



QUARTERLY ALL EN PAYMENT CALL RECAP

FEBRUARY 4, 2025

Welcome

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

Nicole opened the call with the agenda for today's call, which covered the following topics: Announcements, 2024 End-of-Year Statistics, 2025 Trial Work Level (TWL) and Substantial Gainful Activity (SGA) and Blind SGA amounts, 2025 Ticket Payment Rates, ePay File Stats, ePay Reminders, Payments Help Desk Reminders, and EN Payments Reminders.

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

Announcement

Nicole Black (TPM)

Nicole advised ENs that 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.

2024 End-of-Year Stats

Nicole Black (TPM)

Nicole provided the 2024 End-of-Year Statistics, which included the total dollar amount paid, number of payments, and the number of denials for Ticket to Work. They included:

- Total dollars paid: \$131,313,968
- Total payments: 183,662
- Total denials: 61,820
- Most common denial reason: 02 – Beneficiary receiving Federal Cash Benefits



2025 Trial Work Level/Substantial Gainful Activity Amounts

Nicole Black (TPM)

Nicole provided the following 2025 TWL and SGA amounts for Ticketholders:

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

2025 Ticket Payment Rates

Nicole Black (TPM)

Nicole provided 2025 Ticket payment rates for the Milestone Outcome and Outcome Only payment methods.

- **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



ePay File Stats

Nicole Black (TPM)

TPM completed the October 2024 ePay file in December 2024, with the following results:

- 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

Nicole Black (TPM)

Nicole provided the following 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.
- Please allow TPM to pay all available claims via ePay before requesting payment via the Ticket Portal.
- An initial 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 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 ENs about who 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 denial.
 - An explanation for an outreach email.



EN PAYMENTS REMINDERS

Nicole Black (TPM)

Nicole provided the ENs with a reminder regarding how to view denial comments in the Portal and what information is required for paystubs.

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 to view the denial reason comment that elaborates on the denial reason code.

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

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: EN Payments Help Desk
 - Option 3: Systems Help Desk
 - Option 4: VR Provider 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@yourtickettowork.ssa.gov
 - For questions and issues related to Ticket assignment, the Service Provider website, and the Ticket Portal: ensystemshelp@yourtickettowork.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 [Quarterly](#)

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 informed the ENs the next All EN Payments Call is scheduled for Tuesday, May 6, 2025, 1-2 p.m. ET.