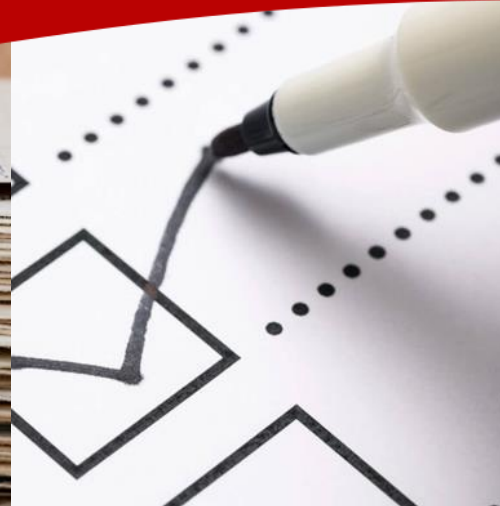


4/27/2021



Social Security's Ticket to Work

All Employment Network (EN) Payments Call



Agenda

1. Welcome
2. ePay File Stats
3. ePay Reminders
4. FAQ
5. Tips for Preventing Denials
6. Resources
7. Question and Answer Forum

ePay File Stats

- TPM completed the January 2021 ePay file
- Processing totals
 - **Total Claims: 16,373**
 - 2,906 were paid from P1M4 claims
 - **Total SSNs paid: 4,563**
 - 397 SSNs were P1M4
 - **Total amount paid: \$8,618,584**
 - \$1,149,562 paid from P1M4 claims

ePay Reminders

- ENs may submit payment requests through the Ticket Portal instead of waiting for ePay.
- Phase 1 Milestone 4 is now paid via ePay but ENs must still submit payment requests for Phase 1 Milestones 1-3 through the Ticket Portal with proof of relationship.
- Unassigned Tickets are not included in ePay.
- ENs must have passed their annual Services and Support review.
- The ePay file is processed in order of SSNs not DUNS number.

FAQs (1 of 4)

How does an EN get a Beneficiary's Disability Date Onset (DDO)?

- A: EN can obtain the DDO By requesting a BPQY and submitting 2 Consent for Release of Information forms (Form SSA-3288).

Can you submit multiple/ bulk payment requests via the Ticket Portal?

- A: No. Claims must be submitted one at a time via the Ticket Portal; however, ENs may receive additional Phase 1 Milestone 4, Phase 2 and Outcome payments, meaning SSA will make all applicable payments for an SSN if at least one payment is requested through the Ticket Portal.

FAQs (2 of 4)

Earnings already proven in the system. What is needed for Phase 1 - 3?

- A: EN must submit paystubs or a completed Proof of Relationship (PoR) form with detailed services provided to the beneficiary for the requested Milestone period.

If the EN is reporting wages in the Portal, do we need to send them to the local SSA Field Office?

- A: Yes. Please report earnings to the local SSA Field Office as well.

FAQs (3 of 4)

Is there a time limit to submit for a payment?

- A: Yes. An EN shall request a payment no later than 24 months following the month the Ticketholder's work and earnings meet the criteria for SSA to make the payment. SSA will not accept payment requests for periods outside this 24-month window.

How long does an EN have to fax evidence of earnings after requesting payments?

- A: 9 business days. Please use the fax cover sheet provided via the Ticket Portal to submit evidence of earnings.

FAQs (4 of 4)

If a beneficiary is laid off and receives paid vacation and sick time, can we submit those as earnings for payments?

- A: No. Vacation and sick time do not qualify as earnings for payments. Payments are based on work and earnings.

Is the PoR required for Phase 2 Milestones or Outcomes

- A: No. Proof of relationship is only required for Phase 1 Milestones 1-3

Do ENs have to sign up for ePay

- A: No. ENs are eligible for ePay as long as they have passed their Annual Services and Support Reviews, not on hold or terminated.

Tips for Preventing Denials (1 of 7)

EN staff assigned to submit payment requests are strongly encouraged to review the following materials to gain a better understanding of Social Security's rules and policies related to payments under the Ticket to Work Program and TPM's processes and procedures related to such payments.

Tips for Preventing Denials (2 of 7)

- **Review all relevant materials**
 - Ensure you read all GovDelivery Messages
 - Attend the All EN Payments Calls
 - If you miss a call, visit the Your Ticket to Work Events Archives to review materials
 - Review Ticket to Work website content
 - Read **Payments Denial Reason Under the Ticket to Work Program** for a complete list of payment denials with explanations and tips
- **Ticket assignment**
 - Confirm that the beneficiary's Ticket was assigned to the requesting EN during the applicable claim period/month

Tips for Preventing Denials (3 of 7)

- **First Available Claim Month**

- Confirm that the first claim submitted is the month after EN's Ticket assignment date.
- The EN Ticket assignment date is the same date as the beneficiary's Ticket assignment date unless the EN transmits the Individual Work Plan (IWP) more than 14 days after the latest signature date. Then the EN Ticket assignment date is the same date TPM receives the IWP.
- Example
 - EN and beneficiary sign the IWP on 02/12/2020 but the EN submits the IWP to TPM on 03/02/2020. The EN Ticket assignment date is 03/02/2020.

- **Beneficiary Ticket Assignment Date**

- The latest signature date on the IWP

Tips for Preventing Denials (4 of 7)

- **Prior VR Services**

- Check the Ticket Portal to determine if the beneficiary's current Ticket has a previous history of working with a State Vocational Rehabilitation (VR) agency after January 2002.
- If prior VR services were provided under the VR Cost Reimbursement (CR) program and the case was closed with a successful closure status within 18 months prior to the Ticket assignment date, Phase 1 Milestones are not available to any EN or State VR agency acting as an EN that subsequently received the Ticket assignment.

Tips for Preventing Denials (5 of 7)

- **Prior VR Services**

- If prior VR services were provided under the Ticket Program and the VR received a CR payment after January 2002, Phase 1 Milestones are not available to any EN or State VR agency acting as an EN that subsequently received the Ticket assignment.

Tips for Preventing Denials (6 of 7)

- **18-Month Look-Back**
 - Earnings at the Trial Work Level (TWL) during this period may impact the availability of some or all Phase 1 Milestones for that beneficiary.
 - Be aware that Social Security's database is a living database. This means a beneficiary's earnings can appear at any time, usually months and occasionally, years after the earnings occur.
 - ENs occasionally experience overpayments because of the late posting of earnings information.
 - The Look-Back period for earnings is a maximum of 18 months prior to the Ticket assignment date; however, the Look-Back period is for months between the date of disability onset and the beneficiary's Ticket assignment date. This period could possibly be less than 18 months.

Tips for Preventing Denials (7 of 7)

- **Documenting Earnings**

- Check available sources of information on earnings to document the beneficiary's earnings during the claim period/month for which you are seeking payment.

Conclusion

Resources

- 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
 - For questions and issues related to Ticket assignment, the service provider website and the Ticket Portal:
ensystemshelp@yourtickettowork.ssa.gov

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