* GOOD DAY AND WELCOME TO THE NATIONAL EMPLOYMENT NETWORKS CALL. TODAY'S CONFERENCE IS BEING RECORDED. AT THIS TIME I'D LIKE TO TURN THE CALL OVER TO KIMBERLY CUTLER.
* >> WELCOME AND THANK YOU FOR ATTENDING THE CALL TODAY, TUESDAY, APRIL 24, 2018. I AM KIMBERLY CUTLER, HOST OF TODAY'S CALL. JOINING US IS MISS DEBBRA TENNESSEE AND WE HAVE SEVERAL MEMBERS ON THE LINE ON BEHALF OF THE SOCIAL SECURITY ADMINISTRATION. THANK YOU ALL SO MUCH FOR JOINING TODAY'S CALL.
* THE PURPOSE OF TODAY'S PRESENTATION IS TO PROVIDE INSIGHT INTO THE PAYMENT PROCESS ON THE FOLLOWING AGENDA TOPICS. WE WILL COVER ANNOUNCEMENTS, RECONCILIATION PAYMENTS, SUBMITTING PAYMENT REQUESTS, SUBMITTING MANUAL PAYMENT REQUESTS, ERRONEOUS UNASSIGNMENTS OR TICKET TERMINATIONS, 18 MONTH LOOK BACK TOOL, MOST COMMON PAYMENT DENIALS, TICKET PROGRAM AVAILABLE RESOURCES AND AT THE END WE WILL HAVE, OPEN UP FOR QUESTION AND ANSWER FORUM.
* WE'RE GOING TO START ON SLIDE 3 WITH OUR ANNOUNCEMENTS. TICKET PORTAL SECURE TRAINING SITE IS NO LONGER AVAILABLE. NOW, THIS DOES NOT HAVE AN IMPACT ON THE TICKET PORTAL. TO REQUEST A COPY OF THE TICKET PORTAL USER GUIDE OR FOR QUESTIONS ABOUT THE TICKET PORTAL, YOU CAN MAKE SURE THAT YOU CONTACT THE PROVIDER SUPPORT HELP LINE AND YOU SEE WE HAVE THE EMAIL ADDRESS LISTED THERE, WHICH IS EN SYSTEMS HELP AT YOUR TICKET TO WORK DOT SSA DOT GOV AND PLEASE NOTE TLAT HELP DESK OPERATING HOURS ARE MONDAY THROUGH FRIDAY, 9:00 AM TO 5:00 PM, EASTERN STANDARD TIME.
* SECOND ANNOUNCEMENT, CENTRAL CONTRACT REGISTRATION OR YOUR CCR SYSTEM FOR AWARD MANAGEMENT REGISTRATION MUST BE RENEWED AND VALIDATED AT LEAST EVERY 12 MONTHS. AN EXPIRE CCR REGISTRATION COULD CALL A HOLD ON YOUR PAYMENTS AND ASSIGNING OF TICKETS, SO PLEASE MAKE SURE THAT YOU ARE MAKING SURE YOU RENEW THAT AT LEAST EVERY 12 MONTHS.
* ALSO WANT TO NOTE THAT TPM WILL START PROCESSING THE E PAY FILE THIS WEEK AND THERE WILL BE AN ANNOUNCEMENT PLACED IN THE TICKET PORTAL ONCE WE ACTUALLY START PROCESSING THE E PAY FILE.
* NEXT AGENDA ITEM WE WILL FOCUS ON WILL BE RECONCILIATION PAYMENTS. TICKET HOLDERS MOVE INTO OUTCOME PAYMENT PHASE WHEN THEY CONTINUE TO WORK AND HAVE MONTHLY EARNINGS AT OR ABOVE SUBSTANTIAL GAINFUL ACTIVITY LEVEL AND ARE NO LONGER RECEIVING FEDERAL CASH BENEFITS. IF A TICKET HOLDER MOVES INTO THE OUTCOME PAYMENT PHASE BEFORE AN EN RECEIVES ALL AVAILABLE MILESTONE PAYMENTS, SOCIAL SECURITY ADMINISTRATION PROCESSES A RECONCILIATION PAYMENT. SOCIAL SECURITY PROCESSES A RECONCILIATION PAYMENT AFTER THE TICKET PROGRAM MANAGER PROCESSES THE 12TH OUTCOME PAYMENT. SO ONE TIME LUMP SUM PAYMENT WILL BE EQUAL TO ANY UNPAID AVAILABLE MILESTONE PAYMENTS THAT WOULD OTHERWISE HAVE BEEN AVAILABLE TO THE EN WITH THE TICKET ASSIGNMENT.
* AND PLEASE NOTE EN'S DO NOT HAVE TO SUBMIT FOR A RECONCILIATION PAYMENT, IT IS AN AUTOMATIC PAYMENT ONCE THE CCM PROCESSES THE 12TH OUTCOME AND THERE ARE AVAILABLE MILESTONE PAYMENTS. THAT PAYMENT WILL BE AUTOMATICALLY PAID.
* ALSO ANY UNAVAILABLE PHASE I MILESTONE PAYMENTS DUE TO LOOK BACK EARNINGS AND VR SUCCESSFUL CLOSURES ARE NOT INCLUDED IN THE LUMP SUM RECONCILIATION PAYMENT, SO IF FOR SOME REASON YOUR PHASE I MILESTONES FOR SOME REASON WERE EXCLUDED DUE TO THE LOOK BACK OR THERE WAS A SUCCESSFUL CLOSURE FROM THE VR, OF COURSE THOSE PAYMENTS ARE UNAVAILABLE SO THEY WILL NOT BE PICKED UP IN THE RECONCILIATION PAYMENT.
* ON SLIDE 5 WHAT WE'RE GOING TO PROVIDE IS A SCENARIO OF WHEN A RECONCILIATION PAYMENT WILL BE PAID. IN THIS CASE THE TICKET HOLDER IS RECEIVING SOCIAL SECURITY DISABILITY INSURANCE, OR SSDI BENEFITS. THIS IS AGAIN FOR A SSDI TICKET HOLDER SO THEY ARE AVAILABLE FOR UP TO 11 MONTHS OF PHASE I MILESTONE. WE START OUT WITH THE TICKET STATUS AND RECEIVING DRAED CASH BENEFITS. THE PAYMENTS RECEIVED PHASE I MILESTONES 1 THROUGH 4 AND PHASE II MILESTONES 1 THROUGH 5.
* NOW THE TICKET STATUS CHANGES. SO THE BENEFICIARY IS NO LONGER RECEIVING FEDERAL CASH BENEFITS DUE TO WORK AND EARNINGS BUT CONTINUES TO WORK AND HAVE MONTHLY EARNINGS AT OR ABOVE SGA OR SGA BLIND. SO WITH THAT HAPPENING THE TICKET HOLDER MOVES INTO THE OUTCOME PAYMENT PHASE.
* UNDER THIS, THE EN RECEIVES OUTCOMES 1 THROUGH 12. AT THAT POINT A RECONCILIATION PAYMENT IS TRIGGERED, SO SOCIAL SECURITY PROCESSES A RECONCILIATION PAYMENT EQUAL TO THE AMOUNT OF THE 6 UNPAID PHASE II MILESTONES, REMEMBERING THE EN RECEIVED PHASE II MILESTONES 1 THROUGH 5, THE POTENTIAL AMOUNT OF PHASE II MILESTONES WOULD BE UP TO 11, SO THE RECONCILIATION PAYMENTS WILL BE PAID FOR FAIDS 2 MILESTONES 6 THROUGH 11, THE REMAINING AVAILABLE MILESTONES. AND YOU CAN VIEW THE PAYMENTS AT A GLANCE, WHICH IS LOCATED ON THE TICKET TO WORK WEB SITE AND IT'S YOUR TICKET TO WORK DOT SSA DOT GOV, TO SEE HOW MANY PHASE II MILESTONES ARE AVAILABLE FOR SSDI AND SSI TICKET HOLDERS. THAT'S JUST A GOOD RESOURCE SO IF YOU DO MISS SOME OF YOUR PHASE I OR PHASE II MILESTONES BECAUSE THE BENEFICIARY WENT INTO THE OUTCOME PHASE YOU CAN CHECK ON THE PAYMENTS AT A GLANCE TO SEE WHAT MAY BE OWED TO YOU IN A RECONCILIATION PAYMENT.
* OUR NEXT AGENDA ITEM FOCUSES ON SUBMITTING PAYMENT REQUESTS. TO REDUCE EMPLOYMENT NETWORKS' ADMINISTRATIVE BURDEN OF CREATING AND SUBMITTING PAYMENT REQUESTS TO THE TICKET PROGRAM MANAGER, SOCIAL SECURITY IMPLEMENTED AN AUTOMATED PAYMENT PROCESS CALLED E PAY. THE INTENT OF THE E PAY PROCESS IS TO PROVIDE EN'S A MEANS TO OBTAIN PAYMENT WHEN UNABLE TO OBTAIN EARNINGS EVIDENCE ONCE SOCIAL SECURITY ELIMINATED THE CERTIFICATION PAYMENT PROCESS. AND IN PROCESS INCLUDED SELF-EMPLOYMENT CLAIMS.
* THIS AUTOMATED PAYMENT PROCESS DOES NOT REPLACE THE PROCESS OF EN'S SUBMITTING PAYMENT REQUESTS VIA THE TICKET PORTAL. JUST REMEMBER THAT IF YOU ARE SUBMITTING PAYMENT REQUESTS VIA THE TICKET PORTAL -- I'M SORRY -- SUBMITTING PAYMENT REQUESTS VIA THE TICKET PORTAL IF EN'S HAVE PRIMARY EVIDENCE SHOULD BE THE FIRST OPTION FOR SUBMITTING PAYMENT REQUESTS TO TPN
* ALSO NOTE THAT DUE TO SOCIAL SECURITY RULES, SOME POTENTIAL CLAIMS WILL NOT BE ELIGIBLE FOR PAYMENT UNDER THE E PAY PROCESS, SO OF COURSE IF YOU HAVE EVIDENCE OF EARNINGS AND YOU DO HAVE ACCESS THROUGH THE TICKET PORTAL YOU WANT TO GO AHEAD AND SUBMIT PAYMENT REQUESTS WITH YOUR PRIMARY EVIDENCE OF EARNINGS.
* NEXT SLIDE, ON SLIDE 7, SUBMITTING MANUAL PAYMENT REQUESTS. EFFECTIVE SEPTEMBER THE 4TH, 2017, ALL PAYMENT REQUESTS MUST BE SUBMITTED THROUGH THE TICKET PORTAL. THERE ARE SOME INSTANCES WHEN AN EN MAY NOT BE ABLE TO SUBMIT A REQUEST THROUGH THE TICKET PORTAL SUCH AS CLAIMS THAT HAVE PREVIOUSLY BEEN DENIED DUE TO MISSING DOCUMENTATION OR AN INADEQUATE CERTIFICATION OF SERVICES YOU ARE NOT ABLE TO RESUBMIT THAT CLAIM THROUGH THE PORTAL ONCE IT HAS BEEN DENIED. ALSO THERE ARE SOME CASES WHEN PHASE I MILESTONES OR THE TICKET PORTAL WILL NOT ALLOW YOU TO SUBMIT FOR PHASE I MILESTONES DUE TO THE SYSTEM PULLING INFORMATION FROM UNVERIFIED EARNINGS.
* NOW, IN THESE INSTANCES AN EN WILL HAVE TO SUBMIT A PAYMENT REQUEST MANUALLY BUT KEY THING TO REMEMBER IS WHEN SUBMITTING A PAYMENT REQUEST MANUALLY, EN'S MUST COMPLETE FORM 1391, WHICH IS THE EN PAYMENT REQUEST FORM, AND I HAVE PROVIDED THE SITE WHERE YOU CAN GO LOCATE THIS FORM. SO YOU HAVE TO SUBMIT THE EN PAYMENT REQUEST FORM AND PROVIDE EVIDENCE OF EARNINGS WHEN YOU ARE SUBMITTING PAYMENT MANUALLY.
* ON SLIDE 8 WE FOCUSED ON THE NEXT AGENDA TOPIC, WHICH IS ERRONEOUS UNASSIGNMENT OR TICKET TERMINATION. IF YOU BELIEVE A TICKET WAS ERRONEOUSLY AT PROGRAM INTEGRITY AT YOUR TICKET TO WORK DOT SSA DOT GOV AND PLEASE REMEMBER YOU SHOULD SECURELY SUBMIT THE TICKET INFORMATION AND ANY SUPPORTING DOCUMENTATION SUCH AS AN IWP TO THE IN BOX TO CONFIRM IF THE UNASSIGNMENT OR TERMINATION OR SYSTEMS ERROR. THE TICKET INFORMATION AND ANY SUBMITTED DOCUMENT SHOULD BE ENCRYPTED AND THE FORMAT IS PTWE AND YOU WILL ANSWER THE LAST 4 DIGITS OF YOUR AWARD NUMBER. AGAIN, PLEASE NOTE ANY TIME YOU ARE SENDING ANY PERSONALLY IDENTIFYIBLE INFORMATION YOUR EMAIL SHOULD BE ENCRYPTED, THAT INCLUDES ANY ATTACHMENT. YOU WANT TO MAKE SURE THOSE ATTACHMENTS ARE PASSWORD PROTECTED OR ENCRYPTED AGAIN USING YOUR TTWE PLUS THE LAST 4 DIGITS OF YOUR AWARD.
* MOVING ON TO SLIDE 9 WE'RE GOING TO MOVE INTO THE USE OF THE 18 MONTH LOOK BACK TOOL TO DETERMINE AVAILABLE PHASE I MILESTONES.
* THERE ARE TWO FACTORS THAT CAN RESULT IN AN EN BEING EXCLUDED FROM RECEIVING PHASE I MILESTONE PAYMENTS EVEN WHEN A BENEFICIARY ACHIEVES QUALIFYING EARNINGS. THOSE TWO EXCLUSIONS ARE PRIOR VR SERVICE RULE AND THE 18 MONTH LOOK BACK RULE.
* ON THIS CALL WE'RE GOING TO FOCUS ON THE 18 MONTH LOOK BACK RULE. IF A BENEFICIARY HAD TRIAL WORK LEVEL EARNINGS DURING SOME OR ALL OF THE 18 MONTHS PRIOR TO THE FIRST TICKET ASSIGNMENT AND AFTER THE DDO, SOME OR ALL OF THE PHASE I MILESTONES MAY BE EXCLUDED FROM PAYMENT. THE EARNINGS CRITERIA USED FOR PAYMENT OF PHASE I MILESTONES ARE REVERSED TO DETERMINE ELIGIBILITY FOR PAYMENT BASED ON THE 18 MONTH LOOK BACK RULE.
* IF THE DDO IS WITHIN THE 18 MONTHS PRIOR TO TICKET ASSIGNMENT, THEN THE LOOK BACK FOR TRIAL WORK LEVEL EARNINGS EARNS AT THE DDO DATE.
* AND WE WILL COVER WHAT DDO MEANS, THAT'S THE DATE OF DISABILITY ONSET SO WE'LL GO INTO A LITTLE BIT OF INFORMATION ABOUT HOW THAT APPLIES.
* AND NOW WE'RE GOING TO MOVE ON TO SLIDE 11.
* WE'RE GOING TO SPEAK MORE ABOUT THE 18 BACK LOOK BACK TOOL EXCLUSION. THE 18 MONTH LOOK BACK RULE APPLIES TO ALL PHASE I 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 I MILESTONES MAY BE EXCLUDED FROM PAYMENT. IF EARNINGS EXIST THE MONTH IMMEDIATELY PRECEDING THE TICKET ASSIGNMENT DATE THEN PHASE I MILESTONE 1 IS NOT PAYABLE. IF EARNINGS EXIST FOR 3 MONTHS WITHIN A 6 MONTH PERIOD PRECEDING THE TICKET ASSIGNMENT DATE AND AFTER THE DDO DATE OR THE DDO, PHASE I MILESTONE 2 IS NOT PAYABLE.
* IF EARNINGS EXIST FOR 6 MONTHS WITHIN A 12 MONTH PERIOD PRECEDING THE TICKET ASSIGNMENT DATE AND AFTER THE DDO, PHASE I MILESTONE 3 IS NOT PAYABLE. IF EARNINGS EXIST FOR 9 MONTHS WITHIN AN 18 MONTH PERIOD PRECEDING THE TICKET ASSIGNMENT DATE AND AFTER THE DDO, PHASE I MILESTONE 4 IS NOT PAYABLE AND THIS IS WHAT WE MEAN WHEN WE SAY IT'S REVERSED. BECAUSE WE'RE LOOKING PRIOR TO THE TICKET TO EXCLUDE PAYMENT AND WE'RE LOOKING AFTER TICKET ASSIGNMENT TO SEE FOR AVAILABLE PAYMENTS.
* NOW WE'RE GOING TO MOVE TO SLIDE 12.
* I MENTIONED EARLIER THAT I WOULD GO INTO WHAT IS MEANT, HOW YOU CAN OBTAIN THE DISABILITY ONSET DATE. THE DATE OF DISABILITY ONSET IS THE DATE AT WHICH AN INDIVIDUAL BECAME UNABLE TOO WORK AS A RESULT OF A DISABLING MEDICAL CONDITION. SOCIAL SECURITY DETERMINES THE DDO
* A NEW DDO MAY BE ESTABLISHED AFTER A BENEFICIARY IS REINSTATED UNDER AN EXPEDITED REINSTATEMENT, OR EXR, APPROVED BY SSA OR WHEN SOCIAL SECURITY APPROVES A NEW DISABILITY APPLICATION. IF A BENEFICIARY IS REINSTATED UNDER EXPEDITED REINSTATEMENT, A NEW PERIOD OF DISABILITY WITH A NEW DDO IS ESTABLISHED AND A NEW IWP IS REQUIRED TO HAVE THE TICKET ASSIGNED. SO IF YOU ARE AN EN AND YOU PREVIOUSLY HAVE THE TICKET, IF THERE'S A NEW DDO ESTABLISHED YOU WOULD HAVE TO RESNIT OR YOU WOULD HAVE TO COMPLETE A NEW IWP AND SEND THAT IN, IN ORDER TO HAVE THE TICKET ASSIGNED. AND PLEASE NOTE NO PAYMENTS ARE PERMITTED ON THE OLD AT THIS TIME. ONCE A NEW DDO IS ESTABLISHED, WHAT WE CALL THE OLD TICKET, THERE WILL BE NO AVAILABLE PAYMENTS, YOU WILL START FROM THE NEW DDO DATE AND WHEN THE TICKET HAS BEEN ASSIGNED TO YOUR AGENCY.
* EN'S CAN OBTAIN A BENEFITS PLANNING INQUIRY BY SUBMITTING TWO BENEFITS PLANNING FORMS. WE HAVE INDICATED HERE WHERE YOU CAN FIND THE FORMS AND BOTH FORMS MUST BE APPROPRIATELY SIGNED BY THE BENEFICIARY. AN ELECTRONIC SIGNATURE OF THE BENEFICIARY IS NOT ACCEPTABLE. KIND OF STUMBLED OVER THAT SO I WILL REPEAT THAT. AN ELECTRONIC SIGNATURE OF THE BENEFICIARY IS NOT ACCEPTABLE.
* MOVING TO SLIDE 13, THE 18 MONTH LOOK BACK TOOL ALLOWS EN'S OR TPN EN PAYMENT STAFF TO ENTER A TICKET ASSIGNMENT DATE AND YOU WILL SEE THAT IN THE FAR RIGHT COLUMN WHERE YOU CAN ENTER THE DATE. THE EXAMPLE HERE IS MARCH 18, 2018. IT'S IMPORTANT YOU FOLLOW THE FORMAT WITH TWO-DIGIT MONTH AND FOUR-DIGIT YEAR. ONCE YOU ENTER THE TICKET ASSIGNMENT DATE THE TOOL THEN POPULATES THE 18 MONTH PRIOR TO THE TICKET ASSIGNMENT DATE BY THE MONTH AND THE YEAR , AS YOU CAN SEE ON THE SLIDE. TPN STAFF OR EN REPRESENTATIVE WILL ENTER AN X UNDER EACH MONTH THAT THE BENEFICIARY EARNINGS WERE AT OR ABOVE TRIAL WORK LEVEL.
* NEXT SLIDE, SLIDE 14.
* IF A PHASE I MILESTONE PAYMENT IS NOT AVAILABLE, THE COLOR OF THE MILESTONE WILL TURN FROM GREEN TO RED AND A NO WILL POPULATE IN THE CHART BELOW AND YOU CAN SEE DOWN IN THE FAR LEFT THAT IT CHANGED FROM, THE COLOR CHANGED AND IT ALSO CHANGED IN THE COLUMN TO SAY NO. SO THOSE TWO GO HAND IN HAND.
* THE 18 MONTH LOOK BACK TOOL HAS THE FUNCTIONALITY TO ENTER THE DDO AND MAKE THE CALCULATIONS. WITH THIS FEATURE THE 18 MONTH PERIOD IS CALCULATED CORRECTLY AND ON THE CHART, ON THE 18 MONTH LOOK BACK TOOL WE HAVE ALSO PROVIDED THE TRIAL WORK LEVEL AMOUNTS BY YEAR AND THAT WILL HELP YOU AS YOU START TO LOOK INTO YOUR 18 MONTHS PRIOR TO TICKET ASSIGNMENT YOU WILL KNOW BASED ON THE CHART AND BASED ON HERE WHAT AMOUNT YOU ARE LOOKING FOR.
* AND SLIDE 15, WHAT WE ARE PROVIDING IS A SCENARIO USING THE 18 MONTH LOOK BACK TOOL. SO WHAT WE HAVE HERE IS THE TICKET ASSIGNMENT DATE IS MARCH 2018. DDO IS JUNE 2017, SO THE FIRST THING WE'RE GOING TO DO IS PUT IN OUR TICKET ASSIGNMENT DATE OF MARCH 2018 USING THAT FORMAT AS THEY HAVE HERE. THE DDO AGAIN IS JUNE 2017. EARNINGS EXIST ABOVE TRIAL WORK LEVEL FOR SEPTEMBER, 2016 THROUGH FEBRUARY, 2018.
* NOW WHAT WILL HAPPEN IS THE USER WILL NEED TO ENTER AN X UNDER EACH MONTH THAT TRIAL WORK LEVEL EARNINGS EXIST. AND SO ON THE SLIDE THAT'S EXACTLY WHAT WE DID, WE PUT AN X INTO EACH MONTH THAT HAD EARNINGS ABOVE TRIAL WORK LEVEL.
* NOW, ALL PHASE I MILESTONES WOULD HAVE BEEN DENIED BASED ON TRIAL WORK LEVEL EARNINGS, BUT PHASE I MILESTONE 4 IS STILL AVAILABLE BECAUSE THE LOOK BACK OF TRIAL WORK LEVEL EARNINGS ENDED AT THE DDO DATE OR THE DDO, WHICH WAS JUNE 2017. SO AS YOU CAN SEE WE CONTINUE TO PUT X'S FOR EACH MONTH, YOU SEE HOW YOUR COLORS CHANGE FROM GREEN TO RED, WHICH INDICATES THAT PHASE I MILESTONES 1, 2 AND 3 ARE NOT AVAILABLE. AND EVEN THOUGH WE WENT PAST WITH PUTTING OUR X'S IN, WE WENT PAST JUNE 2017 BUT BECAUSE JUNE 2017 WAS THE ACTUAL DDO, THAT'S WHERE YOUR LOOK BACK STOPS. SO THAT TELLS US THIS PARTICULAR BENEFICIARY YOU WOULD BE ELIGIBLE FOR A PHASE I MILESTONE 4 PAYMENT AND THAT'S WHY IT'S SO IMPORTANT TO NOT ONLY ANSWER THE TICKET ASSIGNMENT DATE BUT IF YOU HAVE THE DDO YOU WANT TO ALSO PUT THAT INFORMATION IN.
* SLIDE 16 GIVES US ANOTHER PAYMENT SCENARIO USING THE 18 MONTH LOOK BACK TO DETERMINE AVAILABLE PHASE I MILESTONE PAYMENT BASED ON TICKET ASSIGNMENT DATE AND THE DATE OF DISABILITY ONSET. SO HERE WE ARE, TICKET ASSIGNMENT DATE IS JANUARY 2017, DDO IS FEBRUARY 2015, EARNINGS EXIST ABOVE TRIAL WORK LEVEL FOR SEPTEMBER 2015, OCTOBER AND DECEMBER 2015, FEBRUARY 2016 THROUGH APRIL 2016, AND THEN WE HAVE JULY, SEPTEMBER AND DECEMBER OF 2016 ALSO WITH EARNINGS ABOVE TRIAL WORK LEVEL. SO AGAIN WHAT WE'RE GOING TO DO IS WE'RE GOING TO ENTER AN X UNDER EACH MONTH THAT TRIAL WORK LEVEL EARNINGS EXIST.
* NOW, AS WE CAN SEE IN THIS SLIDE, NONE OF THE PHASE I MILESTONES ARE AVAILABLE BECAUSE ALL THE MONTHS WITH TRIAL WORK LEVEL EARNINGS ARE PRIOR TO THE TICKET ASSIGNMENT DATE AND AFTER THE DDO SO LOOKING AT THE EXAMPLE OF THE SCENARIO THAT WE PROVIDED HERE, AS EACH PHASE I MILESTONE TURNED RED, ALSO IN THE BOTTOM LEFT-HAND CORNER YOU SEE IT SAYS MILESTONE ELIGIBLE, NO. AND AGAIN THIS IS BECAUSE THE DDO WAS FEBRUARY 2015. SO AS WE DID OUR LOOK BACK AND AS WE ENTERED THE X'S IN THE APPROPRIATE MONTHS THAT HAD TRIAL WORK LEVEL EARNINGS, IT WAS ALL BEFORE THE DDO
* SO AGAIN JUST WANT TO KIND OF EMPHASIZE WHY IT'S IMPORTANT THAT YOU HAVE THE DDO, MAKING SURE YOU ARE LISTING THAT INFORMATION ON THE LOOK BACK TOOL ALONG WITH THE TICKET ASSIGNMENT DATE.
* AND ONE OF THE THINGS I WANTED TO NOTE BEFORE WE MOVED ON, WE'RE STILL ON SLIDE 16, AS YOU COMPLETE YOUR 18 MONTH LOOK BACK AND THAT'S EXACTLY WHAT YOU SHOULD DO, AS YOU GET EARNINGS INFORMATION FROM YOUR TICKET HOLDER, BUT ALSO NOTE WHEN YOU SUBMIT FOR PAYMENTS FOR YOUR PHASE I MILESTONES 1 THROUGH 4, TPM WILL ALSO POPULATE AN 18 MONTH LOOK BACK. SO WE WANT TO JUST MAKE SURE YOU ARE AWARE, YOUR INFORMATION THAT YOU HAVE OBTAINED FROM YOUR BENEFICIARY OR OTHER SOURCES MAY SHOW THAT YOU ARE NOT ELIGIBLE FOR PHASE I MILESTONE 4. TPM WILL CONDUCT, THEY WILL COMPLETE AN 18 MONTH LOOK BACK AS WELL AND ANY SUPPORTING INFORMATION YOU SEND IN AND IF IT IS DETERMINED YOU ARE ELIGIBLE FOR ONE OR ALL OF THE PHASE I MILESTONES THEN WE WILL PROCESS THOSE PAYMENTS ACCORDINGLY.
* NOW WE'RE GOING TO MOVE ON TO SLIDE 17 WHERE WE'RE GOING TO FOCUS ON THE AGENDA TOPIC OF THE MOST COMMON PAYMENT DENIALS.
* WHEN TPM DENIES A PAYMENT REQUEST OR CLAIM, STAFF ASSIGNS A PAYMENT DENIAL REASON FOR EACH CLAIM. EACH DENIAL APPEARS IN THE TICKET PORTAL UNDER THE LIST OF PAYMENTS ALREADY MADE TO ME SCREEN WHEN EN'S SELECT THE OPTION INCLUDE DENIALS, USING THE REFERENCE NUMBER OR WORK CASE NUMBER ASSOCIATED WITH THAT PARTICULAR WORK CASE CLAIM. SO YOU HAVE TO LOG INTO THE PORTAL, YOU'RE GOING TO GO TO THE LIST PAYMENTS ALREADY MADE TO ME BUT YOU HAVE TO ALSO SELECT THE OPTION INCLUDE DENIALS.
* AS PART OF THE PROCESS OF PREPARING PAYMENT REQUESTS EN STAFF SHOULD RESEARCH THE FOLLOWING ITEMS BEFORE SUBMITTING A PAYMENT REQUEST. TAKING THESE STEPS MAY ELIMINATE SOME OF THE DENIALS THAT YOUR EN MAY BE RECEIVING, SO SOME THINGS YOU SHOULD RESEARCH WOULD BE TICKET ASSIGNMENT, THE FIRST AVAILABLE CLAIM MONTH WHERE THE BENEFICIARY HAD SERVICES, THE TWO RULES FOR EXCLUSIONS FOR ONE OR ALL OF YOUR PHASE I MILESTONES AND YOU WANT TO MAKE SURE THE PAYMENT REQUEST YOU ARE SUBMITTING HAS THE LEVEL OF EARNINGS YOU CAN RECEIVE AND ALSO THAT WE CAN READ THE INFORMATION FOR WHATEVER CLAIM MONTH YOU ARE SUBMITTING FOR. THESE ARE JUST A FEW THINGS YOU SHOULD RESEARCH BEFORE SUBMITTING A PAYMENT REQUEST.
* MOVING ON TO SLIDE 18, WE WANT TO TALK ABOUT TIPS FOR AVOIDING THE MOST COMMON PAYMENT DENIALS. ON THE NEXT COUPLE OF SLIDES THAT'S WHAT WE WILL COVER IS HOW TO, THE TWO MOST COMMON PAYMENT DENIALS PROCESSED FOR THE FIRST QUARTER OF 2018 AND WE'RE GOING TO PROVIDE TIPS TO HELP AVOID THEM.
* IN SOME SITUATIONS A BENEFICIARY COULD HAVE EARNINGS ABOVE THE SUBSTANTIAL GAINFUL ACTIVITY LEVEL AND THE EN COULD HAVE RECEIVED ALL PHASE II MILESTONES, PLUS THE BENEFICIARY IS STILL RECEIVING A MONTHLY DISABILITY BENEFIT AS A RESULT OF HIS OR HER USE OF SOCIAL SECURITY WORK INCENTIVES. WORK INCENTIVES ARE SPECIAL RULES THAT ALLOW A BENEFICIARY TO REDUCE HIS OR HER COUNTABLE INCOME BASED ON SUCH THINGS AS WORK RELATED EXPENSES, PUTTING MONEY AWAY TO FUND A PLAN TO ACHIEVE SELF-SUPPORT, ET CETERA. THE BENEFICIARY MAY ALSO REMAIN IN CURRENT PAY STATUS UNTIL SOCIAL SECURITY PERFORMS WORK CONTINUING DISABILITY REVIEWS.
* SLIDE 19. DURING THE INTAKE PROCESS, EN'S SHOULD DISCUSS EACH BENEFICIARY'S WORK AND EARNINGS HISTORY DURING THE PRIOR 18 MONTHS WHILE DETAILS ON EARNINGS DURING THE 18 MONTH PERIOD ARE NOT REQUIRED, EN'S ARE REQUIRED TO EXPLORE A BENEFICIARY'S EARNINGS DURING THE 18 MONTHS IMMEDIATELY PRIOR TO TICKET ASSIGNMENT AS PART OF THE PROCESS FOR DEVELOPING THE INDIVIDUAL WORK PLAN.
* ONCE THE REQUESTING EN HAS AN INDICATION OF THE BENEFICIARY'S EARNINGS DURING THE 18 MONTHS PRIOR TO SEEKING SERVICES FROM AN EN, USE THE HANDY AUTOMATED TOOL THAT TPM CREATED TO ASSESS THE POTENTIAL AVAILABILITY OF THE PHASE I MILESTONES BASED ON THE 18 MONTH LOOK BACK TOOL EXCLUSION, WHICH IS WHAT WE JUST COVERED A FEW SLIDES AGO. AGAIN, YOU WANT TO MAKE SURE YOU ARE EXPLORING THE BENEFICIARY'S EARNINGS PRIOR TO THE TICKET ASSIGNMENT AND AS YOU START TO GET INFORMATION ABOUT THE EARNINGS THEN THAT'S WHEN YOU WANT TO USE YOUR 18 MONTH LOOK BACK TOOL REMEMBERING THAT YOU WANT TO PUT IN YOUR TICKET ASSIGNMENT DATE, IF YOU HAVE A DDO YOU WANT TO ENTER THAT INFORMATION AND YOU WANT TO JUST MAKE SURE YOU ARE PUTTING AN X UNDER EACH MONTH THAT INDICATES THE BENEFICIARY HAD EARNINGS AT OR ABOVE TRIAL WORK LEVEL.
* NOW, MOVING ON TO SLIDE 20, 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.
* THE TICKET PORTAL AUTOMATES MANY OPERATIONAL FUNCTIONS YOU DO THROUGHOUT THE DAY. IN ADDITION TO SUBMITTING PAYMENT REQUESTS, VIEWING PAYMENTS MADE TO YOU AND CHECKING THE STATUS OF SUBMITTED PAYMENTS, OTHER AUTOMATED FEATURES THAT THE TICKET PORTAL OFFERS INCLUDE CHECKING FOR TICKET ASSIGNABILITY, ASSIGNING OR UNASSIGNING TICKETS AND UPLOADING FORMS OR DOCUMENTS. TPM PROVIDES WEB SITE RESOURCES TO SERVICE PROVIDERS. EN'S CAN VISIT THE INFORMATION CENTER SECTION ON THE WEB SITE TO OBTAIN ADDITIONAL INFORMATION, RESOURCE DOCUMENTS, FORMS AND TRAINING MATERIALS ON A WIDE VARIETY OF TOPICS. THE INFORMATION CENTER ALSO PROVIDES A CALENDAR OF EVENTS WHICH INCLUDES NATIONAL CONFERENCE CALLS THAT SERVICE PROVIDERS CAN ATTEND. THE EVENTS ARCHIVES CENTER WITHIN THE INFORMATION CENTER INCLUDES [INDISCERNIBLE] FROM PAST NATIONAL CALLS AND I HAVE PROVIDED HERE WHERE YOU CAN VISIT THE TICKET TO WORK WEB SITE, YOUR TICKET TO WORK DOT SSA DOT GOV
* SLIDE 22. THE PREFERRED METHOD OF TRACKING THE STATUS OF SUBMITTED PAYMENT REQUESTS IS TO USE THE TICKET PORTAL AND TAKE ADVANTAGE OF THE REALTIME UPDATE. HOWEVER, IF AN EN IS UNABLE TO USE THE TICKET PORTAL FOR ANY REASON THE EN ALSO HAS THE OPTION TO SEND MANUAL PAYMENT STATUS INQUIRIES TO THE EN PAYMENTS HELP DESK AND THE ADDRESS IS THERE FOR YOU, EN PAYMENTS HELP DESK AT YOUR TICKET TO WORK DOT SSA DOT GOV, OR YOU CAN CALL THE TOLL FREE NUMBER DISPLAYED ON THE SCREEN. EMAIL INQUIRIES MUST BE PASSWORD PROAT THE TIMED OR ENCRYPTED WHEN THE EN'S PIN WHICH WE SPOKE OF A COUPLE SLIDES BACK. YOU MUST INCLUDE THE EN'S DUNS NUMBER, BENEFICIARY SOCIAL SECURITY NUMBER AND THE CLAIM MONTH OR MONTHS AND PLEASE ALLOW AT LEAST 5 BUSINESS DAYS FOR A RESPONSE.
* EN'S CAN ALSO OBTAIN CLARIFICATION ON PAYMENT RELATED ISSUES OR EXPLANATIONS OF HOW EN PAYMENT STAFF APPLIES TICKET POLICY OR PROCEDURES TO MAKE PAYMENT AND PAYMENT DENIAL ASSESSMENTS. THEY ALSO CAN ANSWER EN PAYMENT INQUIRIES RECEIVED THROUGH THE PAYMENTS HELP DESK PHONE LINE, SUBMIT REQUESTS TO THE EN PAYMENT STAFF FOR PAYMENT RECONSIDERATION, OR FOR PAYMENT SUPERVISORS REVIEW OF A PAYMENT ISSUE. THE HELP DESK ALSO OUTREACHES EN FOR PAYMENT DOCUMENTATION WHEN EN PAYMENT STAFF REPORT MISSING OR INCOMPLETE INFORMATION FROM PAYMENT REQUESTS EN'S SUBMIT.
* SLIDE 24. THE TICKET OPERATION HELP LINE IS AVAILABLE MONDAY THROUGH FRIDAY, 9:00 AM TO 5:00 PM EASTERN STANDARD TIME. BOTH THE EN PAYMENTS HELP DESK AND THE SYSTEM SUPPORT DESK ARE ACCESSIBLE BY CHOOSING OPTION 1 AND 2, RESPECTIVELY. THE EN PAYMENTS HELP DESK 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 TECHNICAL ISSUES YOU ENCOUNTER WHILE USING THE TICKET PORTAL. AND ON THIS SLIDE WE ACTUALLY HAVE THE CONTACT INFORMATION FOR EACH HELP DESK.
* NOW WE'LL OPEN THE LINES TO RECEIVE YOUR COMMENTS AND ANSWER ANY QUESTIONS YOU MAY HAVE. SO JANA, IF YOU WOULD, I WILL CHECK WITH MISS TENNESSEE TO MAKE SURE IF WE HAVE ANY QUESTIONS IN THE CHAT.
* >> OKAY, WHAT WE'LL DO IS OPEN THE LINE PLEASE, JANA
* >> YES, WE HAVE QUESTIONS IN THE CHAT BUT I'M STILL ANSWERING THEM.
* >> I UNDERSTAND, WE'LL COME BACK TO THE CHAT. JANA, IF YOU DON'T MIND CAN YOU OPEN THE PHONE LINES, PLEASE?
* >> OF COURSE. IF YOU WOULD LIKE TO ASK A QUESTION PLEASE SIGNAL BY PRESSING STAR 1 ON THE TELEPHONE SPEAKER PAD. AGAIN, PRESS STAR 1 TO ASK A QUESTION. WE WILL PAUSE FOR JUST A MOMENT TO ALLOW EVERYONE AN OPPORTUNITY TO SIGNAL.
* WE'LL TAKE OUR FIRST QUESTION FROM LES ROBBERSON OF MSC
* >> MCS.
* >> HELLO, HOW ARE YOU, MR. ROBBERSON?
* >> FINE, FINE. DID I HEAR EARLY IN YOUR TRAINING THAT THIS WEEK THE E PAYMENTS WILL START AGAIN?
* >> YES, SIR, WE WILL RECEIVE THE E PAY FILES FROM SOCIAL SECURITY AND WE WILL START PROCESSING THAT SOMETIME THIS WEEK AND YOU WILL LIKELY FIND OUT WHAT DAY WE WILL START BECAUSE THERE WILL BE AN ANNOUNCEMENT POSTED IN THE PORTAL.
* >> OKAY, SOMETIME THIS WEEK I CAN LOOK IN THE PORTAL.
* >> YOU CAN LOOK FOR THE ANNOUNCEMENT, YES.
* >> THAT'S FINE. THAT'S FINE. I JUST HAVE A QUESTION. WHY DO WE HAVE THOSE GAPS LIKE THAT?
* >> IT ACTUALLY TAKES TIME TO PREPARE THE FILES. THERE'S A WHOLE BACK END OF SYSTEMS AND IT'S A PROCESS OF MAKING SURE THAT WE GET EVERYTHING READY FOR THE FILE. AGAIN, WE DON'T WANT TO KEEP RECEIVING A LOT OF DUPLICATE INFORMATION THAT TAKES UP TIME SO SOCIAL SECURITY DOES A GREAT JOB OF POLISHING UP, IF YOU WILL, THE FILE TO MAKE SURE THAT WHEN WE'RE GETTING IT THAT THE EN'S THAT MEET THE QUALIFICATION OR MEET THE CRITERIA TO BE ON THE FILE ARE ON THE FILE AND ONCE WE RECEIVE IT THAT WE ARE ABLE TO SPEND OUR TIME ACTUALLY GETTING THROUGH THE CASES AND NOT RUNNING INTO DIFFERENT ISSUES.
* >> OKAY, THAT'S FINE, IT'S JUST I HAVE TO EXPLAIN THAT TO MY DIRECTOR.
* >> OKAY.
* >> OKAY, SO THAT'S ALL I NEEDED. THANK YOU SO MUCH.
* >> THANK YOU, SIR.
* >> WE WILL TAKE OUR NEXT QUESTION FROM ERIN SCHULLY FROM GOODWILL INDUSTRIES.
* >> GOOD AFTERNOON. MY QUESTION IS WE HAVE PEOPLE THAT ARE IN THE SYSTEM THAT WE HAVEN'T GOTTEN PAID FOR 6, 7 OR EVEN 8 MONTHS. AND IF WE WERE GOING TO SUBMIT A 1391 MANUAL, WOULD WE JUST GET THE LAST PAY STUB OR DO WE HAVE TO GET ALL THE PRIOR PAY STUBS FOR THE MONTHS THAT WE DIDN'T RECEIVE PAYMENTS? WILL THERE BE LIKE A LOOK BACK TO SEE, LOOKING TO SEE THAT IT'S A YEAR TO DATE AMOUNT ON THAT LAST PAY STUB?
* >> THIS IS DEBBRA TENNESSEE. WE CANNOT LOOK AT ONE PAY STUB AND MAKE A DETERMINATION UNLESS THAT PAY STUB IS FOR A MONTH OF EARNINGS. YOU KNOW, IT'S HARD TO ANSWER YOUR QUESTION NOT KNOWING WHAT YOU ARE GOING TO SUBMIT, BUT LET ME JUST SAY THIS. IF YOU HAVE A MONTH OF DATA, OF EARNINGS INFORMATION, SUBMIT THAT. THEN IF THERE ARE EARNINGS IN SSA'S DATA BASE ANYWHERE NOT ONLY FOR THAT MONTH BUT FOR ANY OTHER MONTH, WE WILL MAKE THOSE PAYMENTS. BUT YOU HAVE TO SUBMIT AT LEAST A MONTH FIRST OF EARNINGS DATA IN ORDER FOR US TO EVEN PROCESS THE PAYMENT REQUEST.
* >> I UNDERSTAND. THE UNDERLYING ISSUE IS THAT WE HAVE, WE WERE EXPERIENCING WHERE WE'RE RECEIVING PAYMENTS AND THEN ALL OF A SUDDEN THE PAYMENTS STOP. WE'RE LOOKING AT SOME MANUAL CHECKS THAT THE TICKET HOLDER IS PROVIDING US. THEY ARE MAKING SUBSTANTIAL GAINFUL ACTIVITY OR THEY ARE ABOVE THAT AMOUNT, YET WE CAN GO LITERALLY 6 OR 7 OR EVEN 8 MONTHS NOT RECEIVING ANY PAYMENTS THROUGH THE RECONCILIATION PROCESS.
* >> WELL, OKAY, I'M NOT SURE THEN WHERE WE ARE WITH THIS, BUT LET ME TELL YOU WHAT COULD HAVE HAPPENED. IT COULD BE PAYMENTS REQUIREMENTS IS NOT JUST EARNINGS, IT'S ALSO PAYMENT STATUS. SO IF THE BENEFICIARY IS AT SGA STATUS, AND FOR EXAMPLE YOU HAVE RECEIVED SOME PHASE I MILESTONES AND POSSIBLY SOME OR ALL -- PROBABLY ALL OF THE PHASE II'S AND THE BENEFICIARY IS STILL AT SGA LEVEL, THEN THAT MEANS THAT THERE WAS NO WORK CDR PERFORMED AND THE BENEFICIARY IS STILL IN CURRENT PAY AND HAS MOVED TO THE OUTCOME PERIOD. OUTCOME PERIOD IS WHERE SOCIAL SECURITY PLACES THE BENEFICIARY IN SUSPENSE OR NONPAY. THIS IS THE ONE, AND WE WERE TRYING TO EMPHASIZE IN THIS CALL. IF YOU HAVE EARNINGS, GO TO THE LOCAL SOCIAL SECURITY OFFICE AND HAVE THOSE EARNINGS REPORTED OR IF YOU HAVE EARNINGS EVEN IF IT SAYS SOMETIMES YOU MAY EVEN SEE ALREADY EARNINGS ALREADY PROVEN AND THE BENEFICIARY IS STILL SITTING IN A CURRENT PAY STATUS, HASN'T BEEN MOVED TO NONPAY OR SUSPENSE AND YOU ARE WAITING FOR THAT FIRST OUTCOME PAYMENT, IF AT ALL POSSIBLE SEND THOSE PAY STUBS IN BECAUSE MAXIMUS WILL KEY AND WILL START THE PROCESS. AND THESE ARE PRIORITY CASES. WHENEVER THERE IS A SITUATION WHERE THE BENEFICIARY IS IN CURRENT PAY, HE'S EXHAUSTED ALL PHASE II MILESTONES, THEN SGA BUT YOU'VE BEEN WAITING AND WAITING FOR OUTCOME PAYMENTS AND THE SITUATION IS STILL IN CURRENT PAY, SEND US THOSE PAY STUBS. WE WILL START THE PROCESS TO KEY THOSE EARNINGS INTO A SYSTEM AND THE FIELD OFFICE WILL INITIATE SOME TYPE OF WORK CDR, CONTINUING DISABILITY REVIEW, THAT REQUIRES THEM TO VERIFY EARNINGS. AND ONCE THEY DO THAT PROCESS, THEY COMPLETE THAT PROCESS AND ALL REQUIREMENTS ARE MET, THEY WILL MOVE THAT BENEFICIARY INTO THE OUTCOMES STATUS FASTER. THIS IS ONE REASON WHY WE ARE ASKING, YOU KNOW, DON'T WAIT AROUND FOR E PAY. BECAUSE YOU MAY HAVE ALL THOSE SSN'S LISTED ON E PAY, WE DON'T SEND OUT DENIALS ON E PAY SINCE YOU DIDN'T REQUEST THOSE PAYMENTS. THEREFORE WE COULD SEE THOSE SSN'S LISTED ON OUR E PAY FILE BUT WE CAN'T PAY THEM IF THE BENEFICIARY IS STILL SITTING IN CURRENT PAY AND THEY HAVE EARNINGS AT SGA, WE NEED YOU TO SUBMIT A PAYMENT REQUEST AND WE NEED YOU TO SUBMIT PAY STUBS.
* NOW, YOU MORE THAN LIKELY, YOU WILL RECEIVE A DENIAL BECAUSE THE BENEFICIARY IS STILL IN CURRENT PAY. BUT BY YOU SUBMITTING THOSE PAY STUBS, THAT STARTS THE PROCESS TO GET THAT BENEFICIARY OUT OF THEIR CURRENT PAY STATUS INTO OUTCOMES AND IF COULD BE, I DON'T KNOW, MANY, MANY MONTHS OF OUTCOME PAYMENTS THAT YOU MAY BE DUE ONCE THAT BENEFICIARY MOVES BECAUSE WE DO MAKE RETROACTIVE PAYMENTS.
* >> WE'RE TRYING TO RECONCILE AND GET AN OVERALL HANDLE ON THAT. THAT'S VERY HELPFUL. IT HELPS ME PIECE TOGETHER PART OF THE PUZZLE.
* >> OKAY. OKAY.
* >> THANK YOU.
* >> AND WE'LL TAKE OUR NEXT QUESTION FROM CASSANDRA JORDAN OF COURIER SOURCE.
* >> HI, JORDAN.
* >> YOU MAY NEED TO CHECK YOUR MUTE FUNCTION. OKAY, WE'LL MOVE ON TO STEVEN SCHNECK OF PARAQUAD.
* >> OKAY, HI. CAN YOU HEAR ME OKAY?
* >> YES, SIR.
* >> OKAY, SO MAXIMUS NOTIFIED US THAT THERE MAY BE A POTENTIAL SPLIT PAYMENT FOR ONE OF OUR TICKET HOLDERS AND THEY ASKED US TO FILL OUT THE SPLIT PAYMENT FORM, WHICH I UNDERSTAND, AND ALSO THE 1391, THE EMPLOYMENT NETWORK PAYMENT REQUEST FORM. THE TICKET HOLDER THEMSELVES REPORTED ALL THEIR INCOME TO SOCIAL SECURITY, ALL THEIR INCOME THEY EARNED WAS REPORTED, WHICH I ASSUME IS WHY THEY KNEW THAT WE MAY HAVE A POTENTIAL PAYMENT. I'M ASSUMING LIKE THE E PAY FOUND THEIR EARNINGS BECAUSE THE PERSON REPORTED THEM. BUT WHAT I'M CONFUSED ABOUT IS THIS: THERE IS WHAT'S CALLED AN EVIDENTIARY PAYMENT REQUEST AND A CERTIFICATION PAYMENT REQUEST. THE LETTER FROM MAXIMUS TOLD US THEY WANTED RECORDS OF THE SERVICES WE PROVIDED SO I'M NOT CLEAR IF IT'S SUPPOSED TO BE EVIDENTIARY OR CERTIFICATION.
* >> OKAY, LET ME SAY THIS. WE NO LONGER HAVE CERTIFICATION REQUESTS. WE STOPPED THAT A COUPLE YEARS AGO.
* >> WHY DOES IT SAY ON THE FORM 1391 THEN?
* >> CERTIFICATION OF SERVICES?
* >> NO, NO, WHAT I'M SAYING IS ON, FROM THE WEB SITE EMPLOYMENT NETWORK PAYMENT REQUEST FORM SECTION IV SAYS EVIDENTIARY PAYMENT REQUEST OR CERTIFICATION REQUEST.
* >> THAT FORM IS OLD. WE NO LONGER HAVE A CERTIFICATION PAYMENT REQUEST. A CERTIFICATION PAYMENT REQUEST -- YEAH, IT USED TO BE --
* >> THE FORM IS SUPPOSED TO BE AT THAT I'M NOT AWARE OF BECAUSE THIS WAS THE MAIN SITE WHERE ALL THE TRAININGS POINTED ME TO.
* >> THE FORM IS IN THE PROCESS OF BEING UPDATED. IT HAS TO GO THROUGH -- OMB TO GET THE -- IT TAKES A WHILE TO HAPPEN. WE KNOW THAT THE FORM NEEDS TO BE UPDATED. ALL THOSE WILL UNDERGO, IF YOU PULL A 1391 AND SEE CERTIFICATION REQUEST, IGNORE THAT SECTION OF THE FORM. WE KNOW THAT IT'S INCORRECT OR IT'S OBSOLETE.
* >> OKAY. EVERYTHING IS CONSIDERED AN EVIDENTIARY PAYMENT REQUEST.
* >> EVIDENTIARY MEANS SUBMIT DOCUMENTATION, YES.
* >> RIGHT, RIGHT, OKAY. SO I SHOULD SEND IN THE CHECK STUBS EVEN THOUGH THE BENEFICIARY ALREADY REPORTED IT DIRECTLY TO SOCIAL SECURITY, I STILL SHOULD SEND IN THE CHECK STUBS.
* >> SEND THEM TO US. SOCIAL SECURITY MAY HAVE ENTERED THEM BUT IF IT'S A REQUIREMENT FOR OUR NOW, THIS IS AN ADDITIONAL RESPONSIBILITY THAT OUR PAYMENT TEAM HAS IS TO ENTER THOSE EARNINGS INFORMATION FROM ANY DOCUMENTATION TO START THAT PROCESS OF GETTING THOSE EARNINGS VERIFIED.
* >> OKAY, ALL RIGHT, THAT MAKES SENSE. I UNDERSTAND WHY I WAS CONFUSED NOW. THANK YOU.
* >> AND WE'LL TAKE OUR NEXT QUESTION FROM STEVE GURKIE OF SKG CAREER SERVICES.
* >> HELLO, THIS IS STEVE. YEAH, MY QUESTION IS REGARDING AN EXPEDITED USE OF THE 18 MONTH LOOK BACK TOOL, IS THERE A WAY TO GET THE DDO DATE WITHOUT ORDERING A BPQI
* >> NO, SIR, THAT'S THE ONLY WAY THAT YOU WOULD BE ABLE TO GET THE DDO IS BY GETTING THAT BPQI LIKE WE SAID IN THE PRESENTATION AND GETTING THE FORM IN THE BENEFICIARY MONTH SIGN OFF ON THE FORMS.
* >> OKAY, THANK YOU.
* >> ONCE AGAIN THAT IS STAR 1 TO ASK A QUESTION. WE'LL TAKE OUR NEXT QUESTION FROM MOLLY HALL OF MARYLAND EMPLOYMENT NETWORK.
* >> HI, EVERYONE. I HAVE A QUICK STORY AND MAYBE YOU CAN ALL HELP ME WITH THIS. WE HAVE A CLIENT WHO CONTINUED TO RECEIVE PAYMENTS EVEN THOUGH THEY SHOULDN'T HAVE. SHE SAVED THE MONEY AND WHEN SHE CONTACTED SOCIAL SECURITY TO PAY THE MONEY BACK, WHICH ENDED UP BEING A HEFTY SUM, THEY IN TURN, EVEN THOUGH SHE HAD THE MONEY, THEY ASKED HER IF SHE WOULD LIKE SMALLER PAYMENTS AND SHE SAID YES, THAT WOULD BE GREAT, WHICH I'M GLAD FOR HER BUT IN THAT SAME MOMENT NOW WE ARE NOT GOING TO SEE PAYMENT FOR PROBABLY YEARS. ANYBODY HAVE ANY SUGGESTION HOW I CAN AVOID THAT IN THE FUTURE?
* >> WAIT, WAIT, WAIT. ARE YOU SAYING THAT BECAUSE SHE'S RECEIVING SMALLER SOCIAL SECURITY PAYMENTS YOU ARE NOT GOING TO GET PAID? IS THAT WHAT YOU'RE SAYING?
* >> RIGHT. RIGHT.
* >> [INDISCERNIBLE] BENEFICIARIES HAS NOTHING TO DO WITH TICKET TO WORK PAYMENTS. TICKET TO WORK PAYMENTS ARE BASED ON EARNINGS THAT A BENEFICIARY HAS, YOU KNOW, NOT --
* >> WHEN A CLIENT IS IN OVERPAYMENT WE DON'T GET PAID, CORRECT?
* >> NO, THAT IS INCORRECT. THE BENEFICIARY PAYMENTS, PROGRAMMATIC PAYMENTS, ARE TOTALLY SEPARATE FROM TICKET TO WORK PAYMENTS. THEY HAVE NOTHING TO DO, ONE HAS NOTHING TO DO WITH THE OTHER.
* >> GREAT. ALL RIGHT, THANK YOU. I ALWAYS ASSUMED WHEN THEY WERE IN OVERPAYMENT WE WERE NOT PERMITTED -- OKAY, EXCELLENT.
* >> AND IF YOU HAVE ANY PAY STUBS OR YOU HAVEN'T SUBMITTED ANY PAYMENT REQUESTS FOR THAT BENEFICIARY, DO SO.
* >> THANK YOU VERY MUCH.
* >> AND WE'LL TAKE OUR NEXT QUESTION FROM LISA MARIE FROM THE CHOICE GROUP.
* >> I WAS CURIOUS, IF YOU ARE DENIED A NO. 2 BECAUSE THEY ARE RECEIVING FEDERAL CASH BENEFITS CAN YOU CLAIM THAT IN THE FUTURE BECAUSE OF AN OVERPAYMENT POSSIBILITY? WHAT IF THEY ARE RECEIVING PAYMENTS BUT REALLY THEY SHOULD HAVE STOPPED THE PAYMENTS? DO YOU UNDERSTAND WHAT I'M TRYING TO ASK?
* >> YES, I DO. IT'S KIND OF PIGGYBACKING OFF THE LAST CALLER. BUT SOCIAL SECURITY -- I'M CALLING THEM PROGRAMMATIC PAYMENTS. ANY PAYMENT, BENEFIT PAYMENT MADE TO A BENEFICIARY IS A PROGRAMMATIC PAYMENT. PROGRAMMATIC PAYMENTS, OVERPAYMENTS TO BENEFICIARIES, HAS NO IMPACT ON YOU AT ALL AS AN EN IF IT WAS OWED TO, THE DENIAL, THE BENEFICIARY -- WHAT THAT MEANS IS THE BENEFICIARY PROBABLY HAS EARNINGS AT SGA AND HAS NOT BEEN PLACED IN SUSPENSE BY SOCIAL SECURITY OR NONPAY PAY STATUS SO YOU WOULD BE ELIGIBLE FOR OUTCOME PAYMENT. THIS IS THE REASON WHY WE TELL OR TRY TO EDUCATE EN'S ON SUBMITTING PAYMENT REQUESTS EVEN IF THEY ARE GOING TO BE DENIED WITH EARNINGS EVIDENCE. BECAUSE IF THE EARNINGS ARE AT SGA WE WILL KEY THOSE EARNINGS AND START A WORK CDR AND STARTING A WORK CDR MEANS THE FIELD OFFICES HAVE TO PERFORM A REVIEW, CONTINUING DISABILITY REVIEW, TO VERIFY THOSE EARNINGS.
* ONCE THEY VERIFY THE EARNINGS AND THEY ARE OVER SGA AND OTHER REQUIREMENTS THEY ARE GOING TO MOVE THAT BENEFICIARY FROM CURRENT PAY TO SUSPENSE FOR THE OUTCOME PERIOD. AT THAT POINT YOU WILL BE ELIGIBLE FOR ALL THE OUTCOME PAYMENTS THAT YOU WERE DENIED FOR THAT CODE O2 IF IT WAS ONLY BECAUSE OF THE FACT THAT THE BENEFICIARY WAS IN CURRENT PAY, THE OTHER REQUIREMENTS FOR SGA EARNINGS WAS MET. IT HAS NOTHING AT ALL TO DO WITH THE BENEFICIARY OVERPAYMENT AT ALL OR THE PROGRAMMATIC PAYMENT AT ALL.
* >> OKAY. ALL RIGHT, SO BASICALLY IF YOU DO GET DENIED FOR NO. 2 AND YOU KNOW THEY HAVE THEIR SGA EARNINGS AND YOU SUBMIT IT BUT YOU ARE DENIED FOR NO. 2, YOU JUST WAIT?
* >> YOU JUST WAIT. IF YOU'VE GIVEN US THOSE EARNINGS WE WILL KEY THOSE EARNINGS, WE WILL START -- YOU KNOW, IT'S PRETTY NEW TO A LOT OF EN'S THAT WE'RE DOING THIS, BUT THIS IS WHAT WE CONSIDER PRIORITY EARNINGS TO BE KEY. WE WANT TO MOVE THE, YOU KNOW, WE'RE DOING IT FOR BOTH THE EN'S AND THE BENEFICIARY. ONCE WE STOP THE WORK PAYMENT FOR THE BENEFICIARY WE WANT YOU TO GET PAID YOUR OUTCOME CLAIMS. YOU KNOW, ALL YOUR EN'S ON THIS CALL, IF YOU HAVE BENEFICIARIES WHO HAVE EARNINGS AT SGA, YOU ARE DENIED OUTCOME CLAIMS DUE TO THAT 02 CODE, SEND US THE PAYMENT REQUEST AND SEND US YOUR EARNINGS.
* >> AND THEN YOU ARE SAYING THAT YOU START A WORK CDR AND THE FIELD OFFICE WILL HAVE TO --
* >> NO, WE START THE PROCESS FOR A WORK CDR, WE KEY THE EARNINGS INTO THE SYSTEM THAT THE FIELD OFFICES ACTUALLY USE TO START THEIR WORK CDR INVESTIGATION. WE START THE PROCESS BY KEYING THOSE EARNINGS IN.
* >> THEN THE FIELD OFFICE WILL PERFORM THE WORK CDR TO VERIFY THE EARNINGS.
* >> YES.
* >> AND DOWN THE ROAD WE'LL GET THAT BACK WHEN THE EARNINGS ARE VERIFIED.
* >> RIGHT. AGAIN, FOR SOME EN'S OUT THERE WHO SAY I USED TO GET A LOT OF PAYMENTS AND I STOPPED GETTING THEM, YOUR SSN'S MAY BE ON AN E PAY FILE BUT THE BENEFICIARY MAY BE IN CURRENT PAY WITH SGA EARNINGS BUT THEY HAVE NOT BEEN MOVED TO SUSPENSE DUE TO WORK EARNINGS SO INDEED WE NEED THOSE. YOU WON'T KNOW THAT BECAUSE WE DON'T SEND DENIALS OUT FOR OUR E PAY FILE, WE ONLY SUBMIT A DENIAL DETERMINATION BACK TO YOU IF YOU REQUEST A PAYMENT AND WE ARE NOT ABLE TO PAY IT.
* >> CAN I ASK ONE MORE QUESTION ABOUT THE CDR'S?
* >> OH, SURE.
* >> IS IT SAFE TO THINK THAT IF I ASSIGN SOMEONE'S TICKET IN NOVEMBER THAT ONE YEAR LATER IN NOVEMBER THEY WILL COME UP FOR A CDR?
* >> NO, YOU ARE PROTEBTED UNDER TICKET FOR MEDICAL CDR'S. THE WORK CDR'S ARE ONLY TRIGGERED BASED ON THE EARNINGS INFORMATION.
* >> GOTCHA. SO IT'S MEDICAL VERSUS WORK CDR'S. OKAY.
* >> WE'LL TAKE OUR NEXT --
* >> THIS IS DEBBRA AGAIN. THERE HAS BEEN SOMETHING IN THE CHAT THAT SOMEONE ASKED AND THERE MAY BE SEVERAL EN'S WHO HAVE THE SAME QUESTION. BUT THEY WANTED TO KNOW WHY IT TAKES A LONGER PERIOD -- TWO QUESTIONS I WANT TO RESPOND TO. ONE IS WHY DOES IT TAKE LONGER TO RECEIVE PAYMENTS WHEN E PAY IS RUNNING? AND A LOT OF EN'S DON'T UNDERSTAND THIS SO, YOU KNOW, THIS IS A GOOD TIME FOR US TO EXPLAIN IT.
* OUR LAST E PAY FILE HAD OVER 21,000 SSN'S ON IT. WE RECEIVED THAT FILE THE END OF NOVEMBER, WE COMPLETED IT BY JANUARY 31ST. AT THE SAME TIME EN'S WERE SUBMITTING BY WAY OF THE PORTAL AND MANUAL PAYMENT REQUESTS. WE TRIED TO DO IT ALL. AND THE THING IS ANY TIME AN EN SUBMITS A PAYMENT REQUEST WE DO HAVE A GOAL TO PROCESS -- WHEN I SAY PROCESS I'M GOING TO DEFINE THAT IN A SECOND, BUT WE HAVE TO PROCESS THOSE CLAIMS WITHIN 30 DAYS OF RECEIPT. SO WE'RE TRYING TO WORK THE E PAY FILE BECAUSE WHEN E PAY RUNS EVERYBODY WANTS TO KNOW, WHERE ARE MY PAYMENTS? SO WE'RE WORKING THAT AS QUICKLY AS WE CAN AND WE'RE DEFINITELY WATCHING OUR QUEUES TO MAKE SURE WE DON'T PASS THAT 30 DAY TIME FRAME.
* WHAT I MEAN BY PROCESS IS THIS. IT MEANS WE TOUCHED THAT CLAIM. WE LOOKED AT IT AND SAID, OH, WE CAN PAY IT AND WE PAY IT. OR WE SAID, NO, WE CAN'T PAY IT, WE NEED ADDITIONAL INFORMATION. SO OUR EN HELP DESK WILL SEND AN OUTREACH MESSAGE OUT TO THE EN SAYING THE EVIDENCE WE HAVE IS NOT CLEAR, IT'S NOT ENOUGH, DO YOU HAVE ANOTHER PAY -- WE'RE ASKING FOR SOMETHING ELSE. THEN IT TAKES TIME FOR THAT TO COME BACK IN. AND SOMETIMES THERE'S A SITUATION WHERE AN EN MAY HAVE AN OVERPAYMENT SITUATION. THEY MAY HAVE MADE A DECISION THAT THEY WANT THAT OVERPAYMENT RECOUPED FROM FUTURE PAYMENTS. WE MAY HAVE TO MAKE SURE THAT OVERPAYMENT IS ACTUALLY PAID OFF BEFORE WE CAN PAID FUTURE PAYMENTS ON A SSN, SO IT'S A NUMBER OF STEPS AND A NUMBER OF PROCESSES INVOLVED HERE.
* BUT THE POINT IS WE MAY SLOW DOWN ON PROCESSING TIME WHEN WE HAVE AN E PAY FILE BUT WE NEVER, NEVER, NEVER HAVE A CLAIM THAT WE DID NOT TOUCH WITHIN THAT 30 DAYS, PERIOD. WE HAVE ALL KINDS OF SYSTEMS RUNNING REPORTS, METRICS HERE. SO NORMALLY IF IT'S JUST THE QUEUES AND NO E PAYS WE CAN PROCESS A CLAIM IN SSA'S SYSTEM FOR PAYMENT WITHIN A DAY OR TWO DAYS OR 5 DAYS, BUT THEN REMEMBER IT TAKES SEVERAL DAYS FOR THE FILE TO GO TO THE TREASURY DEPARTMENT AND THE TREASURY DEPARTMENT TO PLACE THAT MONEY IN YOUR BANK ACCOUNT. WE'RE A LITTLE BIT SLOWER DOING E PAY BUT LET ME SAY THIS, OUR PRIORITY EVEN WHEN WE HAVE E PAY IS TO PROCESS CLAIMS WHERE WE HAVE EARNINGS AND ESPECIALLY THOSE, AS I MENTIONED EARLIER, WHERE THERE ARE SGA EARNINGS AND THE BENEFICIARY IS STILL IN CURRENT PAY. SO THAT WAS ONE QUESTION.
* ANOTHER QUESTION A PERSON HAD IS WHY WOULD IT BE POSSIBLE TO SUBMIT MULTIPLE CLAIMS IN BULK THROUGH THE PORTAL? AND THE ANSWER IS THAT IS NO. THE REASON FOR THAT IS THE PORTAL HAS HELPED US OUT A LOT IN PAYMENTS AND WE'RE ABLE TO PAY EN'S A LOT FASTER DUE TO THE FUNCTIONALITY OF THE PORTAL. AND ONE THING WITH THE PORTAL YOU HAVE TO SUBMIT A PARTICULAR CLAIM FOR A DATE IN THE PORTAL BECAUSE WHAT HAPPENS, THE PORTAL WILL CREATE A CLAIM IN SSA'S SYSTEMS AUTOMATICALLY. IN THE PAST IT DIDN'T DO THAT. YOU WOULD SUBMIT YOUR PAYMENT REQUEST THROUGH FAX, WE WOULD HAVE TO UPLOAD THOSE DOCUMENTS IN SOME DIGITAL STORAGE AREA, THEN WE WOULD HAVE TO DOWNLOAD IT AND CREATE A CLAIM, ALL OF THAT BEFORE WE EVEN LOOKED AT IT.
* BUT THE PORTAL WILL CREATE THAT -- ONCE YOU ENTER THE INFORMATION FOR A PARTICULAR MONTH AND TYPE A CLAIM IN THE PORTAL, IT AUTOMATICALLY -- IT'S LIKE MAGIC -- IT WILL MOVE THAT CLAIM INTO SSA'S PAYMENT SYSTEM AND IT WILL SIT THERE AND WAIT. IF YOU PRINT OFF A COVER SHEET AND HAVE TO SUBMIT EARNINGS INFORMATION, IF YOU DIDN'T GET THE MESSAGE EARNINGS ALREADY PROVEN, THAT MEANS YOU NEED TO SUBMIT SOME EARNINGS EVIDENCE, YOU NEED TO PRINT OFF A COVER SHEET. BUT IF EARNINGS ARE ALREADY PROVEN THAT CLAIM GOES DIRECTLY INTO THE QUEUE READY FOR US TO WORK. SO IF YOU DID A BULK, LET ME TELL YOU RIGHT NOW IT WOULD BE MUCH, MUCH SLOWER. WE WOULD HAVE TO CREATE EACH CLAIM INDIVIDUALLY, UPLOAD IT, DOWNLOAD IT, THEN PLACE IT SOMEWHERE IN A QUEUE TO BE WORKED. WHERE IS THE SYSTEM, THE PORTAL DOES THAT FOR US AUTOMATICALLY. SO THAT'S WHY YOU HAVE TO SUBMIT EACH CLAIM SEPARATELY.
* LOOKS LIKE WE'RE HAVING SOME TYPE OF TECHNICAL DIFFICULTIES.
* >> WHALE WE'RE TRYING TO WORK THROUGH OUR TECHNICAL DIFFICULTIES, JANA, DO WE HAVE TIME TO MAYBE TAKE ONE MORE CALL THROUGH THE PHONE QUEUE?
* >> YES, WE'LL GO TO AARON OF GOODWILL INDUSTRIES.
* >> HI, AGAIN, A FOLLOW-UP QUESTION. I'M SEEING A COMMON THEME WHERE I THINK A LOT OF PEOPLE MAY BE GETTING STUCK, THEY ARE IN CURRENT PAY AND THEY HAVEN'T MADE IT INTO THE OUTCOME PHASE BECAUSE THERE HAS TO BE A CDR, CORRECT?
* >> YES, A WORK CDR TO VERIFY THOSE CLAIMS AND REVIEW THAT WHOLE CASE. AGAIN, I'M JUST MAKING IT SOUND EASY. I UNDERSTAND IT'S A LENGTHY PROCESS AND THEY HAVE TO LOOK AT, YOU HAVE TO NOTIFY THE EMPLOYER, I DON'T KNOW THE STEPS TAKEN BUT IT DOES TAKE A WHILE FOR THAT TO HAPPEN, YES.
* >> HERE'S MY FOLLOW-UP QUESTION. IF WE'VE BEEN RELYING AND WE REALLY HAVE BEEN RELYING ON THE E PAY SYSTEM SO WE HAVEN'T NECESSARILY BEEN LET'S SAY, LET'S USE AN EXAMPLE OF SOMEONE WHO MAYBE WE EXPECTED 6 MONTHS OF PAYMENTS AND HAVEN'T RECEIVED ANYTHING. NOW THAT PERSON MAY NOT HAVE BEEN SAVING THEIR PAY STUBS, WE HAVEN'T BEEN ASKING FOR IT. WHAT IS THE PROCEDURE THAT WE WOULD USE TO BE ABLE TO RECOUP THE 6 MONTHS WORTH OF -- WE'D HAVE TO PUT IN A MANUAL, THE 1391 FORM AND DO 6 MONTHS WORTH OF, GET 6 MONTHS WORTH OF PAY STUBS WHICH THEY MAY NOT HAVE? WHAT WOULD YOU RECOMMEND TO GET LIKE, WHAT DOCUMENTATION WOULD YOU RECOMMEND THAT WE OBTAIN THAT'S EASY WITHOUT GETTING A REPRINT OF EVERY SINGLE MONTH OR EVERY BIWEEKLY PAYCHECK?
* >> WELL, THE THING IS WE WANT THOSE PAY STUBS. WE WANT THOSE PAY STUBS. WE CAN'T ENTER EARNINGS INTO THE SYSTEM WITHOUT THOSE BENEFICIARY PAYMENTS IF WE ONLY HAVE EARNINGS. SO IT MAY BE WORK IN GETTING THAT BUT IN THE LONG RUN YOU'RE GOING TO GET 6 MONTHS OF OUTCOME PERIOD IF DURING THAT PERIOD THE BENEFICIARY WAS AT SGA, WAS BEYOND HIS PHASE II MILESTONES. SO WE NEED THOSE EARNS, THAT'S NO. 1.
* >> BUT YOU REPRINT, IT HAS TO BE A REPRINT OF THE -- LET'S SAY THEY DID NOT SAVE THEIR ORIGINAL PAY STUBS THAT WERE SENT TO THEM, MAILED TO THEM, OR THAT THEY PICKED UP. SO NOW WE'RE IN THE SITUATION OF ASKING THEM TO GO BACK TO THEIR EMPLOYER AND ASK FOR A REPRINT OF EACH PAY STUB OVER THE LAST, SAY, 6 MONTHS.
* >> OKAY, I THINK I HAVE IT. THIS MIGHT BE -- YEAH, THIS MIGHT BE A SITUATION WHERE EN'S WERE RELYING ON E PAY TO MAKE THE PAYMENTS AND NOT MAKING THE PAYMENT REQUEST. E PAY WAS NEVER MEANT TO REPLACE THAT BUT WE'RE TRYING TO CLARIFY THAT NOW.
* ANOTHER THING YOU CAN DO IS IF YOU HAVE THE WORK NUMBER --
* >> I'M FAMILIAR WITH THE WORK NUMBER, YES.
* >> WE GET, OH MY GOSH, I WOULD PREFER YOU GET THE PAY STUBS BECAUSE THE WORK NUMBER, BELIEVE ME, THEY HAVE IT. IF THEY HAVE, I MEAN WE GET QUITE A FEW PAYMENT REQUESTS WITH THE WORK NUMBER IS THE EARNINGS DOCUMENTATION AND WE CAN USE THAT.
* >> OH, OKAY.
* >> GO BACK TO THE BENEFICIARY, THEY MAY NOT HAVE IT OR WHATEVER. TRY THE WORK NUMBER.
* >> THAT IS A, THE WORK NUMBER GIVES YOU, IT WON'T GIVE YOU 6 MONTHS OF INDIVIDUAL REPRINTS, IT WILL STILL GIVE YOU A CONSOLIDATED YEAR TO DATE EARNINGS THAT YOU EXTRAPOLATE WHAT THEY WERE MAKING ON A BIWEEKLY OR MONTHLY BASIS. THE WORK NUMBER WILL LIST IT OUT BY PAY PERIOD, BEGINNING AND ENDING PAY PERIOD. THEY HAVE THE GROSS AMOUNT AND THAT'S WHAT WE NEED.
* >> THAT'S WHAT WE NEED.
* >> THEN THE BENEFICIARY NAME AND THE EMPLOYER ON IT TOO.
* >> THAT'S THE SAME INFORMATION OUR FIELD OFFICES NEED WHEN THEY PERFORM A WORK CDR THEY NEED THE SAME INFORMATION FROM A PAY STUB AND WORK NUMBER ACTUALLY PROVIDING THAT INFORMATION.
* >> I JUST WANT TO ADD, I KNOW YOU MENTIONED ABOUT FILLING OUT THE EN PAYMENT FORMS BUT JUST REMEMBER IF YOU ARE SUBMITTING YOUR PAYMENT REQUEST THROUGH THE PORTAL, WHICH IS REQUIRED, THEN YOU DO NOT HAVE TO SUBMIT OR COMPLETE THE FORM. YOU WOULD JUST SUBMIT YOUR CASE THROUGH THE PORTAL AND UPLOAD YOUR EVIDENCE OF EARNINGS, BE IT THE WORK NUMBER OR PAYMENT REQUEST, BUT ALL PAYMENT REQUESTS SHOULD GO THROUGH THE PORTAL UNLESS, LIKE I MENTIONED EARLIER, IF THERE'S A CASE WHERE YOU CANNOT SUBMIT. BUT JUST WANT TO MAKE SURE WE ARE ALL ON THE SAME PAGE, YOU ARE ONLY SUBMITTING MANUALLY IF FOR SOME REASON YOU AREN'T ABLE TO GO THROUGH THE PORTAL BUT THE PORTAL SHOULD BE THE FIRST PLACE YOU SUBMIT YOUR PAYMENT REQUEST.
* >> OKAY.
* >> I'M GOING TO DO THIS ONE LAST ONE FROM THE CHAT. ANGELA PROVIDED THIS REQUEST. EMPLOYER PROVIDED THE NUMBER WITH ONLY THE START AND END DATE AND NO TAXES TAKEN OUT. THIS WAS DENIED. CAN YOU EXPLAIN?
* >> SSA WOULD NOT KNOW WHAT TO ENTER FOR THIS. FIRST THE FACT NO TAXES ARE TAKEN OUT, THAT ALERTS US TO THE FACT THIS MIGHT BE A CONTRACTOR OR SELF-EMPLOYMENT AND WE DON'T ACCEPT PAYMENT REQUESTS FOR SELF-EMPLOYMENT, THEY ARE ONLY PAID THROUGH E PAY.
* WHAT YOU COULD DO IF YOU WANTED, IF YOU BELIEVE THIS PERSON IS DEFINITELY WORKING FOR SOMEONE, IS NOT -- IS A REGULAR EMPLOYEE, IS NOT, YOU KNOW, IS NOT SELF-EMPLOYED OR WHATEVER, YOU CAN REQUEST AN EMPLOYER PREPARED EARNINGS STATEMENT AND YOU CAN ALSO HAVE THE BENEFICIARY CONTACT THE EMPLOYER SO THAT THEY CAN POSSIBLY OBTAIN THE BEGINNING AND ENDING DATE. BUT THERE'S NO WAY THAT SOCIAL SECURITY OR ANYBODY COULD FIGURE OUT WHAT THIS PAYCHECK COVERS. DOES IT COVER FEBRUARY, PART OF FEBRUARY, PART OF JANUARY? WE HAVE NO IDEA. DID THEY WORK FOR 4 WEEKS, DOES IT COVER 4 WEEKS? WE WOULD HAVE TO HAVE THAT INFORMATION, THE SAME INFORMATION YOU SEE ON A REGULAR PAY STUB IS WHAT SSA NEEDS TO PERFORM THEIR WORK VERIFICATION PROCESS.
* SOMEBODY ASKED DOES TICKET TO WORK NO LONGER USING E PAY AND THE ANSWER TO THAT IS YES. WE WILL RECEIVE OUR E PAY FILE FROM SOCIAL SECURITY SOMETIME THIS WEEK AND START PROCESSING ONCE WE TAKE -- WE NORMALLY PERFORM SOME TYPE OF REVIEW OF THE FILE AND PERFORM A SORT TO MAKE SURE THAT, YOU KNOW, THAT THE DIFFERENT REQUIREMENTS THAT SSA HAS GIVEN US HAVE BEEN MET. THERE ARE SOME EN'S WHO ARE NOT HE WILL JILL FOR E PAY, WE MAKE SURE THOSE EN'S ARE NOT LISTED, THEN WE GET THE FILE READY TO ASSIGN TO OUR STAFF. SO IT WILL BE THIS WEEK SOMETIME.
* >> OKAY, ALL RIGHT, AGAIN, I JUST WANT TO THANK EVERYONE FOR TAKING THE TIME TO ATTEND TODAY'S ALL EN PAYMENTS CALL AND PLEASE ENJOY THE REST OF YOUR DAY.
* >> THIS CONCLUDES TODAY'S CALL, THANK YOU FOR YOUR PARTICIPATION. YOU MAY NOW DISCONNECT.

[END OF CALL].