

Most Frequent Reasons for Payment Denials

Top 5 reasons why payment requests are denied were reviewed with suggestions on how to avoid them.

- A beneficiary is receiving cash benefits and EN submits payment request for Outcomes.
- Payment is not available due to look back earnings
- Phase 1 milestone payments are not available due to successful closure by a State Vocational Rehabilitation (VR) Agency
- Earnings Amounts do not meet the criteria for payment
- A duplicate payment request is submitted

When to Use an “Employer Prepared Earnings Statement” vs an “EN Supplemental Earnings Statement”?

- Both forms can be used if the pay stubs are missing information or are illegible.
- The Supplemental Earnings Statement can be submitted WITH your evidentiary evidence.
- The Employer Prepared Earnings Statement:
 - Must be signed by an employer representative.
 - Must include all withholdings details.
 - Can be submitted by itself as your primary evidentiary evidence.
- Both forms can be found online at www.yourtickettowork.com in the **Forms** section of the **Information Center** tab.

Ticket Portal Presentation Q & A Review

Responses to the questions received by chat or phone from the March Ticket Portal Presentation call have been posted online. Four payments questions were discussed including how to submit payment requests for Phase 1 Milestone 2, 3 and 4 when three months constitute one payment; Confirmed all payment history will be available in the new Ticket Portal; How cases are automatically created when a request is submitted and how pay stubs and other evidence can be entered and automatically associated with the new work case.

Date Change for next month’s call

The last Tuesday in May is the day after the Memorial Day holiday so next month’s call has been moved up one week to **Tuesday, May 19, 2015 at 3p.m.** Eastern Time.

The full transcript and audio from the All EN Payments Call are available at <https://yourtickettowork.com/web/ttw/events-archive>.

The next All EN Payments Call will be held **Tuesday, May 19, at 3 pm ET**. Join us for more information about the intricacies of payments in the Ticket to Work Program.