

## All Employment Network (EN) Payment Call Overview

### Agenda

- E-PAY Status Update
- Fiscal Year 2016: End of Year Stats
- Frequency of the All EN Payments Call
- Ticket Program Available Resources
- Question and Answer Forum

### E-PAY Status Update

- We have completed the latest E-PAY file:
  - Total claims paid: 33,732
  - Total amount paid: \$21,158,161
  - More than 21,000 SSNs were reviewed
  - More than 400 ENs were paid
  - Our next EPAY file is due mid-November
- E-PAY Stats for Fiscal Year 2016:
  - Total claims paid: 74,369
  - Total amount paid: over \$46 million
  - More than 18,000 SSNs were reviewed
  - More than 400 ENs were paid for the Fiscal Year

### Fiscal Year 2016: Payments End of Year Stats

- Number of payment requests processed: 175,310
- Number of claims paid: 122,898
- Total dollars paid: \$85.79 million
- Total FY 2016 dollars amounted to an increase of 72% over FY 2015
- Accuracy rate: 99%

## Frequency of the All EN Payments Call

When you called in and registered for the payments call you were asked to provide some feedback regarding the frequency of the All EN Payments Call. You were asked to participate in the survey and provide feedback to the following question:

“What frequency do you prefer for the All EN Payments Call? Monthly or Quarterly”

Once all votes are accounted for survey results will be announced at a later date.

## Ticket Program Available Resources

The Portal automates many operational functions you do throughout the day.

Besides submitting payment requests and viewing reports on pending and paid payment requests as reviewed previously, some additional automated features that the Portal offers include:

- Checking for ticket assignability
- Assigning and un-assigning tickets
- Reviewing the current contract information for your EN, which includes the contact information for key personnel and the information is published in the EN directory

TPM provides website resources for service providers. ENs can also visit the Information Center section of the website to obtain additional information, resource documents, and training materials on a wide variety of topics. The Information Center also includes a listing of upcoming events including conference calls that service providers can attend. The Training section within the Information Center includes PowerPoint presentations from past Ticket Training Tuesday's calls.

To access the Ticket to Work website, go to [yourtickettowork.com](http://yourtickettowork.com).

## Ticket Portal Training and Resources

The secure Training and Resources site was created to ensure the highest level of security for you and the beneficiaries you serve. You can **only** access the site by using the link included in the Welcome letter you received via email when you were enrolled in



the Ticket portal. You should have received your login information in a separate email.

The Ticket Portal User Guide is:

- A resource to have at your fingertips when using the Ticket Portal
- The reference to consult before contacting us with a question

## 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. You can 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 your EN's personal identification number (PIN) that is on file with the TPM.

ENs can obtain PIN details from the Social Security Administration announcement dated July 15, 2015. 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 staff applies Ticket policy/procedures to make payment and payment denial assessments.

## TPM Phone & Email Resources

The Ticket Operations Helpline is available Monday through Friday, 9 a.m. – 5 p.m. 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.

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.

- 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)