



TICKET to Work

All Employment Network (EN) Payments Call

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

Date: August 6, 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 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@yourtictetowork.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. April ePay File Stats
3. ePay Reminders
4. Payments Help Desk Reminders
5. EN Payment Reminders
6. Payment Requests for Unassigned Ticketholders
7. Reconciliation Process Overview
8. Top Five Denial Reasons
9. Top Three Diary Reasons
10. Resources
11. Question and Answer Session
12. Closing Remarks

ePay File Stats

- The last ePay file was completed in June 2024.
- Processing totals:
 - **Total claims paid: 15,896**
 - **Total SSNs paid: 4,211**
 - **Total amount paid: \$ 8,839,848.00**
- SSA started processing the July 2024 ePay file on July 29, 2024.

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 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.

Payments Helpdesk Reminders

■ Payment Inquiries

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

■ Personally Identifiable Information (PII)

- If an EN needs to submit PII, the submission must be done via fax/mail. ENs must not send PII via email.
- ENs should use the SSA reference number when emailing payment inquires to the Payments Helpdesk.

Payments Helpdesk Reminders, *Cont.*

- **Helpdesk staff cannot provide the following information:**
 - Information regarding a Ticketholder's benefits inquiries/disputes.
 - Information on earnings in SSA's records.
 - Claim months needed to complete the Proof of Relationship (PoR).
 - Information regarding the Ticketholder's current entitlement.
 - Claim months for payment.

- **Helpdesk staff can provide the following information:**
 - The reason for a denial.
 - An explanation for an outreach email.

EN Payments Reminders

- EN Payment requests are processed within 30 days of receipt.
- Earnings Already Proven
 - When an EN sees “Already Proven” in The Ticket Portal, the message does not guarantee payment.
- EN Supplemental Earnings Statement and Employer-Prepared Earnings Statement
 - Must be signed by the Ticketholder’s employer.
 - Statements signed by an EN representative may result in denied payments.

Payment Requests – Unassigned Ticketholders (1 of 3)

▪ Tickets Unassigned by the EN

- While an EN may unassign a Ticket at any time, doing so means that the EN is no longer providing services or ongoing employment support to the Ticketholder. Ongoing support (or the availability of ongoing support) is a requirement for continued payment.
- SSA will cease Ticket payments to the EN effective the month prior to the month of the unassignment.
- The EN will not be eligible for future payments, including split payments for subsequent work and earnings achieved by the Ticketholder beginning with the month of the Ticket unassignment.

Payment Requests – Unassigned Ticketholders (2 of 3)

▪ Tickets Unassigned by the Ticketholder

- While a Ticketholder may unassign a Ticket at any time, the EN of record at the time of unassignment still may benefit from its contribution to the Ticketholder's work achievements.
- SSA may continue to pay the EN the full payment due for any claim months for which the Ticketholder's earnings qualify the EN:
 - For a period not to exceed 12 claim months in an 18-month period, beginning with the unassignment month
 - Subject to SSA's evaluation of the EN's service contribution
 - Unless the Ticketholder reassigns the Ticket prior to completion of the 12-claim month period

Payment Requests – Unassigned Ticketholders (3 of 3)

▪ Reassigned Tickets

- Should the Ticketholder reassign the Ticket to another EN during the 12-claim month period within the 18 months after unassignment, the former EN(s) may request split payments for the remaining months of the 12-claim-month period, beginning with the month the Ticketholder reassigns the Ticket.
- In either event, all payment requests shall be accompanied by evidence of work and earnings unless the Ticket Portal indicates, and SSA payment processing confirms, that SSA has evidence of work and earnings on record.

Reconciliation Payments Overview

- Reconciliation Payments
 - A reconciliation payment is available to ENs who elect to serve Ticketholders under the Milestone-Outcome payment system.
 - A reconciliation payment is due if a Ticketholder's Outcome payment period begins prior to payment of all eligible Phase 1 and Phase 2 Milestones.
 - The value of a reconciliation payment is the total dollar amount of unpaid Milestone payments available when the first Outcome payment was made.
 - The value of the unpaid Milestones is based on the calendar year of the claim month of the Outcome 1 payment.

Reconciliation Payments Overview, *Cont.*

- Reconciliation Example (SSDI Ticketholder)

P1M1:	02/2023	PAID
P1M2:	04/2023	PAID

Ticketholder went into Outcome period 07/2023

P1M3:	SKIPPED	VALUE \$1,645
P1M4:	SKIPPED	VALUE \$1,645
P2M1-P2M11:	SKIPPED	VALUE \$493 x 11 = \$5,423
O1:	07/2023	PAID
O12:	06/2024	PAID
RECONCILIATION:	06/2024:	\$8,713

Reconciliation Payments Overview, *Cont. 2*

- Reconciliation Tips:
 - In most cases, ENs do not have to request reconciliation payments.
 - A reconciliation payment is automatically created by SSA after an EN has received 12 Outcome payments.
 - A reconciliation payment will not be created if all available payments have been paid.
 - A reconciliation payment will not be created automatically if the Ticket is unassigned at the time of the Outcome 12 payment.
 - Review the list of “Pending Payments for Me” and contact the EN Payments Helpdesk.

Top Five Common Denial Reasons (1 of 5)

▪ Denial Code 2: Beneficiary Receiving Federal Cash Benefits

- This code indicates the EN has submitted a claim for an Outcome payment and the Ticketholder is listed in current pay status in Social Security's records. To receive Outcome payments, a Ticketholder must be in a suspense or non-pay payment status due to work and earnings.
- **Tip:** ENs should confirm with each Ticketholder if they are still receiving Federal cash benefits before requesting Outcome payments.

Top Five Common Denial Reasons (2 of 5)

- **Denial Code 12: Not Eligible for Payment Due to Lookback Earnings**
 - This code applies only to Phase 1 Milestone requests. It indicates SSA found evidence that the Ticketholder had monthly earnings at or above the TWL during the 18-month period immediately prior to the Ticket assignment month and after the date of disability onset.
 - This rule applies to the first time the Ticket was assigned to an EN (i.e., if the Ticket was previously assigned to another EN or other ENs, use the Ticket assignment date for prior EN(s)).
 - **Tip:** During the intake process, ENs should discuss each Ticketholder's work and earnings history during the prior 18 months.

Top Five Common Denial Reasons (3 of 5)

▪ Denial Code 6: Insufficient Documentation

This code indicates a SSA Ticket Portal case was created and the EN did not provide the supporting documents within the 9 business days. For example, the EN did not provide evidence of earnings.

- **Tip:** Always send in supporting documentation within 9 business days.

Top Five Common Denial Reasons (4 of 5)

▪ Denial Code 17: Outcome Period Entered – Milestones Cannot be Paid

This code indicates the Ticketholder, for whom a Milestone payment (Phase 1 or Phase 2) is being requested, has had their cash benefits suspended due to work and earnings and entered the Outcome payment period. In such cases, if the Ticketholder's earnings are at or above SGA, SSA will approve an Outcome payment instead of the Milestone payment requested.

- **Tips:** If an EN submitted for a Milestone payment and receives notice that an Outcome payment was made, the EN should record the claim month for which the first Outcome payment was made and then track Outcome payments to identify when to start looking for the reconciliation payment.
- If the Ticketholder subsequently reduces their earnings to the point of having their monthly disability check being reinstated, the EN should not submit for any unpaid Milestone payments, as SSA will have to deny them and the EN will have to wait until the Ticketholder again works their way off benefits and generates additional Outcome payments to the point of the 12th Outcome payment.

Top Five Common Denial Reasons (5 of 5)

- **Denial Code 30: Payments Must be Made in Order**
 - This code indicates the EN has submitted a request for a Phase 2 Milestone payment before all available Phase 1 Milestone payments were processed to completion.
 - **Tip:** Review the denial comments. Since Phase 1 and Phase 2 Ticket payments must be processed in order, ENs are encouraged to keep track of the payment requests they submit and the payments they receive on behalf of each Ticketholder. It is particularly important to check the status of the last payment request submitted to see if the claim was processed, denied or pending. The “List Payments Already Made To Me” is available 24 hours a day.

Top Three Diary Reasons (1 of 3)

▪ Earnings Documentation is Illegible

- This diary reason is used when unclear or illegible earnings information has been submitted by an EN.
- The EN has 9 business days to submit the requested information by fax or USPS.

Top Three Diary Reasons (2 of 3)

▪ Awaiting Proof of Earnings from EN

- This diary reason is used for the following circumstances:
 - The EN states what item they are using as proof of earnings, but that proof was not included with the payment request.
 - When primary evidence of earnings is submitted and the pay period beginning/ending, and/or pay dates are missing from the earnings information submitted by the EN.
 - When the EN needs to submit additional paystubs for a claim month to reach the required amount for a payment (either TWL or SGA).
 - When an EN submits a case through the Ticket Portal and the supporting documentation has not yet been received.
 - The EN has 9 business days to submit the requested information by fax or USPS.

Top Three Diary Reasons (3 of 3)

- **SAM/CCR Registration Expired – Update Required**
 - 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.

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

Payments Topics

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

Question and Answer Session

Question and Answer Session

- **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 Wednesday, November 6, 2024, 1-2 p.m. ET.