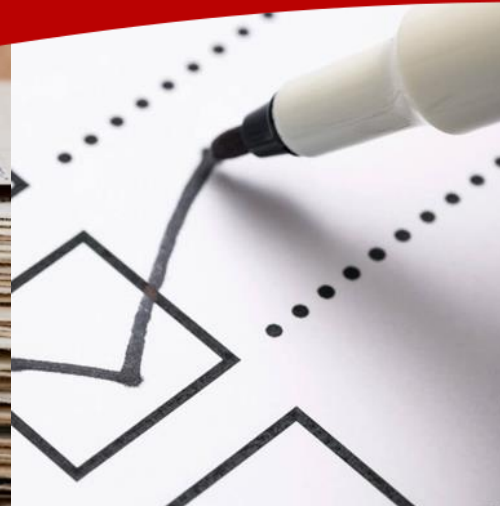


1/29/2019



Social Security's Ticket to Work

All EN Payments Call



Agenda

1. Welcome
2. Announcements
3. End of Year Statistics
4. 2019 TWL and SGA Rates
5. E-PAY Statistics
(12/31/18 - 01/17/19)
6. Changes to E-PAY (Exclusions)
7. Use of Certification of Services (COS) for Payments
8. Additional Available Payments
9. Update EN Contact Information
10. Payments for Unassigned Tickets
11. Ticket Program Available Resources
12. Question and Answer Forum

Announcements

- The deadline for submitting the annual Security Awareness Training certification is February 28, 2019
 - All Employment Network (EN) staff will sign a copy of the SSA-222 form which will be kept onsite
 - All EN staff will be listed on the Addendum which must be completed and signed by either the Signatory Authority or the Suitability Contact
 - If an EN has only one individual, email a scanned copy of the SSA-222 instead
 - The individual signing the form should be listed at the top of the form too
- **New this year:** The Addendum must be completed and signed electronically
 - [Instructions on electronically signing the Addendum](#) are available on the YourTicketToWork.ssa.gov website
 - Completed forms should be submitted to SecurityAwarenessTraining222@yourtickettowork.ssa.gov

End of Year Statistics

- **Total dollars paid:** Over \$68 Million
- **Total denials:** 38,834
- **Split Payment with dollars paid:** 18 Split Payments over \$4,000
- **Most common denial reason:** Beneficiary receiving federal cash benefits
 - This code indicates that the EN has submitted a claim for an outcome payment and the beneficiary is listed in current pay status in Social Security's records
 - To receive outcome payments, a beneficiary must be in a suspense or non-pay payment status due to work and earnings

All EN Payments Call | 1/29/2019

2019 Trial Work Level (TWL) and Substantial Gainful Activity (SGA) Rates

- **TWL:** \$880
- **SGA:** \$1,220
- **Blind SGA:** \$2,040

E-PAY Statistics

- Our Current E-PAY File processing began on December 31, 2018
- Processing totals as of 01/17/19
 - Total claims paid:
 - Total SSNs paid:
 - Total amount paid: \$

This data is not currently available. Please visit the Events archive at <https://yourtickettowork.ssa.gov/training-and-events/archives.html> on or after 1/29/2019 to view this data.

E-PAY Reminders

- **REMINDER 1:** You may submit your payment request through the Ticket Portal instead of waiting for E-PAY
- **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
- **REMINDER 3:** When submitting information to ENST about payments, please annotate your EN Contact Information for Payments
 - To add a payment contact please send a request to enservice@ssa.gov and specify the name of the person and indicate the title you want them to have
 - All payments contacts must have completed suitability

Changes to E-PAY (Exclusions)

- Unassigned Tickets will not be included in E-PAY
 - ENs must request these payments via the Ticket Portal
- Phase 1 Milestones will no longer be paid via E-PAY
- Government Trusted Partners (VRENS and WIBs/AJCs) will continue to receive Phase 1 Milestone payments via E-PAY

Use of Certification of Services (COS) for Payments

- Effective August 1, 2018 all ENs must prove a relationship with the beneficiary in order to receive payment, in addition to having proof of earnings
- ENs must request Phase 1 Milestones 1-4 via the Ticket Portal
- ENs can submit either paystubs or a COS as proof of a relationship with the beneficiary during the Phase 1 Milestone phase
 - COS or pay stubs should cover the entire milestone period
- Paystubs are the preferred proof of a relationship
 - Payment requests that include a paystub will not require additional evaluation
- If an EN is unable to establish proof of relationship at any point during the Phase 1 Milestone period, the Ticket will be unassigned

Tickets Unassigned by Ticketholder

- When ENs submit payment requests after Ticketholders unassign their Ticket, TPM will request documentation and description of services
- Number of payments ENs will be eligible for after Ticketholder unassignment is based on assessment of services provided

Additional Available Payments

TPM will process additional available payments when ENs request a payment via the Ticket Portal

- Traditional ENs
 - Phase 2 Milestones and Outcome payments
- VRENs and Workforce ENs
 - Phase 1 Milestones, Phase 2 Milestones and Outcomes

Update EN Contact Information

- Social Security should be notified of any staffing changes at the EN or VREN agency
- In particular, Portal user access has to be disabled on our end
 - Without Social Security being notified, that person can still access the Portal
- Update Payment Contact

Payments for Unassigned Tickets

Ticketholder Unassignments

- When ENs submit payment requests after Ticketholders unassign their Ticket, TPM will request a COS (documentation and description of services provided to Ticketholder)
- Number of payments ENs will be eligible for is based on assessment of services provided
 - ENs may be eligible up to 12 payments
 - Request for payments must be submitted within 18 months after Ticket unassignment date

EN Unassignments

- ENs are not eligible for payments after ENs unassign Tickets

CDS ENs

- CDS ENs are not eligible for future payments, including split payments, following the Ticketholder unassignment from the CDS EN

TPM Resources

- EN COS Form
 - <https://yourtickettowork.ssa.gov/resources/forms.html>
- Phone
 - Monday thru Friday 9 a.m.–5 p.m. ET
 - Toll Free: 866.949.3687/TTY: 866.833.2967
 - Option 1: Payments Help Desk
 - Option 2: Systems Help Desk
- Email
 - For payment issues:
enpaymentshelpdesk@yourtickettowork.ssa.gov
 - For questions and issues related to Ticket assignment, the service provider website and the Ticket Portal:
ensystemshelp@yourtickettowork.ssa.gov



**ASK MORE
QUESTIONS**

Questions?