



TICKET
to **Work**

All Employment Network (EN) Payments Call

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

Date: August 5, 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. April ePay File Statistics
3. ePay Reminders
4. Payments Help Desk Reminders
5. Payroll Information Exchange (PIE) Question Review
6. Tips for using the Monthly Earnings Estimator Tool
7. Ticket Portal Best Practices
8. Resources
9. Question and Answer Session
10. Closing Remarks

April ePay File Stats

- The last ePay file was completed in May 2025.
- Processing totals:
 - **Total claims paid:** 10,256
 - **Total SSNs paid:** 3,098
 - **Total amount paid:** \$5,668,600.00
- SSA has started processing the July 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.

Payroll Information Exchange (PIE) Question Review

1. Will the Payroll Information Exchange be able to distinguish between the paid date and pay periods?
 - **SSA response:** Yes, each report will contain the paid date. We are not guaranteed to receive pay period start and end dates, or the start of work, but most employers do report this information.
2. Will ENs have access to PIE in any form to confirm wage information during any of the 5-year Ticket participation?
 - **SSA response:** Since we have a contract with Equifax, we won't be able to share actual PIE wage information. The BPQY currently shows verified wages from the SSI record and the SGA months for SSDI. We are unable to disclose the source of earnings on the BPQY.
3. Will the ENs have access to PIE to help with getting pay statements?
 - **SSA response:** The contract does not allow us to share PIE data.

Payroll Information Exchange (PIE) Question Review

4. How does PIE capture Self-Employed Ticketholders' wage information?
 - **SSA response:** PIE does not capture Self-Employment wage data.
5. With the PIE program, will SSA be accepting wages from 1099 or contractor positions? If so, can ENs submit those types of pay stubs to TPM when requesting payments?
 - **SSA response:** No. PIE will only share employer-employee relationship wage data. The 1099 requires the individual to file a self-employed tax return.
6. Will the PIE function help to validate earnings that can reduce or eliminate EN overpayments?
 - **SSA response:** We will continue to use available resources to do our best to integrate data to reduce risk of over/underpayment to beneficiaries and service providers.

Monthly Earnings Estimator Tool Preview

Tips for using the Monthly Earnings Estimator

What the tool does:

- **Calculates Total Income:** The tool calculates your total income as either 'earned in the month' or 'paid in the month'.
- **Maps Income:** It compares the calculated monthly amount against the earnings levels designated by the Social Security Administration (SSA) as Trial Work Level (TWL), Substantial Gainful Activity (SGA), or Blind SGA.

A	B	C	D	E	F	G	H	I	J	K	L	M	N
MONTHLY EARNINGS ESTIMATOR													
<u>Beneficiary</u>		Beneficiary SSN:		#####									
		Beneficiary Name:		John Doe									
<u>Beneficiary Earnings Details</u>													
<u>Pay Period</u>		<u>Paid Date</u>	<u>Gross Earnings</u>	<u>Possible Claim Months</u>		<u>SSDI/ Title 2</u>		<u>SSI/ Title 16</u>					
<u>Begin Date</u>	<u>End Date</u>			<u>11/2024 - 01/2025</u>		<u>(Based on when Earned)</u>		<u>(Based on when Paid)</u>					
11/10/2024	11/23/2024	11/29/2024	\$876.00	Nov - 2024		\$1,275.00	TWL	\$876.00	Below TWL				
11/24/2024	12/7/2024	12/13/2024	\$798.00	Dec - 2024		\$1,639.57	SGA	\$1,435.00	TWL				
12/8/2024	12/21/2024	12/27/2024	\$637.00	Jan - 2025		\$875.43	Below TWL	\$1,479.00	TWL				
12/22/2024	1/4/2025	1/10/2025	\$845.00	-		-		-					
1/5/2025	1/18/2025	1/24/2025	\$634.00	-		-		-					
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Tips for using the Monthly Earnings Estimator

How to Complete the Estimator Tool Tab:

- **Enter Pay Stub Data:** Input the pay stub data for the Ticketholder.
- **Pay Stub Duration:** Ensure each pay stub duration is 31 days or less.
- **Accepted Pay Frequencies:** The tool accepts daily, weekly, biweekly, twice a month, and monthly pay stubs.
- **Multiple Jobs:** You can enter pay stubs with overlapping or duplicate date ranges to accommodate Ticketholders with multiple jobs.
- **Date Format:** Use the mm/dd/yyyy format for pay dates. This format cannot be altered.

A	B	C	D	E	F	G	H	I	J	K	L	M	N
MONTHLY EARNINGS ESTIMATOR													
Beneficiary		Beneficiary SSN:		#####									
		Beneficiary Name:		John Doe									
Beneficiary Earnings Details													
Pay Period		Paid Date	Gross Earnings	Possible Claim Months 11/2024 - 01/2025		SSDI/ Title 2		SSI/ Title 16					
Begin Date	End Date					(Based on when Earned)		(Based on when Paid)					
11/10/2024	11/23/2024	11/29/2024	\$876.00	Nov - 2024		\$1,275.00	TWL	\$876.00	Below TWL				
11/24/2024	12/7/2024	12/13/2024	\$798.00	Dec - 2024		\$1,639.57	SGA	\$1,435.00	TWL				
12/8/2024	12/21/2024	12/27/2024	\$637.00	Jan - 2025		\$875.43	Below TWL	\$1,479.00	TWL				
12/22/2024	1/4/2025	1/10/2025	\$845.00	-		-		-					
1/5/2025	1/18/2025	1/24/2025	\$634.00	-		-		-					
<div>Pay Period Begin Date</div> <div>Enter Pay Period begin date in mm/dd/yyyy format.</div>				-		-		-					
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						\$3,790.00		\$3,790.00					

Tips for using the Monthly Earnings Estimator

Assessing the Earnings Breakup Tab:

- **Distribution for SSDI (Title 2) Ticketholders:**
 - **Based on When Earned:** The earnings are allocated to specific months based on when they were actually earned.

Example Breakdown:

- **Earnings from Five Pay Periods:**
 - **November 2024:** Earnings above Trial Work Level (TWL).
 - **December 2024:** Earnings above Substantial Gainful Activity (SGA).
 - **January 2025:** Earnings not sufficient to request a payment.

	A	B	C	D	E	F	G	H	M	N	W
1	PAY STUB INFORMATION				SSDI (TITLE 2) BENEFICIARY EARNINGS (based on when earned)						
2	Begin Date	End Date	Paid Date	Gross Earnings	11/2024	12/2024	01/2025	-	-	-	Total (SSDI)
3	10-Nov-24	23-Nov-24	29-Nov-24	\$876.00	\$876.00	-	-	-	-	-	\$876.00
4	24-Nov-24	7-Dec-24	13-Dec-24	\$798.00	\$399.00	\$399.00	-	-	-	-	\$798.00
5	8-Dec-24	21-Dec-24	27-Dec-24	\$637.00	-	\$637.00	-	-	-	-	\$637.00
6	22-Dec-24	4-Jan-25	10-Jan-25	\$845.00	-	\$603.57	\$241.43	-	-	-	\$845.00
7	5-Jan-25	18-Jan-25	24-Jan-25	\$634.00	-	-	\$634.00	-	-	-	\$634.00
8											\$0.00
9		Total Earnings		\$3,790.00	\$1,275.00	\$1,639.57	\$875.43	\$0.00	\$0.00	\$0.00	\$3,790.00

Tips for using the Monthly Earnings Estimator

Key Points:

- **Monthly Allocation:** Verify the monthly allocation of earnings to ensure they align with the designated levels of TWL and SGA.
- **Claim Months:** Note which months have sufficient earnings to potentially request a payment based on the SSA guidelines.

	A	B	C	D	E	F	G	H	M	N	W
1	PAY STUB INFORMATION				SSDI (TITLE 2) BENEFICIARY EARNINGS (based on when <u>earned</u>)						
2	Begin Date	End Date	Paid Date	Gross Earnings	11/2024	12/2024	01/2025	-	-	-	Total (SSDI)
3	10-Nov-24	23-Nov-24	29-Nov-24	\$876.00	\$876.00	-	-	-	-	-	\$876.00
4	24-Nov-24	7-Dec-24	13-Dec-24	\$798.00	\$399.00	\$399.00	-	-	-	-	\$798.00
5	8-Dec-24	21-Dec-24	27-Dec-24	\$637.00	-	\$637.00	-	-	-	-	\$637.00
6	22-Dec-24	4-Jan-25	10-Jan-25	\$845.00	-	\$603.57	\$241.43	-	-	-	\$845.00
7	5-Jan-25	18-Jan-25	24-Jan-25	\$634.00	-	-	\$634.00	-	-	-	\$634.00
8											\$0.00
9		Total Earnings		\$3,790.00	\$1,275.00	\$1,639.57	\$875.43	\$0.00	\$0.00	\$0.00	\$3,790.00

Tips for using the Monthly Earnings Estimator

Assessing the Earnings Breakup Tab:

- **Distribution for SSI (Title 16) Ticketholders:**
 - **Based on When Paid:** The earnings are allocated to specific months based on when the Ticketholder was paid.

Example Breakdown:

- **Earnings from Five Pay Periods:**
 - **November 2024:** Does not have enough earnings to request a payment
 - **December 2024:** Earnings are above Trial Work Level (TWL).
 - **January 2025:** Earnings above TWL.

PAY STUB INFORMATION					SSI (TITLE 16) BENEFICIARY EARNINGS (based on				
Begin Date	End Date	Paid Date	Gross Earnings	11/2024	12/2024	01/2025	-	-	Total (SSI)
10-Nov-24	23-Nov-24	29-Nov-24	\$876.00	\$876.00	-	-	-	-	\$876.00
24-Nov-24	7-Dec-24	13-Dec-24	\$798.00	-	\$798.00	-	-	-	\$798.00
8-Dec-24	21-Dec-24	27-Dec-24	\$637.00	-	\$637.00	-	-	-	\$637.00
22-Dec-24	4-Jan-25	10-Jan-25	\$845.00	-	-	\$845.00	-	-	\$845.00
5-Jan-25	18-Jan-25	24-Jan-25	\$634.00	-	-	\$634.00	-	-	\$634.00
									\$0.00
Total Earnings			\$3,790.00	\$876.00	\$1,435.00	\$1,479.00	\$0.00	\$0.00	\$3,790.00

Tips for using the Monthly Earnings Estimator

Key Points:

- **Monthly Allocation:** Verify the monthly allocation of earnings to ensure they align with the designated levels of TWL and SGA.
- **Claim Months:** Note which months have sufficient earnings to potentially request a payment based on SSA guidelines.

PAY STUB INFORMATION					SSI (TITLE 16) BENEFICIARY EARNINGS (based on				
Begin Date	End Date	Paid Date	Gross Earnings	11/2024	12/2024	01/2025	-	-	Total (SSI)
10-Nov-24	23-Nov-24	29-Nov-24	\$876.00	\$876.00	-	-	-	-	\$876.00
24-Nov-24	7-Dec-24	13-Dec-24	\$798.00	-	\$798.00	-	-	-	\$798.00
8-Dec-24	21-Dec-24	27-Dec-24	\$637.00	-	\$637.00	-	-	-	\$637.00
22-Dec-24	4-Jan-25	10-Jan-25	\$845.00	-	-	\$845.00	-	-	\$845.00
5-Jan-25	18-Jan-25	24-Jan-25	\$634.00	-	-	\$634.00	-	-	\$634.00
									\$0.00
Total Earnings			\$3,790.00	\$876.00	\$1,435.00	\$1,479.00	\$0.00	\$0.00	\$3,790.00

Tips for using the Monthly Earnings Estimator

Key Points:

- **Accurate Claims:** By mapping earnings correctly, the tool assists in identifying the appropriate months for requesting payments.
- **Detailed Assessment:** Provides a clear view of which months have sufficient earnings for potential claims. This tool will assist with making payment requests using the correct attainment month based on the earnings received from the Ticketholders.

Note: The earnings breakdown for SSI (Title 16) Ticketholders is located on the far right of the spreadsheet, starting at column X.

	A	B	C	D	X	Y	Z	AA	AB	AQ
1	PAY STUB INFORMATION				SSI (TITLE 16) BENEFICIARY EARNINGS (based on					
2	Begin Date	End Date	Paid Date	Gross Earnings	11/2024	12/2024	01/2025	-	-	Total (SSI)
3	10-Nov-24	23-Nov-24	29-Nov-24	\$876.00	\$876.00	-	-	-	-	\$876.00
4	24-Nov-24	7-Dec-24	13-Dec-24	\$798.00	-	\$798.00	-	-	-	\$798.00
5	8-Dec-24	21-Dec-24	27-Dec-24	\$637.00	-	\$637.00	-	-	-	\$637.00
6	22-Dec-24	4-Jan-25	10-Jan-25	\$845.00	-	-	\$845.00	-	-	\$845.00
7	5-Jan-25	18-Jan-25	24-Jan-25	\$634.00	-	-	\$634.00	-	-	\$634.00
8										\$0.00
9		Total Earnings		\$3,790.00	\$876.00	\$1,435.00	\$1,479.00	\$0.00	\$0.00	\$3,790.00

Ticket Portal Best Practices

Submitting evidence of earnings

- Make sure the box is checked “Proof of Earnings will be Faxed in” when faxing in evidence of earnings.
 - This will ensure the payment request will automatically go into Diary for 9 business days. If the evidence of earnings is not received in 9 business days; the payment request may be denied.
 - If this step is missed, the payment request will automatically go into the queue for processing.

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!
- The next All EN Payments Call is scheduled for Tuesday, November 4, 2025, 1-2 p.m. ET.