



ALL EN PAYMENTS CALL TRANSCRIPT

AUGUST 25, 2026

Katherine Jett: Good afternoon and welcome to the August Quarterly All EN Payments Call. My name is Katherine Jett. I will be the moderator for today's call. Before we get into the logistics and the agenda, this call is being recorded, and a transcription is being captured.

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Logistics and the Housekeeping. Participants are not permitted to record this meeting, nor capture the transcript. Per the Ticket Program Agreement, Part III, Section 11, Subsection I, all the post-call items from the call today will be available on the Your Ticket to Work website in a few weeks after the call. You can locate those items in the Training and Event section under Archives. For today's call we will have an interactive Q&A and we will provide these instructions again prior to that portion of the call. Note, chat is not available. To ask questions, you will need to raise your hand to be called upon by the facilitator, who will provide audio access. You will then need to unmute yourself before asking a question. Reminder, only ask one question each time you raise your hand to allow time for everyone to participate in the Q&A. To raise your hand if joining via MS Teams, you will click the raise hand icon at the top. Then click the microphone to unmute after being called on by the facilitator. To raise your hand and unmute if joining via phone, press star five to raise your hand, star six to unmute.

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Closed captioning is available. There are two ways to view the closed captioning. One is with MS Teams. To do this, select *More* at the top of the Teams window, scroll down to *Language and Speech* and select *turn on live captions*.

The second way to view closed captions is by using the closed caption link provided in the GovDelivery message sent out on Monday. Paste the link into the browser to view live captions.

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The agenda. We have Announcements, the April ePay File Statistics, ePay Reminders, Payments Help Desk Reminders, Ticket Portal, Proof of Relationship, Unassigned Ticketholders, Resources, Payments Topics, Q&A Session and Closing Remarks.

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At this time, I would like to welcome our EN Payments Manager, Nicole Black.



Nicole Black: Thank you, Katherine. Thank you, everyone, for joining us today. I would like to start with an announcement for today.

Next slide please.

SSA will be restoring the Current Pay Chart, although it is uncorrected, in an upcoming release. The data in this chart is not accurate and is not the same as a Benefits Planning Query, or a BPQY. As a result, EN's should not use this chart for benefits counseling, nor should an EN use this chart to determine a Ticketholder's prior work history. ENs should not use this chart to determine required communication timeframes. An EN can use this chart as an indicator that an Outcome payment might be available.

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April ePay File Statistics

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The April ePay file was completed in June of 2026. The processing totals for this ePay file are: Total claims paid was 13,757. The total number of SSNs paid were 3,581. And the total dollar amount paid for the April ePay file was \$8,302,302. SSA has already completed the EN portion of the July ePay file.

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Phase 1 Milestone 4 is paid via ePay. The ENs must still submit payment requests for Phase 1 Milestones 1 thru 3 through the Ticket Portal with Proof of Relationship. Unassigned Tickets are not included in the ePay file. To be included in the ePay file, ENs must have passed their Annual Services and Supports Review. The ePay file is processed in SSN order, not Provider ID order. Phase 1 Milestone 4, Phase 2 Milestones and Outcomes are all 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 does slow processing and can cause duplicate claim months.

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Please allow TPM to pay all available claims via ePay before requesting payment via the Ticket Portal. An initial PII violation is something that would remove an EN from the ePay file for three months or one full ePay cycle. During this time if there is a PII violation, the EN must submit payment requests via the Ticket Portal. For example, if an EN violates the PII rule while a file is currently being processed, for example in February, they would be removed from the next ePay file, which would have been the April ePay file.

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Payments Help Desk Reminders

As a reminder, the Payments Help Desk does provide assistance with payment inquiries. All communication regarding Ticketholders and ENs must be with suitable EN staff. For example, the approved Portal Users, Program Contacts, or Signatory Authorities.

PII information. If an EN needs to submit PII, the submission must be done via fax or mail. Please never send PII via email. An EN should use the SSA reference number when emailing payment inquiries to the Payments Help Desk.

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The Ticket Portal

Next slide.

This slide is going to cover the submission of supporting documentation when there is more than one resource that needs to be submitted. In order to do this, ENs must select the proper document type when submitting additional information with their payment request. To generate a properly labeled fax cover sheet once a claim is submitted, go to the *Pending Payments For Me* screen. Find the SSA reference number and click on the actions link. Then you would select *Fax Additional Information*. Then select the option that corresponds with the type of faxed documentation.

Next slide.

An example is, if you are submitting an Employer Prepared Earnings Statement along with your Proof of Relationship form, and you also submit a pay stub. That would require three separate fax cover sheets -- to cover the pay stub, that Employer Prepared Earnings Statement, as well as the Proof of Relationship form. Essentially with every piece of documentation that you submit for your payment request, there should be a separate fax cover sheet that aligns with each individual piece of documentation that is sent in.

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Transitioning to Proof of Relationship

Next slide.

Proof of Relationship. There are two different ways that we use that term. There is establishing Proof of Relationship with the Ticketholder, which is the primary focus of our discussion. And we will transition into the actual Proof of Relationship form. Proof of Relationship can be established two ways. We are going to talk about both of those and provide you with examples on how to utilize that information and how to submit the documentation to us. ENs must provide proof of relationship when requesting payments for all Phase 1 Milestones 1 through 3.



Your proof of relationship with that Ticketholder can be established with using either your pay stubs from the Ticketholder, or a completed Proof of Relationship form. That form is going to detail the services provided to the Ticketholder, with the dates that those services were provided. The proof of relationship, again it is either the pay stubs or the Proof of Relationship form; it must be received at the time of the payment request, or that payment request will be denied. ENs will have three opportunities to provide the required proof of relationship for the requested Milestones before the Ticket is unassigned.

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Here is an example of the first page of the Proof of Relationship form. And the information on the Proof of Relationship form that is required is the EN's name, the PID, the Ticketholder's name as it reads in the Ticket Portal. The Ticketholder's SSN, a Ticket assignment date, or the unassignment date if that is applicable to your case. Please check the box for the Phase 1 Milestone number that you are submitting for.

Next slide.

The second page of the Proof of Relationship form is where the EN's are asked to submit the description of the services that have been provided to the Ticketholder, along with the date of those services.

Next slide.

The last page of the form is where the EN will print their name where it says EN representative name and add a signature along with the date.

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Here are some examples of what is considered acceptable proof of relationship services. Provided transportation assistance or provided job coaching. Discussed Work Incentives, benefits planning. Spoke with the Ticketholder and everything is going okay with their job. And emailed instructions on how to report wages to SSA. These are just some examples. We are looking for a detailed written documentation of the services that were provided to that Ticketholder to help them navigate the program.

Next slide.

This slide shows examples of unacceptable services. Something that is unacceptable and would cause your proof of relationship to fail, would be called and left a voicemail for the client to call back. Or sent an email to the client requesting they mail in their pay stubs. Sent an email or sent an email to the client to update contact information. Or, reported earnings. As you can see with these examples, none of these indicate that a service was provided to the Ticketholder.



We are looking specifically for the services that were provided to the Ticketholder to help them with their journey to become employed again.

Next slide.

When you are submitting for Phase 1 Milestone 3 but the system or the Portal tells you that earnings are already proven, you still need to submit proof of relationship. As a reminder, your proof of relationship even when it says earnings already proven, can be established by using pay stubs or a completed Proof of Relationship form. That form does need to detail the services provided to the Ticketholder for the requested Milestone period. When submitting Phase 1 Milestones 1 through 3, payment requests with evidence of earnings that are not pay stubs, the Proof of Relationship form is required when you submit a Work Number Report with those earnings, or an Employer Prepared Earnings Statement. Finally, 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.

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Unassigned Ticketholders

The Ticket can be unassigned by the EN, the Beneficiary or SSA. In this instance when Tickets are unassigned by the EN per Part III, Section 5D: 2a(1) of the Ticket Program Agreement: 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 that 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. Again, this is the rule that applies when the Ticket is unassigned by the EN.

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When the Ticket is unassigned by the Ticketholder, per Part III, Section 5D: 2a(2) of the Ticket Program Agreement: while a Ticketholder may unassign a Ticket at any time, the EN of record at the time of the unassignment may still benefit from their contribution to the Ticketholder's work achievements. SSA may continue to pay that EN, the full payment due for any claims for which the Ticketholders earnings qualify the EN. This is for a period not to exceed 12 claim-months, in an 18-month period, beginning with the Ticket unassignment month. This is subject to SSA's evaluation of the EN's service contribution. In order for us to evaluate that information or evaluate the services that have been contributed to the Ticketholder, a Certification of Services form would need to be submitted, unless the Ticketholder reassigns the Ticket prior to the completion of the 12 claim-month period. If the Ticketholder does end up reassigning their



Ticket, then the previous EN may not be eligible to continue to receive the payments within that 12-month period, or the 12 claim-months within the 18-month period.

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Should the Ticket get reassigned to another EN during that 12 claim-month period within that 18-months after unassignment that was referenced in the previous slide, the former EN may request split payments for the remaining months of that 12 claim-month period, beginning with the month the Ticketholder reassigns that 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.

Next slide please.

Before we transition to the resources, I would like to go back to the slide that has the acceptable examples for proof of relationship. I do want to point out that the benefits counseling should be provided by certified Benefits Counselors, when you are doing this. Make sure that your notes detail how this is being provided and who provides the service so that we are able to accurately make these assessments. Another correction to the announcement to bring to your attention is that the ENs may use the chart to indicate outcomes are available. I misspoke. All right, if we can now go on to the Resources slide.

Resources

For resources, in order to reach us we are available Monday through Friday, 9 a.m. to 5 p.m. Eastern. You can give us a call toll free at 1-866-949-3687 or TTY at 1-866-833-2967. If you select Option 1 that is the Beneficiary Help Line. Option 2 is the EN Payments Help Desk. Option 3 is the Systems Help Desk. As a reminder, for GovDeliveries, please be sure to save the email address to your safe senders list, so that these messages do not go into your spam or junk email boxes. That email address is Tickettowork@subscriptions.ssa.gov. The email address to send your concerns or questions for any payment issues is Enpaymentshelpdesk@ssa.gov. For questions and issues related to Ticket assignment, the Service Provider website and the Ticket Portal, please reach out to Ensystemshelp@ssa.gov.

All right, next slide please.

Payment topics

You guys have been doing amazing job of sending in suggestions. That is how we have been building these calls and the agendas for the past few quarterly calls. Please continue to share your topics and what 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 Help Desk at Enpaymentshelpdesk@ssa.gov. We have a special request. We also ask that you send any suggestions for Ticket Portal



improvements to Ensystemshelp@ssa.gov by Friday, August 28, close of business. Those suggestions will be compiled and submitted to SSA for review.

Next slide.

Now we are going to transition to the question-and-answer session. If you are on Microsoft Teams, please raise your hand and you will be unmuted by the facilitator. You will need to click the microphone to unmute yourself. If you are joining us by phone, raise your hand by pressing star five and you will be unmuted by the facilitator. Then press star six to unmute yourself. All right, are there any questions? Rebecca, who do we have for our first question?

Rebecca: Yes we have Amberstar. Your audio and video are active, please click the microphone to unmute and activate your video if you like, and ask your question.

Amberstar: Hello. Thank you much. I have a two-part question. The first one is, can you back it up to the suggestion email, so I can snag that really quick; those two emails for sending our suggestions in on slide 29. My second question is regarding the Ticketholder unassigning their Ticket. I've had two Ticketholders that have requested their Ticket be unassigned because they were having medical and they wanted to kind of pause it for a moment and come back after the medical. But I went into the system and unassigned it. I'm not sure — did I do that wrong? should I have directed them to Social Security to request that they do it? How does that truly look when the customer unassigns the Ticket?

Nicole Black: For Ticket unassignments someone may need to step in and provide me additional clarification with this. But for the Ticket unassignments, either the EN can unassign the Ticket or the Ticketholder can unassign the Ticket. The difference literally is for you as the EN. It determines the possibility of additional payments for you after the unassignment. If the Ticketholder wants to unassign their Ticket, there is a Ticket Unassignment form that is out there on the Your Ticket to Work website. And as the EN you can provide that to them and help them to get the information submitted so that their Ticket is successfully unassigned.

Amberstar: Thank you for that, I appreciate that very much.

Nicole Black: You are welcome. Thank you Amberstar. And just as a reminder for everybody, we ask everyone to have just one question. If you have more than one question, as long as there is no one else waiting we can go ahead and address your second question. But if there are additional hands raised, we ask that you hold your additional questions and go back into the queue just to make sure that we are able to capture everyone's questions today. Next question, Rebecca.

Rebecca: All right our next question comes from Deb. Your audio and video are active. Please click to microphone to unmute and activate your video with your question.

Nicole Black: Hi Deb, looks like you are still muted. There you are.



Deb: When should we anticipate the charts being restored to the Portal?

Nicole Black: There is not a date set yet. It will come in an upcoming release. But it is coming. Your voices were heard and the transition to change will come back.

Deb: Okay. Thank you.

Nicole Black: You are very welcome. Let's try Rosemary again.

Renee Clarke: Nicole, can I jump in really quickly?

Nicole Black: Absolutely.

Renee Clarke: We hope to have that chart restored in September. Potentially if we are not able to do it in September, potentially later on. But we are working to get that back for you. Thanks, Nicole.

Nicole Black: Thank you, Renee.

Rosemary: Okay, can you hear me now?

Nicole Black: Yes, we got you Rosemary.

Rosemary: Okay, my question is, I have a consumer, a Ticketholder that is no longer on benefits. She received the due process letter that states you are no longer receiving benefits due to work. However, when I tried to bill for it, it says that she's not receiving earnings but not due to work. I don't know what the disconnect is right there, but we are going on a year now that we haven't been able to bill for her.

Nicole Black: Rosemary, this is something very specific to a Ticketholder. I would ask that you email the Help Desk with a reference number for this Ticket and send it to my attention and then I will take a look at it for you and I will reach back out to you directly.

Rosemary: Thank you.

Nicole Black: You are welcome.

Rebecca: Our next question comes from Magali. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

Magali: Yes, good afternoon, can you hear me?

Nicole Black: Yes, good afternoon.

Magali: Good afternoon. I have a question. I have had two payment requests denied based on the pay stub. The Ticket, the pay stub didn't have the name the way Social Security has it recorded in their records and the pay stub didn't have it the same way the Social Security has it.



And I was wondering what is it that we as an EN can do or tell the Ticketholder to do so this won't keep happening and we could get paid for whatever, for the requests? Not based on the name that the paystub has and what you as Social Security have recorded in their records.

Nicole Black: All right, thank you. Is it Magali?

Magali: Yes, that is my name.

Nicole Black: Thank you for your question. I just want to restate your question. Basically, you are having an issue with getting payments approved because the name that the employer has listed on the pay stub does not match with what is in SSA's database?

Magali: That is exactly right.

Nicole Black: Okay. For this specific situation your Ticketholder needs to reach out to their employer and their HR department and have their name changed to match what is on SSA's record.

Magali: Okay. And that will be what is on their Social Security card?

Nicole Black: It should be unless they've had a name change. But for you as an EN a good best practice is, when you are assigning that Ticket and you see that name as it's listed in the Portal, that is a quick way to visually check and see when you get those pay stubs in. Does this match? Because that is what we are looking at.

Magali: All right. Thank you. I appreciate it.

Nicole Black: And keep in mind that we do have additional resources. We are not saying go start a whole drill, because people get married, they have hyphenated names, they use initials and whatnot. We do have available resources to do a deeper dive to see if the name is on record. It's more so when you see that, send it in. We can do that background check to see if the name is on record, if we have the difference in the name. And then if we don't you will get that denial but that would be your indication that, yes, they do need to get this changed with their HR department so that the names do align.

Magali: Okay, thank you.

Nicole Black: You are welcome.

Magali: I appreciate it.

Nicole Black: And Rebecca who do we have next?

Rebecca: Next we have Jillian. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.



Jillian: Hi, can you hear me okay?

Nicole Black: Yes ma'am. Hi Jillian.

Jillian: Hi, thank you. If this is too specific I can certainly send an email, but I figured while I had you here I just had a topic come up with a Ticketholder who is needing to take a medical leave of absence from work. I've gotten a few different answers of what exactly we need to do for his expedited reinstatement of benefits. He's still in that time period that he should be able to reinstate. I guess, I've gotten a few different form answers from Social Security and I'm wondering before I do a lot of paperwork where I could get the best answer of exactly what forms besides the forms from his doctor. And the letter I usually send, like which exactly I should fill out. If that makes sense.

Nicole Black: Yes it does. You are asking about the specifics on how to get this Ticketholder reinstated?

Jillian: Right.

Nicole Black: Unfortunately, this isn't the correct forum. We deal specifically with the payments, nothing on the side of benefits counseling.

Jillian: That is totally okay.

Nicole Black: All right. Thank you.

Jillian: Thank you.

Nicole Black: All right Rebecca, who do we have next?

Rebecca: Next we have Kathy. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

Kathy: Yes, thank you very much. The question I have, if you submitted a payment that has been denied and the denial is they're not earning enough for payment, and you go back and look, and are 99.9% sure that it's human error because the way that the employers do it is very confusing. And this particular employer puts regular pay; regular pay, it showed two weeks' worth, but the second page is where the gross is. And this time around I'm just kind of asking like I hope nobody thinks I'm rude. I literally put resubmitting and then on the pay stub itself, I put please see page two.

Nicole Black: Do me a favor with that Kathy. Send an email into the Help Desk with that reference number, your most recent denial. And send it to my attention and then I will get that reviewed ASAP for you.

Kathy: Because I didn't know whether to try it again and get a different number. Okay.



Nicole Black: Yeah I don't want you to do that. Let me take a look at it and see if it's something that we can address and I can tell you exactly which way to go.

Kathy: Okay. And Rose your email again is, where am I calling, where am I emailing to?

Nicole Black: Email the Payment Help Desk and then send it to my attention, Nicole Black.

Kathy: Oh, okay Nicole, yes. I know that. Thank you.

Nicole Black: You are welcome. All right thank you. And Rebecca, who do we have next?

Rebecca: We have Sandra. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

Sandra: Yes, thank you. Thank you, good afternoon everybody, good afternoon Ms. Black.

Nicole Black: Good afternoon Ms. Sandra.

Sandra: I have a situation where I did a billing and the billing was denied. And the reason for denial was that the person was classified as being blind. And the earnings that I had submitted was for a non-blind SGA. And I know the person is not blind. And I reordered. Well we looked at her BPQY on that report and it's not saying she's blind either. How do I fix this?

Nicole Black: That one also is specific. Email the Help Desk. Put the reference number and then I will be able to work with you to navigate next steps to try to get that rectified.

Sandra: Okay, thank you.

Nicole Black: You are welcome. And Rebecca, who do we have next?

Rebecca: Samantha your audio and video is active. Please click the microphone to unmute and activate your video if you like.

Samantha: Thank you. Hi Nicole.

Nicole Black: Hi.

Samantha: I'm wanting to just kind of ask a more general question. Since Phase 1 payments have to be denied first before you can move into Phase 2 Outcome payments. If you are fairly sure that you are not due Phase 1 payments, but you don't have any proof to deny that. And then you request a payment. Social Security is showing that it's allowed. Is there a way, like can you ask for the payment to be denied, or does it have to be approved if you don't have any proof? Like you shouldn't be given the payment. Does that make sense?

Nicole Black: Yes it does but I want to restate it. You have a Ticketholder where you know that there are look-back earnings that would negate your ability to have those payments approved. However those earnings are not on the system? What we see means that you deserve that



payment. But you recognize when everything catches up that may put you into an overpayment situation.

Samantha: Correct.

Nicole Black: Okay. The best thing is literally to get that Ticketholder's earnings documentation and send that in. If it is showing that the payment is due to you and there is nothing in the system for us to see that negates that, we will pay you. I would just get whatever it is that you can from that Ticketholder -- maybe a Work Number Report or something that indicates the earnings that they had previously, or prior pay stubs from previous employers.

Samantha: Okay. That is basically what I figured, but I wasn't sure if there was anything else we were missing.

Nicole Black: Yeah. No, I figure that is what you have done. But yeah that is where we are.

Samantha: Thank you.

Nicole Black: You are welcome. Rebecca. Oh yes ma'am.

Alexis Thomas: If you believe those earnings for the person are 1099 or maybe SEI earnings, put a note on your case mentioning that because that would be useful for the team to know as well.

Rebecca: Our next question comes from Melinda. Your audio and video are active. Please click the microphone to unmute and activate your video if you like.

Melinda: Hello.

Nicole Black: Hi Melinda.

Melinda: Hi. I was just wondering if you could give us a few examples of cases that would qualify for a 1385. If a beneficiary is experiencing a medical setback and they're not currently working or if they're unemployed at the time that they're unassigned, would an EN still be eligible to receive if they become employed again later or return to work after their medical setback?

Nicole Black: The payments that you may be eligible to receive are based on the 12 claim-month period within an 18-month period. It really would all depend upon the timing of when this takes place. And as long as the Ticketholder unassigns that Ticket. There are potentially 12 claim-months available to you within an 18-month period, post Ticket unassignment.

Melinda: Okay. Thank you.

Nicole Black: You are welcome. And Rebecca, who do we have next?



Rebecca: We have A1Job. Your audio and video are active. Click the microphone to unmute and activate your video if you like to ask your question.

A1Job: Okay my question is that I'm a new EN and I don't even have a Ticket assigned to me yet. How long does it take for them to assign you a Ticket to Work individual? I mean I've got like six people that are connecting with me, but they're not assigned to me yet. I've done the intake. I've done everything I'm supposed to. But takes forever for anybody to get back to me. I'm kind of wondering. I'm kind of working with these people because they really want to work.

Nicole Black: I'm sorry to interrupt. Can you give me your name and just confirm your EN name and then I can reach out to the appropriate team and make sure someone follows up with you today. Or not today because it's late. I'm central time and I keep getting my time zones mixed up. Make sure someone follows up with you, if not close of business today first thing in the morning.

A1Job: Okay, well I'm central too. I'm here in Glasgow. My name is Bonnie Hongo. And I am A1Job Development Services Corps. Long name. I don't know why I thought of it.

Nicole Black: A1Job Development Services.

A1Job: Corps. Or A1Job services for short.

Nicole Black: I will definitely follow up with the team that handles that and have someone reach out to you.

A1Job: Yeah and I've got a GSO. Thank you so much.

Nicole Black: You are welcome. I will do my best to help you out Mrs. Bonnie.

A1Job: I appreciate it, thank you.

Nicole Black: No problem, you are welcome. Rebecca, who do we have next?

Rebecca: We have Trip. Your audio and video are active, click the microphone to unmute and activate your video if you like to ask your question.

Trip: Hey Nicole.

Nicole Black: Hey Trip.

Trip: I think I have a very short easy question. It's about proof of relationship. We are sending in a pay stub to a company where we are I guess sending in the Work Number as well. Does the paycheck stub have to be specifically for the claim month, let's say, Phase 1 Milestone 3 using March 2026? Does it have to be that particular month, or can it be one of the other months that make up that claim, if that makes sense?



Nicole Black: It has to be one of the months within the timeframe.

Trip: No, that answers it, that is perfect.

Nicole Black: Okay.

Trip: Thank you.

Nicole Black: Thank you. You saved me from trying to do some numbers in my head, I appreciate that. All right, Rebecca, who do we have next?

Rebecca: Next we have Karen. Your audio and video active. Please click the microphone to unmute, activate your video if you would like to ask your question.

Karen: Hello.

Nicole Black: Hi.

Karen: Hi there. I had a quick question. I have an individual who works for United States Postal Service and that their pay stubs show all the detail that I need to be able to submit a pay stub. But they'll show gross earnings, net earnings; they also show pay date. But they have their own system for showing the pay period. I actually went in and found a chart for them that shows pay period 13 means July 1 to July 14. And when I submitted their pay stub online I actually wrote out the pay periods like you request. And I discovered that I was denied payment. And now you are requesting some type of special form, either from the employer or for me to complete, but then you are requesting that the employer sign off on it. And I was just wondering, is there any other way? Because I really, to get the employer to complete the form, plus the employer doesn't really know that this person is on SSDI. I was just trying to figure out maybe a different way.

Nicole Black: Absolutely, I actually have a solution you will like. Resubmit that payment request with the chart. The United States Postal Service is the only entity where we accept that chart.

Karen: Oh my gosh I'm glad I asked.

Nicole Black: Because their pay stubs are just wonky. And that is what we have to use, yes just resubmit it with the chart, you don't have to write anything on it. We will take care of it from there. And if you feel more comfortable you can go ahead and reach out to the Help Desk with the one that was denied and put it to my attention and I can take a look at that as well before you do any extra work also. Just if you want to do that first, sit tight let me look at it. And then we will go from there.

Karen: Okay, thank you so much, oh my gosh, I'm so glad I asked this question. I appreciate it. Thank you.



Nicole Black: No problem, you are welcome. Rebecca, who do we have next?

Rebecca: Next we have Sandra. Your audio and video are active. Please click the microphone to unmute and activate your video to ask your question.

Sandra: Yes, thank you. My question is, if you have a person who has actually completed the Ticket to Work Program and they're eligible, we're eligible to receive payments. My understanding is if they're done with the program that we have to close the person's case. Are the payments automatically going to be given? Even though we closed it, or do we have to keep the case open to receive the payments, even though the person has completed the program?

Nicole Black: Mrs. Sandra this sounds specific because there are different payment rules that are attached to different unassignments or Ticket terminations. And I need to look at this specifically to be able to give you proper guidance. If you want to send an email over with your previous question, the other denial. Send that one as well for me to take a look at then we can help you out there.

Sandra: Okay, thank you.

Nicole Black: You are welcome. And Rebecca, who do we have next?

Rebecca: Next we have Wendy. Your audio and video are active. Please click to microphone to unmute and activate your video if you like to ask your question.

Nicole Black: Hi Wendy.

Wendy: Hi Nicole, it's good to talk to you. I have just kind of a strange question. I have a Ticketholder that I inherited. She wasn't somebody that I originally started working with. And she is now in the EPE, the Phase 2 Outcome. She is, I have several months that I need to submit for. Can those payments, or those check stubs be sent in in batches? Or is it just one month at a time?

Nicole Black: No, you can send it all in one payment request. Just request your initial claim month that you want to request. Send in all the pay stubs. We will get that information entered into the system and we will make any additional payments that you are eligible to receive.

Wendy: Okay. Thanks so much.

Nicole Black: You are welcome, thank you.

Wendy: Oh, by the way, I had to call the Help Line this morning. Shoutout to Amanda, she was great. Very helpful, very kind.

Nicole Black: Thank you. Thank you, we love hearing that. And Rebecca, who do we have next?



Rebecca: We have Bridget. Your audio and video are active. Please click the microphone to unmute and activate your video if you like to ask your question.

Bridget: Thank you. Good afternoon everyone. I had a question in regard to two-way communication. I just wanted to know if you all could confirm if a yes or no response from the Ticketholder would be sufficient for two-way communication?

Nicole Black: Hi, you are asking specifically as it relates to your services and supports through Program Integrity.

Bridget: That is correct.

Nicole Black: That is a question that needs to be asked and answered by Program Integrity. What I can do is get your information and reach out to them and have someone follow up with you.

Bridget: Okay, that'll be great.

Nicole Black: All right. You are Bridget and what is your EN name.

Bridget: ERS, Employee Rewards Solutions. Okay, thank you much.

Nicole Black: You are welcome. Since we don't have any additional questions I do want to circle back, to provide some clarity just to make sure that we are all on the same page. The pay chart that you all, the ENs are able to use to indicate Outcomes, are available. And to circle back, benefits counseling should only be provided by certified Benefits Counselors. And I will also make that adjustment to the presentation that you all have good clear information when you receive this, when it's available on the website. We have a few minutes left, any other questions out there?

Rebecca: Yes we have Amberstar. Your audio and video are active. Please click the microphone to unmute and activate your video if you like to ask your question.

Amberstar: Hello again, thank you much. I just wanted to share, if that is okay, for the woman who was requesting information for her customer on reinstating benefits. I'm the Benefits Counselor certified. I would just suggest looking at the SSA Red Book and the Choose Work website.

Nicole Black: Thank you, Amberstar.

Rebecca: Yes our next question comes from Diesha. Your audio and video are active. Please click your microphone to unmute and activate your video if you like to ask your question.

Diesha: When submitting the payment request, I know that it says that ENs must either enter pay stubs or complete a Proof of Relationship form. It said what detail services were provided



to the Ticketholder for request the Milestone period. Does that mean that it doesn't necessarily have to be two-way communication?

Nicole Black: What we are looking for in the Proof of Relationship form is proof that you are providing a service to your Ticketholder. We are specifically looking to see what it is that you provided your Ticketholder from a payments perspective. We are not looking for the two-way dialogue. We are not looking for the Ticketholder's response. We are trying to see what service and support you provided that Ticketholder to validate and justify that you get that payment.

Diesha: Okay and what if we offer the services and they decline, I'm sorry, can I ask a second question?

Nicole Black: Yes there are no more questions, go ahead.

Diesha: Okay. If we offered the services and they declined, then would that mean that is where the two-way communication would kick in?

Nicole Black: You've done your job from a payment perspective.

Diesha: Thank you.

Nicole Black: You are welcome. Now just remember, when you guys are submitting the documentation for the services and supports, we don't need a paragraph or anything like that; but details that we can look at and say, yes, this is the service that they provided for this Ticketholder for them to be successful in the Ticket to Work Program. That is what we are looking for. And this will be our last question. Rebecca.

Rebecca: Yes, our last question comes from Carmen. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

Carmen: I just wanted to know, can you share the presentation with us? I missed the beginning of it, and I would like to be able to see it, if possible.

Nicole Black: Yes, the presentation along with the transcript and the recap will be available in a few weeks on the Ticket to Work website, and a GovDelivery email will be sent out when it's posted. You will know how to get it.

Carmen: Okay. Thank you so much.

Nicole Black: Thank you. Any other questions? Rebecca, we have another one?

Rebecca: Yes. Our next question comes from Armegulla. Your audio and video are active. Please go ahead and ask your question.

Armegulla: Hi. I have more than one question or even two. And I wanted to discuss payment questions — why we are getting payments or why we are not getting payments even though I



know our clients are working and we are on ePay Outcome. Who would I contact so that they can take a look at our account and then give me answers as to what is it that I'm not doing in order to get the payment?

Nicole Black: Okay. We will start with your first question because someone else has a question. But for your first question, email the Payments Help Desk with what you just stated to me. Put it to my attention, Nicole Black, and then I will take a look at that for you, and I will be able to provide you with information as to what is going on. And we will pause there. We can get this last question if we still have time. We have two minutes left on the call, then I will come back to you. If I'm not able to come back to you, if you could please send your second question to Help Desk as well and I will get that answered for you.

Armegulla: Thank you.

Nicole Black: You are welcome. Rebecca, who's our last question from?

Rebecca: Our last question comes from Kathy. Your audio and video are active. Please click the microphone to unmute and ask your question.

Kathy: Thank you. I'm sorry Nicole, I was just kind of curious. I didn't think there were any more questions. Am I going to see you next week?

Nicole Black: Yes ma'am.

Kathy: Okay. Thank you.

Nicole Black: We do have time for one more question, if you want to go ahead and come off mute one more time. Rebecca, are you able to take the previous caller off mute?

Armegulla: Like I said, I have a lot more questions. I need to understand certain things. I won't take your time now. It'll be probably quite a long conversation over the phone. Thank you very much.

Nicole Black: Okay, yeah we can definitely set up a follow-up. Reach out to the Help Desk and then you and I will connect and I can answer your questions.

Armegulla: Fantastic, thank you very much.

Nicole Black: You are welcome.

Armegulla: But could this be a phone --

Nicole Black: What I think you were about to say, when you reach out to the Help Desk we will communicate and figure out the best way for us to move forward to get all of your questions answered. All right, thank you, thank you guys so much for all the questions.



Next slide please.

Again, thank you. Today's call was great, lots of great questions. And thank you for your participation, and for those of you who will be out next week, I will see you in a few days. Enjoy the rest of your week everyone.