Ticket to Work Program

Common Payment Denials
Objectives

• Recognize the most frequent reasons why payments to ENs are denied.
• Discover how to avoid denials.
• Demonstrate how to resubmit payments.
Payment Denials FY 2013

Total Denials FY 2013: 22,989
Avoiding a Phase II Denial

- Impairment Related Work Expense (IRWE)
- SSA 821
- Benefits Planning Query (BPQY)
- SSA-3288 release form

- Area Work Incentive Coordinator (AWIC)
- Serve a geographic region
- Provide work incentive training/counseling

www.socialsecurity.gov/disabilityresearch/documents/
www.socialsecurity.gov/regions
Not Eligible due to Lookback Earnings

- Not Eligible for payment due to lookback earning: 25%
- Beneficiary receiving federal cash benefits: 39%
- Earnings amounts do not meet criteria for payment: 13%
- No response to request for documentation: 6%
- Due to VR services phase 1 milestone can't be paid: 17%

Total Denials FY 2013: 22,989
Avoiding a Prior Earnings Denial

18 month Lookback Tool

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Eligible?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 1, MS 1</td>
<td>Yes</td>
</tr>
<tr>
<td>Phase 1, MS 2</td>
<td>Yes</td>
</tr>
<tr>
<td>Phase 1, MS 3</td>
<td>Yes</td>
</tr>
<tr>
<td>Phase 1, MS 4</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>TWL Amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>$670</td>
</tr>
<tr>
<td>2009</td>
<td>$700</td>
</tr>
<tr>
<td>2010</td>
<td>$720</td>
</tr>
<tr>
<td>2011</td>
<td>$720</td>
</tr>
</tbody>
</table>

EN Signature __________________________ Date _________________
State Vocational Rehabilitation Agency
Services, Phase 1 Not Available

- Beneficiary Receiving Federal Cash Benefits: 39%
- No response to request for documentation: 6%
- Earnings amounts do not meet criteria for payment: 13%
- Due to VR Services Phase 1 Milestone can't be paid: 17%
- Not eligible for payment due to look back earning: 25%

Total Denials FY 2013: 22,989
Avoiding a Phase 1 Denial due to Case Closure

- Ask about any prior State VR agency services
- Check the Secure Provider Portal/Interactive Voice Response (IVR) system
- State VR Agencies can function as a referral source
VR Services, Phase 1 Not Available

- Even if a beneficiary has a history of prior VR services and a successful case closure, the Ticket still has significant value.

- Total value remaining after Phase 1 Milestones:
  - SSI: $17,940.00
  - SSDI: $18,847.00
Progress Check

- Joe Ticketholder is seeking your services after his successful case closure by his State VR agency. What is the potential value in his Ticket?

SSI  $17,940.00
SSDI $18,847.00
Earnings Amounts Do Not Meet Criteria for Payment

- Beneficiary Receiving Federal Cash Benefits: 39%
- Not Eligible for Payment Due to Look Back Earning: 25%
- Due to VR Services Phase 1 Milestone Can't Be Paid: 17%
- No Response to Request for Documentation: 6%
- Earnings Amounts Do Not Meet Criteria for Payment: 13%

Total Denials FY 2013: 22,989
Avoiding a Denial Due to Earnings Amounts That Do Not Meet Criteria for Payment

- Monthly Earnings Estimator
- All EN Payments call Tuesday, February 25th at 3 pm EST

Monthly Earnings Estimator
How to Calculate Earnings for Payments

- SSDI: Earnings are calculated based on the pay period ending date.
- SSI: Earnings are calculated based on the pay date.
- Concurrent Benefits (receiving SSDI and SSI): Earnings are calculated based on the pay period ending date.
SSDI Example

John Doe, SSDI Beneficiary, Ticket Assignment date: September, 2013
Pay stubs show the following:

#1: Pay Period Ending: 2/5/2014 Pay Date: 2/12/2014  Hours Worked: 80  Gross Pay: $800.00

• John is paid every two weeks (80 hours worked).
• John receives his check one week after the pay period ends.
• The first pay stub’s pay period beginning date is 1/23/2014 (14 days in the pay period).

\[
\frac{800 \text{ (Gross pay)}}{14 \text{ (days in the pay period)}} = \$57.14 \text{ per day}
\]

8 days do not count because they were in January (January 23-31)

\[
\$57.14 \text{ (day rate)} \times 8 \text{ (days not eligible)} = \$457.12 \text{ (January)}
\]

\[
800 \text{ (Gross pay)} - \$457.12 \text{ (January hours not eligible)} = \$342.88 \text{ eligible earnings on the first pay stub for February}
\]
SSDI Example

**Stub 1**
Pay Period Ending: 2/5/2014
Pay Date: 2/12/2014  Hours Worked: 80
Gross Pay: $800.00
$342.88 eligible earnings

**Stub 2**
Pay Period Ending: 2/21/2014
Pay Date: 2/26/2014  Hours Worked: 80
Gross Pay: $800.00

For the second pay stub, the pay period beginning date is 2/6/2014, and the pay period ending date is 2/20/2014 (14 days). John earned $800 for this pay period, and all of it counts as earned in February.

$342.88 (from pay stub #1) + $800.00 (pay stub #2) = $1142.88
Progress Check

In the case of John Doe, we have properly calculated that his earnings for February 2014 are $1142.88.

Can the EN submit for phase 1, milestone 1?

Yes, phase1/milestone 1 is available

(hint, the TWL for 2014 is $770/month)
SSI Example

• Jane Doe, SSI beneficiary, Ticket Assignment date September 2013
• Jane receives her first month’s wages for January 2014

Pay stubs show the following:

#1: Pay Period Ending: 1/8/2014  Pay Date: 1/15/2014
   Hours Worked: 32   Gross Pay: $288.00

# 2: Pay Period Ending: 1/15/2014  Pay Date: 1/22/2014
   Hours Worked: 24   Gross Pay: $236.00

#3: Pay Period Ending: 1/22/2014  Pay Date: 1/29/2014
   Hours Worked: 24   Gross Pay: $236.00

   Hours Worked: 24   Gross Pay: $236.00
SSI Example continued

• Jane is paid weekly
• Jane receives her check one week after the pay period ends.

  o First pay stub, the pay date is 1/15/2014 – Counts for January

  o The second pay stub pay date is 1/22/2014 – Counts for January

  o The third pay stub pay date is 1/29/2014 – Counts for January

  o The fourth pay stub pay date is 2/5/2014. This pay stub does not count for January earnings.

  Therefore: $288.00 + $236.00 + $236.00 = $760.00
Progress Check

In the case of Jane Doe, we have properly calculated that her earnings for February 2014 are $760.

Can the EN submit for phase 1, milestone 1?

Yes, phase1/milestone 1 is available:

• $760 is over 50% TWL
• Full TWL earnings in 1 of 2 months following (hint, the TWL for 2014 is $770/month)
No Response to Request for Documentation

- Earnings amounts do not meet criteria for payment: 13%
- DUE TO VR SERVICES PHASE 1 MILESTONE CAN’T BE PAID: 17%
- Beneficiary receiving federal cash benefits: 39%
- Not eligible for payment due to look back earning: 25%
- No response to request for documentation: 6%

Total Denials FY 2013: 22,989
Avoiding a Denial Based on No Response to Request for Documentation

• EN Payment Status Report
  o Emailed to ENs every Friday.
  o Can be downloaded from the Portal at any time.
  o Use the BPA change form on the Portal to update the EN Payments Contact.
How to Avoid Denials – General Info

**Use** the Benefits Planning Query (BPQY) available at 800-772-1213

The BPQY shows the following information:

- Standard Identifying Information
- Type of benefit
- Date of Disability onset
- Date of Entitlement
- Benefit amount
- Next medical review
- Medical Re-exam cycle
- Representative Payee (if applicable)
- Health Insurance
- Work Exclusions
- SSDI Work Activity (if applicable)
- Recent Earnings on Record

This can help determine if an EN is eligible for Phase 1 Milestone(s)
How to Avoid Denials continued

• **Read** the Quarterly Beneficiary Earnings Report (QBER). This report will allow an EN to determine which milestones if any, to submit. The Quarterly Beneficiary Earnings Report can be accessed from the Portal once the ticket is assigned.

• **Request** previous pay stubs or employer earnings statements as either part of the intake process or once the ticket is assigned. This will give an EN an idea of which, if any, milestones to submit.

• **Call** the IVR toll free at 866.949.3687 and follow the prompts. You will be able to access previous assignability.
Progress Check

What can you do as an EN to avoid a payment denial?

1. **Ask** the beneficiary prior to or during the intake process to contact their local SSA office or the main SSA number to request a Benefits Planning Query or BPQY.

   **800-772-1213** and can be reached between 7 a.m. – 7 p.m. EST; TTY/TDD **800.325.0778**

2. **Request** a BPQY by submitting two SSA-3288 forms (Consent for Release of Information) that have been signed by the beneficiary.
How to Resubmit Payments

• A denied payment can be resubmitted with the appropriate corrections/documentation.

• When uploading through the Portal, note on the cover page “Resubmission per Request”.

• Include all original documents. Once a payment is denied, it cannot be pulled back from the system and re-processed.
Summary

Now that the training has concluded you are now able to:

• Recognize the most frequent reasons for payment denials
  o Benefits not suspended or terminated due to work
  o Not eligible due to lookback earnings
  o VR Services, Phase 1 is not available
  o Earnings amounts do not meet the criteria for payment
  o No response to requests for documentation

• Discover how to avoid denials
• Demonstrate how to resubmit payments