



# TICKET *to* Work

## All Employment Network (EN) Payments Call

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

**Date: February 4, 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](https://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@yourtickettowork.ssa.gov](mailto:ENPaymentsHelpdesk@yourtickettowork.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. Announcements
3. 2024 End-of-Year Statistics
4. 2025 TWL/SGA/Blind SGA Amounts
5. 2025 Ticket Payment Rates
6. October ePay File Statistics
7. ePay Reminders
8. Payments Help Desk Reminders
9. EN Payment Reminders
10. Resources
11. Question and Answer Session
12. Closing Remarks

## Announcements

- 2025 Payments resources are now available.
- Please note the 2025 Payments at a Glance, 18-month Look Back Tool, and the Monthly Earnings Estimator are now available for download in the Resource Documents section of the Your Ticket to Work website.
- If you have questions about your payment method, please contact the EN Service Team at [ENService@ssa.gov](mailto:ENService@ssa.gov) .

## 2024 End-of-Year Stats

- Total dollars paid: \$131,313,968
- Total payments: 183,662
- Total denials: 61,820
- Most common denial reason: 02

## 2025 Trial Work Level/Substantial Gainful Activity Amounts

- Trial Work Level (TWL): \$1,160
- Substantial Gainful Activity (SGA): \$1,620
- Blind SGA: \$2,700

## 2025 Ticket Payment Rates

- **Milestones Outcome Method Payments**
  - SSI Payments
    - Phase 1 Milestones: \$1,850
    - Phase 2 Milestones: \$310
    - Outcomes: \$310
  - SSDI Payments
    - Phase 1 Milestones: \$1,850
    - Phase 2 Milestones: \$555
    - Outcomes: \$555
- **Outcome Only Method Payments**
  - SSI: \$577
  - SSDI: \$1,033



## October ePay File Stats

- The last ePay file was completed in December 2024.
- Processing totals:
  - **Total claims paid: 10,494**
  - **Total SSNs paid: 3,132**
  - **Total amount paid: \$5,959,617**
- SSA has started processing the January 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

### ▪ ENs can view denial comments in the Portal

- Click on the “List Payments Already Made to Me” link from the Main Menu.
- Select the word “Denied” under the “Payment Decision” column for the Reference Number in question.
- A dialog box will open for you to view the denial reason comment that elaborates on the denial reason code.

## EN Payments Reminders, *Cont.*

### ▪ Required Paystub Information:

- Ticketholder Name
- Employer Name
- Pay Period Start/End Date
- Check Paid Date
- FICA Withholdings
  - Social Security Taxes
  - Medicare Taxes
- Gross/Net Earnings

## 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](mailto:tickettowork@subscriptions.ssa.gov)
  
- Email
  - For payment issues:  
[ENPaymentsHelpdesk@yourtickettowork.ssa.gov](mailto:ENPaymentsHelpdesk@yourtickettowork.ssa.gov)
  - For questions and issues related to Ticket assignment, the service provider website and the Ticket Portal:  
[ENSystemsHelp@yourtickettowork.ssa.gov](mailto:ENSystemsHelp@yourtickettowork.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@yourtickettowork.ssa.gov](mailto:ENPaymentsHelpdesk@yourtickettowork.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, May 6, 2025, 1-2 p.m. ET.