

## All Employment Network (EN) Payment Call Overview

### Agenda

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- Announcements
- Electronic Payment (E-PAY)
- E-PAY Status Update
- SAM Registration
- July 2016 Payment Metrics
- EN-Related Denials
- Ticket Portal Tips and Tricks
- Payment Status Options
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- Available Resources
- Questions and Answers

## Announcements

### Holiday Schedule

Offices are closed on Monday September 5th in observance of Labor Day.

Offices will re-open Tuesday September 6<sup>th</sup>.

### E-PAY Status

You can check the status of E-PAY by viewing the Announcement screen in the Portal. The portal will display the announcement that E-PAY has started. It will also display a message when we complete processing an E-PAY file.

### Ticket Assignments

SSA is currently investigating an issue with the Ticket portal that I wanted to bring to your attention. In some instances, the Ticket portal is incorrectly allowing ENs to assign tickets when the beneficiary is not in current pay status. These are invalid assignments and SSA will be removing these assignments from the record after we resolve the issue. In the meantime, if you submit a payment request for a beneficiary whose case was incorrectly assigned please be aware that your payment will be denied. When you submit your payment requests our payment staff reviews the ticket assignment, and if they discover that the beneficiary was not in current pay at the time of assignment they will deny the payment.

We will let you know when the problem is corrected and communicate our plan for removing the invalid assignments.

If you continue to have any technical issues due to this issue or any other system related issue, please contact our system support help desk at [ENSystemsHelp@yourtickettowork.com](mailto:ENSystemsHelp@yourtickettowork.com). One of our staff members will assist you.

## Electronic Payment (E-PAY)

- E-PAY is an automated systems check of all your potentially eligible ticket clients against earnings in Social Security's databases to assess possible payments we can make to your EN.
- We will pay any claim month that has not been paid if earnings are available for that claim month and all payment criteria are met.
- The E-PAY process will automatically create Reconciliation Payments after Outcome 12.



### E-PAY Status Update (continued)

- The E-PAY process includes both milestone and outcome payments, and split payments to which you are entitled if a Split Payment Determination is in place for the Ticket.
- If you have Tickets that you do not receive payments on via E-PAY, you may request evidentiary payments on them via the Ticket Portal.

### E-PAY Status Update (continued)

- Our Current E-PAY File processing began on July 26, 2016.
- Total claims paid: 19,807.
- Processing by SSN instead of DUNS.
- **REMINDER 1:** You may submit your payment request through the Ticket Portal instead of waiting for the E-PAY process to run.
- **REMINDER 2:** Please ensure that your EN Payment contact information is current. We email the EN Payment Contact for payment Outreach messages and confirmation of possible Split Payments.

## SYSTEM FOR AWARD MANAGEMENT (SAM) PROFILE

SAM registrations must be renewed annually at [www.sam.gov](http://www.sam.gov).

- ENs must review their account information periodically and report any profile changes immediately.
- Social Security/ US Treasury cannot make payments to an EN if the SAM profile is not active or banking information is not current.
- SSA will notify an EN if payments are held because its SAM registration has expired.
- It is the ENs responsibility to ensure that their SAM registration is current.
- When updating your SAM profile, make certain you receive a confirmation notification that your profile status was updated.

## JULY 2016 Payment Metrics

### EN Payments Stats

- Payments cleared by Treasury:
- Number of payments: 4,381.
- Dollar amount: \$3.25 million.

### EN Related Denials (July 2016)

- Top Two EN-Related Payment Denials:
  - Earnings Amounts Do Not Meet Criteria for Payment
  - Earnings Amounts Do Not Meet Phase 1 Milestone Criteria

During the month of July, we identified 426 payment denials attributed to ENs omissions or oversights. This slide identifies the top two reasons for payment denials that ENs possibly could have prevented. Both reasons are due to ENs submitting insufficient earnings to satisfy payment criteria. A number of denials could be attributed to ENs not submitting evidence with cover sheets when submitting claims using the Ticket Portal.

## Ticket Portal – Payment Status Options

There are two options to view payment status from the Payments sections of the main menu:

### 1. View payments already made to me

- Includes all payments that are closed.
- Includes both paid and denied requests.

### 2. View all pending payments for me

- Includes all payments that are still open.
- Pending payments will include all payments that have not been sent to the Treasury yet.

### View Payments Already Made to Me (I)

You may search here for payments already made to your EN or State VR agency for all beneficiaries based on date and all denials. Enter the dates you wish to search and select "Search." The start and end dates cannot be more than a year apart; however, you can search for prior years.

## **View Payments Already Made to Me (II)**

The results will display as shown here. You can view them on a spreadsheet by selecting the “Download Entire List to Excel” option. Claims listed on this screen are ones where TPM has completed an action. “Paid” means TPM processed a claim and it cleared Treasury; “Denied” means TPM assessed a claim and determined it was not payable; “Allowed” means TPM assessed and paid a claim and it has not yet cleared Treasury. ENs should wait 30 days before contacting TPM to investigate claims that remain in the Allowed status. The Denial Code column will list a code number. Select the denial number link to receive a pop up window and description of the denial reason to learn more about why the payment was denied.

## **View all Pending Payments for Me**

From the Main Menu select the ‘View all pending payments for me’ link and The “Pending payments for me” screen will display. Here you will be able to see all of your organization’s pending payments. These are payments that have not yet been processed. Each payment request you enter is displayed here immediately after it is created. These claims could be outstanding receipts (not yet worked) or claims placed in diary awaiting information such as evidence of earnings or renewal of SAM registration, for example. If your case is diarized you will see a “Y” in the Diary column. Clicking on “Actions” will bring you to another menu where you can see the reason your case is diarized and print an additional fax coversheet if needed.

You can also view pending payments for an individual beneficiary by going to the Main Menu and selecting the “List beneficiaries currently assigned to me” link. You would select the “Actions” link on the page for an individual beneficiary. This will take you to the “More Actions” menu. You would then select “Show pending payments.” The difference between the “View pending payments for me” and the “Show pending payments” functions is that one shows all pending payments for your organization while the other shows all pending payments for the one beneficiary that you selected.

## **Downloading Payment Status Reports**

The portal will display a report that contains activity for the date range you selected.

You also have the ability to download the payment status report to an Excel file for your review. Select a start and end date for the range of your report.

## Self-Employment Income: Payment Requests via the Ticket Portal

- We accept and process payments based on SEI earnings only once SSA posts earnings to their databases.
- Beneficiaries are considered self-employed if they:
  - Generate income directly from goods or services they provide customers, clients or other organizations as opposed to being an employee of a business (or person);
  - Do not have tax withholdings from their regular wages and do not pay Social Security taxes;
  - Are the sole owner of their own business or trade; or
  - Are an independent contractor.
- These type of earnings are usually available to SSA between July and December following the close of the tax year.

### Self-Employment Income *(continued)*

- You can submit payment requests via the Ticket Portal as shown on the upcoming slides only if the portal indicates that earnings have been established for the claim months for which the EN is requesting payment.
- If you do not request payments for your Ticket clients, SSA will make payments through E-Pay as the earnings become available.

### (SEI) Claims via the Ticket Portal

There are two ways to request a payment. Only evidentiary payment requests are being accepted through the portal.

Each payment request you submit creates a work case in SSA's system. In this example the payment request is made by SSN.

ENs can submit their (SEI) claims via the portal. The portal can access earnings for (SEI) claims. If ENs receive a message "Earnings Already Proven" earnings for the claims were assessed. If there are no earnings established in the portal, please do not submit the claim. If you submit the claim, we will process a payment denial that could have been prevented.

### (SEI) Claims via the Ticket Portal *(continued)*

**Enter claim month - Only one claim month** can be entered at a time because each payment request automatically creates a work case in SSA's system. If you submit more than one claim month by mistake, the additional months will be deleted and you will not see them in your pending payments.

### **(SEI) Claims via the Ticket Portal** *(continued)*

The following message is visible to the EN once the established earnings are identified in the Database as “TWP Earnings already established for the claim month.”

**Please remember if there are no earnings established in the portal do not proceed any further.**

## **Available Resources**

### **Ticket Portal Training and Resources**

- Ticket Portal Orientation self-paced module
  - A great way to get started
  - Highly recommended that you work your way through the simulation/module before you enter the Ticket Portal
- Ticket Portal User Guide
  - A resource to have at your fingertips when using the Ticket Portal
  - The reference to consult before contacting us with a question
- Information on how to access the Training and Resources site was included in the Welcome letter you received with confirmation of your completed enrollment in the Ticket Portal.

### **EN Payments Help Desk**

- The preferred method of tracking the status of submitted payment requests is to use the Ticket Portal and take advantage of the real time updates. However, if an EN is unable to use the Ticket Portal for any reason, it also has the option to send manual payment status inquiries to the EN Payments Helpdesk at [ENPaymentsHelpDesk@yourtickettowork.com](mailto:ENPaymentsHelpDesk@yourtickettowork.com), or call the toll free number 1.866.949.3687.
- Email inquiries must be password-protected (**encrypted**) with the EN's personal identification number (PIN) that is on file with the TPM. Email inquiries must include the EN's DUNS#, beneficiary's SSN, and the claim month(s). ENs must allow five or more business days for a response.
- ENs can also obtain clarification on payment-related issues or explanations of how EN Payments staffs apply Ticket policy/procedures to make payment and payment denial assessments.

- EN Payments Help Desk staff perform the following tasks to assist ENs with payment-related issues:
  - Answer EN payment inquiries received through the Payments Help Desk phone line.
  - Submit requests to the EN Payments staff for payment reconsideration or for Payment Supervisor review of a payment issue.
  - Outreach to ENs to obtain payment-related documentation when EN Payments staff report missing or incomplete information from payment requests ENs submit.

### TPM Phone & Email Resources

- Technical Assistance
  - Monday through Friday 9 a.m. – 5 p.m. EST
  - Toll Free: 1.866.949.3687/TDD: 1.866.833.2967
    - Option 1: Payments Help Desk
    - Option 2: Systems Help Desk
- Email:
  - [enpaymentshelpdesk@yourtickettowork.com](mailto:enpaymentshelpdesk@yourtickettowork.com)
  - [ensystemshelp@yourtickettowork.com](mailto:ensystemshelp@yourtickettowork.com)

The Ticket Operations Helpline is available Monday – Friday 9am – 5pm Eastern time. Both the Payment Help Desk and the Systems Support Desk are accessible by choosing option 1 and 2 respectively. The Payment Help Desk is available to answer all your questions regarding payments policy or status under the Ticket program, while the Systems Support Desk has representatives available to assist you with any technological issues you encounter using the Ticket Portal, questions about Ticket Assignments, or TPR questions.