

## Welcome

Kimberly Cutler, Ticket Operations Manager (TPM), welcomed everyone to the call.

Nicole Black provided insight into ePay Reminders and EN Payments Reminders.

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

## ePay Reminders

### Nicole Black (TPM)

Nicole informed ENs that SSA has started to process the October 2023 ePay file, 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.

## EN Payments Reminders

Nicole Black (TPM)

### 18-Month Look Back Tool

Nicole informed ENs of the use of the 18-Month Look Back 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.

### Aged Claim Rule

Nicole covered the criteria below for the 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.

### Submission of Supporting Documentation

Nicole provided the following steps to submit supporting documentation in the Portal:

- ENs must select the proper document type when submitting additional information with payment requests.
- To generate a properly labeled fax cover sheet 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.

### Proof of Relationship

Nicole provided examples of acceptable and unacceptable proof of relationship services:

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

### Required Paystub Information

Nicole provided information on the requirements below for a paystub to be used as evidence of earnings:

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

### Supplemental Earnings Statement

Nicole provided ENs with the following requirements and appropriate use of the SES form:

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

## 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](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)

The next All EN Payments Call is scheduled for Tuesday, January 30, 2024, 1-2 p.m. ET.

## Questions and Answers

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