



QUARTERLY ALL EN PAYMENTS CALL RECAP

AUGUST 5, 2025

Welcome

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

Nicole opened the call by providing the April ePay file statistics, ePay reminders, Payments Help Desk reminders, follow-up to the Payroll Information Exchange (PIE) questions, tips for using the Monthly Earnings Estimator Tool, and Ticket Portal best practices.

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 May 2025, with the following results:

- Total claims paid: 10,256
- Total SSNs paid: 3,098
- Total amount paid: \$5,668,600.00

ePay Reminders

Nicole Black (TPM)

Nicole informed ENs that SSA began processing the July 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.

PAYROLL INFORMATION EXCHANGE (PIE) QUESTION REVIEW

Nicole Black (TPM)

Nicole provided ENs with a response to questions regarding PIE.

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 ENs have access to PIE to help with getting pay statements?
 - **SSA response:** The contract does not allow us to share PIE data.
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. A 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.



Links to PIE public materials:

[Social Security Publishes Proposed Rule for Payroll Information Exchange to Reduce Improper Payments | SSA](#)

[What is payroll information exchange and how does Social Security use it? | Frequently Asked Questions | SSA](#)

[SSI spotlight on the Payroll Information Exchange \(PIE\) | Supplemental Security Income \(SSI\) | SSA](#)

TIPS FOR USING THE MONTHLY EARNINGS ESTIMATOR

Nicole provided the ENs with information on using the Monthly Earnings Estimator, completing the Estimator Tool tab, and analyzing data to identify appropriate claim months for Title 2 and Title 16 Ticketholders when submitting payment requests.

The updated [Monthly Earnings Estimator](#) tool is available for download in the Resource Documents section of the Your Ticket to Work website.

What the tool does:

- **Calculates Total Income:** It 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.

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.



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

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.

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

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.

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

Nicole provided information to ENs on the manual step necessary to ensure the payment request is placed in Diary when faxing evidence of earnings in the Ticket Portal.

Submitting evidence of earnings

- Make sure the box is checked next to “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.



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
- 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

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.

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 announced the date of the next Quarterly All EN Payments Call scheduled for Tuesday, November 4, 2025, 1-2 p.m. ET.