



# QUARTERLY ALL EN PAYMENT CALL RECAP

## MAY 6, 2025

### Welcome

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

Nicole opened the call by providing the agenda. The topics covered included January ePay file statistics, ePay reminders, Payments Help Desk reminders and information regarding payment requests for unassigned Ticketholders, PoR Form, Proof of Relationship, Supplemental Earnings Statement and Employer Prepared Earnings Statement requirements.

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

### ePay File Stats

Nicole Black (TPM)

TPM completed the last ePay file in March 2025, with the following results:

- Total claims paid: 10,470
- Total SSNs paid: 3,172
- Total amount paid: \$5,884,727.00

### ePay Reminders

Nicole Black (TPM)

Nicole informed ENs that SSA began processing the April 2025 ePay file, 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 Personally Identifiable Information (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

Nicole Black (TPM)

### Payment Inquiries

Nicole reminded the ENs about whom 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 reminders regarding payment request criteria for unassigned Ticketholders, PoR Form, Proof of Relationship, Supplemental Earnings Statement and Employer Prepared Earnings Statement requirements.

### 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.
- 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
- 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 Ticket Portal indicates, and SSA payment processing confirms that SSA has evidence of work and earnings on record.

## PoR Form Requirements

- EN Name
- PID
- Ticketholder Name
- Ticketholder SSN
- Ticket Assignment Date
- Ticket Unassignment Date (if applicable)



- Phase 1 Milestone Number box checked
- Date and description of services provided to the Ticketholder
- EN Representative name, signature, and date

### **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.

### **Supplemental Earnings Statement Requirements**

- 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

### **Employer Prepared Earnings Statement Requirements**

- Employer Prepared Earnings Statement requirements:



- 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/Title/Signature & Date
- Attestation Box Checked

## 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
- 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](mailto:tickettowork@subscriptions.ssa.gov)
- Email:
  - For payment issues: [enpaymentshelpdesk@ssa.gov](mailto:enpaymentshelpdesk@ssa.gov)
  - For questions and issues related to Ticket assignment, the Service Provider website, and the Ticket Portal: [ensystemshelp@ssa.gov](mailto:ensystemshelp@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@ssa.gov](mailto:enpaymentshelpdesk@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.