



TICKET to Work

All Employment Network (EN) Payments Call

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

Date: February 6, 2024



Logistics

- Please feel free to ask a question in the MS Teams chat section, during today's call.

During the Q & A Session:

- 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 via the MS Teams Application, click the raise hand icon at the top of the screen, you will be unmuted by the Facilitator, then you will need to click the microphone up top, to unmute and ask your question.
- 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 GovDelivery announcement and 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." Scroll down to "Language and Speech" then select "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
2. Announcements
3. End of Year Stats
4. 2024 TWL/SGA/Blind SGA Amounts
5. 2024 Ticket Payment Rates
6. ePay File Stats
7. ePay Reminders
8. EN Payment Reminders
9. Resources
10. Question and Answer Forum

Announcements

- 2024 Payments resources are now available.
- Please note the 2024 Payments at a Glance, 18-month Look Back Tool, and the Monthly Earnings Estimator are now available for download in the Resource Documents section of the Your Ticket to Work website.
- If you have questions about your payment method, please contact the EN Service Team at ENService@ssa.gov .

End-of-Year Stats

- Total dollars paid: \$140,586,777
- Total payments: 206,338
- Total denials: 71,778
- Most common denial reason: 02- Beneficiary Receiving Federal Cash Benefits

2024 Trial Work Level/Substantial Gainful Activity Amounts

- Trial Work Level (TWL): \$1,110
- Substantial Gainful Activity (SGA): \$1,550
- Blind SGA: \$2,590

2024 Ticket Payment Rates

- **Milestones Outcome Method Payments**
 - SSI Payments
 - Phase 1 Milestones: \$1,788
 - Phase 2 Milestones: \$300
 - Outcomes: \$300
 - SSDI Payments
 - Phase 1 Milestones: \$1,788
 - Phase 2 Milestones: \$536
 - Outcomes: \$536

- **Outcome Only Method Payments**
 - SSI: \$560
 - SSDI: \$998

ePay File Stats

- The last ePay file was completed in December 2023.
- Processing totals:
 - **Total Claims: 13,275**
 - **Total SSNs paid: 4,107**
 - **Total amount paid: \$7,257,314**
- TPM started processing the January ePay file on 01/30/24.

ePay Reminders

- Phase 1 Milestone 4 is paid via ePay, but ENs must still submit payment requests for Phase 1 Milestones 1-3 through the Ticket Portal with 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).
- Phase 1 Milestone 4, Phase 2 Milestones and Outcomes are paid via ePay. ENs are encouraged not to submit for these payment types via the Portal when 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 during ePay, that SSN will not be processed until it comes up on the ePay list.
- Please allow TPM to pay all available claims via ePay before requesting via the Portal.

ePay Reminders Cont.

- 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., February) they will be removed from the next ePay file (April).

EN Payments Reminders (1 of 2)

▪ **Systems Access Management (SAM) Registration**

- All Employment Networks are required to keep their registration current and all information up to date on SAM. To avoid a disruption in receiving payments, please be sure to address the renewal prior to expiration.
- If the EN sees a diary reason of “SAM/CCR Registration Expired - Update required,” then the EN must sign into SAM.gov to renew and validate their information.

▪ **Payments Contact**

- Please be sure to update your contact information to receive outreach emails from the Payments Help Desk. Outreach emails are sent to ENs to obtain payment-related documentation when EN Payments staff report missing or incomplete information from the payment requests ENs submit.
- ENs have nine business days to respond to outreach emails.

EN Payments Reminders (2 of 2)

▪ Ticket Portal

- ENs should use the Ticket Portal to track the status of all payment requests in real-time.
- ENs can download reports to Excel, and view diary and denial information.

▪ Payment Processing

- The EN Payments Help Desk is not able to provide claim months to request payments.
- Payments are processed within 30 days of receipt (i.e., paid, denied, placed in diary).

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

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.

Closing Remarks

- Thank you for your participation in today's call!
- The next All EN Payments Call is scheduled for Tuesday, May 7, 2024, 1-2 p.m. ET.