



## Payment Request Guide

**A REFERENCE GUIDE FOR EMPLOYMENT NETWORKS  
AND STATE VOCATIONAL REHABILITATION AGENCIES  
FUNCTIONING AS EMPLOYMENT NETWORKS**

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# PAYMENT REQUEST GUIDE

This guide provides Employment Networks (EN) with a quick reference to the process of requesting payment. The guide is designed to explain how to request a payment, and what to provide in order to expedite the processing of your request. Please note that references to ENs include State Vocational Rehabilitation (SVR) Agencies acting as ENs, unless otherwise noted. If you have any questions about the payment process or have specific questions about a payment request you have submitted, or are preparing to submit, please call the MAXIMUS toll free number at 866-949-3687.

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## PART I - PREPARING TO SUBMIT A PAYMENT REQUEST

Before you submit your request for payment, you will need to ensure that the following have occurred:

- You have received notification from MAXIMUS confirming ticket assignment.
- You are familiar with the current Trial Work Level (TWL) and Substantial Gainful Activity (SGA) earnings thresholds. For 2010, TWL is \$720 per calendar month, and SGA for non-blind ticket holders is \$1,000 per calendar month. For blind ticket holders, the SGA amount is \$1,640 per calendar month.
- The beneficiary has earnings from work that meets TWL (for Phase I Milestones) or SGA level (for Phase 2 Milestones and Outcome Payments).
- Attainment Month needs to be completed (premature request).

## PART II - PAYMENT METHODS

When your organization decided to become an EN, you completed the Request For Proposal (RFP). In doing so, you chose one of the two payment methods available to ENs; the Outcome Payment Method or the Milestone-Outcome Payment Method. Employment Networks have the option to change the payment method once per calendar year. Please note that the new payment method will only apply to tickets assigned after the change.

### The Milestone-Outcome Payment Method

ENs who choose this method are able to submit for payment sooner than with the Outcome Payment method. This payment method consists of Phase 1 and Phase 2 Milestones as well as Outcome payments.

#### Phase 1 Milestones

All four Phase 1 Milestone payments are based on TWL earnings.

##### Phase 1, Milestone 1

As soon as the ticket holder has one calendar month of TWL earnings, the EN can submit for this payment (see next page for 2010 Payments at a Glance chart). In fact, there are two situations in which the EN can submit for Phase 1, Milestone 1 with at least half of TWL earnings (\$360 for 2010).

Many times ticket holders begin working towards the middle of the month. Let's say a ticket holder begins working on March 15 and earns \$400 for the month. In April, the ticket holder works the entire month and earns \$800.

##### Phase 1, Milestones 2 - 4

In order to be eligible for these payments certain requirements should be met

- Milestone 2      3 months of earnings at TWL within a 6 month period
- Milestone 3      6 months of earnings at TWL within a 12 month period
- Milestone 4      9 months of earnings at TWL within an 18 month period and completion of Certification of Services form

#### Phase 2 Milestones

All Phase 2 Milestone payments are based on SGA earnings and single calendar months.

Once the ticket holder fulfills Phase 1 Milestones, they are eligible for Phase 2 Milestones. Once SGA is met, you can submit a request for payment and can receive up to 18 payments of \$220 a month for SSI recipients and up to 11 payments of \$382 a month for SSDI and concurrent (receiving SSDI and SSI) recipients.

## Outcome Payments (under the Milestone/Outcome Payment Method)

All outcome payments are based on SGA earnings and single calendar months.

You can submit for an Outcome payment when the ticket holder's federal cash benefits are suspended due to their earnings and earnings are at SGA Level. There are up to 60 payments of \$220 for SSI recipients and up to 36 payments of \$382 for SSDI and concurrent recipients.

### Outcome Payment Method

Under this method there are no Milestone payments available. Other differences are the dollar amounts of each payment and the total value of the ticket, which is slightly higher under this payment method. There are up to 60 payments of \$409 for SSI recipients and up to 36 payments of \$711 for SSDI recipients.

What remains the same is the requirement that the ticket holder's earnings are at SGA Level and their federal cash benefits are suspended due to their earnings. For every month that these requirements are met you can submit for an Outcome payment.

## PART III - WHAT TO SUBMIT

Documenting earnings is required because the determination to cease a ticket holder's benefits is an action taken very seriously by SSA, and each ticket holder deserves due process. Therefore, you must submit evidence of the ticket holder's earnings and the EN Payment Request Form to MAXIMUS when requesting a payment under the Evidentiary Payment Request (EPR) Process.

### Primary Evidence of Earnings

It is necessary to provide legally acceptable evidence that documents the ticket holder's earnings from work. Below is a description of types of evidence that are acceptable.

- Unaltered copy of the pay stub
- Employer prepared and signed earnings statement
- Records from third-party sources that present earnings broken down by month, such as The Work Number

These forms of evidence must include the following information:

- Ticket holder's name and Social Security Number
- Employer's address (if available)
- Employer's name
- Ticket holder's earnings for the claimed month
- Pay period beginning and ending dates, and pay date
- Gross earnings for the claimed month
- Year-to-date gross earnings

## EN Evidentiary Payment Request (EPR)

An EN can use the EPR process to submit a payment request after the close of an earnings period (month, quarter, or longer). To do so, the EN must submit a completed EN Payment Request Form to MAXIMUS to request payment for the given earnings period, along with an accepted primary source of earnings evidence. This EN Payment Request Form is included in this packet and also available at [www.yourtickettowork.com](http://www.yourtickettowork.com).

## EN Certification Payment Request (CPR)

If primary evidence of earnings is unavailable, the EN can request payment using the CPR process described below. The CPR process can be used for both Outcome and Milestone payment requests.

ENs should be aware that CPR payment requests take longer to process due to the fact that SSA must verify earnings before payment can be made. In addition, a signed repayment agreement, included in the EN Payment Request Form, is required of the EN.

An EN can use the CPR Process to submit a payment request after the close of an earnings period (month, quarter, or longer). To do so, the EN must submit a completed EN Payment Request Form to MAXIMUS to request payment for the given earnings period, along with an accepted source of secondary earnings evidence.

The form must include the following information:

- The Employment Network's name and Employer Identification Number (EIN);
- The ticket-holder's full name and Social Security number (SSN);
- The months for which payment is requested;
- The name of the ticket-holder's employer;
- The signed repayment agreement by the EN agreeing to repay any payments received that were not due;
- The signature of an EN representative in the organization and date; and

One of the following acceptable forms of secondary evidence:

- Earnings Inquiry Request (EIR) response from MAXIMUS indicating that the beneficiary had earnings of over 3 times SGA or TWL for the quarter in question
- Details of a recent contact with either the beneficiary or employer stating the beneficiary had earnings necessary to qualify for payment
- National Directory of New Hires (NDNH) data
- Self-Employment Income (SEI) Form for self-employed ticket-holders

## PART IV - PAYMENT REQUEST FORM

The EN Payment Request Form can be mailed or faxed to MAXIMUS along with the necessary documentation. The form can be downloaded at [http://yourtickettowork.com/payment\\_options](http://yourtickettowork.com/payment_options).

MAXIMUS Ticket to Work Program  
Attn: Payments Department  
PO BOX 1433  
Alexandria, VA 22314

Fax: 703-683-3289

For detailed instruction on how to complete the form, please refer to the EN Payment Request Form tutorial.

After we receive your payment request, we review the documents to ensure the necessary information has been included. If the information is incomplete, we will contact you to acquire the missing information. We evaluate the documents you submit to verify authenticity, and we certify that the documents presented are sufficient evidence to document earnings.

The next step is for us to submit the information to SSA with either a recommendation for payment to be issued, or further action. The amount of time required for SSA action varies according to the type of action necessary. SSA processes the request:

- Payment request processed and approved - SSA will electronically transfer the payment to the established EN bank account on file.
- Payment request processed and denied - The EN will be notified of the denial via the EN Payment Status Report.
- Field office development activities required (for Certification Payments) - SSA field office staff verify earnings, and other significant beneficiary data.
- If 30 days have passed since your payment request was sent to SSA by MAXIMUS, and a payment or denial have not been issued, then you may contact your Account Manager for more information.

## EN Payment Status Report

Employment Networks will receive weekly status reports of all their EN payments received by MAXIMUS. This report is available every Friday and reflects year-to-date payment activity data. The report is available in electronic format only and includes: the date each payment request was received by MAXIMUS, beneficiary name, payment option, dollar amount paid, claim month(s), and the status of each payment request submitted.

This form is the only way to track if a payment is denied or approved.

## PART V - THE AUTOMATED CLEARINGHOUSE PAYMENT ENROLLMENT FORM (ACH)

The Automated Clearinghouse Payment Enrollment Form (ACH) is submitted as part of the application package to become an Employment Network. The ACH Form provides the Social Security Administration with the information needed to issue payment to an EN when a payment request has been approved.







An EN must resubmit the ACH Form to MAXIMUS if there are any changes to the original banking information. The following information is required:

- EN Signatory Authority Signature
- Name, title and signature of bank official
- EN Contract Change Form (emailed or faxed) from EN Signatory Authority requesting the banking information update

The ACH Form may be obtained from our website: [www.yourtickettowork.com](http://www.yourtickettowork.com). If you have any questions about the ACH Form, please call us at 866-949-3687.

## PART IV - ADDITIONAL RESOURCES

The following forms are included in the EN Welcome Packet:

-  Auto Pay I form
-  EIR form
-  Split payment form
-  Certification of Services form
-  Supplemental Earnings form
-  Self-employment form