

Welcome

Kimberly Cutler welcomed everyone to the call. She shared updates on ePay, submitting manual payment requests, submitting payments for self-employed beneficiaries, calculating earnings for concurrent beneficiaries and EN Payment Checklist. Kimberly also provided different resources that are available to service providers.

Announcement

Natalie Senddorfer announced that the Annual Performance Outcome Report (APOR) and SSA Form 222 are now due. Next week, cure letters will go out to ENs that have not completed the forms. Kimberly announced that the Ticket Portal was updated on April 18. ENs will now be able to submit Phase 1 milestones for Ticketholders who have a successful State VR case closure outside of the 18-month window prior to Ticket assignment date.

ePay Statistics

TPM completed processing of the most recent ePay file on April 20, which consisted of the following stats:

- Total claims processed: 20,076
- Total SSNs paid: 4,807
- Total amount paid: \$10,841,967.

TPM expects the next ePay file to start soon.

ePay Reminders

Kimberly provided the following reminders regarding the ePay file:

- ENs can still submit payments requests through the EN Ticket Portal.
- Phase 1 Milestones are not paid through ePay and must be requested 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.

Submitting Manual Payment Requests

Kimberly provided the following information to ENs for submitting manual payment requests:

- ENs must submit all payment requests through the Ticket Portal.
- If unable to do so, ENs must submit payment requests manually (fax or mail) using the completed *Form 1391: EN Payment Request Form* with all required documentation.
- ENs must submit a screen shot of the Ticket Portal indicating EN cannot submit payment via the Ticket Portal with their manual payment submission.

The EN Payment Request Form is available at www.yourtickettowork.ssa.gov.

Submitting Payments for Self-Employed Beneficiaries

Kimberly reminded ENs that Certification payment requests are no longer accepted. All payment requests must include evidence of earnings (i.e., earnings established in SSA database, paystubs, Employer Prepared Earnings Statements, The Work Number).

Earnings for self-employed beneficiaries do not post in SSA's database until after the beneficiaries file their annual taxes. When submitting for Phase 1 Milestones 1 – 3, ENs must provide proof of relationship.

Calculating Earnings for Payments

- Title XVI (SSI: Supplemental Security Income) – Payments are assessed on the paid date.
- Title II (SSDI: Social Security Disability Insurance) – Payments are assessed on wages earned within a pay period.
- Concurrent Beneficiaries (SSI and SSDI) – Payments are assessed based on whichever earnings satisfies the payment (paid date or earnings in the month).

Phase 1 Milestones & Phase 2 Milestones Claims		
Beneficiary Pay Status	Earnings Situation	Program Rules
IF	AND	THEN
Beneficiary is in current pay status for both Title II (SSDI) & Title XVI (SSI).	Earnings are verified at TWL/SGA for Title XVI or there are paystubs indicating the beneficiary was paid at TWL/SGA in the claim month. There are no earnings or earnings are below TWL/SGA for Title II.	Payment accessed using Title XVI rule: Earnings paid in the month.
Beneficiary is in current pay for both Title II (SSDI) & Title XVI (SSI).	Earnings are verified at TWL/SGA for Title II or there are paystubs indicating the beneficiary wages were earned at TWL/SGA during the claim month. There are no earnings or earnings are below TWL/SGA for Title XVI.	Payment accessed using Title II rule: Wages earned in the month.
Beneficiary is in current pay for Title II (SSDI) & nonpay/suspense for Title XVI (SSI).		Payment accessed using Title II rule: Wages earned in the month must be TWL/SGA.
Beneficiary is in current pay for Title XVI (SSI) & nonpay/suspense for Title II (SSDI).		Payment accessed using Title XVI rule: Earnings paid in the month must be TWL/SGA.

Outcome Claims			
Beneficiary Pay Status	Earnings Situation	Program Rules	
IF	AND	THEN	
Beneficiary is in suspense status for both Title II (SSDI) & Title XVI (SSI) due to work and earnings.	Earnings are verified at SGA for Title XVI or there are paystubs indicating the beneficiary was paid at SGA in the claim month. There are no earnings or earnings are below SGA for Title II.	Payment accessed using Title XVI rule: Earnings paid in the month.	
Beneficiary is in suspense status for both Title II (SSDI) & Title XVI (SSI) due to work and earnings.	Earnings are verified at SGA for Title II or there are paystubs indicating the beneficiary wages were earned at SGA during the claim month. There are no earnings or earnings are below SGA for Title XVI.	Payment accessed using Title II rule: Wages earned in the month.	
Beneficiary is in current pay for Title II (SSDI) & nonpay/suspense for Title XVI (SSI) due to work and earnings.		Deny claim. Rules for Title II nor Title XVI can be used. Beneficiary must be in suspense status in both programs to be eligible for an Outcome payment.	
Beneficiary is in suspense status for both Title II (SSDI) & Title XVI (SSI) not due to work and earnings.		Deny claim. Rules for Title II nor Title XVI can be used. Beneficiary must be in suspense status in both programs due to work and earnings to be eligible for an Outcome payment.	

EN Payments Checklist

Kimberly provided information on the EN Payments Checklist that's available on the website www.yourtickettowork.ssa.gov.

Phase 1 & Phase 2 Milestones

➤ **Benefits Status**
Benefits must be in current pay status. If the beneficiary is receiving both Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits, at least one of the benefits must be in current pay status without entering the Outcome period. The Outcome period is entered when benefits for any given month are suspended due to work earnings.

➤ **Attainment/Claim Month**
The claim months to meet Phase 1 Milestone 2 - 4, do not necessarily have to be consecutive months. However, 3, 6 or 9 months within the timeframe specified for each of these Phase 1 Milestones is necessary.

➤ **Earnings**
For beneficiaries receiving SSDI benefits, the amount of earnings **must be earned within the month**. The **pay period ending date** is used to determine Trial Work Level (TWL) amount for Phase 1 Milestones or Substantial Gainful Activity amount (Non-Blind/SGA Blind) for Phase 2 Milestones.
For beneficiaries receiving SSI benefits, the amount of earnings **must be paid in the month**. The **pay date** is used to determine TWL for Phase 1 Milestones or SGA (Non-Blind/SGA Blind) for Phase 2 Milestones. For beneficiaries receiving both SSDI and SSI, the earnings need to coincide with the record being used. If the SSDI record meets the criteria for payment, earnings will be based on the amount earned in the month. If the SSI record meets the criteria for the payment, earnings will be based on the amount paid in the month. If both SSDI and SSI records meet the criteria for payment, the decision of which earnings to use will be based on whichever earnings meet the criteria of being at or above TWL or SGA (Non-Blind/Blind). If the beneficiary is receiving some type of monthly pension or benefits from other entities, those monies will not be considered as earnings (ex: military pension, state benefits, unemployment, etc.).

➤ **18 Month Look Back Rule: Prior Earnings Rule**
Applies to all Phase 1 Milestones with a Ticket assignment date of 7/21/08 or later. Due to

Phase 1 Milestone 1	Phase 1 Milestone 2	Phase 1 Milestone 3	Phase 1 Milestone 4	Phase 2 Milestones																																	
current pay status without entering the Outcome period	current pay status without entering the Outcome period	Current Pay Status without entering the Outcome period	Current Pay Status without entering the Outcome period	Current Pay Status without entering the Outcome period																																	
The 1 st month after the Ticket assignment month or any other month thereafter	3 months within a 6 month period	6 months within a 12 months period	9 months within a 18 months period	Any month after all available Phase 1 Milestones have been processed through to completion (paid or denied)																																	
At or above TWL. Also, Phase 1 Milestones can be paid with earnings at or above 50% but less than TWL, and earned during the last period of the claim month requested	Each month must have gross earnings at or above TWL (if Phase 1 Milestone was paid with earnings at 50% but less than TWL, that month cannot be used)	Each month must have gross earnings at or above TWL	Each month must have gross earnings at or above TWL	Each month must have gross earnings at or above SGA (Non-Blind/ SGA Blind)																																	
<table border="1"> <thead> <tr> <th colspan="11">Trial Work Level</th> </tr> <tr> <th>2010</th><th>2011</th><th>2012</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th> </tr> </thead> <tbody> <tr> <td>\$720</td><td>\$720</td><td>\$720</td><td>\$750</td><td>\$770</td><td>\$780</td><td>\$810</td><td>\$840</td><td>\$850</td><td>\$880</td><td>\$910</td> </tr> </tbody> </table> <p>For P1Ms, TWL is the same for Non-Blind/Blind Beneficiaries</p>					Trial Work Level											2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	\$720	\$720	\$720	\$750	\$770	\$780	\$810	\$840	\$850	\$880	\$910
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\$720	\$720	\$720	\$750	\$770	\$780	\$810	\$840	\$850	\$880	\$910																											
If the month prior to the Ticket assignment month has earnings at or above TWL, Phase 1 Milestone cannot be paid.	If there are 3 months with earnings at or above TWL within 6 months prior to the Ticket assignment month, Phase 1 Milestone 2 cannot be paid.	If there are 6 months with earnings at or above TWL within 12 months prior to the Ticket assignment month, Phase 1 Milestone 3 cannot be paid.	If there are 6 months with earnings at or above TWL within 12 months prior to the Ticket assignment month, Phase 1 Milestone 4 cannot be paid.																																		
Proof of Relationship (P1M1-M3 requires proof of Relationship. If "Earnings Already proven", EN must submit the PoR form. If no earnings in SGA database, EN must provide pay stubs or the PoR + evidence of earnings (Employee Prepared Earnings Statement or The Work Number).																																					

TPM Resources

- Form 1391: EN Payment Request Form
 - <https://yourtickettowork.ssa.gov/resources/forms.html>
- EN Payment Checklist
 - <https://yourtickettowork.ssa.gov/resources/resource-documents.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: Do Workforce ENs receive Phase 1 Milestones though ePay?

A: Yes, Workforce ENs are eligible to receive Phase 1 Milestones via ePay.

Q: Why is it difficult to receive payments for Self-Employed (SEI) beneficiaries?

A: SSA only accepts proof of earnings for SEI earnings based on information received from the IRS after taxes are filed. The IRS will report net earnings of expenses, which is used to determine work from earnings.

Q: Are there plans to update the Ticket Portal to reflect whether the earnings established in SSA's database are SSI or SSDI?

A: The information In the Ticket Portal is only an indicator and the EN should obtain separate documentation.

Q: Is Proof of Relationship an IWP?

A: No. Proof of Relationship is separate. Pay stubs can be proof of relationship. More information is available:

<https://yourtickettowork.ssa.gov/training-and-events/foundations-modules.html>

Q: If a beneficiary is laid off and receives vacation and sick time paid, does any type of payment (SSI or SSDI) affect payments?

A: Payments are based on work and earnings. Vacation and sick time do not qualify for payments.

Q: Is the Monthly Earnings Estimator still a good tool?

A: Yes, Instructions are provided on the tool. www.yourtickettowork.ssa.gov

Q: How are reconciliation payments determined?

A: ENs can add up any missed available milestones to get the reconciliation payment amount.