

## Welcome

Kimberly Cutler welcomed everyone to the call. She shared ePay file stats and reminders, frequently asked questions (FAQs), and tips for preventing Denials.

Resources are available at the end of the presentation, as well as the questions and answers forum.

## Announcements

### January 2021 ePay Statistics

- 16,373 claims were paid. 2,906 paid from Phase 1 Milestone 4 claims.
- 4,563 SSNs were paid. 397 SSNs were from Phase 1 Milestone 4 claims.
- \$8,618,584 paid for all claims. \$1,149,562 paid from Phase 1 Milestone 4 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 Supports review.
- The ePay file is processed in order of SSNs, not DUNS number.

## Frequently Asked Questions (FAQs)

**Q: How can an EN obtain a Beneficiary's Disability Date Onset (DDO)?**

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

**Q: Can ENs 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. This means

SSA will make all applicable payments for an SSN if at least one payment is requested through the Ticket Portal.

**Q: For earnings already proven in the system, what is needed for Phases 1 – 3 Milestone payments?**

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

**Q: If the EN is reporting wages in the Portal, does the EN need to send them to the local SSA Field Office?**

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

**Q: 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 the 24-month window.

**Q: 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.

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

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

**Q: Is the PoR required for Phase 2 Milestones or Outcomes?**

A: No. Proof of Relationship is only required for Phase 1 Milestones.

**Q: 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 Supports reviews, not on hold or terminated.

## Tips for Preventing Denials

- **Review all relevant materials**
  - Ensure you review 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 **Payment Denial Reason Under the Ticket to Work Program** for a complete list of payment denials with explanation and tips.
- **Ticket assignment**
  - Confirm that the beneficiary's Ticket was assigned to the requesting EN during the applicable claim period/month.
- **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.
  - 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.
- **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 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 the months

between the date of disability onset and the beneficiary's Ticket assignment date. This period could possibly be less than 18 months.

- **Documentation 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.

## 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; Option2: 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)

## 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, July 29, 2021 at 1 p.m.

## Transcript

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