

All Employment Network Payments Call

Agenda

- Announcements
- Reconciliation Payments
- Submitting Payment Requests
- Submitting Manual Payment Requests
- Erroneous Unassignments or Ticket Terminations
- 18-Month Lookback Tool
- Most Common Payment Denials
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Announcements

- The Ticket Portal Secure Training Site is no longer available. It does not impact the Ticket Portal.
- To request a copy of the Ticket Portal User Guide, or if you have questions about the Ticket Portal, email the Provider Support Help Line at ENSSystemsHelp@yourtickettowork.ssa.gov or call 866-949-3687, Monday - Friday from 9 a.m. - 5 p.m. ET.
- Central Contractor Registration (CCR) System for Award Management (SAM) registration must be renewed and validated at least every 12 months.

Reconciliation Payments

- Ticketholders move into the Outcome payment phase when they continue to work and have monthly earnings at or above Substantial Gainful Activity (SGA) and are no longer receiving Federal cash benefits.
- If a Ticketholder moves into the Outcome payment phase before an EN receives

all available Milestone payments, Social Security processes a reconciliation payment.

- Social Security processes a reconciliation payment after Ticket Program Manager (TPM) processes the 12th Outcome payment.
- The one-time, lump-sum payment will be equal to any unpaid available Milestone payments that would otherwise have been available to the EN with the Ticket assignment.
- ENs do not have to submit for a reconciliation payment.
- Unavailable Phase 1 Milestone payments due to Look Back earnings and State Vocational Rehabilitation (VR) agency successful closures are not included in the lump-sum reconciliation payment.

Submitting Payment Requests

- To reduce EN administrative burden of creating and submitting payment requests to TPM) Social Security implemented an automated payment process called E-PAY.
- The intent of the E-PAY process is to provide ENs a means to obtain payments when unable to obtain earnings evidence once Social Security eliminated the Certification Payment Process (including Self-Employment Insurance (SEI) claims).
- This automated payment process does not replace the process of ENs submitting payment requests via the Ticket Portal.
- Submitting payment requests via the Ticket Portal if the ENs have primary evidence should be the first option for submitting payment requests to TPM.
- Due to Social Security rules, some potential claims will not be eligible for payment under the E-PAY process.

Submitting Manual Payments Requests

- Effective September 4, 2017, all payment requests must be submitted through the Ticket Portal
- There are some instances when an EN may not be able to submit a request through the Ticket Portal and must submit the request to TPM manually via fax or mail such as:



- Claims that have previously been denied due to missing documentation or an inadequate Certification of Services (COS)
- Some Phase 1 Milestones due to system pulling information from unverified earnings
- When submitting a payment request manually, ENs must complete Form 1391: EN Payment Request Form <https://yourtickettowork.ssa.gov/information-center/forms.html> and provide evidence of earnings.

Erroneous Unassignments or Ticket Terminations

- If you believe that a Ticket was erroneously terminated or unassigned from your EN, please contact the Program Integrity team to research the issue at ProgramIntegrity@yourtickettowork.ssa.gov.
 - Securely submit the Ticket information and supporting documentation, such as an Individual Work Plan (IWP), to the in-box to confirm if the unassignment or termination was due to a systems error.
- The Ticket information and any submitted documents should be encrypted using your EN's TTW PIN i.e., TTWE + the last four digits of your award number.

Locating the 18-Month Lookback Tool

To find the 18-Month Lookback Tool:

- Go to www.yourtickettowork.ssa.gov
- Choose **Information Center** from the top menu.
- Choose **Resource Documents** from the left menu.
- Choose **18-Month Look Back Tool** under **Tools for Success**

18-Month Lookback Rules

- Two factors can result in an EN being excluded from receiving Phase 1 Milestone payments even when a beneficiary achieves qualifying earnings. The two exclusions are: (1) Prior VR Service rule and (2) the 18-Month Lookback Rule.
- If a beneficiary had Trial Work Level (TWL) earnings during some or all of the 18 months prior to the first Ticket assignment and after the Date of Disability Onset (DDO), some or all of the Phase 1 Milestones may be excluded from payment.



- The earnings criteria used for payment of Phase 1 Milestones are reversed to determine eligibility for payment based on the 18-month Lookback rule.

If the DDO is within the 18 months prior to Ticket assignment, the Lookback for TWL earnings ends at the DDO date.

18-Month Lookback Tool Exclusions

- The 18-Month Look Back (18MLB) rule applies to all Phase 1 Milestones payments for Tickets assigned on 07/21/2008 or later.
- If a beneficiary had TWL earnings from work between the DDO and the first Ticket assignment, some or all of the Phase 1 Milestones may be excluded from payment.
- If earnings exist the month immediately preceding, the Ticket Assignment Date (TAD) Phase 1 Milestone 1 is not payable.
- If earnings exist for 3 months within a 6-month period preceding the TAD and after the DDO, Phase 1 Milestone 2 is not payable.
- If earnings exist for 6 months within a 12-month period preceding the TAD and after the DDO, Phase 1 Milestone 3 is not payable.
- If earnings exist for 9 months within an 18-month period preceding the TAD and after the DDO, Phase 1 Milestone 4 is not payable.

Disability Onset Date

- The DDO is the date when an individual became unable to work as a result of a disabling medical condition.
- Social Security determines the DDO.
- A new DDO may be established after an approved Expedited Reinstatement (EXR) of benefits or when Social Security approves a beneficiary's new disability application.
- If Social Security establishes a new DDO, a new Individual Work Plan (IWP) is required for Ticket assignment.
- No payments are available on the old Ticket.
- The 18-month Lookback tool includes both the TAD and the DDO.



- ENs can obtain a Benefits Planning Query (BPQY) by submitting two Consent for Release of Information forms (SSA-3288) <https://www.ssa.gov/forms/ssa-3288.pdf>.
- Both forms must be appropriately signed by the beneficiary.
- An electronic signature of the beneficiary is not acceptable.

18-Month Lookback Tool & DDO

- The DDO is the date when an individual became unable to work as a result of a disabling medical condition.
- Social Security determines the DDO.
- A new DDO may be established after an approved EXR of benefits or when Social Security approves a beneficiary's new disability application.
- If Social Security establishes a new DDO, a new IWP is required for Ticket assignment.
- If a Phase 1 Milestone payment is not available, the color of the Milestone will turn from green to red and a 'No' will populate in the chart in the far left of the spreadsheet.
- The 18-Month Lookback tool has the functionality to allow users to enter the DDO and make the calculations.
- With this feature, the 18-month period between the DDO and TAD is calculated correctly.

Most Common Payment Denials

- When TPM denies a payment request or claim, a payment denial reason is entered into the Internet Ticket Operations Provider Support System (iTOPSS) for each denied claim.
 - Each denial appears in the Ticket Portal under the "List Payments Already Made to Me" screen when ENs select the option "Include Denials", using the Reference Number or Work Case Number associated with that particular payment request (claim).
- As a part of the process for preparing and submitting payment requests, EN staff should research the following items before submitting a payment request:
 - Ticket Assignment



- First Available Claim Month
- Prior VR Services
- 18-Month Lookback Tool
- Earnings Documentation

Tips for Avoiding the Most Common Payment Denials

Code 2 - Beneficiary Receiving Federal Cash Benefits

- In some situations, a beneficiary could have earnings above the SGA level and the EN could have received all Phase 2 Milestones but the beneficiary is still receiving a monthly disability benefit as a result of his/her use of Social Security work incentives
 - Work incentives are special rules that allow a beneficiary to reduce his/her countable income based on things such as work-related expenses or putting money away to fund a Plan to Achieve Self-Support (PASS)
 - The beneficiary may also remain in current pay status until Social Security performs work Continuing Disability Reviews

Code 12 - Not Eligible for Payment Due to Look Back Earnings

- During the intake process, ENs should discuss each beneficiary's work and earnings history during the prior 18 months
 - While details on earnings during this 18-month period are not required, ENs are required to explore a beneficiary's earnings during the 18 months immediately prior to Ticket assignment as part of the process for developing the IWP.
- Once the requesting EN has an indication of the beneficiary's earnings during the 18 months prior to seeking services from an EN, use the handy automated tool that TPM created to assess the potential availability of the Phase 1 Milestones based on the 18-Month Lookback Tool exclusion.

Available Ticket Program Resources

- The Ticket Portal
- Ticket to Work Home: <https://yourtickettowork.ssa.gov>
 - Information Center



- Upcoming Events
- Training
- Resource Documents

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.ssa.gov , 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:
 - Answering EN payment inquiries received through the Payments Help Desk phone line.
 - Submitting 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.
- Monday through Friday, 9 a.m. – 5 p.m. ET
- Toll free: **866-949-3687** (TTY: 866-833-2967)
- Email: ENPaymentsHelpDesk@yourtickettowork.ssa.gov

Questions and Answers

Q: When will the next E-Pay file begin?

A: E-Pay file is expected to begin later this week. Announcement will be placed in the Ticket Portal.

Q: How does an EN get a Beneficiary's DDO?

A: EN can obtain the DDO by requesting a BPQY by submitting two Consent for Release of Information forms (Form SSA-3288)



Q: Why does it take longer to receive payments during E-PAY?

A: All Payment Requests are processed within 30 days of receipt.

Q: Can you submit multiple/ bulk payment requests via the Ticket Portal?

A: No. Claims must be submitted one at a time via the Ticket Portal.

