



TICKET
to **Work**

All Employment Network (EN) Payments Call

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

August 25, 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 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.

Meeting Logistics Cont. (2)

- **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.

Thank you in advance for your participation!

Agenda

- Welcome
- Announcements
- April ePay File Statistics
- ePay Reminders
- Payments Help Desk Reminders
- Ticket Portal
- Proof of Relationship
- Unassigned Ticketholders
- Resources
- Payments Topics
- Question and Answer Session
- Closing Remarks



Announcements



Announcements

- SSA will be restoring the current pay chart (uncorrected) in an upcoming release. The data in this chart is an estimate and is not the same as a Benefits Planning Query (BPQY). As a result:
 - ENs should **not** use this chart for benefits counseling;
 - ENs should **not** use this chart to determine a Ticketholder's prior work history;
 - ENs should **not** use this chart to determine required communication timeframes;
 - ENs **may** use this chart as an indicator that an Outcome payment might be available.



April ePay File Statistics



April ePay File Stats

- The April ePay file was completed in June 2026.
- Processing totals:
 - **Total claims paid:** 13,757
 - **Total SSNs paid:** 3,581
 - **Total amount paid:** \$8,302,302.00
- SSA has completed the EN portion of the July 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 Services 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. (2)

- 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.

Ticket Portal



Ticket Portal

- Submission of Supporting Documentation
 - ENs must select the proper document type when submitting additional information with payment requests.
 - To generate a properly labeled fax cover sheet once the claim is submitted:
 - Go to the *Pending Payments for Me* screen.
 - Find the SSA Reference number and click on the “Actions” link.
 - Select “Fax additional information”.
 - Select the option that corresponds with the type of faxed documentation.

Ticket Portal Cont. (2)

- Faxed Documentation Options
 - Pay Stub
 - Supplemental Earnings Statement
 - Employer Prepared Wage Statements
 - Work Number Report
 - IWP - Complete
 - EN Certification of Services
 - EN Payment Request
 - Split Payment EN Request (SSA1401)
 - Proof of Relationship Form
 - 821-Wrk Actvty Rprt EE

Proof of Relationship

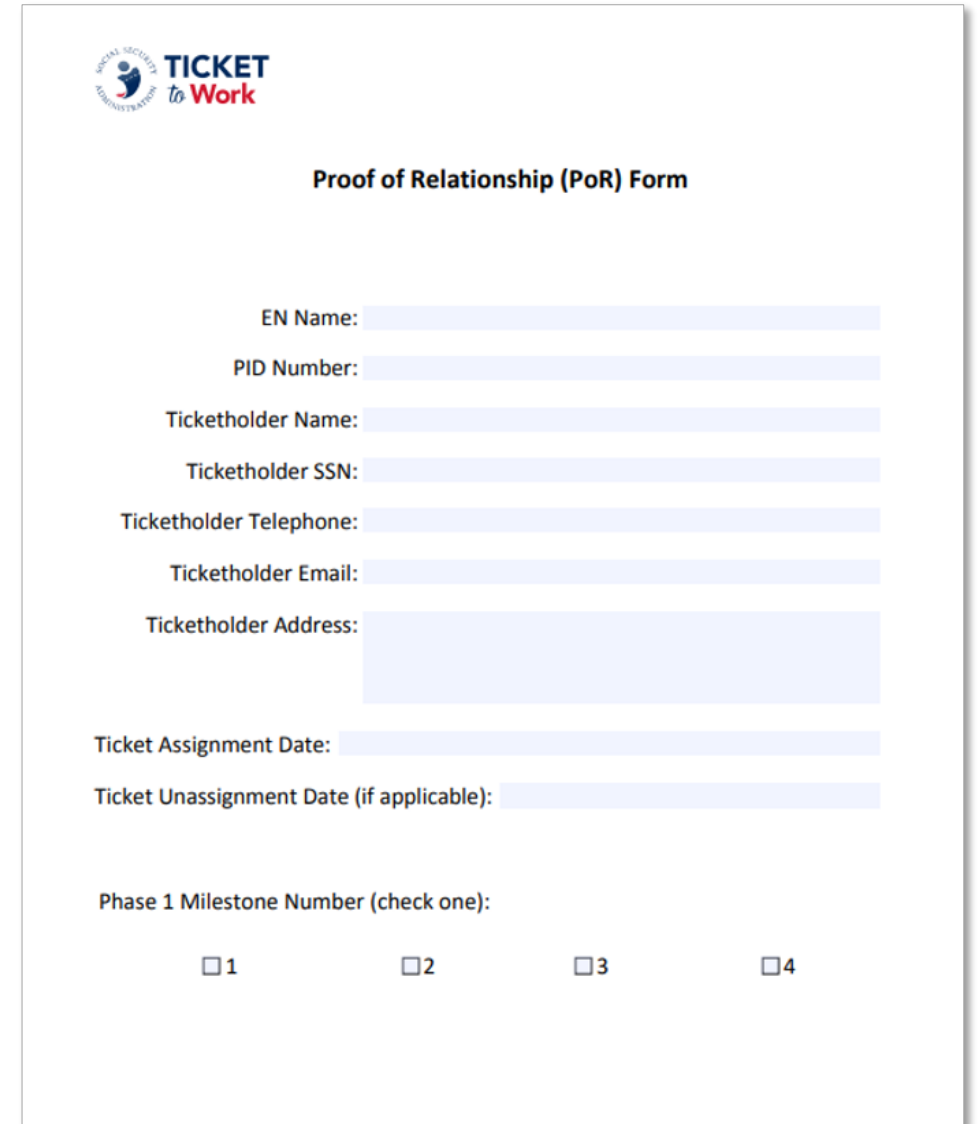


Proof of Relationship

- Proof of Relationship
 - ENs must provide proof of relationship when requesting payments for **Phase 1 Milestones 1 – 3**.
 - Proof of relationship is established with either paystubs or a completed Proof of Relationship (PoR) Form detailing the services provided to the Ticketholder with the dates the services were provided.
 - Proof of relationship (pay stubs or the PoR Form) must be received at the time of the payment request, or it will be denied.
 - ENs will have three opportunities to provide the required proof of relationship for the requested Milestones before the Ticket is unassigned.

Proof of Relationship (PoR) Form

- POR Form Requirements
 - EN Name
 - PID
 - Ticketholder Name
 - Ticketholder SSN
 - Ticket Assignment Date
 - Ticket Unassignment Date (if applicable)
 - Phase 1 Milestone Number box checked



The screenshot shows the "Proof of Relationship (PoR) Form" from the Social Security Administration's "TICKET to Work" program. The form is titled "Proof of Relationship (PoR) Form" and includes the following fields:

- EN Name:
- PID Number:
- Ticketholder Name:
- Ticketholder SSN:
- Ticketholder Telephone:
- Ticketholder Email:
- Ticketholder Address:
- Ticket Assignment Date:
- Ticket Unassignment Date (if applicable):
- Phase 1 Milestone Number (check one):
 - ☐ 1
 - ☐ 2
 - ☐ 3
 - ☐ 4

PoR Form Cont. (2)

- Proof of Relationship Requirements
 - Date and description of services provided to the Ticketholder



Document Contact and/or Services Provided:

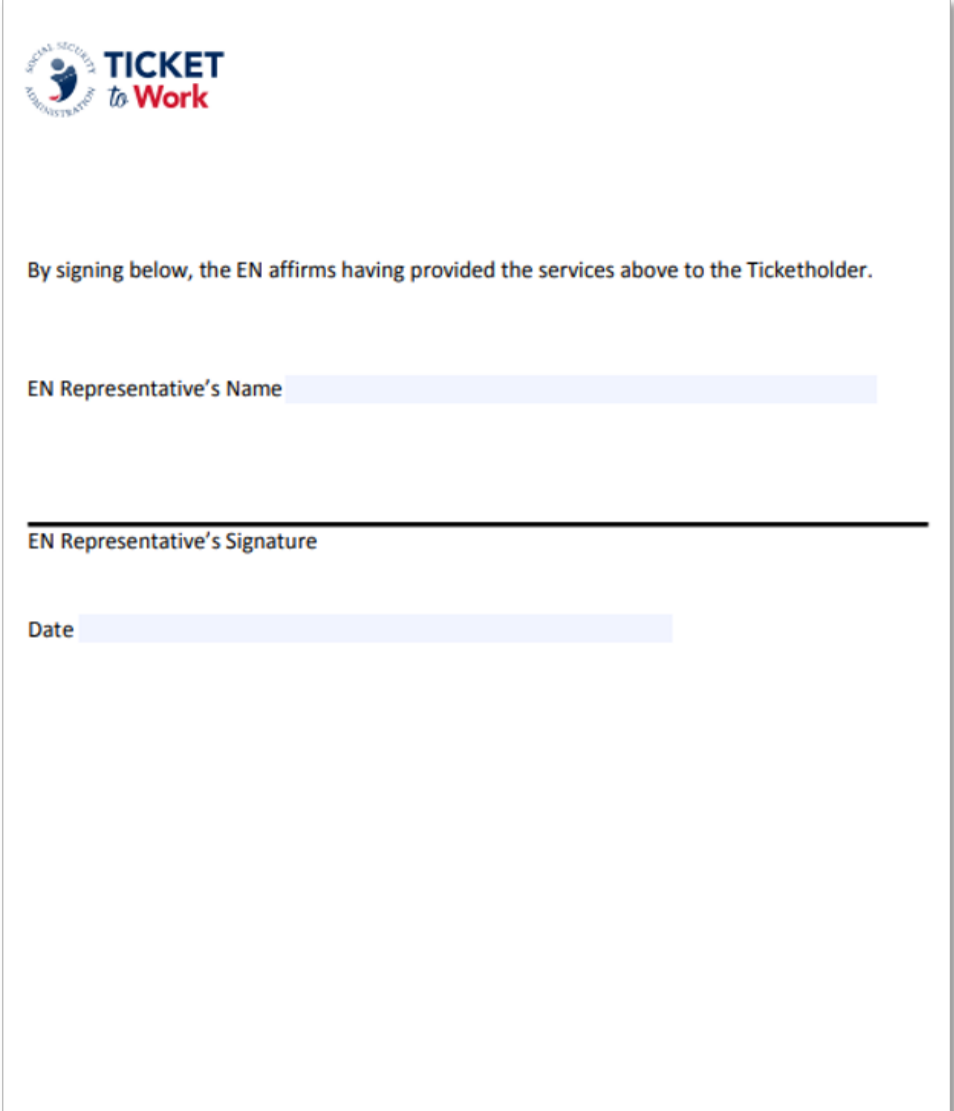
Please list the dates and a description of the contact or services that your EN provided to the Ticketholder. These services are those agreed upon in the IWP to help the Ticketholder reach and sustain his or her long-term employment goals since both parties signed the IWP.

Date	Description of Services Provided or Contact

Social Security may verify the information above with the Ticketholder.

PoR Form Cont. (3)

- Proof of Relationship Requirements
 - EN Representative name, signature and date



The form is titled "PoR Form Cont. (3)" and features the Social Security Administration "TICKET to Work" logo at the top left. The text "By signing below, the EN affirms having provided the services above to the Ticketholder." is centered. Below this, there are three input fields: "EN Representative's Name", "EN Representative's Signature", and "Date". The "EN Representative's Name" and "Date" fields are light blue, while the "EN Representative's Signature" field is a solid black line.



By signing below, the EN affirms having provided the services above to the Ticketholder.

EN Representative's Name

EN Representative's Signature

Date

PoR Form Cont. (4)

- Proof of Relationship
 - Examples of Acceptable Proof of Relationship Services:
 - Provided transportation assistance
 - Job coaching
 - Discussed Work Incentives
 - Benefits planning (reminder: benefits counseling should only be provided by a certified Benefits Counselor)
 - Spoke with the Ticketholder and everything is going ok with their job
 - Emailed instructions on how to report wages to SSA

PoR Form Cont. (5)

- Proof of Relationship
 - Examples of Unacceptable Services:
 - Called and left voicemail for client to call back
 - Sent email to client requesting they mail in their pay stubs
 - Sent email
 - Sent email to client to update contact information
 - Reported earnings

PoR Form Cont. (6)

- Earnings Already Proven
 - When submitting Phase 1 Milestones 1-3 payment requests, ENs must submit either pay stubs or a completed Proof of Relationship Form with detailed services provided to the Ticketholder for the requested Milestone period.
 - When submitting Phase 1 Milestones 1-3 payment requests with evidence of earnings that are not pay stubs, (e. g. the Work Number Report or an Employer Prepared Earnings Statement) the Proof of Relationship Form is required.
 - The Portal uses earnings from multiple sources to verify earnings and serves as a reference point. This does not guarantee payment. Payment requests are reviewed and adjudicated based upon real-time earnings data reported in SSA's database.

Unassigned Ticketholders



Unassigned Ticketholders

■ Unassigned Ticketholders

- Tickets Unassigned by the EN - per Part III, Section 5D: 2a(1) of the Ticket Program Agreement ([TPA - Part III, Section 5](#))
 - While an EN may unassign a Ticket at any time, doing so means that the EN is no longer providing services or ongoing employment support to the Ticketholder. Ongoing support (or the availability of ongoing support) is a requirement for continued payment.
 - SSA will cease Ticket payments to the EN effective the month prior to the month of the unassignment.
 - The EN will not be eligible for future payments, including split payments for subsequent work and earnings achieved by the Ticketholder beginning with the month of the Ticket unassignment.

Unassigned Ticketholders Cont. (2)

- Unassigned Ticketholders
 - Tickets Unassigned by the Ticketholder Per Part III, Section 5D: 2a(2) of the Ticket Program Agreement ([TPA - Part III, Section 5](#))
 - While a Ticketholder may unassign a Ticket at any time, the EN of record at the time of unassignment still may benefit from its contribution to the Ticketholder's work achievements.
 - SSA may continue to pay the EN the full payment due for any claim months for which the Ticketholder's earnings qualify the EN:
 - For a period not to exceed 12 claim months in an 18-month period, beginning with the unassignment month
 - Subject to SSA's evaluation of the EN's service contribution
 - Unless the Ticketholder reassigns the Ticket prior to completion of the 12 claim-month period

Unassigned Ticketholders Cont. (3)

- Unassigned Ticketholders
 - Reassigned Tickets
 - Should the Ticketholder reassign the Ticket to another EN during the 12 claim-month period within the 18 months after unassignment, the former EN(s) may request split payments for the remaining months of the 12 claim-month period, beginning with the month the Ticketholder reassigns the Ticket.
 - In either event, all payment requests shall be accompanied by evidence of work and earnings unless the Ticket Portal indicates that SSA has evidence of work and earnings on record.

Resources



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.

■ 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.

We also ask that you send any suggestion for Ticket Portal improvements to ENSystemsHelp@ssa.gov by Friday, August 28.



MS Teams

Raise your hand and you will be unmuted by the Facilitator. You will need to click the microphone to unmute yourself.

By Phone

Raise your hand by pressing *5 and you will be unmuted by the Facilitator. Then press *6 to unmute yourself.



Questions Session

Closing Remarks



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

