



## New Service for Follow-up on EN Payment Requests

MAXIMUS

The Social Security Administration now has an EN Help Desk to assist ENs in following up on outstanding payment requests.

If it has been more than 30 days since your payment request was sent by MAXIMUS to the Social Security Administration for payment consideration, you can now contact SSA directly to inquire about the payment status. Note that this Help Desk is for payment related questions only.

**Before contacting the Help Desk, follow these simple steps:**

- Step 1** – As always, submit your payment request to MAXIMUS for each Ticket-holder’s relevant Milestone or Outcome achieved.
- Step 2** – Consult your EN Payment Status Report or contact MAXIMUS at 1-866-968-7842 to confirm that your request was received, processed, and sent to the Social Security Administration for payment consideration.
- Step 3** – If at least 30 days have elapsed since your payment request was sent to the Social Security Administration and your EN has still not received payment, you can contact the EN Help Desk by sending an email to [EN.HelpDesk@ssa.gov](mailto:EN.HelpDesk@ssa.gov) or a fax to 410-597-1577.

To:

Subject:

Be sure to include the following information in your inquiry:

- The beneficiary’s Social Security Number (for security reasons, do NOT include the beneficiary’s name).
- The payment about which you are inquiring (e.g. Milestone 2, Outcome 6, etc.)
- The date your request was submitted to SSA by MAXIMUS. You can call MAXIMUS for this date or simply reference your EN Payment Status Report.

Note: You may include multiple payment requests for the same beneficiary on one inquiry, but do NOT inquire about multiple beneficiaries on the same inquiry.

The Help Desk will attempt to answer your question or provide an interim response within two business days. If you are not currently receiving an EN Payment Status Report, click [here](#) to download the request form. If you have any questions, please call MAXIMUS at 1-866-968-7842.