

## All Employment Network (EN) Payments Call

### Agenda

- Announcements
- E-PAY Status Update
- CCR SAM Registration
- Payment Denials
- Ticket Portal Tips and Tricks
- The Work Number
- Ticket Program Available Resources
- Ticket Portal Training and Resources
- EN Payments Help Desk
- TPM Technical Assistance

### Announcements

- You can check the status of E-PAY by viewing the Announcement screen in the Ticket Portal.
- The Ticket Portal will display the announcement that E-PAY has started and a message when we complete processing an E-PAY file.
- Starting in January 2017, the All EN Payment Calls will be moving to a quarterly schedule. Our 2017 calls will be held:
  - January 31
  - April 25
  - July 25
  - October 31
- The **Ticket Program Available Resources** section of this presentation highlights the service accommodations available to you at any time to reinforce payment principles and get other relevant payment information between calls.

## E-PAY Status Update

- Our last E-PAY File processing began on November 18, 2016.
- Claims are processed by Social Security Number (SSN) instead of DUNS.
- Total claims paid: **16,550**

### Reminders:

- You may submit your payment request through the Ticket Portal instead of waiting for the E-PAY process to run.
- 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.
- When submitting payment information to your Employment Network Service Branch (ENSB), please annotate your EN Contact Information for Payments. To add a payment contact, please send a request to [ENService@ssa.gov](mailto:ENService@ssa.gov) and specify the name of the person and the title you want them to have. All payments contacts must have completed suitability.

## CCR SAM Registration

Central Contractor Registration (CCR) System for Award Management (SAM) registration must be renewed and validated at least every 12 months.

- If the EN sees a diary reason of “SAM/CCR Registration Expired - Update required,” then the EN must sign into SAM.gov and renew and validate the information. It will then be renewed for a year. It can take a few days for the renewal to update, but the EN can contact the EN Payments Help Desk to notify TPM that it completed the action.
- **NOTE:** If you need help renewing or updating your existing SAM entity registration, please review the [Quick Start Guide for Updating/Renewing an Entity](#). If you need help migrating the roles from your legacy account to your new SAM account, please review the [Quick Start Guide for Migrating Roles](#).

What are yearly renewal requirements? How do you keep your entity's record active?

- ENs must renew and validate CCR registration **at least every 12 months** from the date the EN last certified or submitted the registration in SAM. ENs are responsible for updating sooner if the entity's information changes.
- The **primary point of contact** will receive an email alert for the renewal requirements for each registered entity at 60 days, 30 days and 15 days before expiration.
- If ENs do not renew, their CCR registration will expire.
- The Social Security Administration (SSA) cannot process EN payments without an active registration.

## Payment Denials

### Most common payment denial reasons

- **Not Eligible Due to Look Back Earnings**

SSA takes into consideration the earnings a Ticket Holder receives before ticket assignment. As stated in the RFQ, Phase 1 milestone payments may not be available to an EN if the beneficiary achieved that milestone within the most recent 18-month period before ticket assignment and after the latest Date of Disability Onset (DDO). A common practice to recognize a past earnings denial is to use the 18-month Look Back (18 MLB) Tool. This denial reason represents 35% of total denials.

- **Display Available Milestone Payments**

The 18 MLB tool allows ENs or TPM EN Payments staff to enter a ticket assignment date (far right column) as mm/yyyy. The tool then calculates 18 months before the ticket assignment date and loads the tool with these months. Staff then plug in 'Xs' under each month to indicate if earnings are greater than or equal to Trial Work Level (TWL). The spreadsheet will post a 'Yes' or 'No' for each Phase 1 milestone in the chart below (far left) to indicate whether or not a Phase 1 milestone payment is available. The new 18 MLB tool now has the functionality to enter the DDO and make the calculations. With this new feature, the 18-month period between the DDO and Ticket Assignment Date (TAD) is calculated accurately.

Instructions on how to use the tool are included in the downloadable form [18-Month Look Back Tool](#) on the Ticket to Work website. To use the tool:

- First, enter the TAD in the box outlined in red on the far right. This will generate the 18 previous months in the spreadsheet.
- Next, enter an 'X' in each of the months where the beneficiary had earnings above the TWL amounts for that year. A chart of TWL amounts is provided in the spreadsheet for your reference.
- When you've entered the appropriate 'Xs,' the spreadsheet will display the available milestone payments based on the rules described earlier.

- **Due to VR Services Phase 1 Milestone Can't Be Paid**

No Phase 1 milestone payments will be available to an EN if the beneficiary was previously served by a State Vocational Rehabilitation (VR) agency and their case closure was successful. During intake, ask beneficiaries about any history of receiving State VR agency services and whether they were working at the time of case closure. Even if a beneficiary has a history State VR agency services and a successful case closure, the Ticket still has significant value. This denial represents 33% of denials for 2016.

- **Beneficiary Receiving Cash Benefits**

If an EN requests outcomes but is in current pay (receiving federal cash benefits), they will receive a denial. This denial represents 26% of the payment denials for 2016. The best way to avoid this type of denial is to be proactive with your beneficiary. Request from the beneficiary any correspondence they completed and submitted to the SSA field office.

An EN may consider requesting a Benefits Planning Query (BPQY), which can provide valuable insight in these types of work.

### **How to avoid denials**

- **Manage and monitor the payment history for your ticket holders**

Before or during the intake process, ask the beneficiary to contact their local SSA office or the main SSA number at 800-772-1213 to request a BPQY.

An EN may request a BPQY by submitting two SSA-3288 forms (Consent for Release of Information) that have been signed by the beneficiary. One authorizes the release of Social Security records and the other authorizes the release of Internal Revenue Service earnings records. Both releases must contain the beneficiary's Social Security number or the claim number.

- **Request pay stubs and employer earning statements**

Request previous pay stubs or employer earnings statements as either part of the intake or once the ticket is assigned. This will give an EN an idea of which, if any, milestones to submit.

- **Make certain payment documents submitted have accurate earnings information**

If you are submitting earnings evidence, make sure you are providing the appropriate documentation to meet the requirements of the payment request. We may also conduct outreach to ask an EN to submit additional documentation or clarification to support the original request. TPM typically sends outreach requests before denying the request. There is a 9-day diary period to respond, so it's important to pay attention and respond quickly to documentation outreach requests.

### **Denial Code Reference Table**

The Denial Code Reference Table is a compiled list of all payment denial reasons and associated codes viewed in the Portal. ENs that take the time to evaluate their denials and reason codes can prevent situations that may result in future denials.

Having better insight into payment-related procedures will reduce payment requests revisions, increase company cash flow, and also prevent future denials.

## Ticket Portal Tips and Tricks

### How to get a payment-processing report from the Ticket Portal

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 closed payments
- Includes both paid and denied requests

**2. View all pending payments for me**

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

### View payments already made to me

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

You can view the results on a spreadsheet by selecting the "Download Entire List to Excel" option. Claims listed on this screen are ones for which TPM has completed an action:

- "Paid" – TPM processed a claim and it cleared Treasury
- "Denied" – TPM assessed a claim and determined it was not payable
- **"Allowed" – 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. Click the denial number link to see a pop-up window and denial description 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 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. 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 cover sheet 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. Select the “Actions” link on the page for an individual beneficiary. This will take you to the “More Actions” menu. You will then select “Show pending payments.” The difference between “View pending payments for me” and “Show pending payments” is that the first shows all pending payments for your organization while the second shows all pending payments for the beneficiary 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.

## The Work Number

- A number of ENs use the service of The Work Number, a third party service that verifies employment and income. In some situations, the service is free.
- The Work Number allows requestors to receive immediate confirmation of an individual’s employment and salary for verification purposes.
- The Work Number collects week-by-week salary information as up-to-date as the last pay period and can go back many years. It also collects the length of employment, job titles, location information and other kinds of human resource related information.

## When ENs should submit an EN Supplemental Earnings Statement

### ▪ Example 1: AS OF DATE

We are unable to determine pay period beginning, ending dates and the pay date.

- Example: We are not aware of the date of “Pay Beginning” “Pay End” or “Pay Date.”

Without this information, we are prohibited from processing a payment request due to insufficient documentation.

### ▪ Example 2: Pay Period End Date information is not listed.

This is another example of when a supplemental earnings statement would be requested from the EN and we are unable to process the payment request.

## Ticket Program Available Resources

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

Besides uploading Payment Requests Forms and viewing the EN Payment Status Report as reviewed previously, some additional automated features that the Ticket Portal offers include:

- checking for ticket assignability
- assigning and un-assigning tickets
- uploading forms

TPM provides website resources for service providers. ENs can also visit the [Information Center](#) section of the website for 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 Sessions.

To access the Ticket to Work website, go to <https://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 with your login information for 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

For New ENs, 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. 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](mailto:ENPaymentsHelpDesk@yourtickettowork.com), or to call the toll-free number 866-949-3687.

- ENs can get clarification on payment-related issues or explanations of how EN Payments staff apply Ticket program policy and procedures to make payment and payment denial assessments. These duties include:
  - 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 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](mailto:ENPaymentsHelpDesk@yourticketto.com)
- [ENSystemsHelp@yourticketto.com](mailto:ENSystemsHelp@yourticketto.com)