**All Employment Network Payments Call**

**3 – 4 p.m. EST**

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Operator: Ladies and gentlemen thank you for standing by. Welcome to the national all employment network payments conference 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 please press the star key followed by the number one on your telephone keypad. If you need to reach an operator at any time please press star zero. This conference is being recorded Tuesday, November 17, 2015. I would now like to turn the conference over to Janet Cousin.
Please go ahead ma'am.

Janet Cousin: Thanks. Good afternoon everyone and thank you for joining us today. We do welcome you to the All EN Payments call where we review the many intricacies of payment processes for the Ticket to Work Program. Again this is Janet Cousin. I'm the Provider Support Manager and I'll be hosting the call today.
I will have others joining me. We have Kathy Dyson our trainer and consultant for the Ticket Operations Department, Sean is the Payments Manager and Debbra Tennessee. We have members of the social security administration team on the line as well. So for today's presentation as usual we'll be sharing a presentation via the web link and we'll open the line for Q&A at the end of the call if you have any questions you would like to ask us. The presentation is posted on our website at yourTickettowork.com. If you click on the calendar you will see it listed there. After the call it will be posted on the events archive section. So just a reminder all of the presentations, the audio transcript and a recap of the discussions are posted on our website under the events archive section. So if you're not able to attend a future call you're always welcome to go on to the website and review the information that we've shared.
Our chat room is also available and Kathy will be answering questions throughout the call.
Certainly again if we don't have an answer for you we'll follow up with you afterwards. So let's get started. We have a full agenda for today's meeting.
Several items that we want to review with you, provide an update and status on e-pay, just some reminders about your SAM accounts information and updating that on a regular basis. There's a couple of Ticket portal tips and tricks that we'll cover today. It's something we'll cover one or two points each month as we have more and more folks using the Ticket portal now. We're also going to just provide a reminder on the manual payment request process for those that are non-Ticket portal users and then we'll share some information through a review of earnings evidence requirements. All right to tis the season for holidays are approaching and we do have a few closures we want to remind you of. November 26th is Thanksgiving Day and our offices will be closed. We're going to close again for Christmas on Friday December 25th and Friday January 1 for the New Year.
We've also made some adjustments on our call dates and times as a result of the holidays. So today's call is one week earlier than we normally hold it because of Thanksgiving next week. And then in December we'll also move up the monthly call to December 15th. The All EN Call has been canceled for December.
So there will not be an All EN Call. So just some reminders here. This information again is posted on our website but you may want to make a note of that.
Also as winter approaches and the weather begins to change here in the Virginia area just want to remind you that, you know, if there is any inclement weather that has our cancel our office we will advise you as to whether we are closing and when our offices will reopen. All right so e-pay. We resumed processing e-pay on November 2. Thus far several weeks in our e-pay process we have had more than 7500 claims that have been paid. Of those claims that we've processed we have over a thousand claims that have been denied. So lots more to review, lots more to process but it is in progress. If you received some payments you can view those through the list payments already made to me screen in the Ticket portal from the main menu there. This time around we are processing by SSN instead of by the DUNS number.
One benefit to this is that, you know, we will have multiple duns receiving payments instead of a large number of payments or potentially large number of payments for one duns as we work through the list. So keep an eye out in your report for any payments that may have been processed for you through the e-pay process. When we finish processing this file we will likely not begin processing the next file until late January.
So just want to set that expectation for you. Now one remind er here is if you do have earnings evidence on hand then you certainly can submit any payment request using that evidence through the Ticket portal. You don't have to wait for e-pay processing to run.
Another reminder is that the portal does not provide any indicator identifying e-pay claims versus non-e-pay claims at this time. SSA is reviewing a request to consider adding a comment field on the payments already made to me screen so that you have visibility to which claims were paid through the e-pay process. However in the meantime, you know, if you can keep track of which ones you submit through the portal you'll be able to identify those that were processed through the e-pay process. And certainly if you have any questions about your e-pay processing you're always welcome to contact the EN Payments helpdesk by phone or by sending an email to enpaymentpaymentshelpdesk@yourtickettowork.com. I would like to open up the lines and see if we have questions about e-pay or any claims that you may have received thus far. Operator can you help us with that, please?

Operator: Certainly. If you would like to ask a question during this time please press star followed by the number one. We'll pause for just a moment. Caller your line is open, please state your first and last name.

Lisa: Hi this is Lisa. So I am really trying to learn all this payment stuff. I'm an employment -- I'm a Workforce Employment Network and we were under the very, very passive UAP and so when you say that the portal does not show the e-pay field at this time and that there's a request to show that and then this will be different than payment requests that I've submitted I'm not submitting payment requests.

Debbra Tennessee: You said you're not submitting payment requests?

Lisa: That's right.

Debbra Tennessee: Okay. And what's your question then?

Janet Cousin: Well just to clarify Lisa I think what you're saying is that you guys are not accustomed to nor is it part of your standard process to log into the Ticket portal and submit payment requests through the portal.
You're as a work force EN you are used to receiving payments based on, you know, the Ticket status, et cetera. In the old former e-pay process. So with that in mind what you can expect is that when you log into the Ticket portal and you access the list payments already made to me anything listed there would by default be processed as a result of e-pay if you're not submitting any payment requests manually.

Lisa: Okay. That clarifies it.
And so the requests going forward would be to show implement networks in the portal which ones were requested and which ones were facilitated through the e-pay?

Janet Cousin: Tight. There's some ENs that were registered for our former e-pay automated payment process and several that were not. It was an optional process for them. And so some ENs do submit payments using the payment request option from the main menu in the payment section and those ENs, you know, will check that list payments already made to me screen for the payment requests they submit through the portal but they'll also see payment requests that were processed automatically by our payments team without them submitting them through the e-pay process. So I was just trying to designate the fact that for those ENs when they go into that report there really is no indication that's visible to them as to whether that claim was processed through e-pay or what it was manually submitted through the portal. So again in your case since you're not submitting through the portal everything you see there would be as a result of the automated e-pay process.

Lisa: Okay. Thanks for that clarification. And then I did have a question if you could briefly if we have time talking about the process done by duns then this time by SSNs. Can you briefly describe that?

Janet Cousin: Yeah, so….

Debbra Tennessee: I can do that Janet. This is Debbra Tennessee. I’m the Ticket Operations Manager. The last time around E-PAY, the number of claims from e-pay is very large and the last time our files were sorted by DUNS number. So we assigned the files to staff based on ENs.
That wasn't really a fair process. We have some ENs that are huge and we were working solely on their claims and where it could have been a smaller EN that we didn't get to till much later in the process because we did have several thousand claims to go through. This time around we sorted the files about social security number and we broke it up so we're not doing all the 00's at the same time. We have a group of staff that divided those social security numbers so we have staff working the area, that's the first part of your social security number. It's really more of a fair process.
We're not working all of your EN all at one time. You may get in ten payments today, you may get two tomorrow and maybe five the next day. But they're filtering and you won't see all your payments at one time.

Lisa: Okay so that's an internal process with you guys?

Debbra Tennessee: Yes it is. Yes it is.

Operator: And your next question comes from the line of Mary Lynn.

Debbra Tennessee: Hi Mary.

Mary: Okay. Alright. Good afternoon. Thanks for taking my call. I have actually two questions. The first one is in regards to the processing for November 2 can you explain how far back in terms of time of your wage records were you reviewing? Eight quarters past?

Debbra Tennessee: We go back as far as we have in social security databases.
It could be several years back.
Now we're not just doing this as the oxi file or the QBER, we're not using that process at all. If we have any earnings at all in SSA's database we're using all those earnings years, months, whatever.

Mary: Okay. Then. Thank you. My second question is you're still looking though at three times the trial work or SGA level in order to trigger or flag. Is that correct?

Debbra Tennessee: That is just one way.

Mary: Okay so then my question related to that is if for an individual in a quarter of time in just one month of that quarter has worked over SGA would your system flag that or -- I was just concerned about that one month out of the three.

Debbra Tennessee: If we've had the monthly verification by our field office then the answer is yes. If the earnings have not been verified then the answer is no.

Mary: Okay. All right. Thank you.

Debbra Tennessee: Uh-huh. Okay.

Janet Cousin: Thanks Mary.

Operator: And your next question comes from the line of Ken Williams.

Ken Williams: Good afternoon everybody. I'm kind of curious, we facilitate services for a Workforce EN. In doing payment requests I find very frequently that the earnings are already established for that claim month. So my question is why is e-pay not, you know, finding those payments and paying those automatically if the earnings are already established in the system?

Debbra Tennessee: When we run out an p-pay file it may be we paid that month.
If you're submitting payment requests daily, monthly or whatever we have a way of eliminating from our e-pay file certain potential claims and one would be if the payment was already made. So if you submitted something and earnings were established then we've already paid you, it's not going to be on the e-pay file.

Ken Williams: No. No. No. Today I ran payments. The earnings were already established in the system not requiring me to input those earnings and I was -- so the payment is going to be paid without me having to actually put the earnings information in to the system.

Debbra Tennessee: Right.

Ken Williams: In that case why is e-pay not automatically paying that payment instead of me having to find it and request it in the system?

Debbra Tennessee: Because as I said e-pay is not run every day and it's not run every month. At the point where you put it in there yes it may be on our e-pay file right now something that you submitted today. It may be on our e-pay file but we may have found that it's already been paid because the last time we ran this file was back in August. Okay? So we ran it again the last day of October. So in between that time yes you're going to submit claims through the portal and it's going to show you that the earnings were already verified or already there. Well at this point when we ran that file the end of October for all of those claims if we've already paid them or for some reason we couldn't pay them it's not going to appear on our e-pay file.
Earnings is not just one of the criteria we look at for e-pay.

Ken Williams: It's a lag time?

Debbra Tennessee: Yes. Definitely. Yes. Yes.

Ken Williams: Yeah, okay. So is the system ever going to get caught up to the point where -- I mean these were just back in April. So it wasn't dating back that far.
But is there going to be a point where the system is able to capture those earnings quicker?

Debbra Tennessee: I don't think it's going to capture any quicker than what you're getting now. Let me give you an example. We waited this long to do this e-pay file because we knew that there was -- there was a forth coming quarterly earnings file which would have been around the second quarter of calendar year 2015 which is April, May, June.
So we waited for that. Now this is October. You could have submitted something let's say in July -- excuse me, in July with earnings that you already have and you could have paid them but what I'm saying is depending on employers report their quarterly earnings and i just mentioned that the bulk of what we just got was the second quarter of 2015. We had a few employers reporting earnings the third quarter of 2015. So depending on when we run our e-pay file and when you submit your payment p requests we could run an e-pay file just days after you submitted something or even a month afterwards. So yes there's a lag period but also remember from the quarterly file that's the office of child support and employment, that file is quarterly but it's normally about six months behind the current month and I say approximately six months because again a few employers may report sooner than others.

Ken Williams: Yeah, okay. Thanks for the clarification. Appreciate it.

Debbra Tennessee: Okay.

Operator: And your next question comes from the line of Linda Sullivan.

Linda Sullivan: Hi good afternoon. You have already answered my question so thank you.

Debbra Tennessee: This is Debbra Tennessee again. Let me make one clarification on the numbers that Janet just gave you for the denials over a thousand denials. Let me clarify that those thousand denials are for phase milestone one exclusions only where those are phase one milestones where you would not receive money for in a reconciliation payment. Those claims were excluded due to VR closures, successful closures or due to look back earnings. We normally do not do denials, payment denials on e-pay. We got a whole file of a list of SSNs and earnings information.
Earnings again is not the only criteria we use to make an assessment. If we're not able to make a payment to you because the ben -- you have -- excuse me -- all the phase two milestones have been paid and the next group of payments that would be eligible under the Ticket program will be outcomes if the beneficiary achieves SGA level for their earnings, we could make outcome payments only if the beneficiary is in suspense status due to worker earnings. However if the beneficiary has not been placed in the beneficiary status of suspense we cannot pay you. But we don't create payment denials for that. You didn't ask for those payments so we're not doing a denial. The reason we have to do denials for the phase one milestone exclusions is to make sure that those payments are not included in a reconciliation payment because those payments are not available to you. They are excluded. Okay?

Janet Cousin: Okay great. Well operator thanks for opening the lines. I think we're going to continue with the agenda now. We had some good questions there. Thanks Debbra for providing clarifications and responses for those. But let's keep going and we'll have another Q&A session at the end of the call. All right so our tips and tricks for this month. Let's see what we're going to discuss this time around. So number one, we want to remind everyone that when you are submitting payment requests through the Ticket portal there are a number of automated checks that occur and as one of our callers, Ben I believe mentioned receiving the earnings already established for a claim month that's the second example on this slide. The first example indicates that SGA earnings have not yet been established for the claim month. These messages are really important. They serve as a guide to you as you're submitting your payment requests with some information to help you determine how to proceed next. So of course in the case where earnings have not yet been established for the claim month then you will need to provide earnings evidence in order to submit that payment request.
You'll have an option there to add earnings if do you have the earnings evidence and it will provide the table for you to key in the earnings information, identify the earnings type, start and ending pay periods, et cetera. And then generate a fax cover sheet to send that evidence in and be associated to the work case that's created.
Now in the second instance where you have the message that earnings have already been established for the claim month then at this point you simply click submit. You do not have to add any earnings into the table. You do not have to generate a fax cover sheet nor do you have to fax in any evidence. The system is indicating that it has identified some earnings there.
Now one thing to note is all of the payment requests are reviewed and verified by our payment specialist processing team and there have been some times in the past where the system indicated that earnings were established however the earnings that were found did not satisfy all of the criteria for that particular payment request.
And in those cases we will send an e mail message referred to as an outreach message to the EN advising them of this and advising them that we will need to have some additional earnings evidence. Many of those scenarios that occurred were corrected through various system updates. But if you received that message and you do receive an outreach message from our EN payments helpdesk team it is because the earnings that was found in the system did not meet all the criteria required for that particular payment method type. Lastly here's an example of an indication message that a payment of some kind has already been made for this claim month.
So there is some logic that's built into the system to provide this level of messaging for you.
All right so our second tip and tricks for this month is in regards to diary reasons. We've had a few calls to the payment helpdesk this past month asking about how they can identify the diary reason or they're asking why something has been pending for so long. So i wanted to take a minute to review how you can change when your payments are pending and if there is a diary reason how you can review that diary note. So again from the main menu of the Ticket portal you can see under the payments section the second option there is to view all pending payments for me. When you click on that option you'll see what's behind it on the second screen, the screen showing all of the pending payments for your EN. Now there's a way to see that just for a particular SSN if you're looking at the list beneficiaries currently assigned to me here under the assignment list. Then you have an option to see that through there for just one SSN But if you do go through the view pending payments for me you'll see this list and the red arrow is indicating the diary's column.
If the diary's column has a y that means that particular payment is pending with a diary reason. You would need to click on the actions link to the right of that work case in order to have the ability to view the diary detail note. Once you click on the actions link you'll see another screen. This is the more actions menu. Now this more actions menu has several options, lots of good information available to you here. And I'm sorry my red arrow seems to be pointing to the wrong place but the very bottom of this list is the show diaries option. That show diaries option only appears if there is a diary reason for that particular work case where you clicked on the actions link. So once you click on that show diaries link then you'll see a pop up window that provides an explanation for the diary. This is really important because our work cases are placed into diary status for nine business days.
After that expiration of the diary period then the work case will potentially be denied and you'll have to start over. So check your pending payments screen and look for any diaries that have a yes under that column, click on the actions link, click on show diaries and review the reason. Again maybe there's additional earnings needed, maybe your SAM account has expired and we're unable to make a payment until you update your SAM information. We're going to review that as well because we've had a number of those occur. So again checking the diary reason is very important because you do have a nine day diary period before the case will be denied. All right so let's briefly review how to submit manual payment requests for non-Ticket portal users.
Well the preferred method of submitting payment requests is to use the new Ticket portal and take advantage of all the stream line processes and real-time updates if you're not able to use the new Ticket portal for any reason there is this option to have a complete payment request submitted to us manually. The payment request form can be found on our website at yourTickettowork.com. If you click on the information center tab then click on form, scrolling down the list of forms into the payment section you'll find the form. Once this form is complete you may fax it with your evidentiary evidence, any documentation you have, pay stubs, the work number, et cetera and fax it over to our Ticket program manager number at (703)893-4020. You may also mail the request to the PO box listed on the slide here. Key thing to note is that we do need to ensure that the payment request is completed fully, partially completed payment request forms cannot be processed. So please review the details, ensure that you attach your evidentiary evidence and fax them over to this number here. And keep in mind that the fax number included on the fax cover sheets that are generated by the Ticket portal is a different fax number. There's a toll free number that's printed on those cover sheets at this time. And the only time that you need to use this process is if you do not have access to the Ticket portal. If your access is still in progress and you're waiting for your welcome letter, you know, you've not begun the portal access steps yet, et cetera. So we do provide this option for those non-Ticket portal users. Okay so we're going to switch over to a review of evidentiary evidence. So our three primary evidence types, pay stubs, the employer prepared earnings statements which must be signed by the employer as well as the work number report which is a third party tool that you will need a subscription to.
There is a free service option available with them but it's the work number you can subscribe to generate a report of earnings for your Ticket holder. Whatever the primary evidence is that you choose to use it must include the following information. So we must have the beginning and ending dates of the pay periods along with the actual payday, the gross earnings for the claims month or the period that you're submitting your payment request for, the year to date gross earnings and any withholdings that were being withheld from that pay period.
The only exception for this is that the work number does not always include withholdings information. And so it is acceptable to submit the work number without that holdings information. Now one note is all five of these items listed here must be included on the original document. So none of the information can be hand written on to those documents or added in separately.
Occasionally pay stubs may not include the beginning and end pay period dates and that's where the employer prepared earnings statements it will be helpful where the employer are verify what those are and find that form for you so you can submit that as a supplement to the pay stubs that you do have.
The other thing you can consider is the EN supplemental earnings statement form which is also available on our website. This form requires the EN organization name, the DUNs number, the beneficiary's name and social security number and all the details of the earnings for the claim month. It also requires an EN representative signature and date. So when submitting earnings evidence using the Ticket portal the Ticket holder earnings box will appear and here you must complete all of the fields marked with an asterisk and it is all of the same information that was reviewed on the previous page. It's going to ask you for the employer name, to enter the evidence type whether it's pay stub or the work number report. It's going to ask for that pay period start date, the pay period end date and the pay date. Gross amounts paid is a required field. It also allows you to enter net earnings if you have that information but that is optional. Key thing to note here is that you should submit an individual entry for each piece of evidence that you have.
So if you have three pay stubs for different pay periods you should make three separate entries. You should not accumulate them altogether and make one entry with the pay period and most recent pay period of all three together.
You really need to enter each document individually. Once you have submitted all of the entries you'll see your table here. It displays all the earnings information that you've keyed in. You can add more earnings or edit or delete anything that you've entered already. We do ask, it's important to have you verify the information, review it and ensure that it's accurate and complete. When you click on the submit button at the bottom of the screen there it's automatically creating a work case using the information that you've keyed in. There's not going to be an “are you sure” prompt or anything like that.
So you won't be able to edit or delete any of the information you've entered at that point either. The other thing to note on this screen is the check in the box right here. Proof of earnings will be faxed in. Now that check is automatically placed there each time you add earnings into the earnings screen and you should keep that there so it will generate the fax cover sheet for the particular work case that's going to be created at this time. You also have the option to add a vote which is visible by the payments request processing team. So again just want to review the process and the requirements for evidentiary evidence that's required in the system today.
So what about self-employment income? What about certification payment requests?
So you should be aware that certification payment requests were discontinued as of July 31 of this year. The self- employment income form 1398 is no longer acceptable as earnings evidence and it has been removed from our website. So you should no longer be using this document. Now self-employment income I mean if you're working with self-employed beneficiaries, um, that's okay.
Um, all SEI will be considered during the e-pay processing and it's only after the earnings have been verified. So prior to discontinuance of certification payment requests you were able to submit your SEI form and if those earnings were not verified via local field office, et cetera, then those payment requests would sit in a pending state for many, many months.
And so we've decided to discontinue that process and rely on and wait for those earnings to be verified through the IRS and once that has been confirmed and the earnings for those self- employed individuals are verified then the e-pay process will review that data source where that information is available and a payment will be generated. So we wanted to just provide another reminder about this change that occurred with certification payment requests and the self-employment income form which again is no longer acceptable earnings evidence for submitting requests through the portal or manually. All right well that wraps it up for our agenda today.

Debbra Tennessee: Janet? Hi this is Debbra just one more reminder. SAM.

Janet Cousin: Oh yes. We did talk about SAM -- that slide is missing from our presentation. All right. So let's do a quick reminder. Now there was a GovDelivery announcement email that was sent out to all active ENs yesterday I believe and the reminder here is that the SAM account information does need to be reviewed on a regular basis.
Your SAM account especially your banking account information does expire every year. You do need to go out and review that information. If you change your bank account information for your direct deposits you should contact the EN payments helpdesk and give us a heads up that you've made that change. It's important to do this if you have any current pending payments that are being reviewed for processing. The reason why is that again if you've changed your bank information without updating the system then we're not going to be able to make payments to you and your payments will be placed in a hold status. Now SSA does reach out to ENs to advise you that your account has been suspended or placed on hold or the payments have been placed on hold and we're not able to make payments because your account information has expired or is not current or accurate. So we want to remind you to review that information, give us a call and let us know if you do have to change your account information so we can place those payments in a waiting status until we can verify that the SSA system has been updated and we can resume making payments to you. Debbra thanks for that important reminder.

Debbra Tennessee: Oh, no problem. And, you know, for ENs on the call for e-pay what Janet said is very much true. We can't -- the system wouldn't even allow us to make a payment if your CCR or SAM registration has expired and as of today there are 136 claims that we're not making payments on because of an expired SAM registration. So this is just money that's yours and, you know, please every EN has an anniversary. Social security is very good at going out and reminding ENs once their expiration occurs but we have some ENs for months, their registration has expired and we are unable to pay and just from this e-pay file it's 136 claims thus far we are unable to pay.

Janet Cousin: Great reminder. Yes. Very important. You can simply go to www.SAM.gov and log in there and review your information and make any changes that may be necessary. Very good point.
Okay operator if you can open up the lines. Well actually let me check in our chat room and see if we have anything there that has not been answered. I see Kathy has been feverishly answering questions that have been submitted.

Kathy Dyson: Yes, Hi. There is one question. What if an employer prepare earning wage statement is submitted however they refuse to sign the actual statement?
What's next? Would anyone like to jump in and answer that question?

Debbra Tennessee: This is Debbra. If the employer -- they're refusing to or just forgot to do it? Because if they filled in that information I don't understand why they wouldn't sign it if it did come from the employer. But was it just an oversight or did they just didn't want to sign it? Is that the issue? Because you do have some other options. You can go to the work number and get that information or possible you could wait for e-pay but again there may be a lag there. But we would have to have that employer -- let me tell you the reason why we have to have the employer sign. It's not just a matter of the wages or the pay periods. We have to know that withholdings have been made -- withholdings that should be withheld by law. We want to make sure that employers and this is for the benefit of the beneficiaries. FICA tax ifs they need to be withheld that they are being withheld. Those may come off the rolls and may continue to work until they retire there are no FICA taxes taken out. That's less money that that beneficiary is going to make plus it's against the law. They should be withholding FICA taxes and Medicare taxes unless it is considered to be self-employment. So we do need that information for that reason. Most of the time we're asking for employer prepared earnings statement. When we get a pay stub and it doesn't appear that withholdings have been made it doesn't add up like the net amounts and the gross amounts or the amounts withheld they just don't total back to the gross.
It looks like something's wrong there. So we do need to have that employer sign off and attest to the fact that all withholdings by law have been made. If the employer don't want to do that the next option or another option could be to go to the work number or again just wait for the claim to appear on e-pay.

Janet Cousin: Great Debbra thanks for answering that chat question.
Operator why don't we go ahead and open up the phone lines and see if we have any additional questions.

Operator: Certainly. Again if you would like to ask a question please press star followed by the number one. And your first question comes from the line of Robert Perkins.

Robert Perkins: Good. My question is during the e-pay process, um, does social security go back and correct any like -- say you're supposed to be in phase one milestone one but you find earnings that was lagging that wasn't reported in the last 18 months. Do you go back and say this person should be in outcomes instead of phase one milestone one or phase two milestone? Do you go back and correct that?

Debbra Tennessee: We don't do what you're saying. We don't correct any records but we do a full assessment of a beneficiary's records. So for example we could see where we made some phase one milestone payments with social security retroactively placed the beneficiary in a suspense status due to workers earnings and we can see it could be paid, yes we go back and pay those.

Robert Perkins: Okay. Okay. I guess I'm asking because I have two clients that they're in the phase one milestone phase but they received a letter from social security saying that their benefits are coming before -- they're coming off before the trial work level is scheduled to end within a nine month period.

Debbra Tennessee: Okay. And they're going to be placed in suspense and their cash benefits are going to stop?

Robert Perkins: Right. Right. They've been receiving those kinds of letters.

Debbra Tennessee: Okay social security places someone in suspense and we have evidence they have earnings at SGA level, once that happens even if the beneficiary has not completed all phase one milestones, you know, they may have only been paid you as an EN phase one milestones one and two. Once they go into that outcome phase we will start paying you outcomes. Now if there were no phase one exclusions due to a successful VR closure or look back situation then that means phase one milestone three, four and all phase two's still would have been available to you had the beneficiary not gone into an outcome period. So we will pay you those moneys at reconciliation once the beneficiary has been in outcome period and you received 12 outcomes.

Robert Perkins: Got you. Got you. So in a three month suspense period do you get paid outcomes or have to wait until they're taken completely off the cash benefits.

Debbra Tennessee: We have to wait until Social Security updates the records with that information.

Robert Perkins: Got you. Okay. Thank you.

Debbra Tennessee: We use Social Security records. As a means of working.
I mean I don't know how many beneficiaries there are in total but that is -- it's a lot. And so social security records are our means of determining the payment status of a beneficiary finding earnings information so we rely on those records.

Robert Perkins: Okay. Thank you.

Operator: And your next question comes from the line of Cheryl Brandon.

Cheryl Brandon: Hi. I have a question about the portal and the payment request section. Can you tell me when we get the message that the earnings have already been established for that month, um, where does that information come from and is that from when the e-pay file has been created?

Debbra Tennessee: No -- the information that you get there comes from social security records. Let me say it's -- on an ongoing basis.
It's the same source that the e-pay that we develop our e-pay files based on the earnings records that social security has. And the level of earnings.
So whatever earnings information that's listed in social security databases, systems, wherever it is when you submit your payment request through the portal it looks at all those sources for earnings and when we're ready to run an e-pay file the way e-pay identifies the social security number for potential claim to be paid is to also look at those same databases.

Cheryl Brandon: Okay. I guess then maybe we could clarify because I discovered this on my own that I was getting payment -- I went in and tried to make a claim even though I didn't have any evidentiary, any pay stubs or anything. I requested a claim for a month and that message popped up that earnings had already been established soon I was able to hit submit and a payment request was created. And now I do that on an ongoing basis for all of my clients so I get a jump on payments.

Debbra Tennessee: And e-pay probably. Because it's been several months since e-pay so by the time we run e-pay that's possibly true.
Yes. We have ENs that do that.

Cheryl Brandon: Okay. And O just think it's good for people. You're waiting for -- it's different than auto pay where you got paid every month and now I think it would be good to know that they can do that to go in and submit something.

Debbra Tennessee: You know I'm glad you brought that up because there is, um -- right now we're not running e-pay every month.
So if you are an en who was dependent on let's say uap, receiving, you know, revenue monthly from that process and of course now we're looking at earnings that are established in social security's database but it's good for you to go in there and just attempt to do what you just did. Now if there's nothing there of course it's going to prompt you to enter the earnings -- >> right. and submit something. If you don't have anything i guess you just stop what you're doing because if you don't have any earnings to submit, um, or send anything in, um, and there's nothing established in social security's database after nine business days we're going to deny the claim if we don't receive anything anyway.

Cheryl Brandon: Right I just hit cancel at that point. But i received thousands of dollars in payments by going in and doing that.
>> and that's a good way if you really relying on those e-pay payments, um, to just go in especially if you have beneficiaries you know are working and it's been a while since we've had e-pay, they're no outcome stat does, they're not able to get the earnings information, sure. Thank you so much Debbra.

Operator: Your next question comes from the line of Gina Ruby.

Gina: Okay my question is in the past the portal was so smart that it would tell me that I was wrong when I input information.
I wasn't wrong. What I had is clients who worked multiple jobs and it was next to impossible to report them given how smart the computer thought it was. Is there a way to enter multiple employers and keep the money straight? The girl's income ended up being a big problem.

Debbra Tennessee: Sure. Beneficiaries can have multiple employers. So -- in what situation did it reject your request? What did it do?

Gina: It wouldn't even allow it to be entered. It would say the gross -- you know on the line where you put, you know, the pay period, pay date, et cetera, et cetera. The girl's income was the big problem because it would go from the entry before. Gross income.

Debbra Tennessee: Oh. Okay. So let's say you had one pay stub from Wal-mart and the next one came from Verizon and it basically kind of picked up where Wal-mart left off and wouldn't accept your Verizon?

Gina: Yeah.

Debbra Tennessee: So you were trying to do multiple entries on different employers in one event?

Gina: Uh-huh.

Debbra Tennessee: Okay. If it doesn't accept that then i guess you would just have to submit that payment request again with additional earnings or just send them in.
Send them in when you -- you can either create a fax sheet and send them in that way or i think that would be the easiest way to do it. Anybody on the phone

Janet Cousin: Hey Debbra this is Janet and Gina just to clarify I pulled back up the slide that shows that screen for entering in the Ticket holder earnings. So again with each entry you should be able to type in the employer name, evidence type, the pay period start and pay period end dates. So if for some reason you put in, you know, 2015 as the start and 2014 as the send the system will catch that. You know, any typos. So verify your entering dates that are appropriately in order. You know, the ending date following the start date, et cetera. And so it should be fine and accept your entry. If you have multiples that overlap then there may be a question about that. If you have a pay period -- maybe they do have two jobs. They're working part-time in two places so they have overlapping pay periods. It should allow that but if you get any type of error and you're not able to include anything finish entering what you can enter and with the fax cover sheet that's generated you can always include additional documents even if you did not key them in. What happens is when you fax that cover sheet with your documents an electronic image is generated for the payment specialist to review and they will compare that electronic image to what you keyed in into this table and if they find that there's some additional evidence that you sent us was that not keyed in they can always add that in themselves. So you're welcome to add any additional documents that you were not able to key in through the portal with the fax cover sheet. Does that make sense?

Gina: Perfect.

Janet Cousin: Yeah, you know, and certainly you can add a note. It might be helpful for us then we can work with our systems team to see if there is some type of system glitch that's happening. So if you add a note in there and say you tried to key this in and received a particular error it's helpful to let us know what that error number is or what the message is and that way we can follow up with our systems team and make sure we don't have an issue.

Gina: Okay, thank you.

Operator: And your next question comes from the line of Sabrina.

Sabrina: Hi good afternoon. How's everyone? I'm calling in regards to the portal. I was looking at a payment that is currently pending and I had actually submitted it, oh, probably around the beginning of November and it's just now showing up in the portal and it's reflecting a date of today.
Is that because of when the person that was assigned the EN specialist was assigned the actual Ticket that's showing up now or how does that work?

Janet Cousin: Just to clarify Sabrina you're looking at the payment -- the pending payments for me screen or payments already made to me?

Sabrina: I'm sorry. The pending payments.

Janet Cousin: Okay. So the pending payments for me screen and you're seeing a date next to whatever status it's in.

Sabrina: Correct. Uh-huh. And it's showing a date of today's date when it was sent in the beginning of November.

Debbra Tennessee: Sabrina did you have to send in a fax cover sheet with earnings information?

Sabrina: No I just, you know, just submitted it as I normally do.
I normally submit my payments manually. And I actually have called the EN payments helpdesk and they actually told me it was received actually the very next day that I sent it and I told them that, you know, I guess I've got -- kind of gotten spoiled with the new portal which is the dangerous part of the portal because, you know, I was seeing as soon as I would submit a payment it's like the next day or so it was showing up in the portal as a pending payment.

Debbra Tennessee: And you sent this one through the portal as well?

Sabrina: No. I sent this manually like I do all of my payments.
But I was just stating that because of the new portal I was sending -- I was starting to see any payments that I had submitted like the following day or two days later in the portal showing up as pending. And this one did not do that. It's just now showing up.

Debbra Tennessee: That's what happens when something's handled manually.
The portal is an automatic process. As soon as you submit something it's almost like in real-time you'll see a status.
Whereas if you submit a payment request manually it's two or three hands that touches a transaction for that request.
It has to be uploaded,
downloaded and uploaded again before it actually hits. Even gets into our system. Then it has to be picked up by someone to actually do something with it. Like to create a work case.
So yes if you sent something in manually the benefits of the portal is you're going to have more immediate action and you're probably going to get your payment request processed faster.

Sabrina: Yeah that's what I was stating. That I have been sending it in manually and seeing it in the portal a day or two later.

Debbra Tennessee: Okay. Okay. I understand.
I got it now. I will tell you what happened. We're doing e-pay now. And we have thousands of cases and we've made that priority. So you will get your payment if we assess that case and we see that we can make a payment you'll get it within the 30 daytime frame which is part of our performance goals that we have to complete a payment request within 30 days of receipt. When we have e-pay you're going to have a delay and any payments that you're submitting either through the portal or even manually because e-pay is our priority.

Sabrina: I got you.

Debbra Tennessee: Got it. I didn't understand at first but now i do. I got it.

Sabrina: Okay. Okay. Let me ask you.
So I did hear you say the 31 was the last day that you all did your previous -- your last roll out of the e-pay.

Debbra Tennessee: That's when we actually got the file that we're working on right now. We received it October 31 and we started working those claims on November 2.

Sabrina: Oh so you're not finished?

Debbra Tennessee: Oh, no, no, no. We've made -- actually we've made as of this morning it was over 8400 payments that we had made as of this morning. And we're almost halfway through. This is a huge file.

Sabrina: Oh okay.

Debbra Tennessee: So our system staff at Social Security is getting even better at identifying potential claims and as I mentioned earlier we just got in a recent updated quarterly earnings file so we have more earnings that are listed there so possibly more payments going out the door. So it's taking us a while to process this file but I mean we're making the payments.

Sabrina: Well I just want to commend you all. You're doing an outstanding job and you may not hear that very often but

Debbra Tennessee: We sure don't. I'm so happy you said that on a national call.

Sabrina: I just want to commend you guys are doing an outstanding job and we sincerely appreciate it and thank you for taking the time to clear that up for me.

Debbra Tennessee: Oh not a problem.

Sabrina: Okay you all have a good day.

Debbra Tennessee: You too now. Okay. Anymore calls?

Operator: And your next question comes from the line of Lisa.

Debbra Tennessee: Hi Lisa.

Lisa: Hey everybody. I just had a quick question that's a little off topic of payments but I did notice in the chat box there was response from an SSA representative I believe that said that you're not able to enroll anyone in the portal at this time and that your system folks are looking at that. Do you have an update on that?
Because I have a new person that I want -- that I've sent in the equip.

Janet Cousin: Good question Lisa. Thank you. Natalie is there someone in the room there with you all that would respond to that chat question that may be able to clarify that?

Natalie Sendledorfer: No. I'm going to check with Katie on that. I know she said earlier when I spoke with her that they were working on the portal issues.

Janet Cousin: Okay. Well Lisa we can certainly get back to you or you're welcome to call our systems helpdesk but we'll get clarification on that. You have a new employee that you've submitted your portal request information to EN service at SSA.gov. What's stage is it in or -- is that what stage you're at? Lisa you still there?

Operator: No it looks like she disconnected.

Janet Cousin: Okay. Well Lisa please give our systems helpdesk a call or again it's enservice@SSA.gov that is the team that's working through the initial set up for the Ticket portal and you can certainly check on the status of your registration request.
Okay. Well there was a lot of great questions. You know if you have any follow up questions please send those to the EN payments helpdesk at yourTickettowork.com. We'll be happy to follow up with you.
We're going to wrap it up for the day. Thanks again everyone for joining us for our call today. We do hope that this was helpful and an informational session for you and we look forward to having you join us next month. Again it will be a week earlier than our normal date and that would be Tuesday December 15th. So that's 12-15-15. Remember the information we shared today, transcript, et cetera will be posted on the website at yourTickettowork.com under the information center tab on the events archive. Have a good afternoon everyone.

Operator: Ladies and gentlemen this does conclude today's webinar.
We thank you for your participation and ask that you disconnect your line.

[Call Ended]