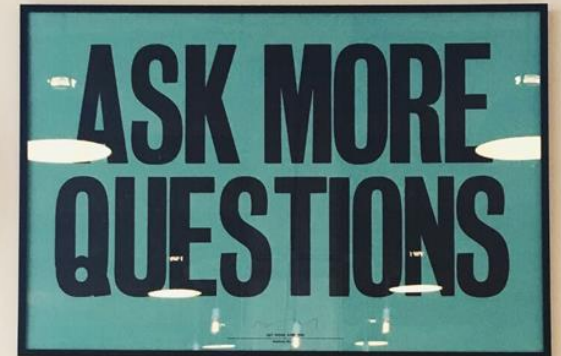


7/27/2021



Social Security's Ticket to Work

# All Employment Network (EN) Payments Call



# Agenda

1. Welcome
2. Announcements
3. ePay File Stats
4. ePay Reminders
5. Review of the 24-month Aged Claim Rule
6. Policy Clarification – claim months more than 24 months old (aged claims) for Phase 1 Milestones
7. Payments Topic
8. Resources
9. Question and Answer Forum

## Announcements

- The temporary suspension of the 24-month aged claim rule for Outcome payments due to COVID ended on May 1, 2021.
- There is an upcoming Ticket Portal release on 8/14 to add a final enhancement to eliminate all manual payment requests:
  - ENs will be able to submit all Phase 1 Milestone requests via the Portal.
  - ENs will receive a message if SSA has lookback earnings that make the case unpayable, but now ENs will be able to submit the payment request.

## ePay File Stats

- TPM completed the April 2021 ePay file
- Processing totals
  - **Total Claims:** 14,445
  - **Total SSNs paid:** 4,329
  - **Total amount paid:** \$7,978,410

## 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 request 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

## Review of the 24-month Aged Claim Rule

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.

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## Policy Clarification – claim months more than 24 months old (aged claims) for Phase 1 Milestones (1 of 6)

The Ticket Program Agreement (TPA) states that the Social Security Administration (SSA) will not pay ENs for claim months more than 24 months old. While no distinction is made between Phase 1 Milestones, Phase 2 Milestones and Outcomes, it has recently come to our attention that a clarification is required on this policy.

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## Policy Clarification – claim months more than 24 months old (aged claims) for Phase 1 Milestones (2 of 6)

If an EN requests a Phase 2 Milestone or Outcome payment for a claim month more than 24 months old, the payment is no longer available for that claim month. The EN can request the same payment for a claim month within the 24-month window. There is no change to this policy.



## Policy Clarification – claim months more than 24 months old (aged claims) for Phase 1 Milestones (3 of 6)

**Example:** EN ABC submits a payment request for Phase 2 Milestone 1 for claim month 2/2019

- Case is denied
  - Denial reason: REQUEST RECEIVED MORE THAN 24 MTHS AFTER CLAIM MTH
  - Comment: Per the TPAs Conditions for Receipt of Payments rule this (Phase 2 or Outcome) claim month is outside the 24 months ENs have to request Ticket payments.
- EN will need to resubmit for Phase 2 Milestone 1 for a claim month that is within 24 months after requested claim month

## Policy Clarification – claim months more than 24 months old (aged claims) for Phase 1 Milestones (4 of 6)

### *Policy change-*

If an EN requests a Phase 1 Milestone payment within 24 months following the month the Ticketholder's work and earnings meet the criteria for SSA to make the payment with proof of relationship (that passes review) and per SSA record, the correct attainment month for the payment is outside of the 24-month window,

- SSA will deny the requested claim month as an incorrect claim month.
- In addition, SSA will now create a work case for the correct attainment month and deny as an aged claim.
- The EN can now request (and receive) the next Phase 1 Milestone payment if it is available. The missed Phase 1 Milestone payment will be available at reconciliation.

## Policy Clarification – claim months more than 24 months old (aged claims) for Phase 1 Milestones (5 of 6)

**Example:** EN ABC submits a Payment Request (PR) for P1M1 for claim month 08/2019 with proof of relationship. There is an earlier attainment month for P1M1 at 04/2019 in SSA's system. The PR submitted by the EN (P1M1 at 08/19) will be denied.

- Denial Reason: INCORRECT PHASE 1 CLAIM MONTH REQUESTED BY EN.
- Comment: Earlier attainment month payable at 04/2019 per earnings on SSA record or information provided by the EN.
- TPM Staff will create a brand-new case with the correct attainment month for P1M1 at 04/2019 and deny.
  - Denial Reason: CORRECT ATTAINMENT MONTH MORE THAN 24 MONTHS AGO
  - Comment: Correct attainment month for P1M1 is **04/2019**. This will be paid at reconciliation.

## Policy Clarification – claim months more than 24 months old (aged claims) for Phase 1 Milestones (6 of 6)

- The EN can now request Phase 1 Milestone 2 payment if it is available. The missed Phase 1 Milestone payment will be available at reconciliation.

## Payments Topic

We invite you to share EN payments topics that you would be interested in discussing through this forum. Our goal is to help educate you and provide clarification on process and procedures related to payments. Please send your topics to the EN Payments Helpdesk at [enpaymentshelpdesk@yourtickettowork.ssa.gov](mailto:enpaymentshelpdesk@yourtickettowork.ssa.gov)



# 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](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 shapes and signs. From left to right: a man with a beard holding a purple cloud shape, a woman holding a blue speech bubble, a man holding an orange arrow, a woman holding a grey speech bubble, and a woman holding a teal speech bubble. A large blue banner with the word "Questions?" is overlaid on the center of the group.

# 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