



**TICKET**  
*to* **Work**

# All Employment Network (EN) Payments Call

*There will be audio silence until the call starts at 1 p.m. ET*

**February 24, 2026**



# Meeting 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 [yourtackettowork.ssa.gov](https://yourtackettowork.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.

# Meeting Logistics Continued

- **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](mailto: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.

***Thank you in advance for your participation!***

# Agenda

- Welcome
- Ticket Evaluation Update
- Question and Answer Session 1
- 2025 End-of-Year Statistics
- 2026 TWL/SGA/Blind SGA Amounts
- 2026 Ticket Payment Rates
- July ePay File Statistics
- ePay Reminders
- Payments Help Desk Reminders
- Phase 1 Exclusions
- Top 3 EN-Related Denials for FY 2025
- Concurrent Ticketholders
- Payments Topics
- Question and Answer Session 2
- Closing Remarks



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# Ticket Evaluation Update

*Ellie Stinnett, Economist, Employment Support, Social Security Administration*

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# Ticket to Work Survey and Interviews

- Social Security is evaluating the Ticket to Work Program to help SSA understand best practices and identify potential improvements.
- **Survey:** Mathematica will email a link to the survey to the Program Contact at each EN (\$40 check for completion).
- **Interviews:** Mathematica will contact Ticketholders by mail and phone inviting them to be interviewed (\$40 gift card for completion).
- Please complete the survey and encourage your Ticketholders to participate in the interviews, if contacted.
- **For questions:** [Eleanor.Stinnett@ssa.gov](mailto:Eleanor.Stinnett@ssa.gov) and [Seth.Hartig@ssa.gov](mailto:Seth.Hartig@ssa.gov).

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# Questions Session 1

## 2025 End-of-Year Stats

- Total dollars paid: \$124,976,744
- Total payments: 163,650
- Total denials: 52,982
- Most common denial reason: 02 – Ticketholder Receiving Federal Cash Benefits

# 2026 Trial Work Level/Substantial Gainful Activity Amounts

- Trial Work Level (TWL): \$1,210
- Substantial Gainful Activity (SGA): \$1,690
- Blind SGA: \$2,830

# 2026 Ticket Payment Rates

## ▪ Milestones Outcome Method Payments

- SSI Payments
  - Phase 1 Milestones: \$1,904
  - Phase 2 Milestones: \$319
  - Outcomes: \$319
- SSDI Payments
  - Phase 1 Milestones: \$1,904
  - Phase 2 Milestones: \$571
  - Outcomes: \$571

# 2026 Ticket Payment Rates Continued

- **Outcome Only Method Payments**
  - SSI: \$594
  - SSDI: \$1,063

## July ePay File Stats

- The July ePay file was completed in September 2025.
- Processing totals:
  - **Total claims paid:** 11,628
  - **Total SSNs paid:** 6,659
  - **Total amount paid:** \$5,983,834.00
- SSA has started processing the January 2026 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 Continued

- 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 ENs 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 Help Desk.

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# Phase 1 Exclusions

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# Phase 1 Exclusions Overview

- Successful VR Closure
  - No Phase 1 Milestone payments will be available to an EN if the Ticketholder previously had an open case with a State Vocational Rehabilitation Agency (SVRA) and was working at the time the SVRA closed the case as a successful closure. When multiple ENs are involved, the exclusion is determined based on the first Ticket assignment date.
- Cost Reimbursement Payment
  - If the Ticketholder previously had an open case with a SVRA and SSA made a Cost Reimbursement payment to the SVRA prior to the EN requesting a Phase 1 payment, no Phase 1 Milestone payments will be available to the EN.
- Prior Earnings
  - No Phase 1 Milestone payments will be available to an EN if the Ticketholder achieved the level of work associated with that milestone within the most recent 18-month period prior to Ticket assignment. When multiple ENs are involved, the exclusion is determined based on the first Ticket assignment date.

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# Top 3 EN-Related Denials for FY 2025

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# EN-Related Denials for FY 2025

## Denial Reason: Insufficient Documentation

- This denial reason applies when the EN did not provide the required supporting documentation within 9 business days of submitting a payment request. For example, the EN did not provide evidence of earnings.
  - **Tip**
    - Always send in supporting documentation within 9 business days.

# EN-Related Denials for FY 2025, Continued (2)

## Denial Reason: Payments Must Be Made In Order

- This denial reason applies when the EN has submitted a request for a Phase 2 Milestone payment before all available Phase 1 Milestone payments were processed to completion.
  - **Tips**
    - Review the denial comments. Phase 1 and Phase 2 payments must be processed in order. ENs should track payment requests received for each Ticketholder. Check the “View Ticket Payments Already Made To Me” and “View All Pending Payments for Me” options to view the status of the last payment request submitted.
    - The “List Beneficiaries Currently Assigned to Me” screen displays the most recent claim month and payment type for each Ticketholder.

# EN-Related Denials for FY 2025, Continued (3)

## Denial Reason: Earnings Do Not Meet Phase 1 Milestone Criteria

- This denial reason applies to Phase 1 Milestone requests. It means the information the EN submitted and the Ticketholder's earnings records available to Social Security did not show the required Trial Work Level (TWL) earnings within the required timeframe.
  - **Tips**
    - When submitting for Phase 1 Milestones, ENs should check to make sure the Ticketholder achieved TWL earnings.
    - For Phase 1 Milestones 2, 3 and 4, ENs should check to make sure the number of months of TWL earnings is adequate and the earnings occurred within the designated timeframes to qualify for payment.
    - The [2026 Monthly Earnings Estimator](#) is a helpful resource to use and is found on the Your Ticket to Work website.

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# Concurrent Ticketholders

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# Concurrent Ticketholders

## (Receiving both Title II & Title XVI benefits)

- Phase 1 Milestones
  - If the Ticketholder is in current pay for both Title II and Title XVI:
    - Use the TWL earnings that satisfy the payment.
  - If the Ticketholder is in current pay for only one entitlement, Title II or Title XVI:
    - The payment will be made based on the entitlement that is in current pay and meets the TWL earnings requirements.
- Phase 2 Milestones
  - If the Ticketholder is in current pay for both Title II and Title XVI:
    - Use the SGA/Blind SGA earnings that satisfy the payment.
  - If the Ticketholder is in current pay for only one entitlement, Title II or Title XVI:
    - The payment will be made based on the entitlement that is in current pay and meets the SGA/Blind SGA earnings requirements.

# Concurrent Ticketholders, Continued (2)

## (Receiving both Title II & Title XVI benefits)

- Outcomes
  - If the Ticketholder is in suspense for **BOTH** Title II and Title XVI due to work or SGA/Blind SGA earnings:
    - The payment can be made if SGA/Blind SGA earnings criteria are met under either entitlement.
  - If the Ticketholder is in suspense for **BOTH** Title II and Title XVI, but one of the entitlements is in suspense **NOT** due to work or earnings:
    - The payment can be made if SGA/Blind SGA earnings criteria are met under the entitlement that is in suspense due to work or SGA/Blind SGA 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 Line
  - 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@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

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](mailto:ENPaymentsHelpDesk@ssa.gov).

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# Questions Session 2

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# Closing Remarks

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# Next All EN Payments Call:

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Tuesday, May 5, 2026, 1 - 2 p.m. ET

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*Thank you for your participation  
in today's call!*

