All Employment Network (EN) Payments Call

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

Date: May 7, 2024

Logistics

The call is being recorded and transcribed and is scheduled for 60 minutes.

Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff are not permitted to record this meeting nor capture the transcript.

▪ 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 at the 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.

Agenda

1. Welcome

2. ePay File Stats

3. ePay Reminders

4. Payment Helpdesk Reminders and Tips

5. EN Payment Reminders

6. Resources

7. Question and Answer Forum

8. Closing Remarks

ePay File Stats

- The last ePay file was completed in March 2024.

- Processing totals:
  - **Total Claims: 14,570**
  - **Total SSNs paid: 4,191**
  - **Total amount paid: $7,842,549**

- SSA started processing the April 2024 ePay file on May 1.

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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.

ePay Reminders, *Cont.*

- 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.

- 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).

Payments Helpdesk Reminders and Tips

- **Manual Payment Requests**
  - It is mandatory for ENs to submit payment requests via the Ticket Portal. Exception to this rule may apply if:
    - An EN is terminated
    - The Ticket is unassigned
    - EN has not been approved for Ticket Portal access
    - EN receives an error when attempting to submit a payment request via the Ticket Portal
  - EN should contact the Provider Helpdesk for assistance
  - ENs must provide all necessary documentation when submitting a manual payment request.
    - EN Payment Request Form (Form 1391)
    - Proof of earnings

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Payments Helpdesk Reminders and Tips, *Cont.*

- **Payment Inquiries**
  - All communication regarding Ticketholders and Employment Networks must be with suitable EN staff, (e.g., approved Portal users, Program Contacts, Signatory Authority)
- **EN Payment Resources**
  - EN Payment Training and Learning Modules: Submitting Your First Payment and The Payment Process
  - EN Payment Checklist Guide
  - 2024 Payments at a Glance
  - 18-Month Look Back Tool
  - 2024 Monthly Earnings Estimator Tool

  These forms can be found on the Your Ticket to Work website.

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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 the Proof of Relationship Form) 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.

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EN Payments Reminders, *Cont.*

- **Proof of Relationship** *(2 of 2)*

  - **Acceptable Proof of Relationship Services:**
    o   Provided transportation assistance
    o   Job coaching
    o   Discussed Work Incentives
    o   Benefits planning
    o   Spoke with Ticketholder and everything is going ok with their job
    o   Emailed instructions on how to report wages to SSA

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

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EN Payments Reminders, *Cont. 2*

- **Earnings Already Proven**
  - When submitting Phase 1 Milestones 1-3 payment requests, ENs must submit paystubs or a completed Proof of Relationship Form with detailed services provided to the Ticketholder for the requested Milestone period.
  - The Portal uses earnings from multiple sources to verify earnings and serves as a reference point. This does not guarantee payment. Payment requests are reviewed and adjudicated based upon real-time earnings data reported in SSA's database.

- **Employer Prepared Earnings Statement**
  - This statement is one of the three types of documentation Social Security recognizes as primary evidence of earnings to support an EN's request for payment.
  - This statement must be signed by the Ticketholder's employer.

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

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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: EN 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

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, August 6, 2024, 1-2 p.m. ET.