

### **Key Portal Process Review**

- List Beneficiaries Assigned to Me and List Beneficiaries Formerly Assigned to Me  
We've had a few calls this month related to Ticket assignment and these two screens are the best ways to verify the Ticket assignment status and payment history prior to submitting payment requests.
- Important Information box.  
When submitting Payment Requests, the Ticket Portal checks to see if there are sufficient earnings in SSA's records each time a payment request is initiated. If there are sufficient earnings you will receive a message indicating earnings are already established for claim month and you do not need to provide evidence. If earnings were not found for the claim month, you'll receive a message indicating that and you must add earnings by clicking the 'Yes' radio button under "Add earnings?" There are several different messages that the system may display. These messages are very important in guiding you through the payment request process and directing you on what action you should take.
- Fax Additional Information.  
You can generate an additional fax cover sheet if you misplaced the original cover sheet, need to send in additional documents or for any other reason. This feature is accessible from the Actions screen in the View Pending Payments for Me screen and will prompt you to select the type of document you plan to fax in.
- Show Fax Status.  
This option is also accessible via the More Actions screen in the View Pending Payments for Me screen and provides the ability to check the status of a fax for a particular payment request to confirm if it has been received or not.
- Downloading Payment Status Reports  
Both the *View Payments Already Made to Me* and the *View Pending Payments Made to Me* screens provide the option to "Download Entire List to Excel." If this option is not visible, call the Systems Helpdesk to check your user settings.

### **Non-Portal Process Review**

These are processes that cannot be submitted through the Portal. You must either fax (703.893.4020) or mail the documents to the Operations Support Manager.

- Split Payments
  - SSA 1401 Split Payment Request Form can only be submitted via the Ticket portal if you have an existing work case for that Ticket.
- Manual Payment Request Forms for non-portal users.
  - Fax: 703.893.4020
  - Mail: Ticket to Work P.O. Box 1433 Alexandria, VA 22313
- How to Request Status of a Manual Request
  - Send encrypted email request to [enpaymentshelpdesk@yourTickeetowork.com](mailto:enpaymentshelpdesk@yourTickeetowork.com)
  - Include DUNS#, SSN, claim month(s)
  - Allow 5 or more business days for a response

### **Outreach requests for Information**

Outreach email messages are sent when information is needed to complete processing of your payment request. The payment request is placed in Diary status and viewable via the Pending Payments for me screen. Diaries will expire in 9 business days and the work case will be denied. Please respond to these requests as soon as possible.

### **Common Reasons for 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
- Earnings Amounts do not meet the criteria for payment
- Phase 1 milestone payments are not available due to successful closure by a State Vocational Rehabilitation (VR) Agency

### **How to Avoid Denials**

- Request previous pay stubs or employer earnings statement as either part of the intake or once the Ticket is assigned. This will give an EN an idea of which, if any, Milestones to submit.
- Check Ticket assignability, individual Ticket status and Use History in the Check Assignability by SSN link from the Main Menu of the Ticket Portal. You will see:
  - The Ticket number
  - Mail Date
  - Termination Date (if applicable)
  - Ticket Status (In Use or Not In Use)
  - The last payment on the Ticket will display
    - No Ticket Payments Yet
    - Last Ticket claim month paid
    - Earnings found in SSA's system for the last 24 months
      - Number TWL only months: 1-24
      - Number SGA or better months: 1-24
      - None TWL or greater (possible values are \$0 – TWL)
  - If the Ticket was previously assigned, click on EN or SVR hyperlink to see the Organization name
  - SVR closure status has two possible values:
    - Y = successful closure
    - N = unsuccessful closure
  - If the Ticket is assignable, the "Assign a Ticket" button will appear

### **E-PAY Update**

- The new E-PAY process will begin at the end of July!
- Will replace the current ePay processes including: UAP, WIB, NYESS and VREN.
- June was the last run of the current e-Pay processes.
- **No sign up is required for the new process.** All active Tickets will be considered.
- Once per month we will check the system for earnings and create a file of all beneficiaries qualifying you for a payment. We will analyze each case and make payments.
- This new E-PAY process will replace pre-existing certification payments such as Self Employment Income (SEI). We will no longer accept certification requests, including SEI requests after July 31, 2015.

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, August 25, at 3 pm ET**. Join us for more information about the intricacies of payments in the Ticket to Work Program.