All EN Payments Call

3 – 4 p.m. EDT

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Charles Powell: Welcome to the June All EN Payments Call. This is Charles Powell, the technical assistant for the Document Services and Payment Help Desk Department. I have Debbra Tennessee, the manager of the Ticket Operations Department with me here today and a presenter for the EN Payment Status Report from our Systems Department here as well.

We have a brief agenda today so there will be time for questions and answers at the end of the call. There is a live chat available to submit questions during the call. You can get the link to the EN Payment Status Report document from our web site, www.yourtickettowork.com under upcoming events and then the all EN Payments Call and then there is a document just below the call information.

So the first item on the agenda is the Quarterly Beneficiary Earnings Report. We have gotten a few inquiries through the Payment Help Desk. One is on when does the earnings report update/ approximate time when that updates each quarter.

Debbra Tennessee: I can tell one of our staff that works with systems that we receive updated quarterly information that you see in the report the 20th of the first month of the calendar quarter. So that means January 20, April 20, July 20 and October 20 is when we actually get updated information, so you may see updated information in the Portal at any time, but this is when we get new information or updated information into our system. That does not necessarily mean that all employers are reporting timely, this is just when we get the new file into our system that we update.

The questions that I've seen from a number of ENs, whether it's through automated payment processes or even through the payment request, is based on QBER information where it may appear as though a beneficiary has earnings at a certain level, trial work level or above, SGA level or above. But remember one thing about the QBER information, it's just a link. The first quarter of 2015 may indicate the beneficiary's earnings, once you divide those earnings whatever the employer reported they are by three. It may be over a thousand dollars so it appears as though the beneficiary has earnings at SGA.

Well, that may be true, that's what the estimate is. But we have information to show that there were earnings reported that the beneficiary started working let's say in March and that first month they got over $3,000. So for each of those months they may not have had earnings over SGA level.

Also when we check these earnings we may find that everything that was reported by an employer was not really earnings. We get a lot of earnings from a part of the military called DFAS. A lot of times these are benefits, they are not earnings, and they are huge amounts. When we check out the employer number and check the information we find that information is not earnings. Again, it's just a lead for us to look to see whether or not there are earnings to qualify for a particular payment and then of course there are other factors that fall into place, whether or not the beneficiary sent the right payment or not.

It all depends on when we get the information into our system. You may say I know this person is working and also another thing the information we have is about six months behind. So if you know someone started working last month or two or three months ago, we may not have that data yet and it would be best if you want to get paid faster in those situations to submit a payment request along with evidence of any earnings.

Charles Powell: Thank you, Miss Tennessee.

Okay, so we can now move on to the EN Payment Status Report with going through the document how to retrieve and use the ENPSR. With that I'm going to turn it over to our Systems support contact.

Thanigai Ranganathan: Hello, my name is Thani for short. We had a session like this a few months back. It's going to be a repeat with some additional information. Before I get into the payment status report itself, I just want to guide you to the resource sheets that we have developed and made available on the web site for practically all functionality on the secure Portal. And then to the specific one we are currently discussing, which is the EN Payment Status Report.

So on the web site, if you navigate to, you can access them even before logging in or after logging in, it does not matter. But if you are on the public web site, on the left-hand navigation under employment works or under potentially or any other captioned matter, if you look for information center on the left-hand navigation, navigate to that page and then from within the information center if you look for resource documents you will find a host of documents there and if you scroll down the third section is about the secure provider portal resources, a bunch of documents that talks about how you would use the information portal for submitting forms or requests to us and staff or whether or not you are accessing reports to get payments.

So you would find one document entitled how to view the en payments status report. These documents are in PDF file format, you need adobe to read them.

The primary motivation for us to reintroduce the topic again in one of these calls after one we had a few months back was we made some changes to the values that is used in the payment status report basically to address some key issues that have been repeatedly encountering as part of the calls we are getting on the early payments help desk, and also email requests.

So before I get to that, I was planning to walk through the guide document I just referred to. The way to access the information portal is once you log in, on the left the navigation available on the left-hand side of the portal you will find a section called payments and under the section, you will have an option for accessing en payment status report.

When you click on that, the report will typically indicate the date on which the portal received information from ss systems so it will say as of June 6, 2014, or whatever date in which we received the information from ss assistance. You know how recent the data is that you are seeing in the Portal.

By default the report shows payments information pertaining to the last 365 days, all the cases that were created or the requests which we received within the last 365 days. That default can always be modified, if you look at the payment status report at the top there are a lot of options for us to change. You can change the request to one beneficiary with a social security number, we can change the request to put in a particular claim month or so you could choose to say I want to look at payments pertaining from 01-2014 to 05-2014.

So here are the options that you could use. You could also search by specific work case number, if you have a specific work case number, so we have some options for us to choose and hone down and look at a specific record then. The report can also be exported to Excel 5. Performing an Excel 5 matches the xl5 report that some of you are getting on email form so there's consistency in the information you are seeing both places.

If you escrow down on the guide, the resource guide that shows the status values. The schedule shows paid, open, denied and all. There are only four options available there. That's because we didn't make any changes to the Portal its…, what we did was change the extract…that you retrieve a file from ss systems and then send through the Portal. We are alleging this was a mistake and we will be making a change. Very soon the drop zone will allow you to filter by the newly introduced status values also so the report on the portal is consistent with the information listed on the report.

So I'm going to jump straight to the possible value that we have on the status report. Again, on the guide, if you look at it, scroll down to the bottom of the guide, you have that status displayed. What we used to call as open before has now been broken into multiple values. The new meaning of status value open means the work order has been entered and all that has happened, no work has actually started. So the payment specialist will not have not working on an en we anticipate most will move to open status. You will not see too many in “open” status going forward.

If you see the status value as in progress, it basically means a payment specialist has begun working on it and at some stage in the process of their analysis or review of the case.

The next is now what we call diary. It basically means that the payments specialist is waiting on a response from either an internal awesome -- another department or division for some response on some clarifications, or they are waiting for a response from the service provider themselves. So you may have to submit some clarification they are seeking from you and what clarification they are seeking from you is actually embedded and the comments (inaudible) in the status report.

So if you see a diary status, you need to look for one more field in the status report. The file is called the en follow-up required fee. So if that says yes, the status was diary, then look at the comments column. The comments column will say what they are expecting from you. Maybe they are asking for resubmitting a payment pay stub or the pay stub was missing and they are asking for a pay stub for the first time or some data was incorrect, they are asking for correction of the information. So there will be a comment clearly articulating the status so all you need to do is submit a response based on the comments in the comment column.

That takes you to the next step and the payments specialist will review it and process it. If the decision is to make the payment, if additions have been made, the status will be pending pay. Pending pay is a situation where we already submitted to treasury about the decision to pay and the payment has not yet been made. If treasury has made the payment, the ss system receives a confirmation back about the confirmation, the information will be sent through the portal and it will say paid. Pending is when we have not yet gotten the information. That's the distinction between pending and pending pay? So again, comments should typically give an indication as to the reasons behind those denials. You may seek more status values, there's one called unknown. Unknown is something you have no need to worry, most likely going to be a temporary status when the work is in between a transition from one state to another state, it's most lick lie going to be temporary.

You might see errors as well. If you see an error status, you should see another work case for the same payment type. So that has happened because of some technical reasons and what they did was they closed the case without processing it and reopen another case, so you should in all likelihood see another case making the same request, which is probably on progress or paid up to the 9th. So in all likelihood that has not been a cause of concern too.

If you don't see and you are expecting a payment on a case that is marked open, you can call us and get us to figure out what's going on.

So those are the new cases we have. We have been proceeding on the payment status. One is some of the auto pay and ePay scenarios; the date that was showing on the portal status report was a very old date, like it was November 15, 2008. The payment received date was blank for us and it was defaulting to an old date. We have changed that, too, so at this point in time even those e pay auto pay cases you should see more information relevant to the case will be there so that issue has also been fixed right now. So at this point in time we believe the en payment status report has addressed most known issues that we have been hearing in the recent past to the payments help desk.

Charles Powell: A minor before we go to the question and answer person. You can always reach out to the EN Payments help desk via the toll free phone no. 1-800-949-3687, via email at enpaymentshelpdesk@maximus.com. And we have folks that can answer specific or work case specific inquiries on payments via the help desk as well.

Deborah Tennessee: This is Deborah Tennessee. There are a number of questions in the chat about the EXR cases and let me say something about these claims to you. Someone said we have IWPs but the old ticket wasn't terminated. You don't have to have an old ticket terminated to submit an IWP when there's a new data disability on that. The old ticket doesn't apply any more. You're not going to make a payment with the old ticket when there's a Social Security system that was not terminating these tickets. However, again, if you would know if there are (inaudible) beneficiaries who are not working who have gone below SGA because they have an approved EXR claim.

At the point that there is an approved EXR claim, only if you are working with them should you submit an IWP.

Now we can process them. It would have been a lot easier if we terminated the old ticket but there is still a way we can process the IWP if you have them you should send them in. That we have a claim, you are back to work, you are helping them with a claim, you know it's an approved job that was sent back to you. Submit your IWP again, they may have to be processed manually because I’m not sure how they were going to changes to it. I'm not aware of the results of those changes.

If you don't know if the EXR is approved, if you are working with your beneficiary they would know because they got something working. And if they have filed the EXR claim, they would told you.

Danielle Armstrong (SSA): The situation Deborah is speaking of was correct and that was a correction that was done by the prey is released. So in going forward to has periods of -- the old ticket will be terminated and a new ticket will be assigned. All those tickets will require a new IWP because it's a new period, there will be new payments. Just as Debbra stated, if you have these beneficiaries that you are already working with and you are already aware, yes, by all means send those in so you receive the payments you are due. Think time you are working with a beneficiary and you signed, even if it's not showing in the system it may not something that we have to manually correct. All of those will be … on a case by case working. But there will be no (inaudible) with the IWP.

Debbra Tennessee: Danielle, you mentioned the tickets, terminated. What are the ones we are holding, would we have to when you be notified when you submitted the new IWP? Judy, you have a very good issue. This is how we found out about the EXR issue. For those of you not in the chat room, I am to receive the auto pay. The EN can't stop it, it just keeps on happening.

Judy, let me tell you what happened. We noticed this too. The majority of our denials for auto pay is because of the universal auto pay because the beneficiary is in current pay status…So I hope that helped.

There are some who you are going to get denials from for current pay. Yes, they moved into current pay because when we run our file every month, we do not have the results but we know you have received outcome 1. That qualifies the beneficiary's social security number to be looked at but all the ones in current pay status are not and they will go back into outcomes because we take them from there.

You think auto pay or denials will occur, I have to write diary file for my staff. We kept them in diary so when we let that list of beneficiaries in denial. Operator, can we please start the Q and A portion of the call, please?

Operator: Certainly. Ladies and gentlemen, if you'd like to register for a question, please press the 1 followed by the 4 on your telephone. You will hear a 3-tone prompt to withdraw your registration. Our first telephone call comes from the line of Janet Stevely. Please go ahead.

Janet Stevely: Hi, this is Janet. I had a question about the quarterly benefits statement. I have had a couple people who seemed to have high earnings, people who I have lost touch with. I’ll phrase it that way. It has high earnings going it generally falls back that there is receive receiving benefits and one of them has been resolved and the person actually ended from with a real high overpayment and I was concerned this was happening again to the second person. If there's a way to notify social security that their benefits should have stopped, based on what I know they probably should have.

Debbra Tennessee: We've seen this Janet, a number of times. Before the beneficiary's payment can stop, the beneficiary has to have work CDR meaning that Social Security has to go back to employers to verify their information. There is a huge process to this process. What they can do is go to Social Security and ask them to stop their payment. The other thing, if social security doesn't do it, the only thing I would note to tell them what to do either return it to social security when an offer overpayment, but they can request if social security has got their payment. Again, until social security work performs that work CDR and there are thousands of these I can tell you benefits won't into intense and ought.

Janet: Well, she's already gotten the overpayment and I guess she just wants the entire that you work with, pass could on to them. They will get an overpayment. Sometimes we're seeing the work CDR wasn't for by or 3 years, the reason we know this, and this is the reason it came up on auto pay, furnish fishes can go any auto pay and recovery no earnings retro ak will you have it would be some en's are on the phone, if you know that the beneficiary is working way above SGA, they are still in current pay, still receiving that monthly benefit payment. He is SPE if it takes CCD or even I haven't found anything that has worked, other than to tell the beneficiaries to continue to go into Social Security and report those earnings.

Now, one thing it's really important, if the beneficiary go a verification of the locations within a period of time. They go into the front of the easiest process. Of course we keep earnings but that's sort of like a back in process. If the beneficiary is in current pay status and we keep earnings, an alert is paying but I'm just saying they have thousands of bills that work over those that the ticket is not going to work. We do have year earnings and report.

Janet: Thank you.

Operator: As a reminder, ladies and gentlemen, to register your questions or comments please press 1, 4 on your telephone key pad. Our next question comes from the line of Odell Pillar. Please go ahead.

Odell Pillar: Hello, this is Odell. I am receiving EN Status Payment Report, I've sent under SSA or payment description or payment denial.

My understanding is I can renew and slash staff report on the portal that will explain or give me more information on what, practice I haven't received a payment.

Debbra Tennessee: You haven't gotten any payments at all?

Odell Pillar: Yes, at all.

Debbra Tennessee: Have you been submitting payment requests?

Odell Pillar: According to the state's own, one claim was August 12.

Debbra Tennessee: 2012?

Odell Pillar: That's what I'm showing.

Debbra Tennessee: You got a denial? I'm sorry, and August -- August 2012, is that the month and year that you are requesting to obtain it for?

Odell Pillar: Yes.

Debbra Tennessee: When did you request.

Odell Pillar: I would have to look and file. I can tell you that the date recorded on that particular one, all of them are showing 5-28-one is December 9, 14. None of them in diary. Diary, that's what I'm saying. I don't know -- no, no, nothing is saying diary. All I'm seeing is a case number.

Debbra Tennessee: There’s nothing on it at all? All right, then you send something in to me so I can check if the ones you submitted, they are not 30 days old yet. We have 30 days says your claim.

Odell Pillar: Yes.

Debbra Tennessee: So I'm concerned about that, why it's sitting open, you can send that to our EN Payments Help Desk and we can work with them and get it back to you.

>> did you send in payment requests for earnings?

>> yes, everybody was.

>> and these you sent in, in may 21 s\*frt.

>> i'm just going on the dates that's on the payment status report.

>> I can't answer that until you give me some more specifics, but you can contact our payments status report and go through that and work up those word case numbers and see what's going on with your claims.

>> okay, I’ll go is again.

>> is your ccr registration updates

>> yes .

>> were you notified to update it?

>> yes, it's updated as of April the 9th. It probably did expire. We tried to process your claims and we couldn't. You were notified and until you called the person at social security to let them know that it was updated so that we can pull your cases and process them, you are still going to be sitting there in that holding pattern. We don't know, we can't tell, once you go in it updates your SAM registration, there's no way for us to know that has happened until you sent in another request. So if they are sitting there, the diary states we may do it again, but normally when we find out your registration has expired we have a contact at social security that we call, that person will call you that you need to update your conversation and that you should let social security know that you have done it. When you to back to psa eel remove all your payments and do it, you know, and begin to process them.

>> okay, I was looking for the letter that we received after you.

>> all right.

Diana Bertadini: Hi, I'm asking about the new ticket being issued. I've got a client that I was notified that they would be closing out the old ticket and starting a new ticket. The client is having a lot of trouble understanding what's going on, too, so we're going to do a new IWP and so I have two questions. One, I can't go through the assigned ticket -- ticket assignment request on the Portal because, according to the Portal, the ticket is already assigned to me. So do I just upload forms and upload that IWP and then what do I do after that is done?

Debbra Tennessee: To make it easier for staff here to know what's going on, if you upload the new IWP in the Portal, I would put approved. The first thing they are going to is check the assignability but if we see an EXR claim then we know there's still something we need to do.

Diana Bertadini: I've had payments out since March, am I going to get paid for those?

Debbra Tennessee: If it's an order ticket if you are sending a request for payment on the ticket, that ticket is no longer valid so, no, you won't. But up until that approved EXR up until that date, we can pay you up on that pay status.

Diana Bertadini: When I do the IWP, do I do the 18-month look back for the work they have done because this is somebody that's happened.

Debbra Tennessee: Let's say a new ticket was assigned, that's a brand new ticket. Any earnings, any look back earnings that were done previously on to when the first ticket wouldn't count, we thought overall general. Now if it was a situation for VR closure, a successful closure was performed on the first ticket and at that time a data available onset that would not apply to the last union.

Misty Sandborn: Good afternoon, everybody. My question is about submitting pay stubs, et cetera. With the Social Security office and its hours being …, the majority of my working beneficiaries just can't get there unless you go there every month. One of the things they receive is a receipt that is correct?

Debbra Tennessee: Any time anything is received in a field office, you are supposed to get a receipt for it.

Misty Sandborn: I've been doing this for months and beneficiaries tell me they never receive any type of receipt. I send it for them. They mail it to me or somehow…

Debbra Tennessee: I'll pass that information up to Social Security office that we deal with and let them know that, because they are really, from what I understand in reading the formal procedures, they are supposed to, as I know, get a receipt, even if the beneficiary walks in sometimes they use will, we can let ORDES, that's the component that administered this program and overseeing the program, we can let them know that complaint and they can forward it on to operations.

Misty Sandborn: Okay, that would be wonderful. Thank you.

Judy Box: Yes, I was wondering, we have submitted names of about 10 people that are over 6 months old and have yet to get any responses back on. We have a list of names and case numbers that we can fax someone.

Debbra Tennessee: What are you trying to get?

Judy Box: Payment.

Debbra Tennessee: Are they on your EN Payment Status Report? Because the response could be there as to what the issue is.

So if you are not finding, you have information to our payment. If we don't get that the payment cases, we would have denied those cases. If they are in pending I would need to know that. It would be an issue because -- are you?

Judy Box: Can we fax this list to somebody to get some responses?

Charles Powell: I will contact Steve.

Judy Box: I appreciated it.

Janet Stevely: Has a payment request, I'm recently seeing there's a person staged at but later.

Debbra Tennessee: Who got the payment request, you or the beneficiary?

Janet: The beneficiary.

Debbra Tennessee: Okay, that doesn't affect you at all. Now, if the beneficiary was in payment status it was denied, right? Your payment was denied.

Janet: Actually got paid for it but later we got an overpayment notice.

Debbra Tennessee: Then she shouldn't probably have been paid for that particular month. She got an overpayment but you would not get an overpayment -- was it a milestone payment?

Janet: It was an outcome payment.

Debbra Tennessee: And you didn't get an overpayment notice, she did?

Janet: Oh no, I didn't get any notice for that. No, I can’t get paid.

Debbra Tennessee: That's completely correct. That's correct but that doesn't affect you at all. So now she's gotten the overpayment notice it really says she really was in SGA all month. Until Social Security retroactively puts her report back into system. You could notify them, but it seems to me they know so resubmit that for the outcome payment.

Charles Powell: Okay, Andre', we have time for one more call, please.

Operator: Mr. Powell, it appears we have no further questions at this time.

Debbra Tennessee: For those of you who have been calling in consistently to all our EN Payments calls, or who have submitted inquiries to our EN Payments Help Desk, I wanted to tell you about a turnover in our staffing. These calls normally have been hosted by Aaron Abar, who was the supervisor of the EN Payments Help Desk and our documents services. He is no longer with the ticket to work project. He is with MAXIMUS but he's no longer with us. Charles Powell is overseeing the functions and tasks and operations of the en help desk, so if you have an escalated inquiry you can submit that to Charles. We do have through the normal process of going through the payment prop desk. If you don't get an answer within a period of type, if you have some issues up to Charles and Debbra Tennessee, I did put one of my email accounts in the chat room but I will tell you what it is. It's [debbra.tennessee@ssa.gov](mailto:debbra.tennessee@ssa.gov) and if you have any problems at all with any of the information you are getting, it's 1 back and please don't send it to me. But please the first goes nirs, the staft data take that's oeses. For escalated issues is charlespowell@maximus.com. And thank you for your time. Our next call for the July All EN Payments Call is Tuesday, July 28 at 3:00 pm and have a wonderful afternoon.