

Ticket Program Manager (TPM)

E-Pay Changes



Change



E-Pay Changes Introduction

The Ticket Program Agreement (TPA) mandates that ENs provide Services and Supports to beneficiaries in order to qualify for payment. This presentation introduces changes to E-Pay based on the Services and Support review.

Services and Support Reviews

- The Services and Supports Review has replaced the previous Individual Work Plan (IWP) audit process. The annual review addresses both IWPs and Certification of Services (COS) by random sampling an EN's assigned Tickets.
- ENs will receive a request from the Program Integrity department to submit an IWP, COS, and any relevant case notes.
- The Services and Supports Reviews began in September 2017. All ENs are expected to be reviewed by October 1, 2018.
- Effective October 1, 2018, the results of the services and support review will impact E-Pay eligibility.

E-Pay Changes

Services and Support Reviews and E-Pay

- Effective October 1, 2018, the results of the services and support review will impact E-Pay eligibility based on the following:
 - If an EN is found to be non-compliant after a review, the EN will be removed from E-Pay and will have to submit all payment requests via the portal
 - After 6 months the EN can request an additional review to prove compliance
 - The EN must make the request directly to their EN Specialist
 - The EN must provide all requested information to show all identified issues have been resolved.
 - After the EN is determined to be in compliance, the EN will be eligible for the next E-Pay file.

E-Pay Changes

E-Pay Schedule

- There will not be another E-Pay file until all ENs have completed a Services and Support review.
- The next E-Pay file will not be created until the 4th quarter of 2018.
- In the meantime, ENs should request payments via the Ticket Portal.

E-Pay Changes

Changes to E-Pay

- Unassigned Tickets will not be included in E-Pay. ENs must request these payments via the Ticket Portal.
- Phase 1 Milestones will no longer be paid via E-Pay.
- Government Trusted Partners (VRENs and WIBs/AJCs) will continue to receive Phase 1 Milestone payments via E-Pay.



Phase 1 Milestone Relationship Requirement (PMRR)

PMRR

Phase 1 Milestones Relationship Requirement (PMRR)

- Effective August 1, 2018 all ENs must prove a relationship with the beneficiary in order to receive payment, in addition to having proof of earnings.
- ENs must request Phase 1 Milestones 1-4 via the Ticket Portal.
- ENs can submit either paystubs or a Certification of Services (COS) as proof of a relationship with the beneficiary during the Phase 1 Milestone phase.
- Paystubs are the preferred proof of a relationship. Payment requests that include a paystub will not require additional evaluation.

PMRR

Phase 1 Milestones Relationship Requirement (PMRR)

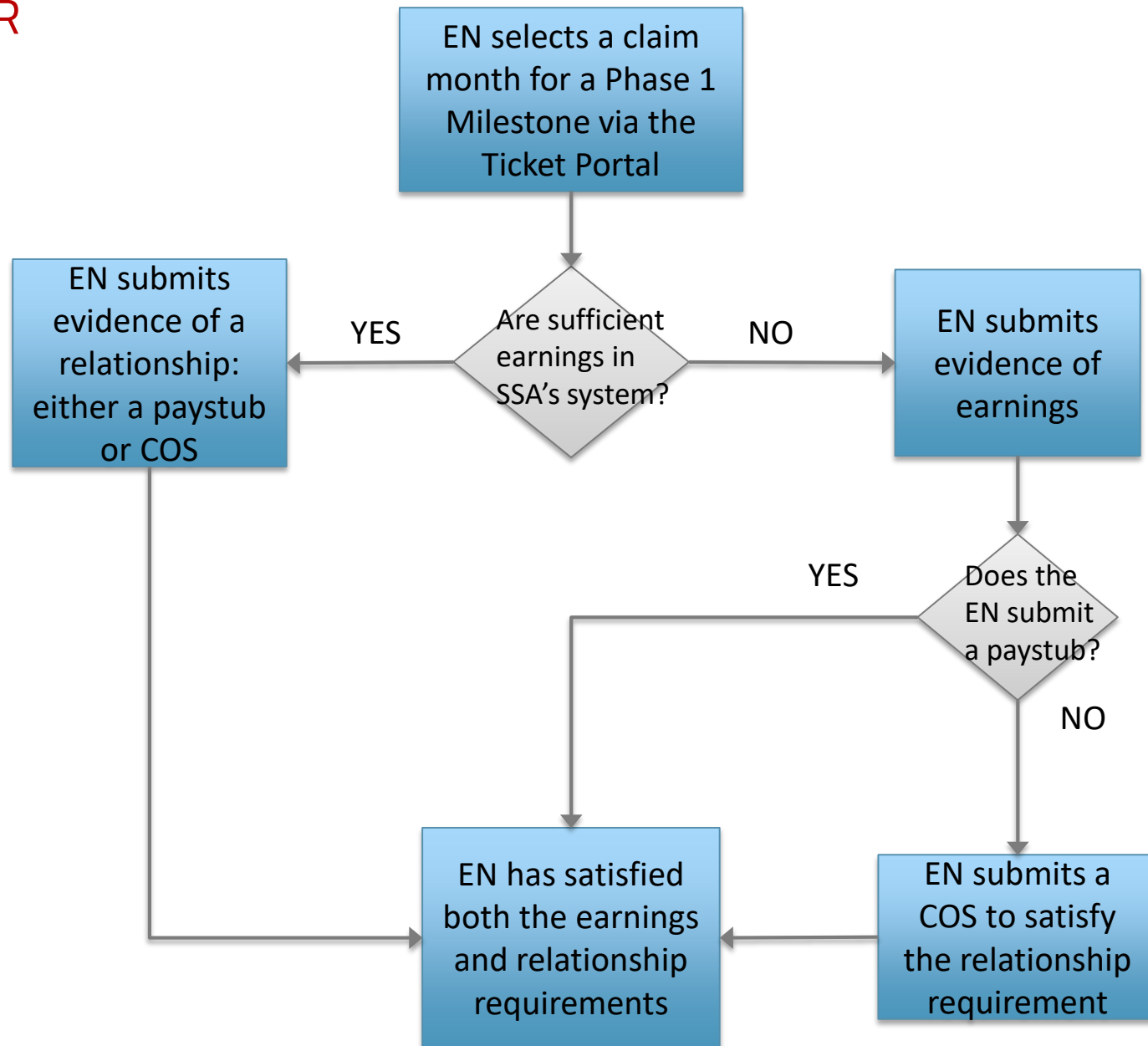
- Phase 1 Milestone (1-4) payments will continue to use the same policy for determining acceptable evidence of earnings. However, a new verification requirement has been established, entitled the Phase 1 Milestones Relationship Requirement (PMRR) to ensure program payment integrity.
- Please refer to the chart below to see all acceptable forms of evidence for proof of earnings and proof of relationship requirements.

Acceptable Proof of Earnings	Required Proof of a Relationship
Paystubs	None
The Work Number	Paystub or Certification of Services (COS)
Employer Prepared Earnings Statement	Paystub or Certification of Services (COS)

PMRR

Phase 1 Milestones Relationship Requirement (PMRR)

- To prove Beneficiary/EN relationship –
 - Submit a paystub when requesting a Phase 1 Milestone.
 - If an EN is unable to provide a paystub for any month(s) requested, then a Certification of Services (COS) is required.
 - Even if the earnings are in SSA's records and the Ticket Portal displays the message "Earnings Already Proven" evidence must be provided in the form of a paystub or COS.
- TPM will adjust the claim month if necessary to ensure that these four payments are evaluated for the correct attainment month.
- There are no changes to current policy to determine acceptable evidence of earnings.



Payment Changes

Payment Changes

Interim Changes

From August 1st – October 1st

- TPM will not assess additional available payments for ENs based on a single payment request.
- TPM will only process (pay, diary or deny) the claim month submitted.
- Example:
 - Beneficiary has SGA-level earnings for 1/2017, 2/2017, and 3/2017.
 - EN submits payment request for a Phase 2 Milestone for claim month: 1/2017.
 - TPM will process the requested claim month of 1/2017.
 - EN will have to submit a payment request separately for 2/2017 & 3/2017 in order to receive the additional payments.

Payment Changes

ENs not on E-Pay must submit ALL claims via the Ticket Portal

Effective October 1st

- ENs excluded from E-Pay must submit claims via the Ticket Portal.
- TPM will only process (pay, diary or deny) the claim month submitted.
- TPM will not assess additional available payments for ENs not eligible for E-Pay.
- If EN submits a claim and requirements are not met for the claim month submitted, TPM will deny the claim and will NOT process payments for any other months that meet payment requirements.

Example:

- EN submits payment request for an Outcome for Claim Month: 4/2017, but earnings submitted are below SGA
- SSA Records show the beneficiary has SGA-level earnings for 5/2017, 6/2017, and 7/2017
- The payment request for 4/2017 will be denied due to “Earnings Amounts Do Not Meet Criteria for Payment”.
- TPM will not make additional payments for months where beneficiary has SGA-level earnings on SSA records (5/2017, 6/2017 and 7/2017)
- In order to get paid, the EN must request each month via the Ticket Portal

Payment Changes

TPM Phone & Email Resources

- Phone
 - Monday thru Friday 9 a.m.–5 p.m. ET
 - Toll Free: 866.949.3687/TTY: 866.833.2967
 - Option 1: Payments Help Desk
 - Option 2: 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



**ASK MORE
QUESTIONS**

Questions?