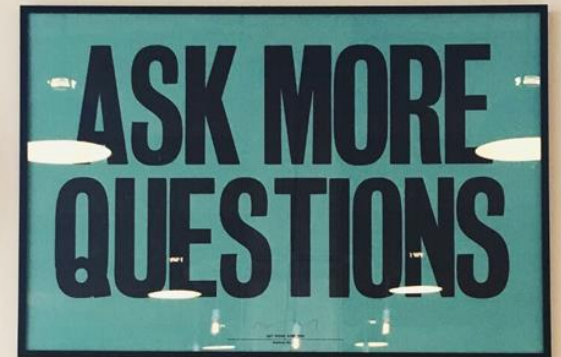


10/26/2021



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. Payment Reminders
6. Payments Topic
7. Resources
8. Question and Answer Forum

- SSA performed a Ticket Portal release on 8/14 to add a final enhancement to eliminate all manual payment requests:
 - ENs are now 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 are able to submit the payment request.

ePay File Stats

- TPM completed the July 2021 ePay file
- Processing totals
 - **Total Claims: 11,788**
 - **Total SSNs paid: 3,467**
 - **Total amount paid: \$6,185,254**

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

Payment Reminders (1 of 5)

- ENs must provide their DUNS when contacting the Payments Help Desk for information.
- ENs cannot email Personally Identifiable Information (PII)
 - When sending email inquiries, ENs must include the work case associated with the payment request

Payment Reminders (2 of 5)

- Proof of relationship is required when requesting Phase 1 Milestone 1 – Phase 1 Milestone 3 (Paystubs and/or completed Proof of Relationship form (PoR))
 - Proof of relationship items must be submitted at the time the payment is requested
 - ENs **do not** have 9 business days to submit proof of relationship documentation. Proof of relationship is required along with the submitted payment request.
 - PoR must include the services provided to the Ticketholder and the dates the services were provided
- ENs have 24 months from the attainment month to request a payment. SSA will not accept payment requests for periods outside this 24-month window.

Payment Reminders (3 of 5)

- Earnings for self-employed Ticketholders do not post in SSA's database until after the Ticketholders file their annual taxes for the previous year(s).
 - ENs should encourage Ticketholders to file their Income taxes timely
- 18-Month Look-Back: Earnings at the Trial Work Level (TWL) during this period may impact the availability of some or all of the Phase 1 Milestones for that Ticketholder.
 - Be aware that Social Security's database is a living document. This means a Ticketholder's earnings can appear at any time, usually months and on some occasions, years after the earnings occur.

Payment Reminders (4 of 5)

- ENs occasionally experience overpayments as a result 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 Ticket assignment date. This period could possibly be less than 18 months.
- ENs should always respond immediately to any request from TPM for additional/missing information.
 - SSA allows 9 business days for an EN to respond before denying a payment based on missing information.

Payment Reminders (5 of 5)

- During intake, ENs should ask Ticketholders about any prior history of receiving VR services and whether they were working at the time of their VR case closure.
 - Phase 1 Milestone exclusion applies to all Ticketholders with a successful VR case closure after January 2002 that is within 18 months prior to Ticket assignment
 - Many Ticketholders exiting VR services with employment have earnings at or above SGA. For these Ticketholders, the EN can begin requesting Phase 2 Milestone payments the month following the month the EN secured the Ticket assignment.

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Payments Topic

We invite you to share 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

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

A group of five diverse people (three men and two women) are standing in a row, smiling. They are holding various cutouts of speech bubbles and thought bubbles in different colors (blue, purple, orange, grey).

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