

10/27/2020



Social Security's Ticket to Work

# All Employment Network (EN) Payments Call



# Agenda

1. Welcome
2. Announcements
3. ePay File
4. Changing Payment Type
5. Prior Earnings
6. EN Certification of Services (COS) form vs. Proof of Relationship (PoR) form
7. Resources
8. Question and Answer Forum



# Announcements

## ePay File

TPM will start processing the next ePay file soon

**Reminder 1:** The ePay file is processed in order of SSNs not DUNS

**Reminder 2:** ENs must have passed their annual Services and Supports Review

## Changing Payment Type

When ENs submit for Phase 2 Milestones and earnings are at least Substantial Gainful Activity (SGA) level but the benefits in the SSA database are in suspense due to work and earnings, TPM will:

- Deny the claim (**Denial Reason** – Outcome Period Entered - Milestones Can't be Paid)
- Recreate a new claim as Outcome and make the payment

## Scenario: Changing Payment Type

- EN submits payment request for Phase 2 Milestone 2 at claim month 02/2020
- Per SSA database, the beneficiary did not receive a Federal disability benefit for 02/2020
- Payment request for Phase 2 Milestone 2 denied
- TPM creates new Work Case for Outcome 1 at claim month 02/2020
- Outcome 1 paid

## Phase 2 Milestones and the Outcome Period

- **Outcome Period** - The Outcome period begins with the first month Federal disability benefits are no longer payable due to work or earnings
- Once a Ticket has entered the Outcome period, no further Milestone payments can be made from the start of the Outcome period onwards
- Unpaid Milestone months might be payable in the future as part of a reconciliation payment, but can no longer be individually paid even if the beneficiary's payment status reverts to current pay

## Prior Earnings

- ENs should research prior work history to see if the beneficiary had Trial Work Level (TWL) earnings within the 18 months prior to the Ticket assignment date
- Many EN overpayments are due to prior earnings posting after a Phase 1 Milestone payment has been made
- Resources to help ENs identify prior earnings include:
  - Benefits Planning Query (BPQY)
  - Pay Stubs and Employer Prepared Earnings Statements
  - The Work Number



## Benefits Planning Query (BPQY)

- Ask the beneficiary to contact their local SSA office to request a BPQY
- An EN may request a BPQY by submitting two SSA-3288 forms (Consent for Release of Information) that have been signed by the beneficiary
  - The first SSA-3288 authorizes the release of Social Security records
  - The second SSA-3288 authorizes the release of Internal Revenue Service earnings records
  - Both releases must contain the beneficiary's Social Security number or the claim number
- For more information about BPQYs, please see the [WorkWorld documentation on BPQY](#)

All EN Payments Call | 10/27/2020

## Pay Stubs and Employer Prepared Earnings Statements

- Request previous pay stubs directly from the Ticketholder
- If pay stubs are unavailable, Ticketholders can obtain an Employer Prepared Earnings statement directly from their employer
- Your EN should request these either as part of the intake process or during follow-up consultation once the Ticket is assigned

## The Work Number

- The Work Number is a user-paid verification of employment
- The information from The Work Number uses employer's payroll data, which is typically updated each pay period
- ENs can use The Work Number as a verified earnings source for payments
  - The information can help determine Phase 1 Milestone exclusions as well
  - **Note:** SSA may still have additional payment data

## EN Certification of Services (COS) Form vs. Proof of Relationship (PoR) Form (1 of 2)

- When requesting payments for a beneficiary who unassigned their Ticket, ENs must submit a detailed list of services provided to the beneficiary throughout the duration of the Ticket assignment
  - Services should be documented on the COS form and submitted with payment request

### Example

- Ticket assigned to KimCut EN on 01/12/2015 and unassigned by beneficiary on 02/07/2020
- If KimCut EN submits for payment for a claim month after the unassignment date (02/2020), they must submit a completed COS with a list of services provided to the beneficiary between 01/2015 – 02/2020

# EN Certification of Services (COS) Form vs Proof of Relationship (PoR) Form (2 of 2)

- ENs must provide proof of relationship with beneficiaries when requesting payments for Phase 1 Milestones 1-3 using earnings from The Work Number, Employer Prepared Earnings Statement or Earnings Already Proven in SSA database.
- Proof of relationship is determined by:
  - Pay stubs **OR**
  - A completed PoR form with a list of services provided to the beneficiary during the requested Milestone period

## Example

- Duty EN does not have the beneficiary's pay stubs but submits a payment request for Phase 1 Milestone 2 for claim month 04/2020 (using earnings for 02/2020, 03/2020 and 04/2020) based on Earnings Already Proven in SSA database
- Duty EN must provide a completed PoR form with a list of services provided for 2/2020 – 4/2020



# Conclusion

## Resources

- Ticket Program forms are available at <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
    - Option 1: Beneficiary Help Desk; Option 2: Payments Help Desk; Option 3: Systems Help Desk
- Email
  - For payment issues:  
[enpaymentshelpdesk@yourtickettowork.ssa.gov](mailto:enpaymentshelpdesk@yourtickettowork.ssa.gov)
  - For questions and issues related to Ticket assignment, the service provider website and the Ticket Portal:  
[ensystemshelp@yourtickettowork.ssa.gov](mailto:ensystemshelp@yourtickettowork.ssa.gov)

A group of five diverse people (three men and two women) are standing in a row, smiling and holding up various speech bubbles and signs. The background is a plain, light-colored wall. The overall image has a light blue overlay.

# Questions?

Dial **\*1** to add yourself to the queue for questions

Dial **\*2** to remove yourself from the queue if your question has already been answered