



## **Ticket Portal Access**

1. **Question: How long will it take to get access to the Ticket Portal once you submit all of your information for suitability clearance? When will the Ticket Portal be available?**

**Answer:** The new Ticket Portal will be available late spring. After this release you will be sent the new Ticket Portal link. In order to be sent this link, you must complete all the requirements. These requirements include, Suitability clearance, registering for a myssa.gov account with extra security, submitting your SSN, User ID and Security Awareness Form (SSA-222).

2. **Question: How do we submit Social Security Numbers(SSNs)for Ticket Portal access? I'm also not 100 percent clear on what the security clearance letter is and system security awareness training date. I assume that is the date Form SSA-222 was signed.**

**Answer:** Don't send us any SSNs electronically. ENs and VRs that have completed the registration for a mySSA account with extra security should contact your ENSB specialist or the [VRhelpdesk@ssa.gov](mailto:VRhelpdesk@ssa.gov) respectively.

The Security Awareness Form (SSA-222) is what ENs submit annually. To submit yours, you can contact your EN specialist and if you're not sure who that person is you can email [enservice@SSA.gov](mailto:enservice@SSA.gov).

3. **Question: How long will I be able to access the current Portal?**

**Answer:** We will let you know exactly when the current portal is no longer available. Please operate as though it will be unavailable very soon, which means prepare now to access the new portal.

4. **Question: Who contacts us or invites us to access the Ticket Portal?**

**Answer:** ENs will have to contact your ENSB specialist or send an email to [enservice@ssa.gov](mailto:enservice@ssa.gov) to let Social Security know you have created a mySSA account with extra security, cleared Suitability and are ready to be granted access. A SSA specialist will contact you and get your Social Security Number and user ID. You will also have to send Social Security your Contractor Personnel Security Awareness Form (SSA-222).

## **Quarterly Beneficiary Earnings Report and ePay**

1. **Question: I understand the way the QBER report will be used in the future for automatic payment. However, will the QBER report with the "P", "SB", "S", "T", "BT" etc codes still be available to us? We use it in more ways than just payment. It is an excellent "heads up" to us for beneficiaries who are working but have not yet submitted pay stub info. It also is useful to help ENs determine Phase 1 payment issues regarding Lookback earnings.**

**Answer:** We will no longer create QBER, so the earnings level codes will not be available to you. We will use qualifying earnings in our system to automatically pay you, so in instances where we would have sent you a QBER with earnings leads allowing you to request payments, you will just receive the payments instead of the "heads up". We realize you may have used the data in other ways, but we were providing it primarily as earnings leads. When we make the payments automatically, we will check all our

sources of earning and make a decision about look back earnings. Concerning overpayments, our agency has many initiatives to address overpayments and have explored the usefulness of using the OCSE data as an early alert for potential overpayments, so you may be duplicating efforts the agency already takes in for former use of the QBER. Nevertheless, we will work to make it available again, but that isn't guaranteed and it would not happen quickly.

2. **Question: What is ePay?**

**Answer:** You may recognize it as Universal Auto Pay, though you don't have to request the payment. Social Security checks its records and if it has earnings information that allows it to pay you, it will do that.

3. **Question: In the Ticket Portal, once we get into the ePay, it won't be every quarter, Social Security will be doing it more frequently?**

**Answer:** We'll be doing it every day.

A decision on the pay date of the ePay has not been made, but it is expected that it will be on a consistent schedule and you will be informed ahead of time

### **Faxing vs. Uploading Pay Stubs and Other Documentation**

1. **Question: Will I be able to fax in pay stubs instead of uploading them?**

**Answer:** If we have enough earnings in our system for that payment, we're not going to ask you to enter all the earnings information (you saw there on the payment request screen). We're not going to ask you to submit the pay stub or employer information. But if we don't have earnings, we will need you to give evidence for the payment and that's where we want you to fax in the earnings information. You can use a regular fax or you can do e-fax if you want to keep everything electronic. You can bundle your requests together. You can do multiple batches at a time.

2. **Question: If you can only use a fax cover sheet once, are we going to have to go back and resubmit a fax all over again if the machine takes in more than one piece of paper?**

**Answer:** That fax sheet has the particular identifying information that will allow it to associate itself with the work case. So it's really critical that you use that fax sheet. You may want to make a copy of your fax sheet before your fax it or if you have it electronically then you have it of course but if you're faxing it in just make a copy because the identifying information is attached to that. If you were to request another cover sheet it would not associate that.

3. **Question: For multiple line item pay stub information, will we be able to prepare a Microsoft Excel spreadsheet that could have, say, 40 line items of payment info and upload that to the Ticket Portal?**

**Answer:** The Ticket portal will not have this functionality. We expect fewer payments through the portal when we are initiating unsolicited payments based on qualifying earnings in our system (ePay).

4. **Question: A new EN is expected to submit their initial 10 IWPs to OSM and this can be done via upload in the current Secure Provider Portal. How will this be done with the new SSA portal? Faxed?**

**Answer:** New ENs will fax their initial 10 IWPs to OSM.

5. **Question: What are you supposed to do if the beneficiaries are working but fail to send earning statements or paystubs?**

**Answer:** When you are developing an IWP, you should stress to beneficiaries the importance of reporting their earnings to you and SSA. Some ENs have incentivized beneficiaries to report earnings. QBER, certification payments and the annual SIP payments addressed this issue in the past. ePay, which is us initiating unsolicited payments to you when we identify qualifying earnings in our system also addresses this issue and will be extended to all ENs.

6. **Question: How will IWPs be submitted in the new Portal - fax or upload?**

**Answer:** IWPs will not be submitted in the new portal. They should be maintained for your records and shared with us upon request for QA purposes. New ENs will fax their initial 10 IWPs to OSM.

### **Payments**

1. **Question: For Phase 1 Milestone 2, Milestone 3 and Milestone 4 payments, three months constitute one payment. Do we have to submit three payment requests for the same payment since we can only type in one month at a time?**

**Answer:** You only need to submit one payment request for each payment. For Phase 1 milestones you will use the attainment month as the month of the payment request. For example, a payment request for Phase 1 Milestone 2 will use the 3<sup>rd</sup> month the beneficiary had earnings at Trial Work Level, which is the attainment month, as the payment month. This is consistent with the payment month you see in your current payment status report.

2. **Question: When we create a payment request and enter in the information does that information transfer into a beneficiary's SSA work record?**

**Answer:** The information you enter in the Ticket portal is recorded as alleged earnings in our system. It does not transfer into a beneficiary's SSA work record.

3. **Question: If there are earnings already in your system wouldn't that generate a payment through e-pay? Why would you need to submit a payment request in that case?**

**Answer:** Correct. You will not need to submit a payment request if there are earnings already in our system. In cases where you have proof of earnings that are not in our system, you will need to submit your earnings evidence in order to receive a payment.

4. **Question: Will there be a dedicated payment fax line?**

**Answer:** Yes, there is a dedicated payment fax line.

### **Miscellaneous Questions Regarding the Ticket Portal and related systems**

1. **Question: When you [SSA] talk about VR being able to convert somebody over to an EN. Were you referring to only within that VR office? Because some VRs are regular VR but also have an EN component. Was that within their four walls or could say a VR office in my state could transfer somebody to an agency which is an EN?**

**Answer:** No that particular feature will allow a state VR agency to move a client that they have from the cost reimbursement payment system to their chosen an EN payment system.

2. **Question: What are the future plans for IVR?**

**Answer:** The IVR will be discontinued once the Ticket Portal is rolled out.

3. **Question: Will the Department of Rehab be able to access the same Ticket Portal if we need them to unassign a ticket and they can do it in real-time, or does that not apply to them?**

**Answer:** State VR agencies may access the new Ticket Portal as well and take advantage of the real-time features.

4. **Question: Will we be able to print BPQYs?**

**Answer:** No.

5. **Question: Will all previous Tickets assigned through the old Portal be transferred to the new Ticket Portal?**

**Answer:** Yes, all of your assignment history will be in the new Ticket Portal.

7. **Question: What does ENSB stand for?**

**Answer:** Employment Network Service Branch