**Title –**

**Topic Name**

**3 – 4:30 p.m. EDT**

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Operator: Thank you for standing by. Welcome to the all Employment Networks payment call. During the presentation all participants will be in a "listen-only" mode.
Afterwards we will conduct a question and answer session. At that time if you have a question press star followed by the number one on your telephone.
If you need to reach an operator at any time press star zero. As a reminder this is recorded Tuesday, June 30, 2015. I would like to turn the conference over to Janet cousin. Please go ahead.

Janet Cousin: Thank you. Good afternoon everyone and welcome to the monthly All EN Payments call.
Thanks again for joining us today. We do hope that this call continues to help you understand the many intricacies of the payment processing for Ticket to work program. This is Janet Cousin I'm supervisor of the EN Payments helpdesk and joining me is Kathy Dyson, consultant and training coordinator with the Ticket Operations Department.

We also have joining us is Desiree Fitzgerald, Natalie and Katie from ORDES. Now we will be using a presentation for today's call which you should be able to see through the web link. If you would like you can access the presentation on our website at yourTickettowork.com. It's posted on the events page and look for today's date there.

This will be an interactive session and you will be invited to ask questions at the end of the presentation as mentioned.
We do ask that when you ask your questions you don't provide any information regarding personal cases. Just to ensure confidentiality. Now you can also ask questions in our chat room and if we're not able to answer any questions during the call or during the chat we'll certainly follow up with at a later time. Okay well let's get started. Today's agenda is action packed actually. We're going to provide an update on the new Ticket portal. As you know we launched on June 15 and we've been enrolling participants or Employment Networks and VRs since that date. We'll also provide an update on the ePay process which I’m sure a lot of you are anxiously awaiting and then we'll provide some time again for the questions and answers at the end of the call. First thing we would like to do is just review our calendar of events. So as mentioned on the 15th of this month we did the initial Ticket portal implementation. There were over 400 users that were sent welcome messages and given access to the new Ticket portal. It's been a great launch for us and we're very excited about that. We hope you are too. We've gotten some good feedback on the tool.
Um, we have also hosted several orientation sessions and we want to make sure if you haven't participated in one of those sessions that you take the time to join us tomorrow afternoon for our next session. A couple of other key things to mention is at the end of today -- so on end of day today the secure provider portal that was disabled for transactions back on the 15th will actually be shut off completely this evening. So if you would like to access that tool to print off any reports, extract any information please plan to do that before end of day today.

We will also be disabling the IVR function and so again by end of day today those tools will no longer be available because the new Ticket portal does provide all of the functionality that you're able to perform for those functions. So keep that in mind. Continuing into July we will have the Wednesday orientation sessions each week through the end of the month and then we'll also begin some more detailed and focused Ticket training Tuesday sessions on the Ticket portal functionality. So on July 7th we'll start with the Ticket assignment process and we'll spend a good hour talking through Ticket assignments and all of the features and functions in the new Ticket portal on that day. The following week we'll be zeroing on payment processes. So you'll have some time to review in more detail the three features in the Ticket portal related to payment status and payment request submissions and ask some detailed questions if you like during that session. On the 21st we'll then focus on the TPR's, timely progress reviews.

 So these are some additional training opportunities for you to learn more and understand more about this new tool that should assist with your productivity and managing your business. All right let's also take a look at some of the portal process efficiencies. On this slide we're looking at on the left side the various functions that you may need to perform for the program. We'll speak to the portal activities and process that you'll follow and then the manual process is also included on this slide. So for example checking assignability. From the new Ticket portal you enter an SSN and in a matter of less than a minute you have your assignability status. It's great. Um, if you're not using the Ticket portal and again after the IVR and secure provider portal shut down this evening the manual process is to fax or mail that information to the operation support manager and we'll process those and get them back to you within seven days. The fax number is listed here. Our fax number has not changed. Similarly for single Ticket assignments through the new Ticket portal you'll be able to access that real-time. A lot of these functions are real-time. You'll see instantly you can create and request a payment. There's timely progress review activity that will be available there as well and then on the manual processes for each of these functions there is our fax number there where you will have to fax that information to us and we'll follow up in various turnaround times. So again we strongly encourage you to register if you have not yet for the new Ticket portal so you can take advantage of this real-time activity and immediate processing of these particular functions. At the bottom there's various reports that you have access to. The current Ticket assignment report. There's two payment status reports, one that shows all the closed payment requests that have been paid or denied.

There's a report there that you can see for any pending payments. It will show you your diary status if they have been diaried and so again you can see that instantly and it is real-time. This is just a more detailed slide in regards to payment requests. So we still have the payment request form available for you on our -- yourTickettowork.com website that you can print or download.
We'll have to complete that form. All sections. And fax it to us at the number listed here or you can mail it to our p o box as shown on this page as well. In terms of payment status, um, again without access to the new Ticket portal you will have to keep track of your payment request through your own methods. Now our payments helpdesk is available if there's any questions regarding your payment requests. If you need any assistance completing the form, there is instructions on our public website on how to complete the form but certainly if you have any policy questions, any questions regarding your payment requests that you submitted you're welcome to call our payments
helpdesk or send an email message to us as well. All right so let's take a little bit of time to take a look at some of the new enhancements that came in as most of you should know there was a new release that came in a week after the initial launch of the Ticket portal. So if you started using the Ticket portal the week of the 15th the following weekend of the 20th we had some really nice enhancements that came in for payments processing that we want to take some time to share with you today. All right so the first feature is related to some automatic programmatic checking that occurs at the time that you submit your payment request. So when the Ticket portal checks -- well at the time that you submit your payment request you're going to enter the SSN or you're going to choose a beneficiary from the list of beneficiaries assigned to you. You'll indicate your SSN or that name. You'll enter the claim month. So here we've got December 1 in the example.

 You will select your payment method if it's not displayed for that Ticket Holder and again you'll see in the display here that there's a message. This blue box is where messages are going to be displayed to you.
So with this new release the Ticket portal is doing a programmatic check to see if there are sufficient earnings in the social security administration records. Each time you submit your payment request this check will be performed. And if there are sufficient earnings then you don't need to provide any. So again these are all evidentiary payment requests that are submitted through the new Ticket portal. So in this example there's a message here indicating that SGA earnings have not yet been established for this claim month. With that message that's an indication for you that you must add earnings in. So you would click yes in the box there and it will take you on to the next screen to allow you to enter those earnings. However, um, there's also an indication here in this example that lets you know when earnings have already been established for the claim month.

 So here in this case the system has automatically verified that there have been earnings reported into the various databases and in this case no further action is needed on your behalf. So all you'll need to do at this point is click submit, the work case will be
created, you'll be given a reference number and you can go and monitor it in the pending payments for me screen. Very nice. You no longer have to key in any earnings or submit any evidence in this case. An additional message that you may see is that it will identify if you're attempting to submit a payment request for a claim month that has already been paid in some form. So the message here a payment of some kind has already been paid for this claim month. Refer to a payment list for this beneficiary in this portal for further information.

 So that lets you know that in some shape or fashion there has already been a payment submitted for this particular claim month.
You can go back to the main menu. You can look at your list of beneficiaries. There's an action screen that would allow you to look at the payment history for that Ticket Holder.
And that way you'll be able to see what that payment history is and you can go and submit a payment request for the correct claim month in the event that there is one that's eligible for you. So there's a lot of smart programming that has been built into the system to assist you in avoiding duplicate payments. We talked about this a few months back in our meeting when we looked at various reasons why payment requests are denied.
And one of the reasons we reviewed was if there is a duplicate payment. So this now will do that checking for you.
Again if there's any question about it you're welcome to call the payments helpdesk and we'll be able to review that with you but you do have the ability in the new Ticket portal to review that Ticket history and verify why this message came up or even before submitting your payment request go back and look at the most recent payment request that was submitted. So again the last comment here is when you get this message you would click close. You can go back to view the pending payments for me screen from the main menu and review that payment history for that SSN. All right another nice feature that came in with the June 20 release is the ability to generate an additional fax cover sheet. So again you portal users that have used the system to submit payment requests you should be aware that when you are needing to key in earnings and provide evidence of those earnings you are also prompted to print a fax cover sheet to send those earnings in. That fax cover sheet can only be used once. So if for some reason maybe you left out a pay stub and you realized you've already faxed it in and need to add that pay stub or maybe there's an outreach.
Maybe you submitted some documents, there's not enough to meet child work level so you received a message from the payment helpdesk asking you to send in additional evidence of earnings so you need to print another fax cover sheet. You will go to the view pending payments for me from the main menu. That's step one over here. You will locate the payment request and click on the actions tab for that particular work case. From that actions tab you'll see this more actions screen. And this more actions screen there's several options here and the third option down is fax additional information.
Once you click that you'll see another window, this one d down below here and this prompts you to indicate what kind of document you're faxing in. So you choose the appropriate option and then you would save and print that fax cover sheet and send in that document with that newly generated fax cover sheet. Again it's another nice feature that allows you to generate that fax cover sheet.
Again the fax cover sheet once it's faxed into the 866 number indicated on the document it is automatically received, programmatically uploaded into our system and automatically associated with that work case so that our payment processor will see that document and be able to review your payment request more quickly. A lot of automation in this new system.
All right so the next feature that we wanted to make sure that you were aware of is the show fax status. This is another nice feature that will allow you to receive confirmation on whether the fax was actually received or not. So again from that same action screen that we reviewed before there's an option here called show fax status. Once you click here that status screen is shown below and there's some good information here. You'll see the date that the fax was requested. The fax requester -- so this is the name of the individual who requested the fax cover sheet. It is a member of your network, your employee, their id will be shown right there. Once the fax is received the fax receipt date will be indicated there. One thing that you can do if you're not sure or you don't remember, maybe you're submitting multiple payment requests and generated multiple fax cover sheets, you did not send it in right away, you're trying to follow up before the nine day diary period expires you can come here, you can look at this and see which fax requests are still pending because there will not be a date in that received date field.
Otherwise you're welcome to come here and verify yes we did receive it and you'll see that date listed there. Okay? Now this is only exclusive to those fax requests that were submitted or requested -- I'm sorry -- through the Ticket Portal. If you send any faxes to the operation support manager number for your manual process you will not see the status of those here. That's all tracked manually. We will manually upload those into the system on the back end and they'll be reviewed by the appropriate team. But they're not updated here in this system. All right so just to review these three key enhancements that came in relative to payments. Again we have the automatic check for earnings and some new messages that you'll receive based on whether earnings have been proven in the various SSA systems that are linked to the tool. You'll be told if no earnings were found and you must key in earnings and provide the evidence for those earnings.
You'll also be told if the particular claim has already been paid and the system will not allow you to submit a c claim in those cases. The fax additional documents feature is nice if you need to send additional information for an existing payment request and the fax status screen gives you the option to verify if your fax has been received to us or not.

 Maybe it's summer time, employees may be taking vacation. If someone didn't follow up with faxing in a document you can certainly go out there and check and see that it's pending before that nine day diary period expires. All right so let's talk about ePay.
As you may recall there was the reports were removed from the old secure provider portal.
We've been talking about ePay expansion and some future enhancements to it. Well the time is near. So the new ePay process will begin at the end of July. June will be the last run of the quarterly process. So those of you that are involved with the quarterly ePay process this month is the last month that we will run that process.
We will be replacing quarterly ePay altogether. Now the good news is no sign up is required.
So unlike universal auto pay there's no sign up required at all. All active Tickets will be considered in this new ePay process. Once a month we'll check the system for any earnings that exist there and we'll be creating a file of all beneficiaries that are qualifying you for a payment.
This will be analyzed and each case will make daily payments throughout the month as appropriate. So this is an automatic ePay process that you really have to do nothing for.
It's going to happen automatically every month beginning at the end of July.
And one key thing related to this is since we are offering this ePay process to everyone we are considering elimination of the certification payments process as an option. Because again this is based on evidentiary evidence and it's going to be automatically performed every month. Once the cases are generated for ePay then a lot of the certification payments options may no longer be needed. So we're real excited about ePay happening. I hope you are too. There's been lots of questions related to ePay and so this update hopefully will help answer some of those questions and, you know, help automate this process for your business. Okay. Well that's it. We have covered all of the key topics that we wanted to review with you today. We've got plenty of time left for questions and answers and we would like to welcome you to ask those questions of us now. If you can open up the lines, let's see what our first caller is asking.

Operator: Sure. Ladies and gentlemen if you would like to register a question please press star followed by the number one on your telephone keypad. If your question has been answered and you would like to withdrawal your registration please press pound. One moment for your first question and again that's star one. Your first question comes from the line of Shelly.

Shelly: Hi. My question is and I've asked it once before on another call but i just wanted a little more clarification. When the QBER went away we've got a distance now before ePay is going to fully kick in for us.
So to kind of do a look back for any potential missed payments that would occur during that time I was told that when a payment is identified or there's earnings that could generate a payment they would be doing a look back. So now my question goes further than that that they would be looking for potential payments on any current identified payments. What about those that aren't current payments that may be a month back there might have been a payment that would have been available that we would be missing? And there's no current payment that's being flagged.
Does that make sense?

Janet Cousin: Right. So you're asking about the time period that has passed since QBER was stopped and today and whether the ePay process that will launch at the end of July will take into account and look back at those -- those months that have passed and generate any payments for that period?

Shelly: Correct. Regardless of whether there's a current flagged payment or not just a look back generally on everybody kind of.

Janet Cousin: Tight. Um, Katie can you answer that question for us, please?

Katie Striebinger: Sure. This is Katie and I can answer that question. So what we're going to do is it is going to start with a look back.
You know we're going to check our records to see if all the beneficiaries who are currently assigned to you if there are any earnings in the month that we have not paid you for. So it is going to be a look back for everybody and as the months go on, you know, it should just be the payments that we didn't get in that time period.

Shelly: Excellent.

Katie Striebinger: As long as there are earnings -- as long as the first check -- the Ticket is assigned to you and a second check is are there earnings for months that we have not paid you for and if there are earnings there, enough earnings to qualify for that payment then you will get that payment.

Shelly: Wonderful. Thank you.

Katie Striebinger: As long as the other criteria is met. It is definitely -- there are always going to be look back. Every time that we run this file we're going to look. So I know sometimes it takes a while for earnings to post. There could be earnings six months ago and they just appear this month. We will see that you have not been paid for that month and that's what we'll check for.

Shelly: Okay. Great. Thank you.

Katie Striebinger: You're welcome.

Janet Cousin: Wonderful. Thank you Katie.
Katie I have an actual participant here in the chat room and her question is will ePay include all milestones that are available.

Desiree Fitzgerald: This is Desiree. I'll go ahead and answer that. EPay will include milestones and outcome payments. Anything that we have earnings in our record to support we'll be able to pay under ePay. These are payments where we actually have a record of the earnings.

Janet Cousin: Excellent. So they're evidentiary payments based on earnings that have been confirmed?

Katie Striebinger: Yes. We will use earnings information. So whenever we see the earnings these are the same sources that a payment technician would normally consult in looking to see if a payment were available. So we will just be scanning our record for earnings and instead of giving them to you as leads as we did with QBER we will be making the payments which cuts out the step of you having to receive the leads and request the payments. We're checking multiple sources. You were getting leads from one source so we'll hoping this will be a superior service.

Desiree Fitzgerald: Excellent. Excellent. And that's a good point. You know, again QBER was a source of information to prompt an EN to submit a payment request and with the new ePay process we're eliminating that step. We're actually checking for those earnings with confirmation that the criteria has been met then we're going to go ahead and generate the payment, the claim.

Kathy Dyson: Great. Thank you so very much Desiree and Katie. There's a follow up to that question. And this is from Anne and she asks with the QBER we were able to get payments for people who were unassigned and she was just wanting to know will there be payments made available to the ENs for those individuals.

Desiree Fitzgerald: Are you asking -- was she indicating they were not assigned at the current time but may have been assigned previously at another time that qualified them?

Kathy Dyson: She didn't specify other than unassigned. So I'm assuming to be Ticket Holders that were at one time assigned to the actual employment network then later the Ticket was unassigned and normally I would assume a network should submit payment for those if they feel they are entitled to payments if there's communication with that particular beneficiary. So with the new ePay system will SSA look at the unassigned Ticket Holders?

Desiree Fitzgerald: Okay. I'm going to have to check into the details with regard to that. If you have a split pay agreement on the record and the Ticket is no longer assigned to you I'm sure we would honor that but I'm not sure if we would be initiating payments for unassigned Tickets otherwise. We can double check into that.

Kathy Dyson: Thank you Desiree.

Janet Cousin: Great. Well thanks for those chat questions Kathy. Are there any additional questions on the line?

Operator: Yes. Your next question comes from the line of Elise.

Elise: Hi good afternoon. So I've been in the new system and I really like it and I have two questions about the system if that's okay. One of them is I had sent in a payment request today and then I went into the name and additional things you could do and it was view case notes and manage thinking I could add a case note. Once you've submitted a case note is there not a place you can add a case note for yourself? I didn't see that.

Janet Cousin: Okay. So let me clarify. The case note versus the payment request note. The case notes in the portal are for your use.
It's for the EN or VR to add notes for related to the Tickets that you can manage. So it's not -- those notes are not sent to the operation support manager team. It's not sent to the payment processor. When you're submitting a payment request there is an option to add a note. That note is going to be sent with your payment request and will be viewable by the payment specialist who's going to be managing that claim for you. So once you submit that payment request there isn't a way to add a note to that payment request afterwards.

Elise: Right. Yeah.

Janet Cousin: If you do have, you know, a comment or you want to relay a message you're certainly welcome to call the payments helpdesk or send us an email where we can follow up on that for you.

Elise: Okay. Yeah. That was my question. And the second question I had and my final question is there any way they can put on there instead of having to go year by year by year for payments we received just to put a grand total somewhere in the system? Like a tally of everything for us?

Janet Cousin: Okay. So are you in the pending payments for me or the payments already made to me screen?

Elise: Already made to me.

Janet Cousin: Okay. So yeah. Today there is a one year limit on your search. So you can search multiple years but you have to search one year at a time. And that is a current limitation.
You're asking for the ability to search multiple years at one time or?

Elise: Well yeah I didn't know. Either that or just have some type of a grand total somewhere then if you wanted to get it biannually you can put in the year, the months of the year. But just wondering if there was a way there could be a grand total put somewhere.

Janet Cousin: Okay. Um, well Katie or Desiree I'm not sure if that's maybe an enhancement request that we can submit or if there's anything in the funnel that's already considering that. Okay.
You know Elise I can certainly make a note of that and we'll get it passed on as a potential enhancement request.

Elise: Okay.

Janet Cousin: You know, I would welcome you to send an email to ENpaymentshelpdesk@yourtickettowork.com with any details on, you know, what you're looking for.

Elise: Okay. Thanks.

Operator: You also have a question from Mark.

Mark: Good afternoon, I'm very happy with the new portal I must say but I do have a bunch of questions so I'm going to ask my first three and let other people ask. The first one is for self-employment. I have a beneficiary who actually had a month over trial work so it's a p1, m1 and when I went in to process a payment because it is self-employment there's a certification that you have to identify or certify that the beneficiary has worked 30 days at trial work. I already know that she went to the local social security office and provided evidence of her payment and also her expenses. So I didn't know if i should click on the certification because you're certifying they are working 30 days above trial work for that for self-employment. That's the first question. Can I go ahead and click off that certification because I know that they did make more than trial work or their earnings after expenses were more than trail work level.
The simple one after 36 outcomes.

Janet Cousin: Mark if I can stop you, please. Let's take one question at a time. It would be better for me so I don't forget. Okay?

Mark: Okay.

Janet Cousin: Alright the first one related to self-employment income and the p1m1 that you want to submit and I’m guessing you have a self- employment income form that you've completed with the earnings, the expenses, the gross, the expenses and the net. Right?

Mark: Yes. That form but now this is in the new portal and I don't know -- I didn't hit the certify because I didn't know if that was going to send me somewhere where I would have –

Katie Striebinger: Let me explain that. So the new Ticket portal is f for evidentiary payment only. It does not have an option to submit certification payment requests. It is f for evidentiary evidence only. When you indicate your document type there's only three options there. There's pay stubs, there's the work number and there is employer prepared earning statement. So in the case that you have self-employed income you must complete the form and fax that into the OSM fax number as certified payment request. At this time we're still accepting certified payment requests but you cannot submit those through the new Ticket portal. There's not an option to do that. So again you're welcome to complete the payment request form, attach that self-employment income form with it, fax it to our fax number and we'll ensure that we get it over to the payment specialist to process for you.

Mark: Okay. Second question. Outcome 36. Once that's been achieved does the Ticket automatically terminate or expire?

Janet Cousin: Yes. Once the outcome -- once the Ticket -- the total value of that Ticket has been satisfied then yes you will be notified that that is the last payable payment.

Mark: That means the ongoing services for that beneficiary would no longer be covered by social security for payment after the 36 outcome? You mentioned the maximum amount. I don't know about that. This is for SSDI so, um, so I'm assuming and I've told the beneficiary that was at outcome 33 once you get to 36 I can no longer support you but you've been working for over three years so you're all right. That kind of thing. I think that answers my question. I've got a letter or notification that it's been terminated or expired. The last question is on used to have export to an excel spreadsheet where you could do your calculations and what not. I don't see an option for – I see an option for printing out payments made and pending payment but I don't see anything about exporting to an excel spreadsheet that you used to have in the old portal. Is that no longer an option?

Janet Cousin: Well actually it is. From both the view payments already made to me as well as pending payments for me. Both of those screens have an excel extract option. You should see it from the main screen there on the upper right I believe is where it's displayed. But you certainly can do an excel extract. Yes, sir.

Mark: I will definitely go for that. Now I'll let other people ask and come back with my other two questions. Thank you.

Janet Cousin: Thanks mark.

Operator: Our next question comes from the line of Diane.

Diane: Yes, I just want to clarify the difference between auto pay and ePay. I understand them to be two different animals but it sounds like they’re all going to be combined in the ePay. Is that correct?

Janet Cousin: Well yes and no. I mean, there's a lot of enhancements that have been in the works that in some cases there may be this blending of auto pay and ePay.
Um, one of the things that, you know, the ePay is electronic payments. What the terminology refers to that but with this enhancement that will be coming at the end of July where there's an automatic review of earnings in the system automatic payments that are going to be paid as a result of that electronic earnings verification, um, there is some blending that's occurring there with the terminology. Um, you know, another way that people look at auto pay is through the enhanced functionality that the Ticket portal has where it’s automatically checking earnings each time you submit a payment request. So there is a lot of automatic and electronic payments that are happening going forward. I'm not sure if the SSA team has a more specific definition of terms that you would like to provide.

Desiree Fitzgerald: Janet, I would add to that.
We like to think we're on our way to the system automatically making the payments fully and not requiring in most instances not requiring any human interaction with the process.
But we're not there yet. So with ePay the system is doing a portion of the work for us but you still have to have payment person, you know, review certain aspects of the claim. But auto pay is something that we are preparing for now and hopefully next year this time most cases will be able to be paid and we won't have to run a file and process them on a monthly basis.
It's just like overnight the system will sweep and look for earnings and process payments on a daily basis. But for now the system is supporting us in that we can access the earnings in a file to make payments to you.

Janet Cousin: Okay. Great. Thank you.

Operator: The next question is from Chip Carter.

Chip Carter: Hey, when the ePay system kicks in how old are the earnings going to be or how recent will they be that you guys check to determine payments?

Janet Cousin: We will be looking at any earnings we have in our records.
So it's just -- Katie you can correct me if I'm wrong but I think from the various sources it just depends on Ticket assignment date and the claim months that haven't been paid.
So any claim month that hasn't been paid under the Ticket assignment if the earnings are there I think it would be fair game. Katie am I right in saying that?

Katie Striebinger: Right. That's correct. And we wouldn't go any further back than and I don't know why but we would just not go back further than July 2008 but it does not stop us from going... Yeah.

Janet Cousin: Thank you for that clarification. Is chip still on the line? Do you have a follow up question?

Operator: Chip if would press star one if you have a follow up question. You do have another question from Mark Marsh.

Mark Marsh: Hello again. I'm back. On the ePay the question is on reconciliations I know in the old days which wasn't some long ago we would get reconciliation after outcome 12. Will this pick up on reconciliations phase two payments that might be discovered in the ePay look back? That's the first question.

Katie Striebinger: This is Katie Striebinger. I can speak to that. The way the process works if you are already in outcome when we get to outcome 12 and that payment is made a reconciliation work case is automatically created in our system. A staff person has to look at that case to determine the correct amount but you will automatically get the reconciliation payment is automatically created. So when you get to the outcome 12 and reach that payment you will get the reconciliation payment. That has already been coded in our system.

Mark Marsh: Great. That's great. And the other -- last question I'm going to ask is, um, when the beneficiary has gone through -- gone through the grace period that would be the pm1, two and three then outcomes occur does the beneficiary have to continue reporting monthly wages to social security at that point or no?

Desiree Fitzgerald: This is Desiree. I didn't hear the first part of your question but the last part the answer to that is always. The beneficiary always should continue to report earnings to social security. You can repeat the first part if you think it might make a difference but i doubt it.

Mark Marsh: Well I guess what you're saying is that regardless of the fact that a beneficiary has come through the outcomes they must continue to report their earnings monthly?

Desiree Fitzgerald: I guess the first part was really significant. Yeah. If the beneficiary is title ii beneficiary it's safe to report, if their benefits have terminated because of working earnings that's different than if they're in a suspense month.
So it pays for them to report like to the local office or if they're calling in to report or have that service under SSI. They should still report unless their benefits have been terminated for working earnings.

Mark Marsh: Okay. That's good.

Operator: And there are no further audio questions.

Janet Cousin: Okay. Do we have any additional chat questions?

Kathy Dyson: I do and this one is actually I believe they are just wanting to know how to navigate the new portal and trying to locate Ticket assignability. And they discovered that there was an area that read no assignability history and they weren't clear on the terminology.

Janet Cousin: Okay. From the main menu on the new Ticket portal there is an option to list Tickets assigned to me. And there's a way to see Tickets that were formally assigned to me. So, um, if you're looking for assignment history you can go into that option. I believe it's the first option on the main menu and you can look at your Tickets that are currently assigned or Tickets that have been formerly assigned to you.
So there they should shall able to see any Ticket history. If they're looking for a particular -- doing an SSN search and that SSN is coming up with no history then it may not be a current t2 or t16 Ticket Holder. I mean I don't know. If they have a specific question certainly please give us a call at the system's helpdesk or payments helpdesk team and w we can work with them in more detail.

Katie Striebinger: This is Katie Striebinger. I think they are asking about checking the assignability of a particular SSN through the portal. So I'll answer that just in case that was the question. They're in the middle of the portal there is a section assigned and unassign beneficiaries. The first link is check assignability by SSN. When you type in an SSN there it will give you information about whether the Ticket that you entered is assignable or not.
If you see a message saying there's no assignability history that just mean the Ticket has never been assigned. It does not mean the Ticket is not assignable. If the Ticket is assignable you should see a button in the middle of the screen saying assign. Assign a Ticket. And by pushing that button you will be taken to a screen where you can submit Ticket assignment and perform that transaction and if everything is in order it will assign the Ticket to you right then and there in real-time. So even though i know it has information about the assignability of the Ticket what you're looking for if you're trying to assign that Ticket is a button that will let you assign the Ticket from there.

Janet Cousin: Okay. Great Katie. Yeah, that's -- that's a good point. It's good detail and the key thing folks is that you can assign Tickets real-time if you have reached that status, you know, as an EN or VR. So, um, yes there is that feature in the middle of the main menu there. Hopefully that answers the question that they had.

Kathy Dyson: That did and actually there was another EN that wanted to know if they will still have the opportunity to call over the phone and check Ticket assignability.

Janet Cousin: So as we mentioned on the earlier slide as of the end of today the IVR the interactive phone system we've had available for that type of transaction is being disabled today, end of day today. So going forward, um, again it's very simple as Katie had mentioned to go in and check Ticket assignability through the new Ticket portal. If you're not a current user we strongly encourage you to get registered and receive your access so you can do that in real-time. Any additional questions from the chat?

Operator: I'm sorry you do have an audio question.

Anne Austin: This is Anne Austin. It's a simple question. What are you calling the password that you give new ENs? They used to get IVR password. What are you calling the new password for new ENs?

Janet Cousin: Um, are you referring to the IVR PIN you were using?

Anne Austin: Yes. Previously that's the password we use if we have an over payment notice or need to send a secured document. So when there's a new EN because I often talk to new EN, they would have some type of a password they would be utilizing to send secured documents. What are you calling that password?

Janet Cousin: Tight. So that's a good question Anne. We will continue to use that password for encryption as necessary. You can use it to send documents to us and we may use it as well.
Um, at this point, you know, going forward with the IVR being shut down, um, we will likely refer to it as an encryption pin. And, you know, in terms of the new terminology, you know, we're still kind of bouncing that around. But an encryption pin is likely what we're kind of leaning towards. But you can continue to use that password if you do need to send secure documents to us. We do have those passwords accessible for us.

Operator: And there are no further audio questions.

Janet Cousin: Excellent. All right we have one from the chat.

Kathy Dyson: Okay. The question is with the new ePay process that will be coming forward during the Ticket portal process will there be potential over payments and if so will the ENs be asked to repay.

Desiree Fitzgerald: We still have human interaction as part of the process so we could potentially pay you a payment that you are not due and in that instance we would recover the over payment.
But the earnings in our system are good earnings and if we process the rest of the claim properly then there shouldn't be a problem. But just because we are initiating the payment doesn't absolve the EN from having to repay a payment that was improperly initiated.

Janet Cousin: Okay great. Thank you for that clarification Desiree. Um, any additional -- we have one additional question in the chat room.

Kathy Dyson: So the question is why is the EN certification of services listed as an option for additional documentation to be faxed in? They are under the impression that the COS is no longer a requirement to be submitted.

Desiree Fitzgerald: When we started doing -- building the system we probably still had cos as a part of the process. But it's better to have that flexibility to submit it if we need to. I mean, you know, providing certain key services, um, that are stated in the IWP are necessary. There are certain services that need to be initiated as part of developing the IWP. And when we stopped requiring the documents we did not -- the submission of the documents, the requirements that what they represent, that's still in place as a contract requirement. So those documents could be requested in connection with, you know, a review if necessary. So you don't need to submit those things routinely with your payment requests but they are there in case a payment technician needs them and requests them.

Janet Cousin: Great. Thanks Desiree for that clarification. As you may have also noticed there's a place to fax in IWP and it's for you were Desiree explained. If there is a need to have that sent in as a follow up then there is the option available there. So good point. Good question. Good clarification.

Kathy Dyson: Okay we do have a last question here from Deborah and she's asking should ENs expect to see any written correspondence regarding a beneficiary going forward as it pertains to assignment, unassignments, TWPs, et cetera?

Katie Striebinger: Yes you will receive notices in those instances.

Janet Cousin: So the current notices you're receiving there will be future correspondence that will be generated as well if that's what the question was. Okay. Very good. Well, wow this was a great session, lots of great questions. I'm happy to hear the positive feedback from several of the callers in regards to their experience with the new Ticket portal. Again we want to encourage those who are not using the Ticket portal yet to go to the your Ticket to work dot com website and go to the information center and look to the left for the Ticket portal tab and review all the requirements needed to get registered and receive your log in and the training information to help you automatic your processes, receive and benefit from the real-time access that the Ticket portal provides and p you know, get on board with us.
We're very excited about the product and again we thank you for joining us today. We're going to go ahead and wrap it up for the day. You will have audio and the presentation accessible on our website under the events tab. Next month we will be meeting again on the last Tuesday at 3:00 p.m. eastern time. We encourage you to send any requests for topics to our EN payments helpdesk at your Ticket to work dot com or follow up and give us a call on those topics. Again thank you for your participation today and remember tomorrow afternoon at 3:00 eastern for those that are registered for the new Ticket portal we will be hosting another orientation session and we look forward to hearing you participate in that session and also keep in mind the detailed Ticket training Tuesday sessions we're planning in July. Thanks again everyone. Have a good afternoon.

Operator: Ladies and gentlemen that does conclude the conference call for today. We thank you for your participation and ask that you please disconnect your line.

[CALL ENDED]