PoR) must be received at the time of the payment request, or it will be denied.
 - ENs will have three opportunities to provide the required proof of relationship for the requested Milestones before the Ticket is unassigned.

EN Payments Reminders

▪ Proof of Relationship (2 of 2)

Acceptable Proof of Relationship Services:

- Provided transportation assistance
- Job coaching
- Discussed Work Incentives
- Benefits planning
- Spoke with Ticketholder and everything is going ok with their job
- Emailed instructions on how to report wages to SSA

Unacceptable Services:

- Called and left voicemail for client to call back
- Sent email to client requesting they mail in their paystubs
- Sent email
- Sent email to client to update contact information
- Reported earnings

EN Payments Reminders

- **Required Paystub Information**
 - Ticketholder Name
 - Employer Name
 - Pay Period Start/End Date
 - Check Paid Date
 - FICA Withholdings
 - Social Security Taxes
 - Medicare Taxes
 - Gross/Net Earnings

EN Payments Reminders

- **Supplemental Earnings Statement**
 - Must be completed and signed by the Ticketholder's employer.
 - This form is used when submitted evidence of earnings is missing required information.

EN Payments Reminders

- **Requests for Additional Information**
 - Payment requests placed in diary awaiting additional information (e.g., additional earnings, clear paystubs, withholdings), will remain in diary status for nine business days. On the 10th day the claim will be processed through completion (paid or denied).

EN Payments Reminders

- **State Vocational Rehabilitation Agency Involvement**
 - If a Ticketholder has a successful case closure with a VR agency within 18 months prior to the Ticket assignment date, Phase 1 Milestones are not available.
 - If a VR agency received a Cost Reimbursement payment, Phase 1 Milestones are not available.
 - Note: This information is not in the Portal.

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, January 30, 2024, 1-2 p.m. ET.