|  |  |  |  |
| --- | --- | --- | --- |
| Transaction  | Mode of Submission | Required Content  | Response Time |
|  |  |  |  |
| Individual Work Plan (IWP) Review | It is mandatory for ENs to submit ticket assignment requests via the Ticket Portal. IWPs that are not submitted via the Ticket Portal will be rejected with the exception of new ENs assigning the first 10 ticket assignments or under unusual circumstances.* Fax: 703.893.4020
 | * Completed and signed IWP
* More information at: <https://yourtickettowork.ssa.gov/web/ttw/individual-work-plan>
 | Within 7 days |
| Submitting a Payment Request | It is mandatory for ENs to submit payment requests via the Ticket Portal. Payment requests that are not submitted via the Ticket Portal will be rejected with the exception of terminated ENs/tickets or under unusual circumstances.* Fax: 703.893.4020
* Mail:

Ticket to WorkP.O. Box 1433Alexandria, VA 22313 | * Completed and signed Payment Request Form
* More information at: <https://yourtickettowork.ssa.gov/web/ttw/forms>
 | Confirmation of receipt within 5 days, payment decision within 30 days |
| Checking the Status of a Payment Request | * ENs should first check the Ticket Portal to determine the status of payment requests. If unable to obtain this information via the Ticket Portal, ENs should submit inquiries by: Email\*: enpaymentshelpdesk@yourtickettowork.ssa.gov
* Call Payments Help Desk: 1.866.949.3687
 | * Beneficiary’s SSN(s), Claim month(s) and Your Organization’s DUNS
 | Within 5 days |
| Timely Progress Review (TPR)(Upon beneficiary request) | * Contact:

TPRHelpdesk@yourtickettowork.ssa.gov | * DUNS/VR agency name
* Contact information for agency rep.
* Beneficiary name(s)
* SSN(s)
* Specific progress made for the evaluation period
* Date progress attained
 | Within the timeframe provided in the beneficiary letter.  |

\* **Important Note**: All documents or files containing PII that are sent via email must be encrypted.