

## Welcome

Nicole Black, EN Payments Manager, welcomed everyone to the call.

Nicole provided announcements and insight on end-of-year stats, 2024 Trial Work Level (TWL) and Substantial Gainful Activity (SGA) amounts, 2024 Ticket payment rates, ePay file stats, ePay reminders, and EN Payments reminders.

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

## Announcements

### Nicole Black (TPM)

Nicole provided the following announcements regarding updated payments resources available on the Your Ticket to Work website:

- 2024 Payments resources are now available.
- 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](mailto:ENService@ssa.gov).

## End-of-Year Stats

### Nicole Black (TPM)

Nicole provided the 2023 end-of-year statistics for total dollar amount paid, number of payments, and denials for Ticket to Work. They included:

- 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

## Nicole Black (TPM)

Nicole provided the following 2024 TWL and SGA amounts for Ticketholders:

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

## 2024 Ticket Payment Rates

### Nicole Black (TPM)

Nicole provided 2024 Ticket payment rates for the Milestone Outcome and Outcome Only payment methods. They are:

#### 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

### Nicole Black (TPM)

Nicole provided the December 2023 ePay file stats and informed the ENs that SSA has started to process the January 2024 ePay file. They included:

- 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

### Nicole Black (TPM)

Nicole provided the following 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 Service and Supports 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.
- 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

### Nicole Black (TPM)

#### Systems Access Management (SAM) Registration

Nicole provided the following reminders to ENs in regard to keeping their SAM registration current to avoid payment disruption:

- 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, be sure to address the renewal prior to expiration.
- If the EN sees a diary reason of “SAM/CCR Registration Expired - Update required,” the EN must sign into SAM.gov to renew and validate their information.

### Payments Contact

Nicole provided the following reminders to ENs to update their Payments Contact with TPM to receive outreach emails from the Payments Help Desk:



- 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.
- Respond to outreach emails within nine business days.

### **Ticket Portal**

Nicole provided information on how to track payments in real time via the 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**

Nicole provided the following information on the Payments Help Desk and the timeframe for processing payment requests:

- 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**

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, May 7, 2024, 1-2 p.m. ET.



## Questions and Answers

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