

## Welcome

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

Nicole provided the April ePay file stats, ePay reminders, Payments Help Desk reminders, EN Payment reminders, a review of how payment requests are processed for unassigned Ticketholders, an overview of the reconciliation process, the top five denial reasons, and the top three diary reasons.

Resources were available at the end of the presentation, and there was a question-and-answer forum.

## ePay File Stats

### Nicole Black (TPM)

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

- The last ePay file was completed in June 2024.
- Processing totals:
  - Total Claims: 15,896
  - Total SSNs paid: 4,211
  - Total amount paid: \$8,839,848
- TPM started processing the July ePay file on 07/29/24.

## 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 without earnings evidence 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 without earnings evidence, 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

### Nicole Black (TPM)

#### Payment Inquiries

Nicole 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).

#### Personally Identifiable Information (PII)

Nicole reminded the ENs how to transmit PII to TPM for payment requests.

- 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.

#### Helpdesk Staff Capabilities

Nicole shared with the ENs what information the helpdesk can and cannot provide.

- **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

### Nicole Black (TPM)

Nicole provided the ENs with a few 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

### Nicole Black (TPM)

Nicole provided the ENs with the payment request guidelines for unassigned Ticketholders.

- **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.
- **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
- **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

### Nicole Black (TPM)

Nicole provided the ENs with information and tips on the reconciliation payments process.

- 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 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 Reason

### Nicole Black (TPM)

Nicole provided the ENs with information regarding the top five denial reasons with tips to avoid them.

#### 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.

### 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.

### 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.

### 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 12<sup>th</sup> Outcome payment.

### 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” screen is available Monday through Saturday 5:00 a.m. through 11:59 p.m. ET and Sunday 8:00 a.m. through 11:59 p.m. ET

## Top Three Diary Reasons

### Nicole Black (TPM)

Nicole provided the ENs with information for the top three diary reasons.

#### 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.

#### 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.

#### SAM/CCR Registration Expired – Update Required

- All ENs 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.

## 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)

## 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](mailto:enpaymentshelpdesk@yourtickettowork.ssa.gov).

## Questions and Answers

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

## Closing Remarks

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