



TICKET
to **Work**

All Employment Network (EN) Payments Call

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

Date: May 6, 2025



Logistics

- **This call is being recorded and transcribed.**
 - Participants are **not permitted** to record this meeting nor capture the transcript. Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff 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@ssa.gov.
- Closed Captioning is available for participants who join using the MS Teams Application or by utilizing the separate Closed Captions link provided in the GovDelivery message.
 - 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. January ePay File Statistics
3. ePay Reminders
4. Payments Help Desk Reminders
5. EN Payment Reminders
6. Resources
7. Question and Answer Session
8. Closing Remarks

January ePay File Stats

- The last ePay file was completed in March 2025.
- Processing totals:
 - **Total claims paid:** 10,470
 - **Total SSNs paid:** 3,172
 - **Total amount paid:** \$5,884,727.00
- SSA has started processing the April 2025 ePay file.

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, *Cont.*

- Please allow TPM to pay all available claims via ePay before requesting payment via the Ticket Portal.
- An initial PII violation 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.

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 inquiries 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

■ Unassigned Ticketholders

- Tickets Unassigned by the EN - per Part III, Section 5D: 2a(1) of the Ticket Program Agreement ([TPA - Part III, Section 5](#))
 - 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.

EN Payments Reminders, *Cont.*

■ Unassigned Ticketholders

- Tickets Unassigned by the Ticketholder Per Part III, Section 5D: 2a(2) of the Ticket Program Agreement (**TPA - Part III, Section 5**)
 - 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

EN Payments Reminders, *Cont. 2*

■ Unassigned Ticketholders

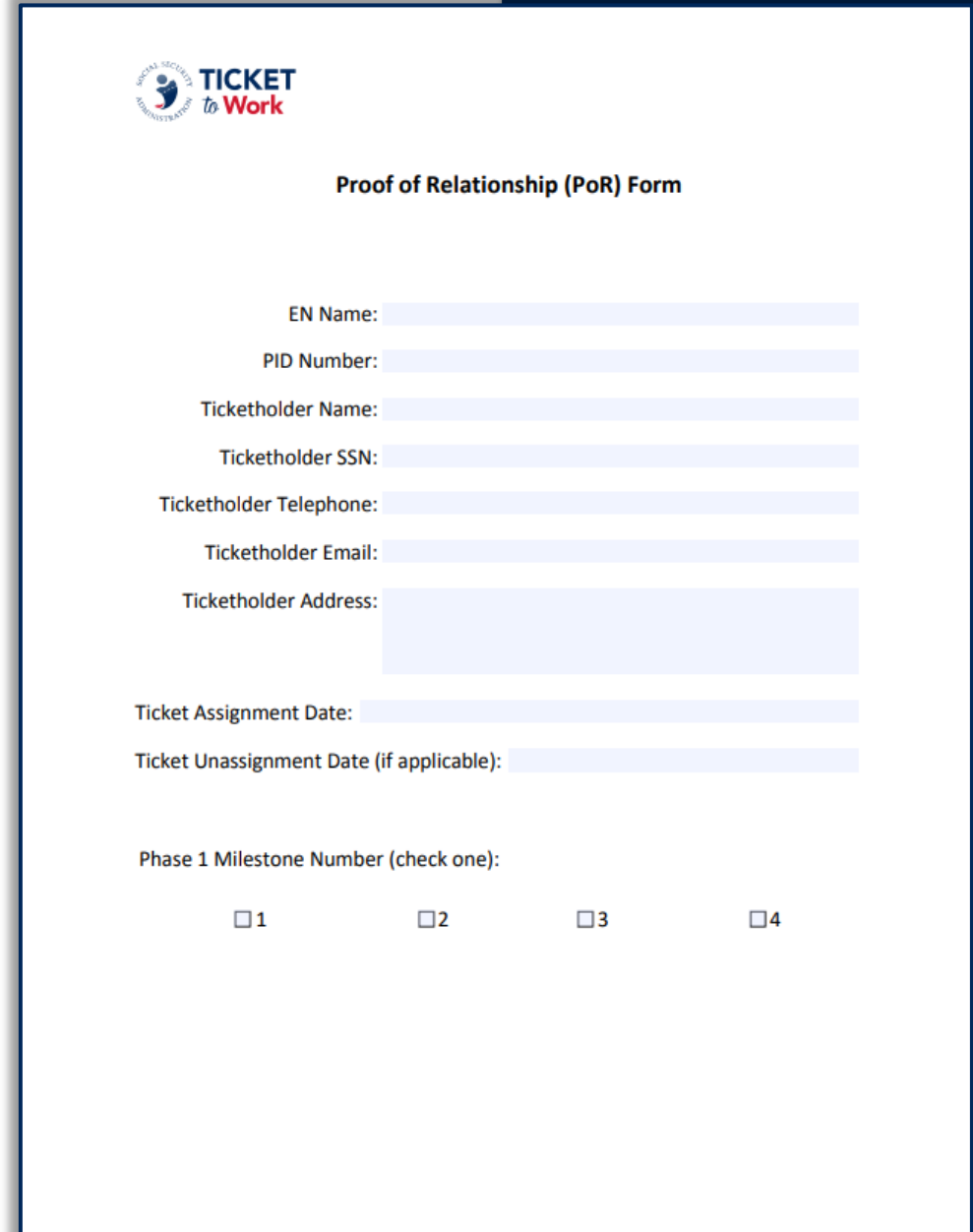
- Reassigned Tickets

- 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.

EN Payments Reminders, *Cont. 3*

■ PoR Form Requirements

- EN Name
- PID
- Ticketholder Name
- Ticketholder SSN
- Ticket Assignment Date
- Ticket Unassignment Date (if applicable)
- Phase 1 Milestone Number box checked

The image shows a "Proof of Relationship (PoR) Form" from the Social Security Administration's Ticket to Work program. The form is titled "Proof of Relationship (PoR) Form" and includes the following fields: EN Name, PID Number, Ticketholder Name, Ticketholder SSN, Ticketholder Telephone, Ticketholder Email, and Ticketholder Address. Below these fields are "Ticket Assignment Date" and "Ticket Unassignment Date (if applicable)". At the bottom, there is a section for "Phase 1 Milestone Number (check one)" with four checkboxes labeled 1, 2, 3, and 4. The form is presented as a document within a white box with a dark blue border.

- Date and description of services provided to the Ticketholder



Please list the dates and a description of the contact or services that your EN provided to the Ticketholder. These services are those agreed upon in the IWP to help the Ticketholder reach and sustain his or her long-term employment goals since both parties signed the IWP.

[illegible]

Social Security may verify the information above with the Ticketholder.

EN Payments Reminders, *Cont. 5*

- **PoR Form Requirements**
 - EN Representative name, signature and date



By signing below, the EN affirms having provided the services above to the Ticketholder.

EN Representative's Name

EN Representative's Signature

Date

EN Payments Reminders, *Cont. 6*

- **Proof of Relationship Requirements for Phase 1 Milestones 1 – 3 When Earnings are Verified**
 - 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 a formula to determine potential payment eligibility. This does not guarantee payment. Payment requests are reviewed and adjudicated based upon real-time earnings data reported in SSA's database.

EN Payments Reminders, *Cont. 7*

- **Employer Prepared Earnings Statement & Supplemental Earnings Statement**
 - Supplemental Earnings Statement (SSA Form 1373)
 - EN Name and PID
 - Ticketholder/Employee Name & SSN
 - Pay Period Beginning/Ending Date
 - Pay Date
 - Hours Worked
 - Hourly Rate
 - Withholding Amount
 - Total Gross
 - YTD Gross Earnings
 - Employer Representative Name/Signature and Date
 - Attestation Box Checked

Form Approved
OMB No. 0960-0644

SOCIAL SECURITY ADMINISTRATION

Employment Network Supplemental Earnings Statement

If the primary evidence does not contain some required information, such as pay period end dates, please use this table to provide any missing information.

EN Organization Name:	DUNS Number (Data Universal Numbering System):
Employee Name:	Employee Social Security Number:

Please complete the Earnings Evidence Table below, listing each pay period on each line separately. Feel free to list multiple claim months for the same Ticket-holder on the same form.

Beginning Pay Period Date	Ending Pay Period Date	Pay Date	Hours Worked	Hourly Rate	Withholding Amount	Total Gross Earnings	Year-to-date Gross Earnings

I declare under penalty of perjury that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this information, or causes someone else to do so, commits a crime and may be sent to prison, or may face other penalties, or both.

Employer Representative Name:

Signature:	Date:

☐ By checking this box and signing above, the employer attests that all withholdings required by law have been made from this employee's earnings.

Form SSA-1373 (02-2013)
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EN Payments Reminders, Cont. 8

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 - Pay Period Beginning/Ending Date
 - Pay Date
 - Hours Worked
 - Hourly Rate
 - Withholding Amount
 - Total Gross
 - YTD Gross Earnings
 - Employer Representative Name/Title/Signature & Date
 - Attestation Box Checked

Employer Prepared Earnings Statement

Employee Name: _____

Employee Social Security Number (SSN): _____

Please complete the Earnings Evidence table below, listing each pay period on each line separately.

Beginning Pay Period Date	Ending Pay Period Date	Pay Date	Hours Worked	Hourly Rate	Withholding Amount	Total Gross Earnings	Year-to-date Gross Earnings

Employer Representative Name: _____

Title: _____

Employer Name: _____

Employer Address: _____

☐ By checking this box and signing below, the employer attests that all withholdings required by law have been made from this employee's earnings.

Signature: _____ Date: _____

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
- GovDelivery Messages
 - 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
- Email
 - For payment issues: ENPaymentsHelpdesk@ssa.gov
 - For questions and issues related to Ticket assignment, the service provider website and the Ticket Portal:
ENSystemsHelp@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@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 and you will be unmuted by the Facilitator. You will need to click the microphone to unmute yourself.

Closing Remarks

- Thank you for your participation in today's call!