

Welcome

Kimberly Cutler welcomed everyone to the call. She shared end-of-year statistics, ePay file stats, and 2021 Trial Work Level (TWL)/Substantial Gainful Activity (SGA) amounts. Kimberly also discussed the temporary 24-Month Age Claim rule.

Resources are available at the end of the presentation, as well as the Questions and Answers forum.

Announcements

End-of-Year Statistics

Kimberly provided the following statistics for 2020:

- Over \$90 million cleared Treasury.
- SSA and TPM staff processed a little over 142,000 payments.
- TPM Staff processed over 68,000 claims that were denied during the year of 2020, primarily with Denial Code 02, *beneficiary receiving federal cash benefits*.
 - ENs submitted claims for an Outcome payment and the beneficiary is listed in current pay status in Social Security's record. To receive an Outcome payment, a beneficiary must be in a suspense or nonpayment status due to work and earnings.

ePay File Stats

TPM processed a couple of ePAY files last year. The last ePay file processed was completed on December 31st. From that file, TPM processed over 12,900 claims representing over 3,700 SSNs, totaling more than \$6 million. TPM is expecting the next ePay file soon and will notify ENs via the Portal when processing starts.

2021 TWL/SGA Amounts

Kimberly shared the new TWL and SGA amounts:

- The TWL amount is \$940, a \$30 increase from the 2020 level.
- The SGA amount, for non-blind beneficiaries, \$1,310, a \$50 increase from 2020.
- The Blind-SGA amount, \$2,190, an \$80 increase from 2020.

TPM is in the process of updating this information on the Ticket to Work website soon and will send a GovDelivery message to all service providers when this information is posted.

Temporary 24-Month “Aged Claim” Rule

SSA sent a GovDelivery message to Employment Networks (EN) and Vocational Rehabilitation Agencies acting as ENs (VREN) on October 27, 2020, announcing the EN Payment temporary policy change suspending 24-month aged claim rule from November 1, 2020, to May 1, 2021.

This rule only applies to Outcome payments because those are the payments affected by the Field Offices not performing cessations due to the COVID-19 pandemic. This temporary change allows TPM and SSA to go back and process Outcome claims for claim months as old as April 2018.

ENs must still request Phase 1 Milestones and Phase 2 Milestone payments no later than 24 months following the month the Ticketholder’s work and earnings meet the criteria for Social Security to make the payment.

TPM 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: 866.949.3687 / TTY: 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
 - For questions and issues related to Ticket assignment, the Service Provider website and the Ticket Portal: ensystemshelp@yourtickettowork.ssa.gov

Questions and Answers

A question and answer period followed, which is part of the call recording and transcript.

Next Call

The next Quarterly All EN Payments Call will be held Tuesday, April 27, 2021, at 1 p.m. ET.

Transcript

The full transcript and audio from the Quarterly All EN Call are available at <https://yourtickettowork.ssa.gov/training-and-events/archives.html>