Quarterly All Employment Network (EN) Payments Call

January 30, 2018 • 3:00 – 4:00 p.m. ET

Participant Dial-in Number: (800) 289-0438 • Conference ID: 549-8596
Quarterly All EN Payments Call Agenda

1. Welcome
2. Announcements
3. E-PAY Status Update
4. End of Year Statistics
5. Timeframe for Submitting Payment Request
6. Updating EN Information
7. SAM Registration
8. Payment Denials
9. EN Payments Checklist
10. Required/Acceptable Earnings Documentation
11. Payments for Unassigned Tickets
12. Ticket Program Available Resources
13. Questions
Announcements

- E-Pay Status
  - View “Announcement” Screen in the Portal
- Timeframes for submitting EN payment requests
- CCR SAM Registration
- Ticket Program Available Resources
E-PAY Status Update

- Our Current E-PAY File processing began on November 23 2017
  - Total claims paid: 17,893
  - Total SSNs paid: 6,570
  - Total amount paid: $11,561,909

- **REMINDER 1:** You may submit your payment request through the Ticket Portal instead of waiting for the E-PAY process to run.

- **REMINDER 2:** Please ensure that your EN Payment contact information is current. We email the EN Payment contact for payment outreach messages and confirmation of possible Split Payments.

- **REMINDER 3:** When submitting information to ENST about payments, please annotate your EN Contact Information for Payments. To add a payment contact please send a request to enservice@ssa.gov and specify the name of the person and indicate the title you want them to have. All payments contacts must have completed suitability.
End of Year Stats

- End of Year Statistics
  - Total dollars paid: Over $86 Million
  - Total denials: 32,272
  - Split Payment with dollars paid: 97 Split Payments over $39,000
- #1 Denial reason: Not eligible for payment due to look back earnings
Timeframes for submitting EN payment requests

Conditions for Receipt of Payments

- SSA expects ENs to provide initial and ongoing services and supports based on the IWP. After initial services, SSA requires the EN to contact the Ticketholder at least quarterly to assess whether the Ticketholder needs more services or supports. SSA may contact an EN at any time to review the EN’s records certifying the services provided, including documented attempts to provide proffered services.

- An EN shall be eligible for payment only for work milestones and outcomes achieved by Ticket-holders beginning the month following the month the Ticket is assigned to the EN by the TPM. An EN shall request a payment no later than 24 months following the month the Ticketholder’s work and earnings met the criteria for SSA to make the payment. SSA will not accept payment requests for periods outside this 24-month window.

- The revised RFA will be available at https://www.ssa.gov/work/enrfa.html.

- If you have questions about the changes, please contact the TPA Help Desk via email at TPAHelp@ssa.gov.
SAM Registration (1 of 2)

- If the EN sees a diary reason of "SAM/CCR Registration Expired - Update required," then the EN must sign into SAM.gov and renew and validate the information. It will then be renewed for a year. It can take a few days for the renewal to update, but the EN can contact the EN Payments Help Desk to notify TPM that it completed the action.

- **NOTE:** If you need help renewing or updating your existing SAM entity registration, please review the Quick Start Guide for Updating / Renewing an Entity. If you need help migrating the roles from your legacy account to your new SAM account, please review the Quick Start Guide for Migrating Roles.
SAM Registration (2 of 2)

- What are yearly renewal requirements? How do you keep your entity’s record active?

- ENs must renew and validate CCR registration at least every 12 months from the date the EN last certified or submitted the registration in SAM. ENs are responsible for updating sooner if the entity’s information changes.

- The primary point of contact will receive an email alert for the renewal requirements for each registered entity at 60 days, 30 days and 15 days before expiration.

- If ENs do not renew, their CCR registration will expire.

- The Social Security Administration (SSA) cannot process EN payments without an active registration.
Updating EN Information

Staff Changes

- SSA should be notified of any staffing changes at the EN or VREN agency
  - In particular, Portal users access has to be disabled on our end
  - Without SSA being notified, that person can still access the Portal

- The EN or VREN agency can see a list of contacts that have been provided to SSA by using the link below on the main menu of the Portal

- For any changes, please contact the following:
  - Employment Networks: ENService@ssa.gov
  - VRENs: VR.Helpdesk@ssa.gov
Payment Denials (1 of 2)

ENs cannot resubmit same claim month through the Ticket Portal

- “Action: Deny Reason: NO RESPONSE TO REQUESTS FOR DOCUMENTATION” or
- An inadequate Certification of Services
- A payment request from you must be submitted in writing to SSA and must contain all required documentation
  - EN is required to resubmit the payment request manually
- This denial reason is used when the EN failed to respond to a request to submit additional information or documentation
Payment Denials (2 of 2)

- ENs cannot resubmit same claim month through the Ticket Portal
- After submitting a payment request, a Work Case Number (WC) is assigned to that particular request
- When TPM receives a request for payment that does not include all of the required documentation or information, the request is either diarized or denied
  - If diarized, the Senior Payment Specialist assigned to process the request notifies the Payments Help Desk and an email is sent to the person the EN has designated as their Payments Contact
- The WC assigned to that particular payment request is referenced in all TPM communications associated with the request
  - TPM gives the EN nine business days to respond to the request
  - If the requested information/documentation is not submitted within 9 days, TPM denies the payment
Payment Denial – Ticket Portal Screenshot
Locating the EN Payments Checklist

- To find the EN Payments Checklist:
  - Go to yourtickettowork.ssa.gov
  - Choose Information Center from the top menu
  - Choose Resource Documents from the left menu
  - Choose EN Payments Checklist Guide under Payments Resources
Required/Acceptable Earnings Documentation (1 of 3)

- Paystubs
  a) Employee Name
  b) Employee SSN
  c) Pay Period Beginning, Pay Period Ending, and Pay dates
  d) Gross Earnings
  e) Taxes paid

- The Work Number
  • A third-party service that verifies employment and income
  • In some situations, the service is free
  • Allows requestors to receive immediate confirmation of an individual’s employment and salary for verification purposes
  • Collects week-by-week salary information as up-to-date as the last pay period and can go back many years
  • Collects the length of employment, job titles, location information and other kinds of human resource related information
Required/Acceptable Earnings Documentation (2 of 3)

- Employer Prepared Earnings Statement
  a) Employee Name
  b) Employee SSN
  c) Pay Period Beginning, Pay Period Ending, and Pay dates.
  d) Employer Representative Name
  e) Title
  f) Employer Name and Address
  g) Check box attesting all withholdings have been made from Employee’s earnings
  h) Signature
Required/Acceptable Earnings Documentation (3 of 3)

- Supplemental Earnings Statement
  a) EN Organization Name
  b) DUNS Number
  c) Employee Name
  d) Employee SSN
  e) Pay Period Beginning, Pay Period Ending, and Pay dates
  f) Employer Representative name
  g) Employer Signature and Date
  h) Check box attesting all withholdings have been made from Employee’s earnings
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Payments for Unassigned Tickets

- Ticket unassigned by Beneficiary
- Ticket unassigned by Employment Network / State VR acting as an EN (ENVR)
Available Ticket Program Resources
Available Ticket Program Resources

- The Ticket Portal
- Ticket to Work Home: https://yourtickettowork.ssa.gov
  - Information Center
  - Upcoming Events
  - Training
  - Resource Documents
Ticket Portal Resources

- Ticket Portal User Guide
  - A resource to have at your fingertips when using the Ticket Portal
  - The reference to consult before contacting us with a question
EN Payments Help Desk (1 of 2)

- The preferred method of tracking the status of submitted payment requests is to use the Ticket Portal and take advantage of the real time updates
  - However, if an EN is unable to use the Ticket Portal for any reason, it also has the option to send manual payment status inquiries to the EN Payments Help Desk

- EN Help Desk can be reached by
  - Email: ENPaymentsHelpDesk@yourtickettowork.ssa.gov
  - Toll free: 1.866.949.3687

- Email inquiries must be password-protected (encrypted) with the EN's personal identification number (PIN) that is on file with the TPM.
  - Inquiries must include the EN's DUNS#, beneficiary's SSN, and the claim month(s)
  - Allow 5 or more business days for a response
EN Payments Help Desk (2 of 2)

- ENs can also obtain clarification on payment-related issues or explanations of how EN Payments staffs apply Ticket policy/procedures

- EN Payments Help Desk staff performs the following tasks to assist ENs with payment-related issues:
  - Answer EN payment inquiries received through the Payments Help Desk phone line
  - Submit requests to the EN Payments staff for payment reconsideration or for Payment Supervisor review of a payment issue
  - Outreach to ENs to obtain payment-related documentation when EN Payments staff report missing or incomplete information from payment requests ENs submit
TPM Phone & Email Resources

- **Technical Assistance**
  - Monday thru Friday 9 a.m. – 5 p.m. EST
  - Toll Free: 1.866.949.3687/TTY: 1.866.833.2967
    - Option 1: Payments Help Desk
    - Option 2: Systems Help Desk

- **Email:**
  - [enpaymentshelpdesk@yourtickettowork.ssa.gov](mailto:enpaymentshelpdesk@yourtickettowork.ssa.gov) for payment issues
  - [ensystemshelp@yourtickettowork.ssa.gov](mailto:ensystemshelp@yourtickettowork.ssa.gov) for questions and issues related to Ticket assignment, the service provider website, and the Ticket Portal
Questions?