Welcome

Kimberly Cutler welcomed everyone to the call. She shared updates on ePay, payments must be made in order, state VR agency involvement, split payments, earnings already proven and automated diary cases. Kimberly also provided different resources that are available to service providers.

EPay Statistics

The most recent ePay file began processing on July 18 by Social Security Number (SSN) instead of the DUNS number. The ePay file contained more than 15,000 SSNs. As of July 26, 4,310 cases were paid; 1,104 SSNs were paid, and the amount was over $1,900,000.

EPay Reminders and Payment Contacts

Kimberly had the following reminders about ePay:
- We are currently processing the ePay file.
- ENs can still submit payments requests through the EN Ticket Portal.
- Phase 1 Milestones are not paid through ePay. You must request these cases through the EN Ticket Portal.
- Unassigned Tickets are not included in the ePay file.
- ENs must have passed their annual Service and Support Review to be eligible for ePay.

Changes to EN Payments

Kimberly provided information on the following topics:
1. Payments Must Be Made in Order –
   - All payments must be made in the following order:
     - Phase 1 Milestone 1 - 4
     - Phase 2 Milestones
     - Outcomes
   - All Phase 1 Milestones should be paid or addressed in order to process Phase 2 Milestones. Please be aware of the last payment you received. You can check the EN Ticket Portal and find that information under the list of payments already made. This service reports in real time and is available 24 hours a day, seven days a week.

- To prevent duplication of payments or to prevent payments being denied, please submit your payments requests in order.
- An outcome attainment month cannot occur before a milestone attainment month, even if SSA retroactively updates or corrects the benefits status. Once an Outcome payment has been made, we cannot go back and pick up a milestone payment month.
- Kimberly provided an example,
  - P1M1: 08/18 was paid in September 2018 while benefits were in current pay status.
  - On March 2019, the system retroactively updates the benefits status to suspended status, effective July 20, 2018, through March of 2019.
  - Even though, the benefits are in suspended status for the claim month 08/18 used to pay P1M1, the EN will not be charged overpayment because at the time the claim for P1M1: 08/18 was processed everything in SSA system met the criteria for payment.
  - However, if the EN submits a payment request for Outcome for the claim months 07/18 (Benefits suspended retroactively), we will deny the case. Denial reason: Payments must be made in order (Outcome payment cannot be paid before a Milestone payment). The first Outcome payment will be available for the claim month 09/2018.

2. Vocational Rehabilitation (VR) Agency Involvement
   - If the Ticket was previously In-Use with a state VR agency and the case was closed successfully or a Cost Reimbursement payment was made at any time, no Phase 1 Milestones can be paid. The first possible payment for the ENs to receive is Phase 2 Milestone 1.
   - A successful closure applies to all Tickets that may be issued due to a new date of disability onset. If there was a successful closure or Cost Reimbursement payment made and then a second Ticket issued, all Phase 1 Milestones would still be off the table.
   - Kimberly provided an example:
     - A Beneficiary successfully closed his case with the State VR agency in February 2017.
     - A new Ticket was issued for the beneficiary in January 2018.
     - An EN assigns the Ticket on December 2018. No Phase 1 Milestones are available due to the successful closure on 2017.

- o When you check payments, you will see the P1M1- M4,that have been denied. Denial reason: Due to VR services, Phase 1 Milestones cannot be paid.
- If a VREN (State VR acting as an EN), previously served a Ticketholder under the Cost Reimbursement payment method and closed the case, the same VR agency cannot assign the Ticket under the EN payment method.
- The EN Ticket Portal may not show the entire history of closures with the State VR agency. When you are viewing the EN Ticket Portal, the complete history of the VR involvement might not be displayed.
- The Ticket Portal may display an unsuccessful closure in cases where the state VR agency actually received a Cost Reimbursement payment.
- Kimberly provided an example:
    - o The Portal displays unsuccessful closure with the state VR agency.
    - o The EN submits a Payment request for P1M1: 10/2018.
    - o Payment Staff assessed the case and saw that the State VR agency closed the case unsuccessfully in September 2016, but the State VR received a Cost Reimbursement payment.
    - o All Phase 1 Milestones will be denied due to the State VR agency receiving payment for services provided to the beneficiary. Denial Reason: Due to VR services, Phase 1 Milestones cannot be paid.

- If the EN submits for a Phase 1 Milestone payment and the system provides information that the State VR received the Cost Reimbursement payment for a successful closure at any time, all Phase 1 Milestones would be denied.

3. Split Payments
    - If a beneficiary assigns his or her Ticket to more than one EN or State VREN (VR acting as and EN) at different times, there is a possibility of a split payment case.
    - The keyword is **possibility**. When there are multiple assignments, it is not always guaranteed that the case will meet the split payment requirements.
    - The prior ENs/VRENs may participate in a split payment if there was payment activity within 12 months of the request from the current EN.
    - The Ticket Program Manager (TPM) will notify all ENs involved of the possible split payment.
    - TPM will email notification to the Payments Contact listed for your EN.
    - If no Payments Contact is listed, TPM will send the notification to the Program/Contract.

- The ENs involved will need to:
    - Submit Service Records of the services rendered to the beneficiary
    - Complete the SSA-1401 form:
        - Indicate on SSA-1401 whether the ENs involved will work together to determine the payment percentage allocation for each EN or if they prefer that the Ticket Program Manager makes the determination.
        - Select the Operation Support Manager (OSM) check box on the form to have TPM make the determination.

- To download form SSA-1401:
    - Go to yourtickettowork.ssa.gov
    - Choose Resources from the top menu
    - Choose Forms from the left menu
    - Choose Form 1401: EN Split Payment Request Form under the Payments heading

4. Earnings Already Proven

    When submitting payments requests
    - Phase 1 Milestones
        - When requesting Phase 1 Milestones 1 – 3 based on Earnings Already Proven: ENs must submit Proof of Relationship (PoR) items at time of request
        - PoR or Paystubs to cover the entire milestone range
    - Phase 2 Milestones & Outcomes
        - When requesting Phase 2 Milestones and Outcome payments, no other documentation is needed at the time of the request, but TPM may request additional information after the case is assessed.

5. Automated Diary Cases
    - Payments requests are automatically placed in diary status when EN's submit a payment request through the Ticket Portal and check the box labeled *proof of earnings will be faxed in*.
        - Checking that box will trigger a cover sheet for faxing in your earnings information. ENs have 9 nine business days to submit the earnings information after you submit your request via the Portal.

o Please note: TPM will not reach out for the information. If the earnings are not submitted within the allotted period, the case will be denied.

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: 1- 866.949.3687 / TTY: 1- 866.833.2967
    - o Option 1: Payments Help Desk
    - o 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: If we receive Outcome payment one for December 2018, and later receive more pay stubs from the client, can we submit for a Phase 1 Milestone prior to December 2018?

A: Yes. The thing to remember is that an Outcome payment month cannot occur before a Milestone payment month. In the above scenario, the EN now has earnings that will satisfy a Milestone payment month prior to the Outcome payment month and they can submit for payment again as long as the prior months are in current pay status and not in suspense.

Q: Does a Cost Reimbursement payment made to a VR apply to all Tickets the same way when there is a successful closure? If a client has a non-successful closure who received a Cost Reimbursement payment, the Ticket is terminated and they get a new Ticket — does the Cost Reimbursement payment that client had on the first Ticket apply for this subsequent Ticket?

A: Yes. If the VR received a Cost Reimbursement payment and the closure was

successful or unsuccessful, the EN will not receive any Phase 1 Milestones, regardless of how many Tickets are assigned after that.

Q: We have submitted payment before like SGA earnings on record and then we have a denial saying there were no SGA level earnings on record. I wanted to see how trustworthy that is. When we see that in the Portal, can that be wrong sometimes?

A: The message *earnings already proven* — I will not say they are not trustworthy. When we actually receive the payment request and we do an assessment, there is different information or earnings information we use to assess a case. You may receive the notice that earnings already proven but then we do an assessment of the case and it is determined that those earnings are not from work earnings. Then TPM will reach back out and ask you to provide earnings. It really depends and just make a note when you receive that Portal message *earnings already proven* that it does not guarantee payment. Other factors come into play.

Q: Is there any way to confirm the closure if the Portal may be wrong? In addition, if they received Cost Reimbursement, is there any way to confirm that?

A: The Portal does not show Cost Reimbursement payments. This is something TPM has to identify. I am not sure about the other one where you said the closure status might be wrong. You could have several cases with the VR. You may have a situation where the latest closure was unsuccessful; however, several cases where successfully closed at one point. You could call the Help Desk if you see something that is not accurate. We can see the different closures and more VR history. Just remember that a successful closure does not have to be the most recent closure. It could be a closure from 2007, 2010 etc.

When there is a successful closure at any point with the VR, Phase 1 Milestones are not available.

Q: I completed the Monthly Estimator tool. I was told that for concurrent people or SSDI is always based on when they earned it and not when they were paid it. Is this true?

A: This is a benefit for you guys. We take whichever is the highest amount (earned or paid) in the month to make the payment. We used the earnings the same way to pay and or exclude a payment.

Q: Is there any way when we are taking a new client on that we can find Cost Reimbursement information? I think knowing if a client is at Phase 1 would have an

impact on whether or not we take that client.

A: Currently, we do not have anything in place on the Portal that would allow you to check if there was a Cost Reimbursement payment made. So if you see that the Portal is displaying that there was no VR involvement or an unsuccessful closure, I encourage you to submit for payment. If payment criteria is met and there was no VR involvement, your Phase 1 Milestone payment will be paid. If there was VR involvement with a Cost Reimbursement payment with an unsuccessful closure or successful closure, all Phase 1 Milestones will be denied.