* TUESDAY, 201731 OCTOBER,
* HAPPY HALLOWEEN!
* PLEASE STAND BY, THE WEBINAR WILL BEGIN SHORTLY. WE APPRECIATE YOUR PATIENCE.
* [-GSDZ/] .
* >> YOU ARE CURRENTLY ON HOLD FOR TODAY'S NATIONAL EMPLOYMENT NETWORK CALL. PRESENTLY WE ARE ASSEMBLING THE AUDIENCE AND PLAN TO BE STARTING SHORTLY. PLEASE REMAIN ON THE LINE.
* YOU ARE [K-URPLT/]LY ON HOLD FOR THE NATIONAL EMPLOYMENT NETWORK [PA-EUFPLT/]S CALL. WE ARE CURRENTLY ASSEMBLING TODAY'S AUDIENCE AND PLAN TO BEGIN SHORTLY. WE APPRECIATE YOUR PATIENCE AND PLEASE REMAIN ON THE LINE.
* GOOD DAY AND WELCOME TO THE NATIONAL EMPLOYMENT NETWORK PAYMENTS CALL. TODAY'S CONFERENCE IS BEING RECORDED. AT THIS TIME I WOULD LIKE TO TURN THE CONFERENCE OVER TO MISS KIMBERLY CUTLER. PLEASE GO AHEAD, MA'AM.
* >> THANK YOU FOR ATTENDING TODAY'S CALL ON TUESDAY, OCTOBER 31, 2017. I AM KIMBERLY CUTLER, HOST OF THE CALL. JOINING ME FROM TPM IS CHARLES POWELL, AND WE ALSO HAVE DEBBRA TENNESSEE, PROGRAM MANAGER. AGAIN, THANK YOU ALL FOR JOINING THE CALL.
* THE PURPOSE OF TODAY'S PRESENTATION IS TO CON [SRA-EU/] INFORMATION BY PROVIDING INSIGHT INTO THE PAYMENTS PROCESS AS IT ASSOCIATES WITH THE [TPO-PL/]ING AGENDA TOPICS. WE HAVE E PAY STATUS UPDATE, MANDATORY USE OF THE TICKET PORTAL, TRIAL WORK PERIOD VERSUS TRIAL WORK LEVEL, SSDI AND SSI EN CALLS OR EN CERTIFICATION OF SERVICES, HOW TO DETERMINE YOUR NEXT AVAILABLE PAYMENT IN THE TICKET PORTAL, HOW SYSTEM IS EVIDENCE OF EARNINGS VIA THE TICKET PORTAL, [T-EUGT/] PROGRAM AVAILABLE RESOURCES AND THEN OF COURSE AT THE END WE WILL HAVE A 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 PROCESSING AN E PAY FILE. THE TICKET PROGRAM AVAILABLE RESOURCES SECTION OF THIS PRESENTATION HIGHLIGHTS THE SERVICE ACCOMMODATIONS AVAILABLE TO YOU AT ANY TIME TO REINFORCE PAYMENT PRINCIPLES AND GET OTHER RELEVANT PAYMENT INFORMATION IN BETWEEN.
* OUR CURRENT E PAY FILES PROCESSING BEGAN ON SEPTEMBER 5 OF THIS YEAR AND CLAIMS ARE PROCESSED BY SOCIAL SECURITY NUMBERS INSTEAD OF DUNS. THE CURRENT E PAY FILE CONTAINS A LITTLE OVER 21,800 IN SSN AS OF MONDAY, OCTOBER 30TH, OUR EN PAYMENTS STAFF PROCESSED THE FOLLOWING: THERE WERE A TOTAL OF 28,253 CLAIMS PAID, 9,053 SSN'S PAID AND TOTAL OF $19,153,000.
* OUR FIRST REMINDER, YOU MAY SUBMIT YOUR PAYMENT REQUEST THROUGH THE TICKET PAYMENTS INSTEAD OF WAITING FOR THE E PAY PROCESS TO RUN. YOU WANT TO MAKE SURE YOUR EN CONTACT INFORMATION IS CORRECT. WE DO SEND EMAILS TO THE EN PAYMENT CON [TA-GT/] FOR PAYMENT OUTREACH MESSAGES AND CONFIRMATION OF POSSIBLE SPLIT PAYMENT.
* THE THIRD REMINDER, PLEASE AKNOW PLEASE SEND A REQUEST TO EN SERVICE AT SSA.GOV AND BE SURE TO SPECIFY THE NAME OF THE PERSON AND INDICATE THE TITLE YOU WANT THAT PERSON TO HAVE AND ALL PAYMENTS CONTACT
* AND ALL PAYMEN TS CONTACT PARS4
* MUST HAVE COMPLETED SUITABILITY [TH-GS/] THE NEXT PART OF THE PRESENTATION AND PAYMENT REQUEST RULES ASSOCIATED WITH MANDATORY REQUIREMENT TO SUBMIT PAYMENT REQUESTS DURING THE TICKET PORTAL. DURING THIS SEGMENT WE WILL DISCUSS REQUIREMENTS ASSOCIATED WITH THE NEW TICKET PROGRAM AGREEMENT OR THE TPA IN REGARD TO SUBMITTING PAYMENT REQUESTS.
* BASED ON THE REQUIREMENTS OF THE NEW TPA, IT IS NO LONGER AN OPTION FOR EN'S NOT TO USE THE TICKET PORTAL. PAYMENT REQUESTS MUST BE SUBMITTED THROUGH THE TICKET PORTAL UNLESS YOUR EN HAS BEEN TERMINATED OR IF THERE IS A TECHNICAL ISSUE PREVENTING YOU FROM SUBMITTING A PARTICULAR CLAIM THROUGH THE TICKET PORTAL. BUT OUTSIDE OF THAT ALL PAYMENT REQUESTS MUST GO THROUGH THE TICKET PORTAL.
* THERE ARE TWO PROCESSES THROUGH WHICH AN EMPLOYMENT NETWORK MAY OBTAIN TICKET PAYMENTS. SUBMITTING A PAYMENT REQUEST ONLINE VIA THE TICKET PORTAL AND THE AUTOMATED PROCESS. IF EARNINGS INFORMATION EXISTS IN SSA SYSTEMS, THE EN WILL NOT NEED TO SUBMIT EVIDENCE OF EARNINGS WHEN REQUESTING PAYMENT. HOWEVER, THERE MAY BE A REQUEST FOR ADDITIONAL EARNINGS IF THE CASE ASSESSMENT DETERMINES THE EARNINGS IN SSA DATA BASE ARE NOT ENOUGH TO SATISFY THE REQUESTED PAYMENT.
* NOW WE WILL MOVE ON TO EN CERTIFICATION OF SERVICES [OFF MIC] RECENTLY WE HAVE RECEIVED QUITE A FEW INQUIRIES REGARDING THE REQUIREMENT OF EN CERTIFICATION OF SERVICES SO IN THIS SEGMENT OF THE PRESENTATION WE WILL PROVIDE CLARIFICATION OF THIS REQUIREMENT.
* CERTIFICATION OF SERVICES ARE SERVICES AGREED UPON IN THE IWP TO HELP THE TICKET HOLDER ADVANCE TO AND RETAIN EMPLOYMENT AND REDUCE RELIANCE ON CASH BENEFITS. SSA DECIDED TO REINSTATE THE USE OF THE EN CERTIFICATION OF SERVICES STATEMENT FOR THE COST FOR EN'S TO DOCUMENT CONTRIBUTION OF SERVICES PROVIDED TO TICKET HOLDERS. EN'S ARE REQUIRED TO SUBMIT CERTIFICATION OF SERVICES WHEN A REQUESTED PAYMENT FOR A TICKET THAT HAS BEEN UNASSIGNED BY THE BENEFICIARY. THE REGULATIONS STATE THAT TPN WILL MAKE A DETERMINATION OF PAYMENT AFTER UNASSIGNMENT BASED ON SERVICES EN'S PROVIDE TO THE BENEFICIARY.
* THE NEXT PORTION OF THE PRESENTATION WILL ILLUSTRATE HOW TO DETERMINE YOUR NEXT AVAILABLE PAYMENT IN THE TICKET PORTAL BY THE USE OF REPORTS.
* THERE ARE TWO OPTIONS TO VIEW PAYMENT STATUS FROM THE PAYMENT SECTION OF THE MAIN MENU. NO. 1, VIEW PAYMENTS ALREADY MADE TO ME. THIS INCLUDES ALL PAYMENTS THAT ARE CLOSED, INCLUDES BOTH PAID AND DENIED REQUESTS. NO. 2 IS THE VIEW ALL PENDING PAYMENTS FOR ME. THIS INCLUDES ALL PAYMENTS THAT ARE STILL OPEN. ALSO INCLUDES PENDING PAYMENTS WILL INCLUDE ALL PAYMENTS THAT HAVE NOT BEEN SENT TO THE TREASURY YET.
* FROM THE MAIN MENU, SELECT THE VIEW ALL TICKET PAYMENTS ALREADY MADE TO ME LINK AND THE LIST PAYMENT ALREADY MADE TO ME SCREEN WILL DISPLAY. YOU MAY SEARCH HERE FOR TICKET PAYMENTS ALREADY MADE TO YOUR EN OR STATE VR AGENCY FOR ALL BENEFICIARIES BASED ON DATE AND YOU CAN INCLUDE DENIALS.
* ENTER THE DATES YOU WISH TO RETRIEVE AND SELECT SEARCH. THE START AND END DATE CANNOT BE MORE THAN A YEAR APART. HOWEVER, YOU CAN SEARCH FOR PRIOR YEARS.
* THE RESULTS WILL DISPLAY AS SHOWN HERE. CLAIMS LISTED ON THIS SCREEN ARE ONES WHERE TPN HAS COMPLETED YOUR PAYMENT REQUEST. PAID MEANS TPN PROCESSED A CLAIM AND IT CLEARED TREASURY. DENIED MEANS TPN ASSESSED THE CLAIM AND DETERMINED IT WAS NOT PAYABLE. ALLOWED MEANS IT HAS NOT YET CLEARED TREASURY. EN'S SHOULD WAIT 30 DAYS BEFORE CONTACTING TPN TO INVESTIGATE CLAIM THAT IS REMAIN IN THE ALLOWED STATUS. THE DENIED CODE COLUMN WILL LIST A CODE NUMBER. SELECT A CODE LINK TO GET A POP UP WINDOW TO REASON LEARN ABOUT WHY THE PAYMENT WAS DENIED.
* YOU CAN ALSO CREATE A REPORT BY DOWNLOADING ALL OF YOUR COMPLETED PAYMENTS TO EXCEL. SELECT A DOWNLOAD ENTIRE LIST TO EXCEL OPTION HIGHLIGHTED HERE.
* FROM THE MAIN MENU, SELECT THE VIEW ALL PENDING PAYMENTS FOR ME LINK AND THE PENDING PAYMENTS FOR ME SCREEN WILL DISPLAY. HERE YOU WILL BE ABLE TO SEE ALL OF YOUR ORGANIZATION'S PENDING TICKET PAYMENTS. THESE ARE PAYMENTS THAT HAVE NOT YET BEEN PROCESSED. EACH PAYMENT REQUEST YOU SUBMIT THROUGH THE PORTAL IS DISPLAYED HERE IMMEDIATELY AFTER IT IS CREATED. THESE CLAIMS COULD BE OUTSTANDING RECEIPTS, WHICH MEANS NOT YET WORKED, OR CLAIMS PLACED IN DIARY AWAITING INFORMATION SUCH AS EVIDENCE OF EARNINGS OR RENEWAL OF SAM REGISTRATION. FOR EXAMPLE, IF YOUR CASE IS DIRIZED YOU WILL SEE A Y IN THE DIARY COLUMN. CLICKING ON ACTION 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 THE LIST 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.
* YOU CAN ALSO CREATE A REPORT BY DOWNLOADING ALL OF YOUR PENDING PAYMENTS TO EXCEL. SELECT THE DOWNLOAD ENTIRE LIST TO EXCEL OPTION HIGHLIGHTED HERE. THIS METHOD WILL ENABLE YOU TO REVIEW PAYMENT INFORMATION PROVIDING BETTER FORESIGHT OF NEXT AVAILABLE PAYMENT.
* AT THIS TIME WE WILL DISCUSS HOW TO SUBMIT EVIDENCE OF EARNINGS VIA THE TICKET PORTAL. ADOBE READER IS A REQUIRED APPLICATION TO ASSIST WITH THE PROCESS OF GENERATING A FAX COVER SHEET.
* YOU WOULD NAVIGATE TO THE VIEW ALL PENDING PAYMENTS FOR ME OPTION ON THE MAIN MENU. CLICK ON THE ACTIONS LINK NEXT TO THE APPROPRIATE PAYMENT REQUEST. FROM THE PENDING PAYMENT ACTIONS MENU, SELECT FAX ADDITIONAL INFORMATION. THE FAX ADDITIONAL INFORMATION SCREEN WILL APPEAR.
* SELECT THE DOCUMENT TYPE AND CLICK SUBMIT. ANOTHER FAX COVER SHEET WILL GENERATE THAT WILL AUTOMATICALLY ATTACH ANY EVIDENCE FAXED WITH THE COVER SHEET TO THE WORK CASE CREATED IN SSA'S SYSTEM. YOU CAN NOW USE THIS COVER SHEET TO FAX ADDITIONAL EVIDENCE TO SSA AT THE FAX NUMBER PROVIDED ON THE COVER SHEET AND I JUST WANTED TO STRESS HERE THAT YOU MUST FAX THE COVER SHEET ONLY TO THE FAX NUMBER THAT'S PROVIDED ON THAT SHEET.
* FROM THE ACTION SCREEN, CHOOSE SHOW FAX STATUS AND THEN YOU WANT TO, THE FAX STATUS SCREEN DISPLAYS ALL FAX SCREENS GENERAL RATED IN THE PORTAL FOR THAT PENDING PAYMENT. IT WILL SHOW DATE FAX REQUESTED, NAME OF FAX REQUESTOR, FAX RECEIPT DATE AND DOCUMENT TYPE. IT WILL NOT SHOW THE STATUS OF FAXES SENT TO TPN
* WE WILL 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 MANY OPERATIONAL FUNCTIONS USED THROUGHOUT THE DAY. BESIDES UPLOADING PAYMENT REQUEST FORMS AND VIEWING THE EN PAYMENT STATUS REPORT AS REVIEWED PREVIOUSLY, SOME ADDITIONAL AUTOMATED FEATURES THAT THE PORTAL OFFERS INCLUDE [KHR-EBG/]ING FOR TICKET ASSIGNABILITY, ASSIGNING OR UNASSIGNING TICKETS AND UPLOADING FORMS. TPN PROVIDES WEB SITE RESOURCES FOR SERVICE PROVIDERS. EN'S CAN ALSO VISIT THE INFORMATION CENTER SECTION OF THE WEB SITE 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 PROVIDERS CAN ATTEND. THE TRAINING SECTION WITHIN THE INFORMATION CENTER INCLUDES POWERPOINT PRESENTATIONS FROM PAST TICKET TRAINING TUESDAY CALLS. TO ACCESS THE TICKET TO WORK WEB SITE, YOU WOULD JUST NEED TO GO TO THE WEB SITE PROVIDED WHICH IS YOUR TICKET TO WORK.COM.
* DOT GOV? OKAY.
* THE SECURE TRAINING AND RESOURCES SITE WAS CREATED TO ENSURE THE HIGHEST LEVELS OF SECURITY FOR YOU AND THE BENEFICIARIES YOU SERVE. YOU CAN ONLY ACCESS THE SITE BY USING THE LINK INCLUDED IN THE WELCOME LETTER YOU RECEIVED VIA EMAIL WITH YOUR LOG IN INFORMATION FOR THE PORTAL. THE TICKET PORTAL USER GUIDE IS THE RESOURCE TO HAVE AT YOUR FINGERTIPS WHEN USING THE TICKET PORTAL. IT ALSO PROVIDES A REFERENCE TO CONSULT BEFORE CONTACTING US WITH A QUESTION. FOR NEW EN'S INFORMATION ON HOW TO ACCESS THE TRAINING AND RESOURCES SITE WAS INCLUDED IN THE WELCOME LETTER YOU RECEIVED WITH CONFIRMATION OF YOUR COMPLETED ENROLLMENT IN THE TICKET PORTAL.
* THE PREFERRED METHOD OF TRACKING THE STATUS OF SUBMITTED PAYMENT REQUESTS IS TO USE THE TICKET PORTAL AND TAKE ADVANTAGE OF THE REALTIME 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 HELP DESK AT THE EMAIL ADDRESS PROVIDED, WHICH IS EN PAYMENTS HELP DESK AT YOUR TICKET TO WORK DOT GOV -- SSA DOT GOV, OR CALL THE TOLL FREE NUMBER DISPLAYED ON THE SCREEN AND THAT NUMBER IS 866-949-3687.
* EN'S CAN ALSO OBTAIN CLARIFICATION ON PAYMENT RELATED ISSUES OR EXPLANATIONS OF HOW EN PAYMENT STAFF APPLY TICKET POLICY OR PROCEDURES TO MAKE PAYMENT AND MAKE PAYMENT DENIAL ASSESSMENTS. ALSO THEY CAN ANSWER EN PAYMENT INQUIRIES RECEIVED THROUGH THE PAYMENTS HELP DESK PHONE LINE, SUBMIT REQUESTS TO THE EN PAYMENTS STAFF OR PAYMENT RECONSIDERATION OR FOR PAYMENT SUPERVISOR REVIEW OF A PAYMENT ISSUE. THEY CAN ALSO OUTREACH TO EN'S TO OBTAIN PAYMENT RELATED DOCUMENTATION WHEN EN PAYMENT STAFF REPORT MISSING OR INCOMPLETE INFORMATION FROM PAYMENT REQUESTS EN'S SUBMITTED.
* THE TICKET OPERATIONS HELP LINE IS AVAILABLE MONDAY THROUGH FRIDAY, 9:00 AM TO 5:00 PM EASTERN TIME. BOTH THE PAYMENT HELP DESK AND THE SYSTEM SUPPORT DESK ARE ACCESSIBLE BY CHOOSING OPTION 1 AND 2, RESPECTIVELY. [OFF MIC] THE SYSTEM SUPPORT DESK HAS REPRESENTATIVES AVAILABLE TO ASSIST YOU WITH ANY TECHNOLOGICAL ISSUES YOU ENCOUNTER USING THE TICKET PORTAL OR ANSWER QUESTIONS ABOUT TICKET ASSIGNMENTS OR TPR QUESTIONS.
* THIS CONCLUDES THE PRESENTATION PART FOR TODAY'S CALL AND CARRIE NOW WE CAN OPEN THE LINES TO RECEIVE ANY COMMENTS OR QUESTIONS THAT WE HAVE.
* >> THANK YOU. IF YOU WOULD LIKE TO ASK A QUESTION, PLEASE SIGNAL BY PRESSING STAR 1 ON YOUR TELEPHONE KEY PAD. AGAIN, PRESS STAR 1 TO ASK A QUESTION. WE'LL PAUSE FOR JUST A MOMENT TO ALLOW EVERYONE AN OPPORTUNITY TO SIGNAL FOR QUESTIONS.
* ONCE AGAIN, IF YOU WOULD LIKE TO ASK A QUESTION PLEASE PRESS STAR 1.
* >> THANK YOU, CARRIE, WHILE WE'RE WAITING I KNOW DEBBRA, YOU ARE ON THE LINE, DO WE HAVE ANY QUESTIONS IN THE CHAT?
* >> THERE ARE NO QUESTIONS IN THE CHAT RIGHT NOW THAT I CAN SEE.
* >> WE ACTUALLY CAN SEE ONE HERE AND THE QUESTION IS WILL PAYMENTS THROUGH PORTAL WILL PROCESSED RIGHT AWAY OR DO WE HAVE TO WAIT UNTIL -- I'M SORRY, GIVE ME A SECOND -- UNTIL AFTER E PAY RUNS? OKAY, SO THAT IS A VERY GOOD QUESTION AND RIGHT NOW WHILE WE'RE PROCESSING THE E PAY FILE WE DO STOP AND PROCESS, TAKE CASES FROM THE QUEUE. REMEMBER WE DO HAVE 30 DAYS TO PROCESS ANY CLAIMS SO THEY WILL BE PROCESSED, YES.
* WE HAVE ANOTHER QUESTION, I'VE BEEN TOLD THAT FOR SELF-EMPLOYMENT THE ONLY WAY TO GET PAID IS WHEN THE AUTO PAY IS RUN. IS THAT CORRECT?
* >> HELLO? THIS IS DEBBRA, CAN YOU HEAR ME?
* >> WE CAN, DEBBRA.
* >> OKAY. IN MOST CASES THAT IS TRUE. THE REASON FOR THIS IS THE FACT THAT FOR SELF-EMPLOYMENT WE HAVE TO HAVE EARNINGS CONFIRMED AND NORMALLY WE GET THAT INFORMATION THROUGH IRS AND MAXIMUS IS NOT ABLE TO ACCESS THAT INFORMATION. SO THERE HAS TO BE SOMETHING POSTED TO SOCIAL SECURITY RECORDS WHERE SOCIAL SECURITY CAN MAKE THAT DETERMINATION THAT THERE ARE EARNINGS FOR SELF WILL HAVE EMPLOYMENT, SO IT'S ONLY DUE TO E PAY PROCESS THAT THAT CONFIRMATION OF EARNINGS FOR SELF-EMPLOYMENT CAN BE NOT NECESSARILY DISPLAYED BUT CONFIRMED SO WE CAN MAKE THOSE PAYMENTS. WE AND TPM DO NOT HAVE ACCESS TO IRS DATA SO WE CANNOT PROCESS THESE PAYMENTS THROUGH THE PORTAL.
* >> OKAY, THANK YOU, DEBBRA.
* >> YOU'RE WELCOME.
* BY THE WAY, I CANNOT SEE WHAT'S IN THE CHAT SO IF THERE ARE MORE QUESTIONS YOU ARE WAITING FOR ME TO ANSWER THROUGH THE CHAT, I'M NOT SEEING ANYTHING, OKAY?
* >> THAT'S FINE, I'LL JUST READ THEM OUT. THE NEXT QUESTION WE HAVE THAT'S IN THE CHAT IS DO WE HAVE TO REQUEST PAYMENTS BEFORE WE ARE PAID FOR EACH BENEFICIARY? IF WE ARE PROCESSING THE E PAY FILE THERE MAY BE PAYMENTS GENERATED IF THERE ARE VERIFIED EARNINGS IN SSA'S DATA BASE SO IN THAT CASE YOU WOULD NOT NEED TO REQUEST PAYMENT, BUT IF WE ARE NOT PROCESSING THE E PAY FILE, YES, YOU WOULD NEED TO SUBMIT PAYMENT REQUEST WITH EVIDENCE OF EARNINGS.
* >> AND LET ME SAY THIS. THIS IS DEBBRA AGAIN. WE ENCOURAGE YOU TO SUBMIT THOSE PAYMENTS AND NOT WAIT FOR E PAY. I KNOW YOU ARE INTERESTED IN GETTING PAID BUT WE'RE ALSO INTERESTED IN GETTING THOSE BENEFICIARIES EARNINGS INTO SSA'S SYSTEM TO PREVENT OVERPAYMENTS. SO IF YOU HAVE, IF YOU KNOW THAT YOU HAVE THE EVIDENCE, DON'T WAIT FOR E PAY. YOU CAN GET PAID FASTER IF YOU SUBMIT THE EVIDENCE AND YOUR PAYMENT REQUESTS THROUGH THE SYSTEM. IF YOU HAVE THAT INFORMATION PLEASE SUBMIT IT TO US INSTEAD OF WAITING FOR E PAY.
* >> THANK YOU.
* OKAY, WE HAVE A QUESTION. WHAT IF WE RECEIVE A PAYMENT FOR A BENEFICIARY WHO IS NO LONGER IN CONTACT WITH US. AGAIN, WHEN WE'RE PROCESSING THE E PAY FILE WE ARE LOOKING FOR AVAILABLE EARNINGS TO MAKE PAYMENTS SO IF THAT TICKET IS STILL ASSIGNED TO YOU THERE'S A POSSIBILITY THAT YOU WILL STILL RECEIVE PAYMENTS FOR THAT BENEFICIARY.
* >> AND I WOULD THINK THAT IF THAT'S THE CASE, IF YOU DON'T HAVE CONTACT, THE [TPH-EGS/] THING TO DO WOULD BE TO UNASSIGN THAT TICKET IF YOU DON'T HAVE THE CON AT THAT TIME AND IF YOU ARE NOT PROVIDING ANY SERVICES.
* >> CORRECT, THANK YOU, DEBBRA. JUST TRYING TO READ THROUGH THE CHAT TO SEE WHAT OTHER QUESTIONS WE HAVE.
* WHILE I'M LOOKING THROUGH THAT, CARRIE, DO WE HAVE ANY QUESTIONS THROUGH THE PHONE AT THIS TIME?
* >> IT APPEARS THERE ARE NO QUESTIONS AT THIS TIME.
* >> THEN WE'LL GO BACK TO THE CHAT. THIS IS MORE RELATED TO AN IWP SO LET ME SEE, AM I CORRECT THAT AFTER THE INITIAL TN IWP'S YOU DO NOT NEED TO SEND IN A NEW IWP FOR EACH BENEFICIARY SERVED. YOU MUST COMPLETE AN IWP FOR EACH BENEFICIARY YOU SERVE BUT THAT IS MORE UP TO PROGRAM INTEGRITY AS TO HOW OFTEN YOU WOULD NEED TO SUBMIT IT. AND RIGHT NOW IT LOOKS LIKE THAT CONCLUDES THE QUESTIONS IN THE CHAT . DO WE STILL NOT HAVE ANY ON THE PHONE CARRIE?
* >> THERE ARE NO QUESTIONS OVER THE PHONE LINE. ACTUALLY, WE JUST GOT A QUESTION.
* >> OKAY, SURE.
* >> WE'LL TALK OUR FIRST QUESTION FROM CLAIRE OLIVER.
* >> HI, MISS OLIVER. MISS OLIVER, ARE YOU THERE? YOU MAY HAVE YOUR LINE ON MUTE BUT WE CAN'T HEAR YOU.
* >> OKAY, NOW CAN YOU HEAR ME?
* >> YES.
* >> IS THAT BETTER? OKAY, WHEN I WAS DOING SOME QUICK TRAINING ON THE PORTAL I WAS TOLD THAT THE EARLIEST YOU COULD SUBMIT THE PAYMENTS ON THE PORTAL WERE -- THERE ARE TWO DIFFERENT DATES, ONE FOR SSI/SSDI ONE WAS TWO DAYS AFTER THE END OF THE MONTH AND ONE WAS THREE DAYS AFTER THE END OF THE MONTH. CAN YOU PLEASE EXPLAIN THAT TO ME?
* >> THIS IS DEBBRA. THERE IS NO TIME FRAME, DIFFERENT TIME FRAME, BETWEEN SSI OR TITLE II FOR SUBMITTING YOUR PAYMENT REQUEST THROUGH THE PORTAL. AS LONG AS, THE EARLIEST YOU CAN SUBMIT A PAYMENT REQUEST AT ALL, WHETHER IT'S BY THE PORTAL -- EXCUSE ME, I HAVE A VERY BAD COLD -- WHETHER IT'S BY THE PORTAL OR IF THERE'S SOME REASON YOU CANNOT ACCESS THE PORTAL, THE EARLIEST DATE MANUALLY TO USE THE PORTAL IS THE MONTH THE EARLIEST DATE TO SUBMIT ANY PAYMENT REQUEST IS THE MONTH AFTER THE TICKET IS ASSIGNED. SO IF THE TICKET WAS ASSIGNED IN SEPTEMBER, LET'S SAY IT WAS SEPTEMBER 28TH, YOU CAN SUBMIT A PAYMENT REQUEST -- LET'S MAKE IT A LITTLE BIT, THERE SHOULD HAVE BEEN SOME EARNINGS THERE, LET'S SAY THE TICKET WAS ASSIGNED SEPTEMBER 1ST. YOU CAN MAKE A -- THAT'S NOT REALLY A GOOD DATE EITHER. LET'S SEE. YOU CAN MAKE A PAYMENT REQUEST IN OCTOBER FOR THE SEPTEMBER PERIOD, OKAY? AND IT COULD BE OCTOBER 1ST, OCTOBER 2ND, OCTOBER 15TH, ANY DAY THAT YOU HAVE THE INFORMATION. BUT THERE IS NO DELAY OR LAG PERIOD BETWEEN TITLE II AND TITLE 16 FOR SUBMITTING A PAYMENT REQUEST THROUGH THE PORTAL.
* IF YOU HAVE SOMETHING THE FIRST DAY OF OCTOBER AND IT'S FOR A SEPTEMBER CLAIM, SUBMIT IT OCTOBER 1ST.
* >> OKAY, THANK YOU, DEBBRA.
* >> DID THAT ANSWER YOUR QUESTION, CLAIRE?
* >> I THINK SO. YEAH, MAYBE I MISUNDERSTOOD WHAT MY TRAINER HAD SAID BUT THERE IS SOMETHING BETWEEN THE EARLIEST WAS TWO DAYS AND THEN THREE DAYS FOR SSDI SO I'LL GO BACK TO HER AND SEE WHAT SHE MEANT. BUT THANK YOU.
* >> YOU'RE WELCOME.
* >> AND WE HAVE ANOTHER QUESTION OVER THE PHONE FROM ARMANA HARKOBIAN
* >> HI, I [SKWRO-UPB/]ED YOUR DISCUSSION A LITTLE LATER TODAY AND UNFORTUNATELY WE'RE BLOCKED FROM SEEING, FROM ME BEING ABLE TO SEE YOU ON THE COMPUTER OR JOINING THE ROOM VIA COMPUTER. WOULD THERE BE A WRITTEN FORMALITY -- FORMAT SO I CAN GO BACK AND READ THE QUESTIONS.
* >> WE'LL HAVE THE TRANSCRIPT POSTED ABOUT A WEEK AFTER TODAY'S CALL AND YOU WILL BE ABLE TO GO BACK AND READ IT THEN
* >> THANK YOU. THAT'S ALL.
* >> IT APPEARS THERE ARE NO FURTHER QUESTIONS AT THIS TIME.
* >> OKAY, AND I'LL JUST CHECK IN THE CHAT AND IT LOOKS LIKE THERE'S A QUESTION THAT WAS ASKED, IS THERE ANY UPDATE ON WHEN TIMELY PROGRESS REVIEWS WILL START AGAIN? WE DO NOT HAVE ANY INFORMATION ABOUT WHEN TPR'S WILL START AGAIN.
* IS IT CORRECT SSI HAS A PHONE NUMBER BENEFICIARIES CAN CALL AND REPORT THEIR EARNINGS? ARE PAY STUBS STILL REQUIRED IF BENEFICIARIES PHONED IN EARNINGS REPORT.
* >> THE ANSWER IS YES AND YES. THERE IS A PHONE NUMBER, UNFORTUNATELY I DO NOT HAVE THAT NUMBER, BUT THERE IS A PHONE NUMBER THAT SSI RECIPIENTS OR BENEFICIARIES CAN CALL AND REPORT THEIR EARNINGS AND, YES, WHEN YOU ARE SUBMITTING A PAYMENT REQUEST VIA THE PORTAL IF YOU HAVE THE NOTE THAT SAYS EARNINGS ALREADY PROVEN THEN AT THAT TIME YOU DO NOT HAVE TO SUBMIT EVIDENCE OF EARNINGS BUT IF NOT YOU WILL NEED TO SUBMIT EARNINGS INFORMATION.
* >> KIM, THIS IS DEBBRA. MAYBE IN THE TRANSCRIPT WE CAN PROVIDE THE SSI NUMBER, THE NUMBER FOR SSI RECIPIENTS TO CALL AND REPORT THEIR WAGES IN THE TRANSCRIPT.
* >> OKAY, YES, MA'AM .
* OKAY, WE'LL DO ONE FINAL CHECK TO MAKE SURE WE DO NOT HAVE ANY QUESTIONS ON THE LINE RIGHT NOW, CARRIE
* >> THERE ARE NO FURTHER QUESTIONS OVER THE PHONE LINE.
* >> OKAY, LET ME JUST CHECK THE CHAT ONE LAST TIME. FOR PHASE I MILESTONE 1 MUST WE WAIT A FULL CALENDAR MONTH TO SUBMIT OR CAN WE SUBMIT AS LONG AS THE CLIENT REACHES TRIAL WORK LEVEL.
* >> YES, YOU MUST WAIT OR IT WILL BE VIEWED AS A PREMATURE REQUEST. YOU HAVE TO WAIT UNTIL THE CLAIM MONTH ENDS.
* OKAY, WELL, THAT LOOKS LIKE IT COMPLETES THE QUESTIONS THAT WE HAVE FOR TODAY. THANK YOU ALL FOR TAKING THE TIME TO JOIN OUR QUARTERLY ALL EN PAYMENTS CALL. AS WE STATED EARLIER, WE WILL GET THE TRANSCRIPT WITH THE SLIDES PUT UP ABOUT A WEEK AFTER THIS CALL SO AGAIN THANK YOU ALL AND ENJOY THE REST OF YOUR DAY.
* >> THIS CONCLUDES TODAY'S CALL, THANK YOU FOR YOUR PARTICIPATION, YOU MAY NOW DISCONNECT.

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