



QUARTLERLY ALL EN PAYMENT CALL RECAP

NOVEMBER 6, 2024

Welcome

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

Nicole opened the call with an announcement regarding SSA's mandatory system upgrade, provided insight into payment processes, including ePay file stats, ePay reminders, GovDelivery best practices, Payments Help Desk reminders and information on submitting payments requests for Concurrent Ticketholders.

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

Announcement

Nicole Black (TPM)

Nicole advised ENs that SSA will not be able to approve payments from December 16-27, 2024, due to a mandatory system upgrade. However, SSA has extended the filing deadline for December 2024 payment requests.

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 with filing deadlines in December 2024, but SSA expects all service providers to submit their December 2024 and January 2025 EN and VR payments requests by January 31, 2025.



ePay File Stats

Nicole Black (TPM)

TPM completed the last ePay file in September 2024, with the following results:

- Total claims paid: 10,438
- Total SSNs paid: 3,091
- Total amount paid: \$5,919,126.00

ePay Reminders

Nicole Black (TPM)

Nicole informed ENs that SSA started processing the October ePay file on October 30, 2024, and provided the following 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.
- 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 (i.e., February), they will be removed from the ePay file.



GovDelivery Messages

Nicole Black (TPM)

Nicole provided a best practice tip regarding GovDelivery to help ensure that ENs receive important information from SSA:

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

Payments Help Desk 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 inquiries 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 reminder regarding overpayments and self-employed Ticketholders:

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 sends the EN a notice explaining the circumstances and the amount of money owed to 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 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.



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)

Nicole Black (TPM)

Nicole provided the ENs with the earnings and entitlement criteria for Concurrent Ticketholders, which is needed to satisfy a payment request for Phase 1 Milestones, Phase 2 Milestones and Outcome payments.

- 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.
- 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.



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

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.

Questions and Answers

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

Closing Remarks

Katherine Jett (TPM)

Katherine thanked everyone for joining the call and informed the ENs that the date for the next All EN Payments Call will be communicated via GovDelivery.