



QUARTERLY ALL EN PAYMENTS CALL RECAP AUGUST 25, 2026

Welcome

Katherine Jett (TPM)

Katherine welcomed everyone to the call and covered logistics and the agenda, which included: Announcements, April ePay File Statistics, ePay Reminders, Payments Help Desk Reminders, Ticket Portal, Proof of Relationship, Unassigned Ticketholders and Payment Topics.

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

Announcements

Nicole Black (TPM)

Nicole informed the ENs about the return of the current pay chart in the Ticket Portal.

- 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

Nicole Black (TPM)

SSA completed the April ePay file in June 2026, with the following results:

- Total claims paid: 13,757
- Total SSNs paid: 3,581
- Total amount paid: \$8,302,302.00

ePay Reminders

Nicole Black (TPM)

Nicole informed ENs that SSA started processing the April 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 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.
- Please allow SSA 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 SSA for payment requests.

- If an EN needs to submit PII, the submission must be done via fax or 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

Nicole Black (TPM)

Submission of Supporting Documentation

Nicole provided guidance to ENs on how to submit multiple types of documentation in the Ticket Portal when submitting a payment request, along with examples of the different faxed documentation options.

- 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.
- 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

Nicole Black (TPM)

Proof of Relationship

- Nicole gave ENs information on what is required to establish proof of relationship, along with the supporting documentation needed, the timeframe the information should be submitted, and the number of opportunities provided to submit the required documentation. Nicole also shared with ENs examples of acceptable and unacceptable documentation for services documented on the Proof of Relationship form. ENs were also provided information on how to establish proof of relationship when earnings are already proven.
- 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 pay stubs 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.
- POR Form Requirements:
 - EN Name
 - PID
 - Ticketholder Name
 - Ticketholder SSN
 - Ticket Assignment Date
 - Ticket Unassignment Date (if applicable)
 - Phase 1 Milestone Number box checked
 - Date and description of services provided to the Ticketholder
 - EN Representative name, signature, and date
- 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



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

Nicole Black (TPM)

Nicole provided ENs with reminders regarding payment request criteria for unassigned Ticketholders, covering three scenarios: (1) When the Ticket is unassigned by the EN; (2) When it is unassigned by the Ticketholder; and (3) When the Ticket is reassigned during the 12 claim-month period within the 18 months after unassignment.

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.
- 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 and
 - 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
- 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, and SSA payment processing confirms, that SSA has evidence of work and earnings on record.



TPM Resources

Phone

- Monday through 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

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.

The ENs were also asked to send any suggestion for Ticket Portal improvements to ENSystemsHelp@ssa.gov by Friday, August 28.



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.