



### **Payment Process Overview**

There are four steps that need to occur before a payment is rendered. First, a service provider must check for Ticket Assignability. If the ticket is assignable, then the service provider and beneficiary must complete an Individual Work Plan (IWP) or Individual Plan for Employment (IPE) and assist the beneficiary in reaching Trial Work Level or Substantial Gainful Activity. Once the beneficiary has reached the appropriate level, a payment request can then be submitted. E-PAY is an automated systems check for earnings of all of your current Ticket assignments and certain Tickets that have been unassigned but not reassigned. The system will identify potential claims for payment if earnings criteria are met. It does not require any action on your part.

### **Sam Registration**

- Must be renewed annually at [www.sam.gov](http://www.sam.gov).
- Service Providers must report any profile changes immediately.
- Social Security/US Treasury cannot make payments if the SAM profile is not active or the banking information is not current.
- SSA will notify an EN if payments are held because its SAM registration has expired.
- It is the EN's responsibility to ensure that its SAM registration is current and accurate.

### **Requesting Payments & Checking Payment Status**

Refer to the new training video entitled *Payment Request Process* available online at our website [www.tickettowork.com](http://www.tickettowork.com) in the Training section of the Information Center tab.

### **E-PAY Update**

- Processing began the week of August 10<sup>th</sup>.
- Each payment made will be processed as a work case and included in your List All Payments Already Made to Me screen in the Ticket Portal.

### **Summary of Changes so far in 2015**

- QBER report was eliminated in January 2015.
- The new Ticket Portal was launched on June 15.
- The Secure Provider Portal and Interactive Voice Response systems were discontinued as of July 1.
- Certification Payment Requests (including Self Employment Income) were discontinued as of August 3.
- Traditional e-Pay processes including UAP, WIB, NYESS and VREN were discontinued in July 2015 and replaced with the extended E-PAY process beginning August 10.

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, September 29, at 3 pm ET**. Join us for more information about the intricacies of payments in the Ticket to Work Program.