



TICKET to Work

All Employment Network (EN) Payments Call

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

Date: November 6, 2024



Logistics

- **This call is being recorded and transcribed.**
 - Participants are **not permitted** to record this meeting nor capture the transcript.
 - Post-call items will be available on the yourtickettowork.ssa.gov website in a few weeks.
- **During the Q & A Session:**
 - MS Teams chat is disabled. All questions must be asked aloud.
 - 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 on the MS Teams app, click the raise hand icon, and the Facilitator will provide access to audio to allow you to unmute your microphone.

Logistics, *Cont.*

- Please ask **one** question each time you are called upon by the Facilitator.
 - **Only** ask questions regarding the topics discussed during the call.
 - Additional questions or comments can be sent to:
ENPaymentsHelpdesk@yourtickettowork.ssa.gov.
 - **Links shared during the presentation can be viewed by clicking on the Q&A icon at the top of the MS Team window.**
- **Closed Captioning is available for participants who join using the MS Teams Application or utilizing the separate Closed Captions link provided.**
 - To turn on Closed Captions in Teams, go to “More” at the top of the MS Teams window and click “Language and Speech.” Next, select “Turn on live captions.”
 - When using the link option, paste the link in the browser and it will open in a separate window to view Closed Captions.

Agenda

1. Welcome
2. Announcement
3. July ePay File Stats
4. ePay Reminders
5. GovDelivery Messages
6. Payments Help Desk Reminders
7. EN Payment Reminders
8. Concurrent Ticketholders
9. Resources
10. Question and Answer Session
11. Closing Remarks

Announcement

Important Announcement:

SSA Unable to Approve Payments from December 16-27, 2024

Due to a mandatory system upgrade, the Social Security Administration (SSA) will be unable to issue payments to service providers from approximately December 16 through December 27, 2024. SSA will continue to review payment requests during this timeframe but will not be able to submit any to the Treasury Department for payment.

SSA will not penalize service providers for any EN or VR payment request that had filing deadlines in December 2024, but SSA expects all service providers to submit their requests for EN and VR payments for both December 2024 and January 2025 by January 31, 2025.

July ePay File Stats

- The last ePay file was completed in September 2024.
- Processing totals:
 - **Total claims paid: 10,438**
 - **Total SSNs paid: 3,091**
 - **Total amount paid: \$ 5,919,126.00**
- SSA started processing the October 2024 ePay file on Wednesday, October 30, 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 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.

ePay Reminders

- Please allow TPM to pay all available claims via ePay before requesting payment via the Ticket 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.

GovDelivery Messages, Page 1 of 2

- The Social Security Administration communicates important information with service providers through GovDelivery messages (including Ticket Portal issues and outages).

Personally Identifiable Information (PII) Reminder

Ticket to Work <tickettowork@subscriptions.ssa.gov>
To

☺ ↶ Reply ↷ Reply All → Forward 📧 ⋮

Thu 10/17/2024 10:20 AM

Personally Identifiable Information (PII) Reminder

The Social Security Administration (SSA) provides routine reminders to Employment Networks (EN) concerning transmitting Personally Identifiable Information (PII) in accordance with **Part III Section 8.E.** of your Ticket Program Agreement.

SSA's policy regarding transmitting PII to SSA and the Ticket Program Manager (TPM) states:

- ENs are prohibited from sending PII by email to SSA and TPM, even if it is encrypted. The only exception is when ENs submit encrypted documentation to the Center for Suitability and Personnel Security as part of the Suitability process.
- ENs are prohibited from sending any portion of a Social Security number by email.
- ENs are prohibited from sending PII to an unintended recipient.
- ENs are required to self-report any PII violations. Repeated failures to self-report PII violations will affect SSA's decision to sanction the EN.

SSA will take the following actions against ENs that transmit PII through email to the agency, TPM, or any unintended recipient.

First PII Violation

- Within five days of receiving the violation notification, the Signatory Authority or Suitability Contact must send a statement to SSA describing how the EN will mitigate the PII security issue.
- SSA will remove the EN from ePay for three months or one ePay file, whichever comes first.
- SSA will require the EN to complete a virtual classroom refresher training on Properly Safeguarding Personally Identifiable Information.

GovDelivery Messages, Page 2 of 2

- Please save this email address to your safe senders list so that these messages do not go into your spam or junk email boxes:
tickettowork@subscriptions.ssa.gov

Second PII Violation

- Within five days of receiving the violation notification, The Signatory Authority or Suitability Contact must submit a PII quality control plan to ensure no further violations occur.
- SSA will require that the EN participate in a call involving EN Leadership and SSA to discuss the quality control plan and consequences of a further violation.
- SSA may remove the EN from ePay for one year.

Third PII Violation

- SSA may terminate the EN's TPA due to noncompliance with the requirement to protect PII.

If an EN has questions about a payment request, the EN must use any of the methods noted below:

- Email: Send an email message using the Work Case (WC) number, which does not require sending PII, to ENPaymentsHelp@yourtickettowork.ssa.gov
- Fax: Send a fax message to 1-703-893-4020
- Mail: Direct a memorandum to P.O. Box 1433, Alexandria, VA 22313
- Call the Payments Help Desk: 1-866-949-3687 (Monday through Friday, 9 a.m. – 5 p.m. ET)

TPM will route all faxes and mail to the correct department. Please allow extra time for processing.

Best practices for faxing or mailing PII to TPM:

- Always use a cover sheet.
- Include the EN name, Provider ID (PID) and the state in which you are located.
- Include the subject and area of interest, for example, "Service and Supports Review."
- Organize documents so that all documents pertaining to one Ticketholder are grouped together.
- If faxing, always print a confirmation sheet in case there are faxing issues.

Please contact ENservice@ssa.gov with any questions concerning the use of electronic systems for transmitting PII.

Payments Help Desk 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 Help Desk Reminders, *Cont.*

- **Help Desk 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.

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

EN Payments Reminders

- Overpayments
 - EN overpayments can result from a variety of causes, including adjudicative errors and systems problems and/or limitations.
 - When SSA becomes aware of an EN overpayment, SSA will send the EN a notice explaining the circumstances and the amount of money owed SSA.
 - The EN will have 10 business days from the date on the notice to dispute the determination and submit additional evidence.
 - If the EN does not respond to an EN overpayment notice in a timely fashion, and the EN currently is receiving payments, SSA will initiate recovery of the EN overpayment amount from future payments on any Ticket assigned to the EN. Failure to resolve overpayments or repeated payment suspensions may result in further recovery action and/or termination of the EN's TPA.

EN Payments Reminders

- Self-employed Ticketholders
 - When requesting payments for self-employed Ticketholders, payments are made based on verified earnings in SSA's database.
 - Proof of relationship is required for Phase 1 Milestones 1-3.

Concurrent Ticketholders (Receiving both Title II & Title XVI benefits)

- Phase 1 Milestones
 - If the Ticketholder is in current pay for both Title II and Title XVI:
 - Use the earnings that satisfy the payment.
 - If the Ticketholder is in current pay for only one entitlement, Title II or Title XVI:
 - The payment will be made based on the entitlement that is in current pay and meets the earnings requirements.

- Phase 2 Milestones
 - If the Ticketholder is in current pay for both Title II and Title XVI:
 - Use the earnings that satisfy the payment.
 - If the Ticketholder is in current pay for only one entitlement, Title II or Title XVI:
 - The payment will be made based on the entitlement that is in current pay and meets the earnings requirements.

Concurrent Ticketholders (Receiving both Title II & Title XVI benefits)

- Outcomes
 - If the Ticketholder is in suspense for **BOTH** Title II and Title XVI due to work or earnings:
 - The payment can be made if earnings criteria are met under either entitlement.
 - If the Ticketholder is in suspense for **BOTH** Title II and Title XVI, but one of the entitlements is in suspense **NOT** due to work or earnings:
 - The payment can be made if earnings criteria are met under the entitlement that is in suspense due to work or earnings.

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:** 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 date for the next All EN Payments Call will be communicated via GovDelivery.