

All Employment Network (EN) Payment Call Overview

Agenda

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- E-PAY Status Update
- Most Common Diary Reasons
- Earnings Rules for the Ticket to Work Program
- Ticket Program Available Resources
- Ticket Portal Training and Resources
- EN Payments Help Desk
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Announcements

E-PAY Status

View “Announcement” screen in the Ticket Portal

Ticket Portal Technical Issue

GovDelivery sent on 11/21: “We are currently experiencing a technical issue with batch file uploads in the Ticket Portal. Please refrain from uploading new files to check ticket assignability, open and close VR cases, and assign and un-assign tickets until further notice. We will let you know when you can resume processing your files.

E-PAY Status Update

- Our current E-PAY file processing began on 11/17/16
 - Total claims paid: 3,900
 - 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 Employment Network (EN) Payment contact information is current. We email the EN Payment Contact for payment outreach messages and confirmation of possible split payments.

Most Common Diary Reasons

Diary Reason: Awaiting Proof of Earnings

■ Scenario 1: Required dates not on documentation

- In this scenario, earnings evidence has a single date or dates are not clearly marked.
- You may want to use the Supplemental Earnings Statement form if the pay stubs provided are missing required information.
- All evidence must include the Pay Period Beginning, Pay Period Ending and the Pay Date.
- The Supplemental Earnings Statement form is located in the **Forms** section of the www.yourtickettowork.com website.

EXAMPLE 1: Employer statement with only a “check date”

- In this example, the Employer Prepared Earnings Statement lists evidence that does not include a start and end date. It is difficult to determine the pay beginning and end dates based on the only date provided: the “check date.”
- The required pay period start and end dates must be clearly marked on the earnings evidence submitted.
- This request would be placed in diary awaiting proof of earnings.

EXAMPLE 2: Paystub with only one date which may or may not be clearly marked

- Here is another example of the same problem of evidence that does not include start and end dates.
- In this example, the earnings evidence submitted is a pay stub and only the check date is included. The pay period start and end dates are missing.
- This request would also be placed in diary awaiting proof of earnings.

■ Scenario 2: Work Number version

- The Work Number “AS OF DATE” requires a Supplemental Earnings Statement to provide dates. “AS OF” could be pay beginning, pay ending or pay date.
- It is recommended to use the Work Number report version with labeled dates that are clearly defined or submit a Supplemental Earnings Statement.

■ Scenario 3: Required evidence has not yet been faxed

- When ENs submit a payment request through the Ticket Portal and earnings evidence is required, the case is automatically diarized for 10 business days.
- As soon as you fax in your evidence using the fax coversheet, the case will automatically come out of diary for processing.
- After 10 days, the payment will be denied if no documentation is received.
- ENs can check the fax status by going to the “Pending Payments for Me” link in the “Main Menu.” Clicking the “Actions” menu to the right of the work case will bring you to an option to “show fax status.” This will tell the EN if the fax has been received.
- **Recommendation:** Fax documentation as soon as possible.

Diary Reason: If Earnings Documentation is Illegible

When submitted documentation is completely illegible, it may be difficult to interpret the information. When this occurs, the document is inadequate to support the payment request. When you encounter a situation where the evidence is not legible or pay stub information is missing, you should use the Supplemental Earnings Statement form. If the evidence is not legible to the EN, the evidence is not legible to the Ticket Program Manager. Please try and send only clear copies of documents.

Diary Reason: Need FICA Withholding

This diary reason is used when FICA withholdings are required.

An Employer Prepared Earnings Statement or an EN Supplemental Earnings Statement can be used if withholdings are made but not clearly shown on the evidence provided. The employer must also check the box that says, “By checking this box and signing above, the employer attests that all withholdings required by law have been made from this employee’s earnings.” This provides employer confirmation that all withholdings were made. These withholdings confirm the beneficiary is not a self-employed individual and the employer is deducting all required withholdings at time of payment.

Diary Reason: Awaiting State VR Closure Code

This Diary reason is used when:

- ENs submit Phase 2 Milestones before requesting Phase 1 Milestones. It must be confirmed if all four Phase 1 Milestones have been paid or denied.
- ENs fail to provide proof of closure if the ticket was previously assigned to a State Vocational Rehabilitation (VR) agency or a valid closure code is not listed with Social Security.

It is recommended that ENs check the history of a ticket in the Ticket Portal before requesting Phase 2 Milestones by accessing the “Check Ticket Assignability” link from the main menu.

Earnings Rules for the Ticket to Work Program

- A concurrent beneficiary has both a Title II and a Title XVI record. Both records can be used to make a payment decision.
- Before the recent earnings rule change, the Ticket to Work (Ticket) program could only use the earnings rules for the benefits program that the beneficiary met ticket requirements for.
 - **Title II** – earned in month
 - **Title XVI** – paid in month
- After the rule change, either earnings type can be used to make a payment.

EXAMPLE: EN submits a payment request for a Phase 1 Milestone 1 payment for claim month August 2016 for a concurrent beneficiary in current pay on Title II and in suspense for Title XVI. EN would be eligible for a Milestone payment under Title II since the beneficiary is in current pay under Title II if earning requirements are met.

Paystub submitted as follows:

- Pay Beginning Date: 7/25/16
- Pay End Date: 8/7/16
- Pay Date: 8/10/16
- Gross Pay Amount: \$815

The **earned in month (Title II)** amount for July and August 2016 is below Trial Work Level (TWL).

The **paid in month (Title XVI)** for August 2016 is above TWL.

Payment can be made for August 2016 based on Title XVI even though that record is in suspense.

Ticket Program Available Resources

- The Ticket Portal
- Ticket to Work Home: www.yourtickettowork.com
- Information Center
 - Upcoming Events
 - Training
 - Resource Documents

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 Ticket Portal enrollment.

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. 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 Help Desk at ENPaymentsHelpDesk@yourtickettowork.com, or to call the toll-free number 866.949.3687.
- Email inquiries must be password-protected (encrypted) with the EN's personal identification number (PIN) that is on file with the Ticket Program Manager. 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 get clarification on payment-related issues or explanations of how EN Payments staffs apply Ticket program policy/procedures. 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 and Email Resources

- Technical Assistance
 - Monday through Friday, 9 a.m.–5 p.m. ET
 - Toll Free: 866.949.3687 (TTY: 866.833.2967)
 - Option 2: Payments Help Desk
 - Option 3: Systems Help Desk
- Email:
 - ENPaymentsHelpDesk@yourticketto.com
 - ENSystemsHelp@yourticketto.com