



# QUARTERLY ALL EN PAYMENTS CALL RECAP FEBRUARY 24, 2026

## Welcome

### Katherine Jett, Project Coordinator (TPM)

Katherine welcomed everyone to the call and covered logistics and the agenda, which included: the Ticket Evaluation Update, 2025 End-of-Year Statistics, 2026 Trial Work Level (TWL) and Substantial Gainful Activity (SGA) and Blind SGA amounts, 2026 Ticket Payment Rates, July ePay File Stats, ePay Reminders, Payments Help Desk Reminders, Phase 1 Exclusions, Top 3 EN-Related Denials for FY 2025, and Concurrent Ticketholders.

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

## Ticket Evaluation Update

### Ellie Stinnett (SSA)

Ellie provided an overview of the upcoming evaluation of the Ticket to Work Program, including a survey for service providers and interviews with beneficiaries, with support from Mathematica. Ellie explained participation details and incentives, and encouraged questions via email.

- **Survey:** Mathematica will send a survey to service providers, with one submission per EN organization. The designated Program Contact will receive both a letter and an email invitation. If another person is better suited to complete the survey, or if assistance is needed, it is acceptable to involve others. Completion of the survey will result in a \$40 check, which can be declined if preferred.
- **Survey Content and Purpose:** The survey will cover topics such as Ticketholder intake processes, experiences providing services, and recommendations for SSA to improve the program. Ellie emphasized the importance of participation to help SSA identify best practices and potential improvements.



- **Interviews:** Mathematica will also conduct interviews with selected Ticketholders based on predetermined criteria. Ticketholders will receive a letter and a phone call inviting them to participate and will be eligible for a \$40 gift card upon completion. Ellie asked ENs to reassure clients about the legitimacy of the study if contacted.
- **Timeline:** The survey and interviews are expected to take place from mid-to-late spring.
- **For questions:** [Eleanor.Stinnett@ssa.gov](mailto:Eleanor.Stinnett@ssa.gov) and [Seth.Hartig@ssa.gov](mailto:Seth.Hartig@ssa.gov).

## 2025 End-of-Year Stats

### Nicole Black (TPM)

- 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

### Nicole Black (TPM)

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

## 2026 Ticket Payment Rates

### Nicole Black (TPM)

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

## July ePay File Stats

### Nicole Black (TPM)

TPM completed the July ePay file in September 2025, with the following results:

- Total claims paid: 11,628
- Total SSNs paid: 6,659
- Total amount paid: \$5,983,834

## ePay Reminders

### Nicole Black (TPM)

Nicole informed ENs that SSA started processing the January 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 PII rule while a file is currently being processed (i.e., February), they will be removed from the ePay file.

## Payments Help Desk Reminders

### Nicole Black (TPM)

#### Payment Inquiries

Nicole reminded the ENs about who the Payments Help Desk 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 Help Desk.



## Phase 1 Exclusions

### Nicole Black (TPM)

#### Phase 1 Exclusions Overview

Nicole provided an overview of Phase 1 payment exclusions, including successful VR closure, cost reimbursement, and prior earnings, and clarified that exclusions are determined by the first Ticket assignment date.

- 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 (VR) agency and was working at the time the State VR agency 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 State VR agency and SSA made a Cost Reimbursement payment to the State VR agency 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.

## Top 3 EN-Related Denials for FY 2025

### Nicole Black (TPM)

#### EN-Related Denials for FY 2025

Nicole discussed the top three EN-related payment denial reasons for fiscal year 2025 — insufficient documentation, payment order, and earnings not meeting criteria — and provided tips for addressing each denial type.



### **Denial Reason: Insufficient Documentation**

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

### **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.

### **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.



## Concurrent Ticketholders (Receiving Both Title II & Title XVI Benefits)

### Nicole Black (TPM)

Nicole provided the ENs with the earnings and entitlement criteria for Concurrent Ticketholders, which are needed to satisfy a payment request for Phase 1 Milestones, Phase 2 Milestones, and Outcome payments.

- Phase 1 Milestones
  - If the Ticketholder is in current pay for both Title II and Title XVI:
    - Use the 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 earnings requirements.
- Phase 2 Milestones
  - If the Ticketholder is in current pay for both Title II and Title XVI:
    - Use the 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 earnings requirements.
- Outcomes
  - If the Ticketholder is in suspense for **BOTH** Title II and Title XVI due to work or earnings:
    - The payment can be made if 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 earnings criteria are met under the entitlement that is in suspense due to work or earnings.



## TPM 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

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](mailto:ENPaymentsHelpdesk@ssa.gov).

## Questions and Answers

A question and answer period followed, which is part of the call recording and transcript.



## Closing Remarks

### **Nicole Black (TPM)**

Nicole thanked everyone for joining the call and informed the ENs the next All EN Payments Call is scheduled for Tuesday, May 5, 2026, 1 - 2 p.m. ET.