# All EN Payments Call

 Transcript

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June 28, 2016

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Operator: Today is Tuesday, 28 June, 2016.
Please stand by, your scheduled webinar will begin shortly. We appreciate your patience.
Ladies and gentlemen, this is the operator. Today's conference call is scheduled to begin momentarily. Until that time your lines will again be placed on music hold. Thank you for your patience.

 Ladies and gentlemen, thank you for standing by and welcome to the en payments call. During the presentation, all participants will be in listen only mode. Afterwards we will conduct a question and answer session. At that time if you have a question please press the star followed by the 1 on your telephone. If you need to reach an operator at any time please press star zero. As a reminder this conference is being recorded Tuesday, June the 28th, 2016.

 I would now like to turn the conference over to Shawn Walcott, en payments manager. Please go ahead.

Shawn Walcott: Thank you, Nan, and thank you and welcome for attending the all en payments call today Tuesday, June 28, 2016. I am Shawn Walcott, moderator for the call. Joining me is Debbra Tennessee and otd line on bailiff of social security administration we have Katie Striebinger and Natalie
we have announcements, electronic payments, e pay status update, ticket portal tips and tricks, how to check the now reference codes, case notes and then our question and answer forum.
We'll start with announcements. Offices are closed on Monday, July 4 in observance of Independence Day. Offices will reopen Tuesday, July 5.
Our next virtual job fair is scheduled for Wednesday, august 24, at 11:00 am. The virtual job fair will connect social security disability beneficiaries to companies that do business with the government. By participating in the fair, beneficiaries can talk with job recruiters online via chat forums and one on one messages, visit virtual booths, and things that sometimes create barriers for people with disabilities.
To participate in the virtual job fair you must meet the following criteria: be between the ages of 18 and 64, receive social security disability benefits, your ticket must be in use to receive services for an approved en or vocational rehabilitation agency, and most importantly be ready to work.
Windows 10. If you are using the ticket portal to process payments we want to make you aware of some important information. Microsoft launched windows 10, a new version of its operate are version, on july 29, 2015. Microsoft is allowing users to upgrade for free before july 29, 2016. We wanted to let you know that some users have reported having difficulty creating fax cover sheets when they have windows 10 installed. Ssa is investigating the issue and testing the ticket portal with all possible software configurations to apply a fix. If a fax cover sheet does not generate when you click select yes for add earnings and then click submit, be assured that the work case is created. It will be visible in the view all pending ticket payments section of the ticket portal.
You do not need to create another payment request. Without a fax cover sheet to print and use, you will need to fax the needed evidence, documentation to maximus at 703-893-4020 and on your personal cover page place the ssa reference number, which can be found on the pending payments list.
Once this documentation is received, maximus will associate the information to the work case for processing. If you continue to have any technical issues due to the windows 10 application or any other systems related issue, please contact our help desk at en systems help at your ticket to work.com and one of our staff members will assist you.
Electronic payment. E pay is an automated systems check of all your current ticket assignments or unassigned tickets against earnings in social security's data bases to assess possible payments that we can make to your en we will pay any claim month that has not been paid if earnings are available for that claim month and all payment criteria is met.
Further, the new e pay process will automatically trigger reconciliation payments after outcome 12.
E pay status update. E pay will identify payments for all your current tickets and certain tickets that have been unassigned but not reassigned. The new e pay process includes both milestone and outcome payments and split payments to which you are entitled if a split payment determination is in place for the ticket. If you have unasigned tickets that you do not receive payments on via e pay, you may request evidentiary payments on them via the ticket portal.
We have completed the latest e pay file. 23,609 total claims paid totaling $16,458,681. We processed over 6,000 social security numbers and over 400 en's were paid.
As a reminder if you have evidentiary evidence you may submit your payment request through the ticket portal instead of waiting for the e pay process to run. Our reminder no. 2, ensure that your en contact information is current. We reference it for payment outreach messages and confirmation of possible split payments. When submitting information to ensb about payments, please aknow specify the name of the person and indicate the title you want them to have. All payments contacts must have completed suitability.
Ticket portal tips and tricks. The ticket portal checks to see if there is sufficient earnings in the ssa's records each time a payment request is initiated. If there are sufficient earnings you do not need to provide evidence. If earnings at sga or above were not found for the claim month, you will receive a message as in the example listed and you must add earnings by clicking the yes radio butt religion and under add earnings. There are several different messages that the system may display. These messages are very important in guiding you through the payment request process and redirecting you to what action you should take.
How to check diary reasons. From the main menu, select a view all pending payments for me link and a pending payments for me screen will display. Here you will be able to see all your organization's pending payments. These payments have not yet been processed.
Each payment request you enter is displayed here immediately after it is created. These claims could be outstanding receipts not yet worked and includes claims placed in diary information. We may be waiting for a fax with evidence of earnings or a sam registration renewal, for example.
If your case is dirized you will see a y in the diary column. Clicking on actions will bring you to another menu, where you can see the reason your case is dirized and print an additional fax cover sheet if needed.
You can also view pending payments for an individual beneficiary by going to the main menu and selecting lift beneficiaries currently assigned to me link. You would select the actions link on the page for an individual beneficiary.
This will take you to the more actions menu. You would then select show pending payments. The difference between the view pending payments for me and the show pending payments function is one shows all pending payments for your organization, while the other shows all pending payments for the one beneficiary that you selected.
Pending diary. There are several different diary reasons listed in the portal. The pending diary screen you are able to view the following. The diary code, the date the diary was established a diary description and diary expiration date. This information is listed to provide an explanation as to why the payment request was placed in diary and how long you have to submit the required information before the case is denied. In the example above, the case is in diary because a payment request was submitted through the portal and the corresponding fax cover sheet has not yet been received by ssa
when the diary expires in 9 days, the payment will be denied for the reason insufficient documentation.
The now reference codes within the portal and the review and verify denial codes. The ticket portal provides en's the capability to review the status of submitted payment requests. With your ability to view payment requests that were processed, you will be able to see one of three payment decisions: requests that have been paid, are in the process of being paid or have been denied. A payment denial is a payment decision that indicates a payment request has been missing or invalid such as incorrect pay dates or insufficient earnings which will not pass ssa's earnings verification process.
In the next several slides we will discuss how to review, verify denial codes within the portal.
During this portion of our presentation we will view a few process steps which will provide a visual guide on how to view denial codes within the portal. We will now go back to the more actions menu since we have entered the payment we want to make sure the payment is in the system. You can view your submitted payment requests by selecting show pending payments link.
The pending payments link displays all pending payments for the beneficiary. You will be able to view the information related to the payment requests submitted. Additionally, you will be able to identify the en representative who requested the information and when the data was retrieved. All information you submit in the pending payments link will be in realtime.
In order to view a payment request that completed processing, either paid or denied, you will have to use the show payments link from the more actions menu. As we proceed to the next slide you will be able to view information related to individual ticket summary and associated denial codes.
When you select the show payments link, the individual ticket summary screen will display. In the screen shot provided on the far right under denial code you will notice there is denial code 04. To find out what the code means, we can either select denial codes at the top left-hand corner of the table, or click on the denial code by transaction in question. Click on the denial code circle in red by transaction september 2010. Denial code reasons can be accessed by clicking on hyperlinked denial code on the screen. In relation to the number displaced it is associated with denial reasons earnings do not meet phase i milestone criteria.
Denial reference code table. The denial code reference table is compiled of a list of all payment denial reasons and associated codes viewed in the portal. The line items highlighted in red have been discontinued but are listed based on the understanding that the en's could possibly see these old payment requests. En staff assigned to submit payment requests are strongly encouraged to review the denial code reference table to gain a better understanding of social security's rules and policies related to payments under the ticket to work program.
Employment networks that take the time to evaluate their denials and reason codes have an opportunity to prevent future situations that may result in denials. Organizations can benefit by improving their company efficiency in preventing denials by having better insight of payment-related procedures, which will in turn reduce payment request revisions and increase company cash flow.
The next topic of discussion is case notes. In order to create a case note, you will need to navigate to the more actions screen and select option view and manage case notes.
Only individuals at your en can view the case notes featured in the ticket portal. Click add a note to see how it works. Case notes will be entered into the system for specific beneficiaries. Notes should be clear, relevant and concise.
Case notes are associated with specific beneficiaries. They allow you to record notes in the ticket portal that are not viewable by anyone but you and other employees in your organization. To create a new note, click add a note, the case note screen will open. To add a note, select note diary date. The note expires feature allows you to have the note disappear at a specified time.
The case notes search screen will display the case notes associated with specified search criteria. To view the entire note or to update the note, select view update in the actions column. It will take you to the case notes screen.
Click the main menu to return to the main menu. This will complete the presentation of our call and i would like to start our question and answer session. Debbra, do we have any questions presented in the chat room?

Debbra Tennessee: We had just one question and it was whether or not en's would be notified if a case was placed in diary.
The answer to that, it depends on how you submitted your claim. If you submitted your claim by way of a portal, no, you will not receive any type of email or alert for cases in diary. You would have been instructed when you entered your payment request if there was, if you did not receive the message that the earnings were proven, that you needed to submit earnings evidence and create a fax cover sheet. So that's your notification that you need to submit additional information.
Now, if you submit your claim by way of maximus or the tpn fax server or by way of mail, those cases come through another path, our specialist will analyze each claim and identify any missing information, will create a diary and submit a request through our en payments help desk to send you an email to identify any missing information. If we don't receive it within 9 business days we will deny the case. If your sam information needs to be updated we will giva little longer. We need sufficient time to take care of that.
That's the only question.

Shawn Walcott: is that the only question presented at this time?

Debbra Tennessee: yeah.
Wait a minute, we do have a question. As i'm reading it i'm going to be thinking about what lisa is actually skg. We have a consumer who is self-employed and is supposed to be a ticket graduate as of march, 2016, but we have not gotten paid for him from march 2015 to march 2016. Any ideas on how we can get paid on this consumer? E pay has not picked him up for some reason and he no longer has to submit anything to the local field office since he has not been on benefits since april, 2013. Any suggestions?
My suggestion would be to have that beneficiary to file his income taxes with the irs. Because i understand what you are saying. If he's submitted his earnings to the field office they may not post them because they may not post them because he's in a suspended pay status.
Now, lisa responded he has. I don't have anything, any other suggestion, for this because the earnings have to be in ssa's data base in order for us to make these payments.
Is katie on the line?

Katie Striebinger: Yes, i'm right here.

Debbra Tennessee: okay, this is a self-employed person, Katie, and the only earnings information we have would be based on anything from the irs and we haven't paid anything. This en wants to know is there anything they can do on it.

Katie Striebinger: my first thought is, lisa, are you in the portal? Have you tried to see when you submitted payment requests, the claim month? Did you get something back letting you know whether or not we have the earnings to get either no earnings decision and you can submit the payment request or you will get something saying there aren't enough earnings. If you are seeing earnings not established then we do not have proof, don't have the irs earnings yet .

Debbra Tennessee: okay, Lisa says, okay, thank you.

Shawn Walcott: thank you, Debbra. Thank you, Katie.
Do we have any additional questions in the chat room?

Debbra Tennesse: Judith has a question. I have a question about payments that are returned. Is there any way to minimize that?
I'm not sure what you're asking. Returned? Returned from where, from treasury? I don't understand what you are asking. Could you provide us a few more details on that question, judith?
May answered the question, overpayments. Repay payments made. I think what you are asking is, is there a way to reduce overpayments. We do have a qa process in place here at maximus but it's always, there are always going to be 6s where we miss something because our qa process does not require that we look at every payment or review every payment. So we are going to make some mistakes and there may be 6s where we have an overpayment. So we're doing the best we can with our qa process.
Let me tell you what that qa process is. We do a sampling of cases that are worked and if you have a copy of today's presentation in front of you and you saw how many payments we make from e pay, and i think the number was something like 23,000, we cannot review each one of those cases. So we do have a sample and what we try to do is what we call an in line process and an end of line process. We try to perform a review before the payment leaves social security then we do a review afterwards after everything gets paid. So we try to catch as many errors prior to the claim going out but we do miss some .

Shawn Walcott: thank you, Debbra.

Debbra Tennessee: I have one in Alyssa i have a consumer who is in her extended benefit period. She has been working over sga consistently since January. She has not received ssdi or ssa benefits since December, yet we have consistently been denied payments since January. Denial reason 02 and i think 02 may be, i don't have the denial reasons in front of me, but let me look on the presentation and see what 02 is. I think it's beneficiary in current pay may be the reason for that.
Okay, beneficiary receiving federal cash benefits. Send that in to our en payments help desk, alyssa, because i don't understand it. I know if the beneficiary, since you have told us the beneficiary has not received payment then his pay status should have changed to suspense due to work or earnings. It seems like the system hasn't done it yet because the denial reason you are getting is basically saying the beneficiary is in current pay. So we need to take a current look at that so send that in to our payments help desk.
Okay, we have a couple comments about the fax line, that it took many attempts to get several payment requests through by fax and it would be nice to have one more fax number. And do we have any plans to add on any more fax lines.
No, we don't have any more plans because we do try to encourage en's to use the portal because the portal you can get paid much faster. It's easier for you and easier for us. We don't have any plans to add additional fax lines or fax numbers.
That's all i see within the chat line. Are there any questions?

Shawn WalCott: thank you, Debbra.
At this time i'd like to open up our phone lines for our question and answer forum. Nan, would you please advise our audience our phone lines are open for any payment-related topics they would like to discuss.

Operator: thank you. Ladies and gentlemen, if you would like to register a question, please press star followed by the number 1 on your telephone key pad. If your question has been answered and you would like to withdraw your registration, please press the pound key. One moment, please, for your first question.

Debbra Tennessee: before we get a caller on the phone, chris has clarified his question or her question. For the incident about the fax, she -- i'm not sure where chris is -- she has stated that this information was submitted by way of the portal but the evidence was sent by way of fax.
Well, hopefully you've sent it using the number on the fax cover sheet. So if you are having problems getting through on that you need to let us know and we'll submit that issue up to ssa
sarah has written i've been having the same problem as chris. This is the first time i've heard about that issue and katie is on the line and she is the systems person at ssa, so, katie, this is the issue that two of the en's have submitted there have been problems getting through on the fax line and they both said they are using the phone number that's listed on the cover sheet.

Katie Striebinger: debbra, the last time she had a problem submitting to the portal fax line, it ended up being on the en side. I would need more information like if you're using voice or ip, if you're actually using an internet line, which provider you have. The last issue we had got resolved because the en had a (inaudible) provider so we had a portal fax line work. If there's any kind of interruption from the second, even a millisecond of a blip you can lose the connection, your fax won't go through. So can you give them a good email address they can email their details to and we can look into it. Open up the chat line, please, so i can get my information from both chris and sarah .

Shawn Walcott: Nan, are there any additional questions?

Operator: yes, she did have a question from wanda johns.

Wanda Johns: hi, can you hear me?

Debbra Tennessee: barely. Can you speak up?

Wanda Johns this is wanda johns. Can you hear me now? Hello?

Shawn Walcott: yes, we can .

Debbra Tennessee: hello?

Wanda Johns: hello?

Operator: miss johns, your line is open.

Wanda Johns: okay. So on the ticket portal i saw that, where you individually put in social security numbers and earnings and that sort of thing. We're a relatively new administrative en and we anticipate potentially hundreds of social security numbers with the earnings to go along with that. Is there a way to do a batch submission for payments? Because we were under the impression that we wouldn't have to go in one at a time and verify, you know, submit earnings for each ticket person assigned to us.

Debbra Tennessee: i think katie can talk to you about the batch, but let me tell you why you have to do it one at a time.
Each social security number that you input in or enter and enter into the portal creates a single claim or work case attached to it. So if you have different beneficiaries of course you are going to have to enter each of those social security numbers separated for a separate claim can be created for each of those claims. That's why you have to do it separately.
Katie, is there a process for submitting these requests by way of batch or any future enhancements to submit this? Because i don't understand or see how we could create or assign separate work case numbers to submit by way of batch, but katie can answer that better than me.

Katie Striebinger: I just had a clarifying question. You are saying you have earnings on your side and you want to try to find a way to submit them to us? Or you are just trying to generate payments?

Wanda Johns: well, either at this moment. We haven't had any tickets assigned to us yet. But we were told that we would, one, be able to upload a batch of social security numbers to find out who has assignable tickets that we're providing tickets to. Two, we were told when it comes time to, you know, submit for the milestone payments once they are earning above sga that we would be able to do that in a batch as well.
Like i said, we're a state agency that serves, you know, a lot of people statewide and so there's the potential for it to be hundreds of social security numbers and that would be very time-consuming if we had to do them individually and verify the earnings above sga

Katie Striebinger: so the first option is available, you can check the availability, that is a feature of the portal. Once you have completed a review of the first 10 iwp's you will have the ability to do that in the portal.

Wanda Johns: gotcha. That's what i was hoping you would say. The first 10 has to go through fax.

Katie Striebinger: they have to be reviewed by a staff person because the portal, if you submit an assignment request in the portal as long as the assignment is valid, it will assign the case right then and there. You have to keep track of your (inaudible) in your records and we will audit that but the portal is in realtime so that's why you have to have the review to be sure you are completing the iwp's correctly.
The second part about the payments, we have the ep process which we highlighted in the beginning. If we know about the earnings you will get a payment.

Wanda Johns: oh, okay.

Katie Striebinger: you don't have to go in there and check each month for 100 beneficiaries, we will catch them and we will pay you for them. There are instances, though, where you may have a pay stub and the earnings aren't in our system yet where you would want to go in one at a time because there is a lag in the payments we have in our system. So if you need immediate payment we suggest you go in yourself to the portal and check and then submit those pay stubs. Otherwise e pay will catch just about everything.

Wanda Johns: excellent. Thank you so much.

Katie Striebinger: you're welcome.

Debbra Tennessee: just a follow-up, so when we check for assign the of a ticket, that doesn't automatically assign it to us, right, when we do it one at a time?

Wanda Johns: okay, so there are two different file types for the portal. You can upload a file to klek the assignability of a beneficiary and you can also upload a file to assign that ticket.

Wanda Johns: gotcha.

Debbra Tennessee: you can assign tickets in batch and you can assign one at a time and both of those are in realtime.

Wanda Johns: okay, great, thank you.

Debbra Tennesse: you're welcome.

Operator: and there are no further questions at this time. Ladies and gentlemen, as a reminder to register a question please press star followed by the number 1 .

Debbra Tennessee: we currently do not have any questions in the chat room just yet. We are reviewing the chat room.

Operator: you do have a question over the phone by davonna font.

Lori Popejoy: hello? This is lori popejoy of goodwill. Davonna and i are together. I do have a couple questions coming down from one issue.
We have a long time client who was erroneously unassigned last august. We have been working trying to get that reassignment going because the payments, of course, associated with it have now stopped and she continues to be a participant.
We have sent in letters, the history, everyone we've contacted on a couple different occasions. We also have a client who transferred from the dvr in california, he had left them several years ago. However, his unassignment did not -- or they never unassigned him and we have been attempting once again to get that assigned to us. So we have erroneous unassignment with payments being held and we have an assignment that we can't get unassigned even though he's requested it and we have sent these documentations through several occasions to both the payments help desk, to the en -- i can't remember everyone. Will you please tell me who i should send these to?

Debra Tennessee: let me just say this one thing and then i'll give you contacts.
Just because a ticket is unassigned does not mean you are not eligible for payment.

Lori Popejoy: i understand that, it's just that we've been trying to use the portal and do everything consistently rather than going through the manual process.

Debra Tennessee: okay, so if you have issues with your iwp you can send that information to our en systems help desk and we will take a lookality that.

Lori Popejoy: we've done that.

Debbra Tennessee: you have? Send it to me.

Lori Popejoy: okay, thank you. Oh, can we get your contact --.

Debbra Tennessee: i'll give it to you. What i'll do is make sure it goes to our program integrity manager, who is in charge of iwp process, to do an investigation for us, what's going on with his iwp but you can send it to me. My name is debbra, middle initial e, last name tennessee at maximus dot com.

Lori Popejoy: thank you so very much.

Debbra Tennessee: and we'll take a look at that, see what's going on. There may be something else there that you may not be aware of but we can investigate and just tell you what's going on with those two tickets.

Lori Popejoy: okay, thank you very, very much .

Operator: And there are no further questions at this time.

Debbra Tennessee: We do have something submitted in the portal and we are currently reviewing it at this time.
Jennifer has a question. The biggest struggle with payments is our beneficiary having benefits such as short term disability pay recorded on records with ssa then we go to request payments that we are eligible for and the portal denies us on look back earnings even though that's not true. What is the best way to fix that problem?
On those, the best thing to do is submit those through maximus' fax number because our senior en payments specialist and look at those earnings and make a decision whether or not , we can investigate a little further to see if they are benefits or work earnings. If they are benefits we should not be looking at those as back earnings. The portal may have some information in the system and it may look at some benefits and count them as earnings when it's actually benefits. So the best way to handle that -- because it's not going to allow you to come through the portal for that particular claimant even if you have earnings for that particular claim month if it's counting those wages or information in the social security data base as wages versus benefits, so the best thing to do is send it to our fax number and fax in the benefit evidence, yes, jennifer. Sometimes it's hard for us to determine it but i understand there's short term disability and some other things. Sometimes we see that there are benefits from something called dfas and those are benefits as well, but they can be posted as earnings on some records incorrectly.
Yes, the question again is so fax to maximus a manual payment request with pay stub information and benefits evidence. Yes is the answer to that question.
And janet has supplied our tpn fax number for you if you are in the chat.

Shawn Walcott: Nan, do we have any additional questions for the call?

Operator: There are no additional questions over the phone .

Shawn Walcott: Okay, as a reminder, the TPN provides an opportunity to all EN's to discuss payment related topics on the last Tuesday of each month during the All EN Payment Call at 3:00 pm the full transcript and audio for the All EN Payment Call are available on the ticket to work web site under the events and archives section. We encourage our en community to take part in the call sessions. The next all en payments call is scheduled for tuesday, july 26, at 3:00 pm
this will conclude our presentation for today. Thank you.

Debbra Tennessee: Excuse me, Shawn, this is Debbra again. I just want to add one thing to what Shawn is saying.
We sent out a message announcing this presentation but on this call we just want to encourage you, if you have any payment related issues or questions that you would like to have discussed during our all EN Payment Call, I’m not talking about a single issue with a beneficiary, but if you want clarification on any topic, please send that request for more information or a topic to be added to our agenda for the EN Payment Call. And you can send that through the payments help desk.

Shawn Walcott: Thank you, Debbra.
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 we look forward to our next presentation on July 26. Thank you.

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

END OF CALL