

Announcements

- Transition of Call Hosting Duties
 - Janet Cousin, Provider Support Manager, will transition hosting duties of the call to Shawn Walcott, EN Payments Manager, effective with the January call on 1/26/16.
- Offices Closed:
 - Friday, December 25th
 - Friday, January 1st
- New TWL & SGA for 2016:
 - TWL: \$810
 - SGA non-blind: \$1,130
 - SGA blind: \$1,820

E-PAY status

- Processing of 2nd E-PAY file began on 11/2/15.
 - Total claims paid from that file thus far: 21,987
 - Total claims denied from that file: 3,127
- This file is being processed in ascending order by SSN instead of DUNS# so an EN may receive payments throughout the processing period instead of all in close proximity.
- Once completed, the next file is expected in late January 2016.
- REMINDER #1: EN's who have earnings evidence on hand, may request the payment through the portal to receive payment sooner rather than waiting for the E-PAY process to run.
- REMINDER #2: The portal does not provide any indicator identifying claims generated by the E-PAY process at this time. SSA is considering adding a comment field on the List Payments Already Made to Me screen so EN's have visibility of claims paid via the E-PAY process.
- REMINDER #3: Please ensure that your EN contact information is current. Will reference it if we need to send an outreach message and/or send confirmation of a possible split payment.

Ticket Portal Tips & Tricks (Review the presentation posted online or listen to the audio recording of the meeting for more details.)

1. How to Enter Earnings Evidence (Ticket Portal User Guide pages 53-61)

- Must complete ALL fields marked with an asterisk.
- There are three options for Evidence Type:
- Must create separate records for each piece of evidence you have.
- No need to enter earnings that overlap multiple months more than once.
- You may enter up to 25 earnings evidence documents per requests.

2. How to check Payment History for a beneficiary (Ticket Portal User Guide pages 22-28)

Checking payment history of a beneficiary is easily found by choosing the List Beneficiaries Assigned to me Screen or Formerly Assigned to me if appropriate. Once the list of beneficiaries is displayed, locate the person you are working with and click on the **Actions** link on the far right. The More Action screen provides several options and the first option on the list is **Show Payments**. This is most helpful if you may not have submitted a payment for a ticket holder in a long time and you don't remember what the last payment processed was.

3. Two Ways to check Payment Status (Ticket Portal User Guide pages 22-28)

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, January 26, 2016, at 3 pm ET**. This is one week earlier than the normal date because of the Thanksgiving Holiday. Join us for more information about the intricacies of payments in the Ticket to Work Program.