

Welcome

Kimberly Cutler welcomed everyone to the call.

EPay Statistics

The current ePay file processing began on December 31, 2018. Claims are processed by Social Security Number (SSN). The ePay file contained slightly more than 20,000 SSNs. As of April 22, 528 total claims and 4,190 SSN's were paid. The total dollar amount paid was \$10,444,919.

EPay Reminders and Payment Contacts

Kimberly provided the following reminders regarding ePay:

- TPM is currently processing the ePay file and will be done soon. There was a delay in starting the ePay file due to the quality review of ENs and ePay eligibility.
- Please ensure that your EN Payments contact information is current. We email the EN Payment contact for payment outreach messages and confirmation of possible Split Payments.
- When submitting information to the Employment Network Services Team (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 and indicate the title you want them to have. All payment contacts must have completed suitability.

NOTE: It is not necessary for ENs to submit Outcome and Phase 2 Milestones since those payments will be picked up during ePay.

Changes to EN Payments

Kimberly provided changes to the EN Payments process. As of March 25, 2019, Social Security Administration (SSA) implemented the following changes:

- Proof of Relationship (PoR) – Phase 1 Milestone 4 will be excluded from the PoR requirement. ENs will not have to submit PoR for these requests; however, no Phase 1 Milestones are available through ePay and must be submitted through the Ticket Portal.

- Earnings verification – The new process will align EN Payments earnings verification with agency standards. Previously, TPM performed an additional check for evidence of monthly earnings even when the Ticket Portal displayed “earnings already proven”. Now, TPM will validate payment requests and either pay or deny the case based on the evidence in SSA’s system. SSA still strongly encourages ENs to continue submitting primary evidence such as paystubs for The Work Number when available.
- TPM will now process cases on a first in, first out basis. The oldest cases will be processed first and we will not prioritize cases by any other factor. All cases will still be evaluated within 30 days of receipt and either paid, denied or placed into diary. As a reminder, it may take 7 to 10 business days after a payment is approved before you EN receives payment.
- TPM will be eliminating outreach from the PoR process. The Certification of Services (COS) form has been replaced with the PoR form for Phase 1 Milestone through Phase 1 Milestone 3 payment requests. A GovDelivery message was sent to all ENs explaining the policy change. As a courtesy, TPM previously performed outreach for this form, but will no longer be doing so. If your EN neglects to provide a paystub or a sufficient PoR form with the payment request for Phase 1 Milestone 1 through Phase 1 Milestone 3, the case will be denied.

Proof of Relationship (PoR)

If you haven’t already downloaded the PoR form, you can find it on the youtickettowork.ssa.gov website. Choose the Resources link from the top menu. Next, choose Forms from the left hand menu. Finally, you will see a PDF link for Proof of Relationship (PoR) Form under the Payments heading towards the bottom of the page.

The PoR forms require services and monthly contact to be documented.

Note: Attempted contact does not show proof of relationship.

PoR denials

There are two denial codes based of PoR:

1. Denial code 44 – Proof of Relationship Not Received will be used whenever a payment request requires a PoR form but one is not included in the payment request.



2. Denial code 45 – Proof of Relationship Failed Review will be used if a PoR is required for a payment request and received, but does not provide sufficient proof of relationship.

Preventable Denials

Kimberly next discussed denials that can be prevented by using resources available to ENs via the Ticket Portal and the Ticket to Work website. ENs should use the Ticket Portal Payments Already to Me page to see all payments they have received. Knowing the next payment will cut down on ENs submitting for payments that were already paid. Another resource is the Payments at a Glance document that is located on the Ticket to Work website. This resource shows the earnings required for each type of payment and the order in which payments are made. ENs should make sure that they submit all required documentation when requesting payment.

State VR Agency Involvement

Kimberly discussed State Vocational Rehabilitation (VR) agency involvement. If a Ticket was previously In-Use with a State VR agency and the case was closed successfully or if the State VR closes the case unsuccessfully, but the State VR agency received a Cost Reimbursement payment, the following apply:

- No Phase 1 Milestones can be paid to an EN.
- The first possible payment for ENs will be Phase 2 Milestones. If the VREN previously services a Ticketholder under the Cost Reimbursement payment method and closed the case (Successfully or Unsuccessfully), the same State VR cannot assign the Ticket under the EN payment method and receive Ticket to Work payments.

TPM Resources

- PoR 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

Questions and Answers

Q: Is a PoR required if I have paystubs?

A: No. Paystubs show Proof of Relationship.

Q: Is there a time limit to submit for a payment?

A: ENs have 2 years from the date the beneficiary started earnings over SGA.

Q: Is there a change going from COS form to PoR form?

A: No. The PoR form was developed to make it easier for ENs to document their Services and monthly contact they provided to a beneficiary.

Q: Can an EN request a payment when SSA unassigns a Ticket?

A: Yes, an EN can request for payment for claim months preceding the Ticket Unassignments.

Q: How long does an EN have to fax evidence of earnings?

A: AN EN has up to 9 business days, using the fax coversheet provide via the Ticket Portal to submit evidence of earnings.

Q: Do we have to use the PoR form from the TTW website?

A: The PoR form is not mandatory. An EN can submit their log / case notes. Documentation must be signed.

Q: Do I have to provide every paystub for all months?

A: You would need to only submit one paystub for each month to show Proof of Relationship. You might need multiple paystub for each month to meet earnings requirements.



Q: What is denial code 43?

A: Code 43 is for earlier attainment month. Based on SSA database, verified earnings that will satisfy the Milestone payment earlier than the requested month. An EN would need to submit for the earlier attainment month.

Q: If I received a denial for payment for not submitting the PoR, can I resubmit?

A: Yes.

Q: If Workforce Investment Boards and AJCs are not required to submit PoRs, do we still need to continue the COS statements?

A: PoR is payments. The COS is for Services and Supports review. Two totally separate issue. So, yes, when a COS is requested from MAXIMUS you would need to send that in.

Q: How does an EN find out if VR case closure has been successful or has been paid?

A: Speak with your client. Also, the Ticket Portal shows if there was VR involvement. You can also contact the Payments Help Desk.

