Title: EN Pay Call Start: 12/20/2016 3:00 PM EST

>>TODAY IS DECEMBER 20, 2016.

YOUR EVENT WILL BEGIN SHORTLY.

PLEASE STAND BY.

>>LADIES AND GENTLEMEN THANK YOU FOR STANDING BY. TODAY'S CONFERENCE IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL BE PLACED ON MUSIC HOLD. THANK YOU FOR YOUR PATIENCE.

>>LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE NATIONAL EMPLOYMENT NETWORK PAYMENT 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 PRESS THE STAR FOLLOWED BY THE ONE ON YOUR TELEPHONE. IF YOU FLEED NEED TO REACH AN OPERATOR PLES PRESIDENT STAR ZERO. THIS IS RECORDED DECEMBER 20, 2016. I WOULD LIKE TO TURN THE CONFERENCE OVER TO SHAWN WALCOTT. PLEASE GO AHEAD.

>>THANK YOU AND WELCOME FOR ATTENDING THE ALL EN PAYMENTS, TUESDAY DECEMBER 20, 2016. I'M SHAWN WALCOTT THE PAYMENTS MANAGER AND HOST FOR THE CALL.

JOINING ME IS DEBBRA TENNESSEE AND ON THE LINE ON BEHALF OF THE SOCIAL SECURITY ADMINISTRATION WE HAVE KATIE AND NATALIE.

THANK YOU ALL FOR JOINING THE CALL. THE PURPOSE OF TODAY'S PRESENTATION IS TO CONVEY INFORMATION BY PROVIDING INSIGHT INTO THE PAYMENTS PROCESS AS IT ASSOCIATES WITH THE FOLLOWING AGENDA TOPICS. SO WE'RE GOING TO REVIEW ANNOUNCEMENTS, THE STATUS UPDATE, 18 MONTH LOOK BACK, WHEN TO APPLY, TICKET PROGRAM RESOURCES THEN WE WILL HAVE OUR QUESTION AND ANSWER FORUM. YOU CAN CHECK THE STATUS OF E-PAY BY VIEWING THE ANNOUNCEMENTS SCREEN IN THE PORTAL. THE PORTAL WILL DISPLAY THE ANNOUNCEMENT THAT E-PAY HAS STARTED AND A MESSAGE WHEN WE COMPLETE THE PROCESSING OF AN E-PAY FILE. I WOULD LIKE TO STATE HAPPY HOLIDAYS TO EVERYONE AND I WOULD LIKE TO ADVISE OUR OFFICES ARE CLOSED ON MONDAY DECEMBER 26 AND OFFICES ARE ALSO CLOSED ON MONDAY JANUARY 2, 2017. STARTING IN JANUARY 2017 THE ALL EN PAYMENT CALLS WILL BE MOVING TO A QUARTERLY SCHEDULE.

IN 2017 OUR CALLS WILL BE HELD JANUARY 31, APRIL 25TH, JULY 25TH AND OCTOBER 31ST. THE TICKET PROGRAM AVAILABLE RESOURCES SECTION OF THIS PRESENTATION HIGHLIGHTS THE SERVICE ACCOMMODATIONS AVAILABLE TO YOU AT ANY TIME TO REINFORCE THE PAYMENT PRINCIPLES AND GET OTHER RELEVANT PAYMENT INFORMATION IN BETWEEN CALLS.

OUR E-PAY STATUS UPDATE. OUR CURRENT E-PAY FILE PROCESSING BEGAN ON NOVEMBER 17, 2016.

CLAIMS ARE PROCESSED BY SOCIAL SECURITY NUMBER INSTEAD OF DUNS.

THE CURRENT E-PAY FILE CONTAINS A LITTLE OVER 14,000SSNS AND AS OF MONDAY DECEMBER 20TH OUR EN PAYMENT STAFF PROCESSED THE FOLLOWING. TOTAL CLAIMS PAID 12220. AS A REMINDER YOU MAY SUBMIT YOUR PAYMENT REQUEST THROUGH THE TICKET PORTAL INSTEAD OF WAITING FOR THE E-PAY PROCESS TO RUN. ADDITIONALLY PLEASE ENSURE THAT YOUR EN PAYMENT CONTACT INFORMATION IS CURRENT. WE E MAILED PAYMENT CONTACT FOR PAYMENT OUTREACH MESSAGES AND CONFIRMATION OF POSSIBLE SPLIT PAYMENTS. WE WILL NOW PROCEED TO THE FIRST PORTION OF THE PRESENTATION THE 18 MONTH LOOK BACK TOOL. DURING THIS SEGMENT WE WILL DISCUSS THE 18 MONTH LOOK BACK TOOL AND WHEN TO APPLY BETWEEN DATE OF DISABILITY ONSET AND THE TICKET ASSIGNMENT DATE. WE WILL ALSO PROVIDE DIFFERENT EXAMPLES TO FURTHER EXPLAIN THE PROCESSING RULES ASSOCIATED. THE 18 MONTH LOOK BACK RULE AN PLIEZ TO ALL PHASE ONE MILESTONE PAYMENTS FOR TICKETS ASSIGNED ON JULY 21, 2008 OR LATER. IF A BENEFICIARY HAD TRIAL WORK LEVEL EARNINGS FROM WORK BETWEEN THE DATE OF DISABILITY ONSET AND THE FIRST TICKET ASSIGNMENT SOME OR ALL OF THE PHASE ONE MILESTONES MAY BE EXCLUDED FOR PAYMENT. IF EARNINGS EXIST THE MONTH IMMEDIATELY PROCEEDING THE TICKET ASSIGNMENT DATE PHASE ONE MILESTONE ONE IS NOT AVAILABLE.

IF EARNINGS EXIST THREE MONTHS WITHIN A SIX MONTH PERIOD PROCEEDING THE TICKET ASSIGNMENT DATE AND AFTER THE LATEST DDO PHASE ONE MILESTONE TWO IS NOT AVAILABLE. IF EARNINGS EXIST SIX MONTHS WITHIN A 12 MONTH PERIOD PROCEEDING THE TICKET ASSIGNMENT DATE AND AFTER THE LATEST DDO DATE PHASE ONE MILESTONE THREE IS NOT PAYABLE.

IF EARNINGS EXIST NINE MONTHS WITHIN AN 18 MONTH PERIOD PROCEEDING THE TICKET ASSIGNMENT DATE AND AFTER THE LATEST DDO DATE PHASE ONE MILESTONE FOUR IS NOT PAYABLE. THE UPDATED 18 MONTH LOOK BACK TOOL ALLOWS ENS TO ENTER THE DISABILITY ONSET DATE ALSO KNOWN AS DDO. THE DATE OF DISABILITY ONSET IS THE INITIAL DATE SSA DETERMINES THE BENEFICIARY IS TO BE DISABLED.

SOME INSTANCES A NEW DDO IS ESTABLISHED AFTER A BENEFICIARY IS REINSTATED UNDER AN EXR APPROVED BY SSA OR IF SOCIAL SECURITY APPROVES A NEW DISABILITY APPLICATION. IF A BENEFICIARY IS REINSTATED UNDER EXR A NEW PERIOD OF DISABILITY WITH A NEW DISABILITY DATE OF ONSET IS ESTABLISHED. NO PAYMENTS ARE PERMITTED ON THE OLD TICKET AND THE UPDATED 18 MONTH LOOK BACK TOOL NOW INCLUDES THE TICKET ASSIGNMENT AND DDO DATES. DETERMINING THE DISABILITY ONSET DATE. THE BENEFITS PLANNING QUERY OR BPQY HAS A WEALTH OF INFORMATION ABOUT BENEFICIARIES' CASE. ENS CAN HAVE THEM SIGN THE BPQY CONSENT TO RELEASE INFORMATION FORMS, A VALID SIGNATURE IS REQUIRED IN ORDER TO COMPLETE THAT FORM. THE FIRST CONSENT FORM IS REQUIRED TO RELEASE INFORMATION FROM SOCIAL SECURITY RECORDS. THE SECOND CONSENT FORM IS FOR THE RELEASE OF INFORMATION ASSOCIATED WITH THE IRS EARNINGS RECORDS. THE RELEASE MUST CONTAIN THE BENEFICIARY'S SOCIAL SECURITY NUMBER AND THEY CAN OBTAIN A NEW DDO FROM THE BENEFICIARY ESPECIALLY WHEN SOCIAL SECURITY APPROVES AN EXR CLAIM. DISPLAY OF AVAILABLE MILESTONE PAYMENTS.

THE 18 MONTH LOOK BACK TOOL ALLOWS ENS OR TPM PAYMENT STAFF TO ENTER ASSIGNMENT DATE TO THE FORERIGHT COLUMN WHICH IS THE MONTH AND YEAR. THE TOOL CALCULATES 18 MONTHS PRIOR TO THE TICKET ASSIGNMENT DATE, MONTH, YEAR AND LOADS THE TOOL WITH THESE MONTHS. STAFF THEN PLUGS IN X'S UNDER EACH MONTH TO INDICATE IF EARNINGS ARE ABOVE TRIAL WORK LEVEL. THE SPREADSHEET WILL POST A YES OR NO FOR EACH PHASE ONE MILESTONE IN THE CHART BELOW. TO INDICATE WHETHER OR NOT A PHASE ONE MILESTONE PAYMENT IS AVAILABLE.

THE NEW 18 MONTH LOOK BACK TOOL NOW HAS THE FUNCTIONALITY TO ENTER THE DDO DATE AND MAKE CALCULATIONS. WITH THIS NEW FEATURE THE 18 MONTH PERIOD BETWEEN THE DATE OF DISABILITY ONSET AND TICKET ASSIGNMENT DATE IS CALCULATED ACCURATELY.

INSTRUCTIONS ON HOW TO USE THE TOOL ARE INCLUDED IN THE DOWNLOADABLE FORM. THIS IS LOCATED AT THE TICKET TO WORK WEBSITE UNDER THE INFORMATION CENTER, RESOURCE, DOCUMENTS AND TOOLS. TO USE THE TOOL YOU FIRST ENTER THE TICKET ASSIGNMENT DATE IN THE BOX ON THE FORERIGHT OUTLINED IN RED.

THIS WILL GENERATE THE 18 PREVIOUS MONTHS IN THE SPREADSHEET. NEXT YOU ENTER AN X IN EACH OF THE MONTHS WHERE THE BENEFICIARY HAD EARNINGS ABOVE TRIAL WORK LEVEL AMOUNTS FOR THAT YEAR. A CHART TRIAL WORK LEVEL AMOUNTS IS PROVIDED ON THE SPREADSHEET FOR YOUR REFERENCE. WHEN YOU'VE ENTERED THE APPROPRIATE X'S THE SPREADSHEET WILL DISPLAY THE AVAILABLE MILESTONES BASED ON WHAT WE DESCRIBED EARLIER. THE 18 MONTH LOOK BACK PAYMENTS SCENARIO NUMBER ONE. DURING THIS PART OF THE PRESENTATION I'LL BE SHOWING YOU SOME DATA AND CHARTS AS ASSOCIATED WITH THE 18 MONTH LOOK BACK TOOL AND DATE OF DISABILITY ONSET PAYMENT SCENARIOS. IN THIS EXAMPLE THE TICKET ASSIGNMENT DATE IS APPLIED AS NOVEMBER 2015. AND THE DATE OF DISABILITY ONSET IS MAY 2015. NORMALLY IN THIS CASE ALL PHASE ONE MILESTONES WOULD BE DENIED. HOWEVER ONLY PHASE ONE MILESTONE ONE AND PHASE ONE MILESTONE TWO ARE NOT PAYABLE.

THIS IS DUE TO THE LOOK BACK ENDING AT THE DATE OF DISABILITY ONSET WHICH IS LISTED AS MAY 2015. THE 18 MONTH LOOK BACK PAYMENT SCENARIO NUMBER TWO. IN THE NEXT EXAMPLE THE TICKET ASSIGNMENT DATE IS DOCUMENTED AS NINE OR NOVEMBER 2014. AND THE DATE OF DISABILITY ONSET IS DECEMBER 2013. THE EVIDENCE DOES SEEM TO SHOW THAT PHASE ONE MILESTONE ONE THROUGH PHASE ONE MILESTONE THREE IS NOT AVAILABLE FOR PAYMENT BECAUSE THE LOOK BACK ENDS AT THE DATE OF DISABILITY ONSET. PAYMENT SCENARIO NUMBER THREE. I WANT TO TURN NOW TO THE THIRD PAYMENT SCENARIO USING THE NEW 18 MONTH LOOK BACK TOOL. ALL PHASE ONE MILESTONES ARE AVAILABLE. EACH MONTH THAT CONTAINS AN X INDICATES EARNINGS ABOVE TRIAL WORK LEVEL AMOUNT FOR THAT YEAR.

THE PAYMENTS ARE AVAILABLE BECAUSE THE LOOK BACK CALCULATION ENDS AT THE DATE OF DISABILITY ONSET WHICH IS DOCUMENTED AS FEBRUARY 2016.

DATE OF DISABILITY ONSET AND TICKET TWO. FOR THE UPCOMING EXAMPLES PLEASE REFERENCE AND KEEP IN MIND THESE ARE TWO DIFFERENT TICKETS LISTED WITH THE SAME BENEFICIARY. DDO EXISTS FOR EACH TICKET ISSUED.

IT IS VERY IMPORTANT TO BE AWARE OF THE DDO FOR EACH ISSUED

TICKET. ON THE DDO ON ONE TICKET WILL DIFFER FROM THE DDO ON ANY SUBSEQUENT TICKETS BUT THE RULES REMAIN THE SAME. JUST REMEMBER THE RULES APPLY TO INDIVIDUAL TICKETS AND NOT INDIVIDUAL SSNS. TICKET ONE WAS ASSIGNED IN JUNE AND HAS A DDO OF 4/2011. TICKET ONE TERMINATED 2015. TICKET TWO ISSUED ON JUNE 2015 AND ASSIGNED ON JULY 2015. DDO FOR THE TICKET TWO IS 6/2015. THE BENEFICIARY HAS EARNINGS FROM WORK ABOVE TRIAL WORK LEVEL FROM MARCH 2011 TO APRIL 2015. WHAT MILESTONES ARE OR ARE NOT AVAILABLE? IN THE FIRST EXAMPLE TICKET ONE WAS ASSIGNED ON JUNE 2012 AND HAS A DDO OF 4/2011. TICKET ONE WAS TERMINATED FEBRUARY 2015. THE BENEFICIARY HAS EARNINGS FROM WORK ABOVE TRIAL WORK LEVEL FROM MARCH 2011 TO APRIL 2015. BASED ON THE FACT THAT TICKET TWO HAS A DDO DATE OF APRIL 2011 AND OUTSIDE OF THE 18 MONTH WINDOW ALL PHASE ONE MILESTONES ARE NOT AVAILABLE. IN THE SECOND EXAMPLE THE DDO FOR THE NEW TICKET OR TICKET NUMBER TWO HAS BEEN TAKEN INTO ACCOUNT. TICKET TWO WAS ISSUED ON JUNE 2015 AND ASSIGNED ON JULY 2015. ALTHOUGH THERE ARE EARNINGS LISTED ABOVE TRIAL WORK LEVEL FOR THE SECOND TICKET PAYMENT IS POSSIBLE DUE TO THE NEW DDO DATE OF JUNE 2015. WE WILL NOW FINISH THIS DISCUSSION WITH A REVIEW OF WHAT RESOURCES ARE AVAILABLE TO YOU IF YOU HAVE FURTHER QUESTIONS OR NEED ADDITIONAL DETAILS ABOUT ANYTHING WE PRESENTED TODAY. TICKET PROGRAM AVAILABLE RESOURCES. THE PORTAL AUTOMATES ANY OPERATIONAL FUNCTIONS YOU DO THROUGHOUT THE DAY. BESIDES UPLOADING PAYMENT REQUESTS FORMS AND VIEWING THE EN PAYMENT STATUS REPORT AS REVIEWED PREVIOUSLY SOME ADDITIONAL AUTOMATED FEATURES THAT THE PORTAL OFFERS INCLUDES CHECKING FOR TICKET ASSIGNABILITY, ASSIGNING OR UNASSIGNING TICKETS AND UPLOADING FORM. PPM PROVIDES WEBSITE RESOURCES FOR PROVIDERS.

ENS CAN ALSO VISIT THE INFORMATION CENTER SECTION OF THE WEBSITE TO OBTAIN ADDITIONAL INFORMATION, RESOURCE DOCUMENTS AND TRAINING MATERIALS ON A WIDE VARIETY OF TOPICS. THE INFORMATION CENTER ALSO INCLUDES A LISTING OF UPCOMING EVENTS INCLUDING CONFERENCE CALLS THAT SERVICE PROVIDES CAN ATTEND.

THE TRAINING SESSION WITHIN THE INFORMATION CENTER INCLUDES POWERPOINT PRESENTATIONS FROM PAST TICKET TRAINING TUESDAY CALLS. TO ACCESS THE TICKET TO WORK WEBSITE PLEASE GO TO YOURTICKETTOWORK.COM. TICKET PORTAL AND TRAINING RESOURCES, THE SECURE TRAINING AND RESOURCES SITE WAS CREATED TO ENSURE THE HIGHEST LEVEL OF SECURITY FOR YOU AND THE BENEFICIARY YOU SERVE. YOU CAN ONLY ACCESS THE SITE BY USING THE LINK INCLUDED IN YOUR WELCOME LETTER YOU RECEIVED VIA EMAIL WITH THE LOG IN INFORMATION FOR THE PORTAL.

TICKET PORTAL USER GUIDE IS A RESOURCE TO HAVE AT YOUR FINGERTIPS WHEN USING THE TICKET PORTAL. THE REFERENCE TO CONSULT BEFORE CONTACTING US WITH A QUESTION. FOR NEW ENS INFORMATION ON HOW TO ACCESS THE TRAINING AND RESOURCE SITE WAS INCLUDED IN YOUR WELCOME LETTER YOU RECEIVED WITH CONFIRMATION OF YOUR COMPLETED ENROLLMENT IN THE TICKET PORTAL. THE EN PAYMENTS HELPDESK 6789 . THE PREFERRED METHOD IS TO USE THE TICKET PORTAL AND TAKE ADVANTAGE OF THE REAL-TIME UPDATES.

HOWEVER IF AN EN IS UNABLE TO USE THE TICKET PORTAL FOR ANY REASON IT ALSO HAS THE OPTION TO SEND MANUAL PAYMENT STATUS INQUIRIES TO THE EN PAYMENTS HELPDESK. YOU CAN CONTACT THE EN PAYMENTS HELPDESK AT ENPAYMENTSHEL ENPAYMENTSHELPDESK@YOURTICKETTOW ORK.COM. ENS CAN OBTAIN CLARIFICATION ON PAYMENT RELATED ISSUES OR EXPLANATION OF HOW EN PAYMENT APPLY TICKET POLICY AND PROCEDURES IN ORDER TO MAKE PAYMENT AND PAYMENT DENIAL ASSESSMENTS. THESE DUTIES INCLUDE ANSWER EN PAYMENT INQUIRIES RECEIVED THROUGH THE HELPDESK PHONE LINE, SUBMIT REQUESTS TO THE EN PAYMENT STAFF FOR PAYMENT RECONSIDERATION OR FOR PAYMENT SUPERVISOR TO REVIEW A PAYMENT ISSUE AND OUTREACH TO ENS TO OBTAIN PAYMENT RELATED DOCUMENTATION WHEN EN PAYMENT STAFF REPORT MISSING OR INCOMPLETE INFORMATION FROM PAYMENT REQUESTS ENS SUBMIT.

THE TICKET OPERATION HELP LINE IS AVAILABLE MONDAY THROUGH FRIDAY 9:00 A.M. TO 5:00 P.M.

EASTERN STANDARD TIME. BOTH THE PAYMENT HELPDESK AND SYSTEM SUPPORT DESK ARE ACCESSIBLE BY CHOOSING OPTION TWO AND THREE RESPECTIVELY. THE PAYMENT HELPDESK IS AVAILABLE TO ANSWER ALL YOUR QUESTIONS REGARDING PAYMENTS POLICY OR STATUS UNDER THE TICKET PROGRAM WHILE THE SYSTEM SUPPORT DESK HAS REPRESENTATIVES AVAILABLE TO ASSIST YOU WITH ANY TECHNOLOGICAL ISSUES YOU MAY ENCOUNTER USING THE TICKET PORTAL, QUESTIONS ABOUT TICKET ASSIGNMENTS OR TPR RELATED QUESTIONS. THIS WILL CONCLUDE YOUR PRESENTATION PORTION OF THE CALL AND NOW WE'LL OPEN THE LINES TO RECEIVE YOUR COMMENTS AND ANSWER TO ANY QUESTIONS YOU MAY HAVE. DEBBRA DO WE HAVE ANY QUESTIONS PRESENTED VIA THE CHAT ROOM AT THIS TIME? OKAY I DON'T SEE ANYTHING AT THIS TIME.

>>I'M SORRY SHAWN I WAS ON MUTE. THERE IS ONE QUESTION FROM MARY AND THE QUESTION IS WILL THE DATE OF DISABILITY ONSET BE AVAILABLE WHEN WE CHECK ASSIGNMENTS. DDO IS DIFFERENT FROM THE TICKET MAIL DATE.

RIGHT? THE ANSWER IS NO. THE DDO -- FIRST QUESTION, NO. IT WON'T BE AVAILABLE WHEN YOU CHECK TICKET ASSIGNMENT. AND THE DDO CAN BE DIFFERENT FROM THE TICKET MAIL DATE. SO OBTAIN AN DRAT DDO CHECK THE BPQY. IF THE BENEFICIARY HAS APPLIED FOR AN EXR CLAIM AND SSA APPROVED THE CLAIM THEN THE BENEFICIARY WILL HAVE A NEW DDO. IF YOU ARE WORKING WITH THE BENEFICIARY WHO APPLIED FOR AN EXR CLAIM THEN THE BENEFICIARY IS NO LONGER WORKING AT SGA OR POSSIBLY NOT WORKING AT ALL AND IF YOU ARE IN CONTACT WITH THE BENEFICIARY THEN THE BENEFICIARY SHOULD HAVE TOLD YOU THAT AND THEY SHOULD HAVE ALSO INFORMED YOU THAT THEY HAVE APPLIED FOR AN EXR CLAIM.

IF AND WHEN THE -- WHEN SOCIAL SECURITY APPROVES THE CLAIM AT THAT TIME THAT OLD TICKET WILL BE TERMINATED. THERE WILL BE A NEW DATE OF DISABILITY ONSET APPROVED AND NO PAYMENTS WILL BE AVAILABLE ON THE OLD TICKET.

WHEN A BENEFICIARY IS ISSUED A NEW TICKET JUST BECAUSE YOU WERE THE EN WHO WAS WORKING WITH THE EN ON THE FIRST TICKET ASSIGNMENT YOU WOULD STILL HAVE TO -- THE BENEFICIARY WOULD STILL HAVE TO HAVE A NEW TICKET ASSIGNMENT DATE ESTABLISHED EVERY TIME THEY HAVE A NEW TICKET ISSUED. THE PAYMENTS DO NOT CONTINUE ON. SO IF THE BENEFICIARY HAS A NEW TICKET BASED ON -- THE WHOLE VALUE OF THAT TICKET STARTS OVER ON A NEW TICKET AND THE BENEFICIARY HAS TO ASSIGN THAT TICKET ALL OVER AGAIN. IT IS NOT A CONTINUATION. OKAY. ALSO I JUST WANT TO FINISH UP THIS PART ABOUT A NEW TICKET. WHEN A NEW TICKET AS SHAWN SAID THE 18 MONTH LOOK BACK EARNINGS WILL BE AFTER THE DATE -- NEW DATE OF DISABILITY ONSET AND BEFORE THE NEW TICKET ASSIGNMENT DATE. ANY EARNINGS PRIOR TO THE NEW DATE OF DISABILITY ONSET WILL NOT APPLY FOR THE 18 MONTH LOOK BACK. ALSO IF THERE WAS A SUCCESSFUL CASE CLOSURE UNDER THE FIRST TICKET IT DOES NOT APPLY TO A NEW TICKET. IF THERE WAS A SUCCESSFUL CASE CLOSURE UNDER THE FIRST TICKET AND THE BENEFICIARY DID NOT RECEIVE SERVICES FROM A VR UNDER THE NEW TICKET AND THERE'S NO CLOSURE THEN THE EN WOULD BE ELIGIBLE FOR ALL PHASE ONE MILESTONES IF THERE ARE NO LOOK BACK EARNINGS.

I HAVE ANOTHER QUESTION, NOT A QUESTION BUT THIS IS COMING FROM KAT. WHEN MY BENEFICIARY ASK THE LOCAL SOCIAL SECURITY OFFICES FOR BPQY THEY ARE TOLD THAT IT COSTS $140. HOW DO WE GET IT SO THAT IT DOESN'T COST?

I THINK ON THOSE SITUATIONS YOU NEED TO SEND THAT ISSUE UP TO OUR PAYMENT HELPDESK AND WE'LL SEND THAT UP TO SSA BECAUSE THEY SHOULD NOT HAVE TO PAY FOR THAT SERVICE. OKAY. IS ANY PAYMENT AVAILABLE FOR SSI RECIPIENT WHO IS EARNING WELL ABOVE SSA BUT IS ABLE TO REDUCE THE INCOME WHERE HE STILL RECEIVES A CASH BENEFIT. AS LONG AS THE BENEFICIARY RECEIVES SSI BENEFICIARY RECEIVES A CASH BENEFIT. HE'S CONSIDERED TO BE -- MILESTONE PAYMENTS WOULD BE AVAILABLE. BIRTHA IS ASKING CAN YOU GIVE THE INFORMATION FROM THE LAST SLIDE AGAIN.

SHAWN I BELIEVE THAT MIGHT BE FROM THE LAST SLIDE THAT YOU HAD AN EXAMPLE OR SCENARIO WITH THE 18 MONTH LOOK BACK.

>>LET ME TRY AND GET BACK TO THAT SLIDE. AND YOU SAID THE LAST SCENARIO?

>>YES.

>>OKAY WE'RE CURRENTLY AT THAT SCREEN.

>>OKAY. OKAY. AND THIS IS AN EXAMPLE WHERE IF YOU LOOK AT THE SLIDE THE DATE OF DISABILITY ONSET IS JUNE 2016 -- THE TICKET ASSIGNMENT DATE IS JULY 2016.

THERE IS NO PERIOD BETWEEN THESE TWO DATES. THEIR ONLY EARNINGS PRIOR TO THE TICKET ASSIGNMENT DATE -- I'M SORRY THEIR ONLY EARNINGS PRIOR TO THE DATE OF DISABILITY ONSET REMEMBER THE DATE OF DISABILITY ONSET IS JUNE. SO WE CANNOT LOOK AT ANY EARNINGS PRIOR TO JUNE PRIOR TO THE DATE OF DISABILITY ONSET.

EVEN THOUGH THE BENEFICIARY HAS EARNINGS DURING THIS PERIOD ABOVE TRIAL WORK LEVEL. ALL PHASE ONE MILESTONES ARE AVAILABLE BECAUSE THESE EARNINGS WERE NOT AFTER THE NEW DATE OF DISABILITY ONSET AND THE TICKET ASSIGNMENT DATE. ACTUALLY THERE ISN'T ANY TIME FRAME BETWEEN THOSE TWO DATES. JULY AND JUNE.

SO AGAIN IF YOU LOOK AT IT THAT WAY ALL PHASE ONE MILESTONES ARE AVAILABLE. HEATHER ASKED WILL THE SLIDE SHOW BE AVAILABLE AFTER THE CALL. SHAWN? HELLO?

I THINK MAYBE SHAWN'S ON MUTE BUT, YES THE WHOLE PRESENTATION WILL BE POSTED IN THE ARCHIVES AFTER THE PRESENTATION. ARE THERE ANY OTHER QUESTIONS?

>>IF YOU HAVE AN AUDIO QUESTION PLEASE PRESS STAR ONE.

>>WOULD YOU MIND REVIEWING THE E-PAP AGAIN. I'M NOT SURE WHAT YOU'RE TALKING ABOUT. IF WILL CAN GET ON THE LINE. I'M NOT SURE WHAT HE WANTS US TO REVIEW AGAIN.

>>OKAY THANK YOU DEBBRA.

>>OKAY. OKAY. WILL WANTS YOU TO REVIEW THE E-PAY STATUS UPDATE AGAIN, SHAWN.

>>CERTAINLY WE CAN DO SO. IN REGARD TO THE E-PAY STATUS UPDATE I'LL JUST REVIEW WHAT WE STATED PREVIOUSLY. OUR CURRENT E-PAY FILE PROCESSING BEGAN ON NOVEMBER 17. CLAIMS WERE PROCESSED BY SOCIAL SECURITY NUMBER INSTEAD OF DUNS AND THE CURRENT E-PAY FILE CONTAINED A LITTLE OVER 14000SSNS. AS OF DECEMBER 20TH OUR EN PAYMENT STAFF PROCESSED TOTAL CLAIMS PAID WAS 12, 220. YOU MAY SUBMIT YOUR PAYMENT REQUEST THROUGH THE TICKET PORTAL INSTEAD OF WAITING FOR THE E-PAY PROCESS TO RUN. ADDITIONALLY PLEASE ENSURE THAT YOUR EN PAYMENT CONTACT INFORMATION IS CURRENT. WE EMAIL THE EN PAYMENT CONTACT FOR OUTREACH MESSAGES AND CONFIRMATION OF POSSIBLE SPLIT PAYMENTS.

>>ANOTHER ISSUE SHAWN COULD YOU CONFIRM WHERE THE SLIDE SHOW OR PRESENTATION WILL BE POSTED AFTER THE CALL.

>>CERTAINLY. THE INFORMATION WILL BE ON THE INFORMATION CENTER ON YOUR TICKET TO WORK WEBSITE AND WILL BE LISTED ACCURATELY THERE. IT WOULD BE SLIDE NUMBER FOUR THAT YOU WOULD BE LOOKING FOR.

>>WILL THAT BE POSTED UNDER ARCHIVES?

>>THE INFORMATION ARCHIVE CENTER -- ARCHIVE PORTION OF THE SITE. I'M SORRY.

>>OKAY. SO THE WHOLE PRESENTATION CAN BE FOUND THERE?

>>CORRECT. DO WE HAVE ANY OTHER QUESTIONS PRESENTED DURING THE CHAT DEBBRA?

>>YES. ONE IS WHEN IS THE 2017 MONTHLY EARNINGS ESTIMATOR TOOL GOING TO BE AVAILABLE. AND THAT'S WHAT WE POSTED ON THE WEBSITE. THE EN IS REQUESTING WHEN WILL THAT BE UPDATED.

>>IT HAS BEEN UPDATED. IT IS LISTED ON THE WEBSITE. I WILL MAKE CERTAIN THAT AGAIN THIS INFORMATION IS IN OUR ARCHIVE SECTION OF THE WEBSITE. BUT AGAIN THE 18 MONTH LOOK BACK TOOL HAS BEEN UPDATED. IT HAS BEEN UPDATED FOR THE LAST COUPLE OF MONTHS AND I'LL GET THE EXACT INFORMATION WHERE THIS IS LISTED FOR YOU IN A SECOND.

>>WAIT A MINUTE SHAWN. THEY'RE TALKING ABOUT THE 2017 MONTHLY EARNINGS ESTIMATOR, NOT THE LOOK BACK.

>>OH. OKAY. I BELIEVE THAT WILL BE -- THE 2017 MONTHLY EARNINGS ESTIMATOR?

>>YES.

>>THAT WILL BE AVAILABLE IN JANUARY.

>>OKAY.

>>AND WE WILL ADVISE WHEN THAT'S AVAILABLE TO YOU.

>>OKAY. AND THE QUESTION ALSO WAS ASKED ABOUT THE PAYMENT AT A GLANCE. WE WILL UPDATE THAT SOMETIME IN JANUARY AS SOON AS WE GET -- SOCIAL SECURITY'S ACTUARY HAS TO PUT OUT THE NEW PAYMENT RATES WHICH THEY HAVEN'T DONE AT THIS POINT. AS SOON AS WE GET THE UPDATED PAYMENT RATES FOR 2017 WE'LL UPDATE THE PAYMENT AT A GLANCE OUT ON THE WEBSITE AS WELL.

>>THANK YOU DEBBRA.

>>OKAY THAT'S ABOUT IT.

NOTHING ELSE IN THE CHAT.

>>OKAY. CHERYL WOULD YOU LIKE TO OPEN UP THE LINES FOR AVAILABLE QUESTIONS PRESENTED BY OUR EN PAYMENTS AUDIENCE?

>>THE FIRST QUESTION IS FROM STACY CLARK.

>>HELLO CAN YOU HEAR ME?

>>YES.

>>OKAY I HAVE A QUESTION. I'VE ACTUALLY NOT BEEN REQUESTING BPQYS SO THAT WILL BE A HELPFUL THING BECAUSE BASICALLY I'M WONDERING IF THE BPQYS WILL ACTUALLY BE AN ACCURATE LOOK BACK OF THE EARNINGS OR IS IT JUST WHAT THE BENEFICIARY ACTUALLY HAS SUBMITTED TO SOCIAL SECURITY?

>>THE BPQY IS NOT A TOOL OR A QUERY THAT WE ACTUALLY USE HERE AT MAXIMUS FOR THE PAYMENT OPERATIONS. WE HAVE BEEN TOLD THAT ENS DO USE THIS TOOL AND CAN PULL DIFFERENT PIECES OF INFORMATION FROM IT. ESPECIALLY WHEN THEY HAVE INTAKE WITH BENEFICIARIES. SO I'M NOT SURE ABOUT THE ACCURACY OF THE EARNINGS INFORMATION WHERE IT PULLS FROM WHETHER IT'S BASED ON THE BENEFICIARY REPORTS OR SOMEWHERE ELSE WITH SOCIAL SECURITY. THAT, YOU KNOW, I CAN'T TELL YOU WITH ACCURACY.

>>YEAH BECAUSE -- EXACTLY. I'M JUST WONDERING WHERE THAT COMES FROM AND IT SOUNDS LIKE IT'S A COUPLE DIFFERENT THINGS BECAUSE I HAD A BENEFICIARY WHICH, YOU KNOW, INTAKE WE DO THE --

THEY'RE SUPPOSED TO BE HONEST ABOUT THEIR LOOK BACK WHICH IS ON ONE OF THE PAGES AND THIS PARTICULAR GENTLEMAN SIGNED IT, KNOWYOU AND STATED HE DIDN'T HAVE ANY. COME TO FIND OUT WE GOT A LETTER FROM SOCIAL SECURITY AT ONE POINT AND IT SAID ZERO EARNINGS IN THE LAST SIX TO 12 MONTHS SO I'M GOING WITH IT. PLACE HIM PAYMENT THROUGH AND IT WAS DENIED BECAUSE OF LOOK BACK. ALL THE INFORMATION HE GAVE ME THE SOCIAL SECURITY PRINT OUT FROM THE SOCIAL SECURITY OFFICE SHOWED ZERO AND I GUESS COME TO FIND OUT HE HAD NOT REPORTED IT AND IT CAUGHT UP TO HIM LATER.

SO I HAD -- MY COMPANY HAD TO PAY BACK THE PAYMENT. THERE WAS NO WAY FOR ME TO KNOW THAT WOULD HAVE HAPPENED. CORRECT?

>>NO. WELL THE THING IS THOSE EARNINGS COULD HAVE BEEN UPDATED AFTER YOU RECEIVED A PAYMENT.

>>EXACTLY. I THINK THAT'S WHAT HAPPENED IN THIS CASE. AND I DIDN'T KNOW. YOU KNOW I WOULDN'T HAVE PUT IT THROUGH IF I KNEW HE HAD LOOK BACK. YOU KNOW?

>>LET ME TELL YOU ABOUT OVER PAYMENTS WITH TICKET TO WORK.

THE ONLY TIME THAT WE DO NOT ASSESS AN OVER PAYMENT IS IF WE MAKE A PAYMENT AND THE BENEFICIARY'S PAYMENT STATUS RECORDS CHANGE RETROACTIVELY.

>>NO AND I DIDN'T. SOCIAL SECURITY SENT A LETTER THAT WE NEEDED TO PAY THAT BACK.

>>RIGHT. BUT IF THE SITUATION OF THE EARNINGS CHANGED YES WE CAN ASSESS AN OVER PAYMENT ON THAT. ONLY IF THE EARNING SITUATION CHANGES AFTER WE MAKE THE PAYMENT. SOMEONE -- DEBBIE REARDON SAYS THE BPQY DOES INCLUDE IRS TAX FILING INFORMATION REGARDLESS OF WHAT THE BENEFICIARY REPORTS.

>>YEAH. SO THIS PARTICULAR SOCIAL SECURITY LETTER IT WAS SIMILAR TO BPQY. IT ALSO SHOWED ZERO. I THINK IT CAUGHT UP WITH HIM. HE DIDN'T REPORT MAYBE HIS OR COMPANY DIDN'T REPORT IT.

SOMETHING HAPPENED IN THE MEANTIME WHERE EARNINGS WERE SENT IN AND YEAH IT WAS CAUGHT LATER THEN AGAIN PAY BACK HAD TO HAPPEN -- I JUST DON'T WANT THIS TO HAPPEN AGAIN TO ME. SO I'M TRYING TO BE VERY CAREFUL MAKING SURE THE BENEFICIARY ARE HONEST ABOUT WHAT THEY'VE EARNED.

>>SURE. OKAY.

>>SO I JUST WANTED TO FIND OUT.

GOING FORWARD I'LL TRY TO UTILIZE MORE TOOLS AND THE BPQY.

I'M BASICALLY TRUSTING WHAT THEY PUT IN THE IWP.

>>OKAY. I WILL TELL YOU SOMETHING. WE REVIEW SO MANY OF THESE AND WE DO GET LOOK BACK FORMS. NOT ALL THE TIME FROM ENS BUT THERE ARE MANY A TIMES THAT THOSE FORMS HAD BLANKS IN IT. YOU KNOW PRIOR TO US MAKING A PAYMENT WE CAN CHECK RECORDS AND SEE THAT THERE ARE EARNINGS THERE. SO A LOT OF TIMES YOU WILL NOT -- I WON'T SAY ALL THE TIME. I DON'T KNOW WHAT THE BENEFICIARIES WOULD GET OR WHATEVER IT IS BECAUSE IT DOES GO BACK TO 18 MONTH PERIOD.

>>RIGHT. RIGHT.

>>AND, YOU KNOW, THEY'RE NOT WRITING THIS DOWN OR THEY MAY NOT HAVE THE PAY STUBS OR WHATEVER AVAILABLE.

>>UH-HUH.

>>SO QUITE A FEW TIMES WHEN WE GET THOSE LOOK BACK FORMS THEY'RE NOT ACCURATE.

>>RIGHT. YEAH. SO THAT'S --

YEAH. SO I THINK LIKE YOU SAID DOING THE HOMEWORK ON THE FRONT END JUST MAKING SURE. BUT YEAH IT'S PROBABLY A RARE CASE THIS HAPPENS? OKAY THANK YOU.

>>THANK YOU DEBBRA. CHERYL DO WE HAVE ANY ADDITIONAL QUESTIONS PRESENTED AUDIO QUESTIONS?

>>YES YOUR NEXT QUESTION COMES FROM BERNARD.

>>HI. I WANTED TO GO BACK TO THE 18 MONTH LOOK BACK. I'M MORE CURIOUS ABOUT HOW A MONTH IS TAKEN OUT BY THE INCOME THAT'S BROUGHT IN. IN OTHER WORDS LIKE PHASE ONE IF THEY, YOU KNOW, IF YOU KNOW THERE'S INCOME IN PHASE ONE IN LIKE THE FIRST MONTH OR THE SECOND MONTH BUT THERE ISN'T IN THE THIRD OR FOURTH MONTH HOW DO YOU GAUGE THAT?

>>WE DO IT THE SAME WAY WE GAUGE PAYMENTS. FOR A PHASE ONE MILESTONE TWO YOU HAVE --

BENEFICIARY NEEDS TO HAVE EARNINGS IN THREE OUT OF SIX MONTHS. FOR EXAMPLE THE BENEFICIARY MAY HAVE EARNINGS AT TRIAL WORK LEVEL OR ABOVE TRIAL WORK LEVEL FOR JANUARY AND FEBRUARY. BELOW FOR MARCH, APRIL, MAY AND JUNE ABOVE. SO THREE OUT OF SIX MONTHS.

JANUARY, FEBRUARY AND JUNE THAT'S THREE OUT OF SIX MONTHS.

THEIR EARNINGS AT TRIAL WORK LEVEL SO THE BENEFICIARY'S ELIGIBLE FOR PHASE ONE MILESTONE TWO. THE SAME THING HAPPENS WITH THE LOOK BACK. IF A BENEFICIARY HAD EARNINGS FROM --

AND I CAN'T GO BACK SAYS ON MINE FOR SIX MONTHS BUT IF YOU LOOK AT A LOOK BACK TOOL YOU SEE YOU START WITH THE FIRST MONTH YOU SEE EARNINGS POSTED AND YOU GO FOR SIX MONTH PERIOD AND YOU SEE THERE ARE X'S IN THREE OF THE SIX MONTHS THEN PHASE ONE MILESTONE TWO WOULD BE EXCLUDED.

FOR PHASE ONE MILESTONE THREE IT'S SIX OUT OF 12 MONTHS, SIX MONTHS OUT OF A 12 MONTH PERIOD IF YOU SEE X'S THERE FOR SIX MONTHS OUT OF 12 MONTH GOING BACK 12 MONTHS THEN THAT MILESTONE PHASE THREE WILL BE EXCLUDED. THAT'S THE SAME BASIC RULE WE MAKE FOR PAYMENTS.

THREE OUT OF SIX MONTHS FOR PHASE ONE MILESTONE TWO, EARNINGS SIX OUT OF 12 MONTHS FOR PHASE THREE AND NINE FOR MILESTONE FOUR.

>>I WAS TRYING TO GET A BETTER HANDLE ON IT BECAUSE I WANT TO MAKE SURE THAT I DON'T EXCLUDE CERTAIN MONTHS DURING A GIVEN PERIOD OF TIME BASED ON THEIR INCOME.

>>YEAH. AND IF ANY OF THOSE --

ANY OF THOSE PERIODS LET'S SAY I TALKED ABOUT THE JUNE PERIOD BETWEEN -- PERIOD BETWEEN JANUARY AND JUNE. LET'S SAY IT WAS JUNE OF 2015 WAS THE SIX MONTH AND JANUARY -- WE'RE TALKING JANUARY 2016 AND GOING BACK TO JUNE OF 2015 AT PERIODS.

JUNE OF 2015 YOU MAY HAVE HAD EARNINGS AT TRIAL WORK LEVEL.

YOU MAY NOT HAVE HAD EARNINGS IN MAY OR APRIL OR MARCH. FEBRUARY AND JANUARY YOU HAVE EARNINGS AT OR ABOVE TRIAL WORK LEVEL THEN PHASE ONE MILESTONE TWO WOULD BE EXCLUDED.

>>OKAY. THANK YOU. I APPRECIATE IT.

>>NO PROBLEM.

>>YOUR NEXT QUESTION COMES FROM -- THE CALLER YOUR NAME DID NOT RECORD BUT GO AHEAD WITH YOUR QUESTION. YOUR LINE IS OPEN.

>>OH ARE YOU -- OKAY. THIS IS

OLIVA. WE TRIED TO ASK THIS QUESTION THE LAST TIME. AM I COMING THROUGH?

>>YES.

>>PERHAPS I'M ONE OF THE ONLY ENS HAVING THIS PARTICULAR SITUATION DURING THE MOST CURRENT E-PAY CYCLE BUT WE HAVE GOTTEN SO VERY FEW PROCESSED PAYMENTS DIRECTLY FROM THE E-PAY CYCLE THIS TIME AND IT'S BEEN NOT FOLLOWING ALONG WITH PAST ONES OF COURSE AND OF COURSE WE'VE BEEN IN BUSINESS DOING THIS FOR SEVERAL YEARS NOW AND SO HAVE A FAIRLY GOOD HANDLE ON OUR BUDGET AND, YOU KNOW, WHAT'S SUPPOSED TO COME THROUGH AND WHAT'S NOT. SO I'M JUST CURIOUS, I THINK THE LAST CALL YOU ALL SAID THERE WERE 19,000FSNS THEN THIS CALL IT'S TO 14,000. AND I'M WONDERING HOW THAT COMPARES TO PRIOR E-PAY CYCLES NUMBER ONE AND NUMBER TWO ARE ALL QUARTERS REPORTED FROM ALL FIELD OFFICES? BECAUSE WE HAVE TRIED TO GO AND MANUALLY BILL ON INDIVIDUALS THAT WE KNOW HAVE REPORTED THEIR EARNINGS BUT THE EARNINGS ARE STILL NOT SHOWING UP ON THE PORTAL. SO JUST CONCERNED ABOUT HOW IT COMPARES TO OTHER CYCLES AND WHY WE ARE EXPERIENCING WHAT WE'RE EXPERIENCING THIS CYCLE.

>>LET ME SAY THIS FIRST OF ALL WE'RE NOT FINISHED WITH THIS E-PAY FILE AND THERE IS AN ERROR IN THE PRESENTATION. IT'S NOT 14,000 SSNS. WE HAD OVER 17,000SSNS AND WE'RE NOT FINISHED YET. AS YOU SAID BEFORE IT MIGHT HAVE BEEN 19,000 OR 21,000. LET ME TELL YOU WHY E-PAY WORKS AND WHY YOU PROBABLY GOT SO MANY PAYMENTS IN THE PAST. ONE GOOD THING ABOUT E-PAY OR WHAT HAPPENED AND WHY IT'S SO GREAT, THERE WERE TIMES WHERE YOU SUBMITTED OUTCOME CLAIMS AND THEY WERE DENIED OVER AND OVER AND OVER AGAIN BECAUSE THE BENEFICIARY WAS NOT IN A NONPAY FOR SUSPEND STATUS DUE TO WORK STATUS. THEY SAT IN THE CURRENT PAY FOR A LONG TIME.

SOMETIMES TWO OR THREE YEARS.

WHAT HAPPENS WITH E-PAY, E-PAY LOOKS AT EARNINGS ALL THE WAY BACK. IF NO PAYMENTS WERE MADE.

SO SOMETIMES THOSE EARNINGS ARE THE PAYMENT STATUS CHANGE SO WE MADE A LOT OF RETROACTIVE PAYMENTS ON THE E-PAY FILE. AND OF COURSE WITH THE FIRST FILE WE MADE MORE PAYMENTS THEN THE SECOND FILE BECAUSE WE HAD SO MANY RETROPAYMENTS, YOU KNOW, WITH THE FIRST FILE. SO IT'S GOING TO BE LESS. IT DEPENDS ON HOW MANY CHANGES SOCIAL SECURITY HAS MADE TO RECORDS R RETROACTIVEL TO PUT THEM IN SUSPENSE DUE TO NONPAY OR WORK AND BENEFICIARY HAS EARNINGS AT SGA. SO THAT'S ONE REASON WHY IT COULD BE LESS. BUT AGAIN THIS FILE IS -- I MEAN IT'S A FEW HUNDRED LESS, MAYBE NOT A FEW LESS, MAYBE A THOUSAND OR SO LESS THAN THE LAST FILE AND WE'RE STILL PROCESSING CLAIMS.

SO YOU STILL MAY SEE SOME FOR PAYMENTS BEFORE WE COMPLETE OUR PROCESS.

>>OKAY I WAS WONDERING IF ALL -- MAYBE, YOU KNOW, OF COURSE YOU RACK YOUR BRAIN.

YOU'RE TRYING TO FIGURE OUT, YOU KNOW, HOW IT ALL WORKS AND IF YOU'RE NOT IN THE MIDDLE OF IT ALL YOU REALLY -- YOU ONLY HAVE YOUR GUESSES. BUT IF ALL THE FIELD OFFICES ARE ACCOUNTED FOR OR NOT? BECAUSE --

>>LET ME SAY THIS. FOR THIS E-PAY FILE SOCIAL SECURITY NORMALLY DOESN'T CREATE A QUARTERLY E-PAY FILE UNTIL THEY HAVE THE LATEST QUARTERLY INFORMATION UPDATED. SO THE QUARTERLY INFORMATION IS SIX MONTHS BEHIND OR WHATEVER WE WAIT TILL THE NEXT QUARTERLY INFORMATION IS UPDATED BEFORE SOCIAL SECURITY RUNS A NEW FILE BECAUSE IF THERE'S NO NEW QUARTERLY INFORMATION IT'S PROBABLY GOING TO BE VERY, VERY, VERY, VERY FEW PAYMENTS FOR SSNS ON THE PARTICULAR FILE ITSELF BECAUSE A LOT OF EARNINGS DO COME FROM THE QUARTERLY FILE.

BUT EARNINGS ALSO COME FROM WHEN RECORDS ARE UPDATED. WHEN YOU TALK ABOUT SOCIAL FIELD OFFICES WHENEVER THOSE EARNINGS ARE VERIFIED IN A FIELD OFFICE THAT INFORMATION GOES ON A TYPE OF QUERY. I DON'T WANT TO GET INTO THE DETAIL BECAUSE I DON'T KNOW ALL THE DETAILS BUT WHATEVER EARNINGS ARE VERIFIED THIS PROCESS THAT SOCIAL SECURITY GOES THROUGH TO CREATE THIS E-PAY FILE LOOKS AT ALL SOURCES OF EARNINGS. SO IT'S LOOKING AT ALL EARNINGS THAT HAVE BEEN SUBMITTED TO THE FIELD OFFICE, VERIFIED BY THE FIELD OFFICE, IT LOOKS AT QUARTERLY EARNINGS, IT LOOKS AT A NUMBER OF PLACES. SO IT'S PULLING EARNINGS FROM EVERYWHERE POSSIBLE.

>>OKAY. JUST, YOU KNOW, I MEAN, YOU KNOW, WHEN YOU'RE RUNNING A BUSINESS YOU'RE TRYING TO FIGURE OUT, OKAY WHAT DID I NEED TTODO, HOW DO I NEED TO DO THIS. OBVIOUSLY, YOU KNOW, I NEED TO GO BACK AND LOOK AT HOW OR WHAT I REQUIRE FROM MY TICKET HOLDERS BECAUSE I HAVE AT ONE POINT REQUIRED THEM TO GIVE ME PAY INFORMATION AND THEN -- AND THEY WOULD SAY OH WELL I HAVE TO GIVE IT TO SOCIAL SECURITY AND I'VE GOT TO GIVE IT TO YOU. SO I HAD CHANGED AND SAID NO GIVE IT TO ME I'LL DO YOUR REPORTING.

BUT THEN THAT'S KIND OF -- THERE'S LOTS OF ISSUES WITH DOING THAT FOR PEOPLE. AND NOT HAVING THEM DO IT THEMSELVES.

SO I WENT BACK TO HAVING PEOPLE DO THE REPORTING FOR THEMSELVES AND NOW I'M HAVING TO RECONSIDER AGAIN HAVING THEM DO BOTH. SO, YOU KNOW IT'S -- IT'S JUST KIND OF -- I'M JUST WATCHING TO SEE HOW OUR BUSINESS PRACTICE NEEDS TO CHANGE TO GET PAID IN ORDER TO GET THROUGH AND STILL BE ABLE TO -- OF COURSE WE STILL DO BUSINESS WHETHER WE HAVE THE MONEY OR NOT, YOU KNOW, EVERY QUARTER BUT STILL -- BUT TO MAKE IT A LITTLE BIT EASIER ON US THAT WAY. WE MAY HAVE TO CHANGE SOMETHING. I APPRECIATE YOU ANSWERING MY QUESTION. THANK YOU SO MUCH.

>>THIS IS KATIE FROM SOCIAL SECURITY. I DO WANT TO CHIME IN. YOU MADE A STATEMENT ABOUT TRYING TO REQUEST PAYMENTS IN THE PORTAL AND NOT SEEING EARNINGS THERE. THE PORTAL IS REAL-TIME. THE EARNINGS THAT WE HAVE AVAILABLE AND IT IS THE SAME EARNINGS THAT THE PAYMENT STAFF IS LOOKING AT. SO IF YOU GO TO REQUEST A PAYMENT IN THE PORTAL AND THERE ARE NOT ENOUGH EARNINGS AVAILABLE THEN THERE IS A VERY SMALL CHANCE THAT THAT PAYMENT IS GOING TO HAPPEN IN THE E-PAY FILE.

>>I CURRENTLY SHOW NO FURTHER AUDIO QUESTIONS.

>>THANK YOU. DEBBRA DO WE HAVE ANY OTHER QUESTIONS PRESENTED IN THE CHAT ROOM AT THIS TIME?

>>NO WE DO NOT.

>>AND THERE ARE NO MORE AUDIO QUESTIONS AT THIS TIME AS WELL.

>>THAT IS CORRECT.

>>OKAY. THIS WILL CONCLUDE OUR PRESENTATION FOR TODAY. AS A REMINDER THE TPM PROVIDES AN OPPORTUNITY TO ALL ENS TO DISCUSS PAYMENT RELATED TOPICS ON THE LAST TUESDAY OF EACH MONTH DURING THE ALL EN PAYMENTS CALL. WE'RE NOW MOVING TO A QUARTERLY SCHEDULE. THE FULL TRANSCRIPT AND AUDIO FOR ALL EN PAYMENTS CALLS ARE AVAILABLE ON THE TICKET TO WORK WEBSITE AND THAT'S LISTED UNDER THE EVENTS AND ARCHIVES SECTION. OUR NEXT ALL EN PAYMENTS CALL IS SCHEDULED FOR TUESDAY, JANUARY 31, 2017. AGAIN THIS WILL CONCLUDE OUR PRESENTATION FOR TODAY. THANK YOU ALL FOR LISTENING YOUR ATTENTION AND PARTICIPATION DURING THE CALL.

PLEASE HAVE A GREAT EVENING AND A GREAT HOLIDAY. THANK YOU.

>>THANK YOU FOR YOUR PARTICIPATION. THIS CONCLUDES TODAY'S CONFERENCE. YOU MAY NOW DISCONNECT YOUR LINES.