

## Welcome

Jocelyn Greenidge, Sr. Program Director for the Ticket Program Manager (TPM), welcomed everyone to the call. She announced that Kimberly Cutler is now the Ticket Operations Manager for TPM. She also announced that TPM will backfill the EN Payments Manager position soon.

Kimberly Cutler provided insight into payment processes, including ePay file stats, ePay reminders, Submitting Proof of Relationship (PoR) Form, and the Work Number Report.

Resources were available at the end of the presentation, as well as the question-and-answer forum.

## ePay File Stats

TPM completed the last ePay file in March 2023, with the following results:

- Processed SSNs: 18,751
- Paid SSNs: 5,125
- Total amount paid: \$10,267,499

## ePay Reminders

Kimberly informed ENs that the current ePay file started on April 24, 2023, and provided the following reminders:

- Phase 1 Milestone 4, Phase 2 Milestones and Outcomes are paid via ePay.
- ENs should not submit for these payment types via the Ticket Portal without attaching earnings evidence while the EN portion of the ePay file is being processed.
- Submitting for such payments slows down processing and causes duplicate claim months.
- If you submit a request for Phase 1 Milestone 4, Phase 2 Milestones or Outcomes without attaching earnings evidence during ePay, that SSN **will not** be processed until it comes up on the ePay list and it may take more than 30 days for SSA to process your request.
- ENs must submit payment requests for Phase 1 Milestones 1-3 through the Ticket Portal with proof of relationship.
  - Proof of relationship must be faxed in at the same time as the request.
  - ENs **do not** have nine days to submit 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 SSN order, not Provider ID (PID).
- Initial PII violations will remove your EN from ePay for three months or one ePay file.
  - During this time, you must submit payment requests via the Ticket Portal.
- **Example:**
  - If an EN violates the PII rule while a file is currently being processed (i.e., May), they will be removed from the next ePay file (July).
- Please allow TPM to pay all available claims via ePay before requesting via the Ticket Portal.

## Submitting the Proof of Relationship (PoR) Form

The next few slides provided information for submitting the PoR Form.

- ENs must provide proof of relationship with Ticketholders when requesting payments for Phase 1 Milestone 1 through Phase 1 Milestone 3 when using qualifying earnings from The Work Number Report, Employer Prepared Earnings Statement or Earnings Already Proven in SSA's database.
- Proof of relationship is determined by:
  - Pay stubs

**OR**

  - A completed PoR form with a list of services provided to the Ticketholder during the requested Milestone period
- When submitting the PoR form, ENs **must** submit the form with their payment requests.
  - **ENs do not have nine business days to send in the form.**
- ENs should not submit for payment until they have all documentation ready.
- ENs should generate a fax cover sheet when submitting the PoR form to show proof of relationship.
  - If you are submitting paystubs, you do not need to submit the PoR form.
    - Select "Yes" under add earnings.
  - If you are relying on earnings from the Portal, select "No" under add earnings.
    - Once the claim is submitted:
      - Go to the Pending Payments for Me screen
      - Find the submitted SSA Reference number and click the "Actions" link
      - Select Fax additional information

- Select Proof of Relationship Form

## The Work Number Report

Next, Kimberly covered information regarding The Work Number Report.

- The Work Number Report is an acceptable source of earnings when requesting EN Payments **only** if all required information is provided on the report.
- The report must include the information below:
  - Ticketholder's Name
  - Ticketholder's SSN
  - Employer's Name
  - Employer's Address
  - Pay Period End Date
  - Pay Date
  - Hours Worked
  - Gross Earnings
  - Net Earnings
- If The Work Number is missing the Net Earnings, the document is not acceptable as earnings evidence alone.
- ENs should include a Supplemental Earnings Statement (SES) form completed and signed by the **employer** attesting that all withholdings required by law have been made from the employee's earnings.

<small>I declare under penalty of perjury that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this information, or causes someone else to do so, commits a crime and may be sent to prison, or may face other penalties, or both.</small>	
Employer Representative Name: <div style="background-color: #e0e0e0; height: 15px; width: 100%;"></div>	
Signature:	Date:
<input type="checkbox"/> By checking this box and signing above, the employer attests that all withholdings required by law have been made from this employee's earnings.	
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- If an EN representative signs the SES form, the case will be denied.
  - Denial Reason: INSUFFICIENT DOCUMENTATION
  - Denial Comment: Supplemental Earnings Statement( SES) Form was signed by

EN representative. The SES form must be completed and signed by the employer.

- This is an **acceptable** Work Number Report – Net Earnings are included.

Pay Period End Date	Pay Date	Hours Worked	Gross Earnings	Net Earnings
03/18/2023	03/24/2023	58.58	\$1,601.92	\$700.29
03/04/2023	03/10/2023	79.19	\$1,713.96	\$783.30
02/18/2023	02/24/2023	74.07	\$1,599.93	\$698.81
02/04/2023	02/10/2023	69.41	\$1,676.88	\$757.30

- This is an **unacceptable** Work Number Report – Net Earnings not included.

Pay Period End Date	Pay Date	Hours Worked	Gross Earnings
03/12/2022	03/18/2022	80.7	\$1,566.34
02/26/2022	03/04/2022	81.68	\$1,596.79
02/12/2022	02/18/2022	81.13	\$1,832.57
01/29/2022	02/04/2022	106.05	\$2,865.56

## Payments Topic

Kimberly invited ENs to share topics that they would be interested in discussing through this forum. She reminded ENs that the goal of the quarterly All EN Payments Calls is to help educate ENs and provide clarification on processes and procedures related to payments. She encouraged ENs to send their topics to the EN Payments Help Desk at [enpaymentshelpdesk@yourtickettowork.ssa.gov](mailto:enpaymentshelpdesk@yourtickettowork.ssa.gov).

## TPM Resources

- Phone
  - Monday through 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](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)

The next All EN Payments Call is scheduled for Tuesday, July 25, 2023, 1-2 p.m. ET.

## **Questions and Answers**

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