

Welcome

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

Nicole provided the January ePay file stats, ePay reminders, and Employment Network (EN) Payments reminders. Sharday Jenkins, Payments Helpdesk Manager, provided Payment Helpdesk reminders and tips.

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

ePay File Stats

Nicole Black (TPM)

Nicole provided the January 2024 ePay file stats and informed the ENs that SSA has started processing the April 2024 ePay file. Statistics for the ePay file included the following:

- 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
- TPM started processing the April ePay file on 05/01/24.

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 ENs 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 the EN from ePay for three months or one ePay file.
- During this time, the EN 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

Sharday Jenkins (TPM)

Manual Payment Requests

Sharday provided the following reminders to ENs about the information required to submit a manual payment request:

- It is mandatory for ENs to submit payment requests via the Ticket Portal. Exceptions 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

Payment Inquiries

Sharday reminded the ENs about who the Payments Helpdesk can communicate with when inquiring about a payment request:

- All communication regarding Ticketholders and ENs must be with suitable EN staff, (e.g., approved Portal users, Program Contacts, Signatory Authority)

EN Payment Resources

Sharday provided ENs with the list of resources available on the Your Ticket to Work website:

- 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

EN Payments Reminders

Nicole Black (TPM)

Proof of Relationship

Nicole provided information to ENs about acceptable and unacceptable services to establish proof of relationship:

- 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.

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

Earnings Already Proven

Nicole shared with the ENs how payment requests are adjudicated when the Portal indicates the earnings are 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

Nicole reminded the ENs of the proper use and signature requirements of the 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 Topics

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.

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
- For questions and issues related to Ticket assignment, the Service Provider website, and the Ticket Portal: ensystemshelp@yourtickettowork.ssa.gov



The next All EN Payments Call is scheduled for Tuesday, August 6, 2024, 1-2 p.m. ET.

Questions and Answers

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