"Please stand by for realtime captions."

Welcome to today's quarterly EN call. Kimberly Cutler.

Thank you, good afternoon all and welcome and thank you all for attending the . I am Kimberly Cutler the EM payment manager and the host of today's call.

The purpose of today's presentation is to provide insight into the payment process of the following agenda topics. Today we will actually discuss E pay, payments must be made in order, state VR agency involvement, split payments, earnings already proven, automated diary cases, we will also provide different resources that are available to our service providers and at the end of today's presentation we will open the phone line for questions and answers.

First what we want to provide is information about that E pay files. The processing of the most recent E pay file began on July 18. With process and E pay, claims are processed by SSN instead of the UN. The current E pay files are a little over 15,000. What I want to provide is some information of responses so far for the E pay file, so as of July 26. There were 4310 total claims paid. There were a total of 1104 SSN's processed. And so we paid so for a little over $1.9 million. Again those numbers are through July 26, last Friday.

There are a few things to remind, to remember as we are processing the E pay file. Remember you may submit your payment through the ticket portal instead of waiting for. EPay . A reminder also phase 1 milestones are not paid through ePay, you must request those through the ticket portal . Also remember unassigned tickets are not included in ePay . And EN's must have passed their annual service and support review to be eligible for ePay .

Next we will move into the agenda topic, payments must be made in order. All payments must be made in order. That order is phase 1 milestones one through four, phase 2 milestones, then the outcome payment. Again we say they must be made in order, that simply means all of the request, all of the payment request must be addressed. You have to address phase 1 milestones, one through four, before an EA can start receiving payments. Please make sure you are aware of what your last payment is, you can check that status of the last payment request submitted the of the ticket portal. If you log on, you will be able to find that information under the list payments already made . That service is available 24 hours a day, seven days a week . It does report in real-time. To prevent duplication of the same payment coming in, or to prevent payments being denied and getting a denial reason, the payment must be made in order, please make sure you are checking that source to list payments already made. To make sure you are submitting them in the order they must be paid. Or addressed. One thing to remember is an outcome attainment month cannot be before a milestone attainment month, this holds true even if SSA retroactively updates or corrects the benefits status. So once an outcome payment has been made we cannot go back and pick up a milestone payment month. Payments must be made in order so be mindful of that information.

Continuing with payments must be made in order . here we have divided, provided an example. Phase 1 milestone one pay play month August 2018. We paid it back in September of 2018 while the benefits were in current pay. So in March of 2019 the system retroactively updates the benefits status to suspend, the suspense status is effective July 20 18th through March of 2019. Please note the EN will not be charged an overpayment for the phase 1 milestone payment due to the benefits updating to suspense status. What we mean by that is we did pay that for milestone one when we made the payment everything in the system met the criteria for payment. So the benefits were in current pay did the system updated and now that same month of August is now in suspense status. The EN will not be charged the overpayment of the phase 1 milestone. That is the case but then the EN submits for outcome at July 2018. Payment staff we review the case and will deny the request with denial reason payments must be paid in order. Outcomes will be available starting in September, so this again goes to an outcome payment one cannot be made for milestone payment one. Even though the system updated, it collected the benefits status because the milestone month, the payment month for the milestone was paid in August. The first available outcome received a month following Matt, for the benefit to be in suspense so the next available outcome payment will be September.

The next agenda topic we want to discuss is state VR agency involvement. If the ticket was previously in use with a state VR agency and the case was closed successfully or a cost reimbursement payment was made at any time, no phase 1 milestones can be paid. The first possible payment for the ends to receive phase 2 milestones. Please note a successful closure applies to all tickets that may be issued due to a new date of disability onset. If there was a successful closure or cost reimbursement payment made and then a second ticket issued, all phase 1 milestones would still be off the table. Here we have an example, K successfully close with the state VR agency in February 2017. A new ticket issued in January 2018. And EN assigns the ticket at December 2018. No phase 1 milestones are available due to the successful closure on 2017. What you will see in these cases when you check payments that have been denied, the denial reason due to VR services phase 1 milestones cannot be paid. And please note, if a VR EN, VR acting as and EN previously served a ticket holder under the cost reimbursement payment method and close the case, the same VR agency cannot assign the ticket under the EN payment method.

We will continue with the state VR agency involvement. State VR agencies involvement status displays on this ticket portal may not show the entire history of closure. I wanted to repeat that. So when you're viewing the ticket portal, the complete history of the VR involvement may not be displayed in the portal. The ticket portal may display an unsuccessful closure in cases where the state VR agency actually received a cost reimbursement payment. And here we have an example. The portal displays unsuccessful closure with the state VR agency. The EN submits at 10 2018, the case is assessed by PPM and state VR agency close the case unsuccessfully in September 2016, but the VR received a cost reimbursement payment. All phase 1 milestones will be denied due to state VR agency receiving payment for services provided to the beneficiary. So the denial reason that you will say that is associated to that payment will be payment made under VR phase 1 periods.

If the EN submits for a phase 1 nominal payment in the system provides information that the VR received the cost reimbursement payment for a successful closure at any time all phase 1 milestones would be denied.

We will now focus on the agenda item of split payments. If a beneficiary assigns his or her ticket to more than one EN or estate vocational rehabilitation employment network, the VR EN, the state VR agency acting as and EN, at different times there is a possibility of a split payment case. The keyword here is the possibility. When there are multiple assignments it is not always guaranteed that the case will meet the split payment requirement . the prior EN's may participate in a split payment if there was payment activity within 12 months of request from the current EN. So if you where the previous EN and you have not submitted for any type of payment within 12 months of the new EN submitting payment, or if you have submitted within the 12 months and that becomes a possible split payment. TPM will notify all EN's involved of the possible split payment. And notifications will be emailed to the payments contact you have listed for your EN. Please make sure all your contact information is current . And if you do not have a payment contact listed we will send notifications to the person that is your program or contract. We want to make sure if there is a possibility of a split payment, that we are able to send that information out to all the ends that would be involved. You want to make sure all your contact information for your employment network is current.

And if there is a possibility of a split payment, all EN's involved would need to submit service records of the services rendered to the beneficiary. You will also need to complete the SSA 1401 form.

You will also need to indicate on the SSA 1401 form whether the EN's involvement will work together to determine the payment percentage allocation or if they prefer that ticket program manager determine the payment percentage allocation for each EN. So when we send out the notification and we received the form you will be aware of who the other EN is and if you want to work together to determine that you can definitely do that . if you would rather that TPM makes the determination we can as well. What you need to do if you want the TPM to make the allocation determination, you will select the operations support manager checkbox on the form to have the TPM make the determination. Make sure you check that box in order for us to proceed making that allocation.

And for the form we spoke about when it involves a split payment, the SSA 1401 form, what we have here is the actual location of the form if you should need to download that form to submit for a possible split payment. You can follow the instructions here.

Okay. Now we will move to earnings already proven. Phase 1 milestones will focus on when you are submitting for a file, phase 1 milestone payment. So when requesting phase 1 milestones one through three, based on earnings already approved, EMs must permit proof of relationship items at the time of request. And it must cover the entire amount so when you're requesting a phase one milestone one through three four earnings already proven, make sure the time of the request you are submitting your proof of relationship items. If you receive a message in the portal already proven, then no documentation is needed at the time of the request. Please remember TPM may request additional information after the case is assessed. So the difference when you are submitting a payment request in the portal, and you receive the information or the alert that earnings are already proven, when submitting for a phase 1 milestone one, you must make sure along with that request you are submitting your PoR related items, or items that show proof of relationship. When it's a phase 2 milestone on outcome there is no documentation needed at that time. That request for additional information and that goes back to what I said earlier, making sure all your contact information is current.

Next we will focus on automated diary cases. Payment request are automatically placed in diary status when EN's submit a payment request through the ticket portal and check the box labeled proof of earnings will be faxed in. I checking that box it will trigger a fax cover sheet that you will be able to use when faxing in your earnings information. EMs have nine business days to submit the earnings information after you submit your request via the portal. Please note TPM will not provide an outreach for the information. If the earnings are not submitted within the allotted timeframe the case will be denied.

So the main focus I wanted to point out here is remembering that the only time a case will automatically go into a diary status, and will allow the EMs the nine days to submit the information, is if you check the box proof of earnings will be factored in. Faxed in.

Okay, here what we have listed for you on available resources, we encourage you to use. We did cover the possibility of a split payment. You want to make sure you complete the form SSA 1401 here. You can see where you can actually go and find, the link to find and access that form. The contact information, Monday through Friday 9 AM to 5 PM we have a toll-free number. If you have issues related to payment, you can hit option one. If you have information related to the system help desk, make sure you hit option to. If you choose to email your issue, and it is related to payment, we have the email address listed here. And if your issues are related to ticket assignment, or the service provider website and ticket portal, please use the email provided below and submit your request. These make sure if you are emailing information that attains PII our personal information, you take note of that.

That actually concludes the presentation part of the call today . what we would like to do now is we would like to open the floor for questions. I would like to first take a couple of questions from the chat. Then we will open the phone lines to take questions. If you can help me out with that Greg I would appreciate it.

Yes ma'am. A reminder to folks on the phone line, press star and one to enter the queue for questions on the phone line.

Thank you Greg. Are there any questions in the chat quick

Absolutely. If we receive outcome payment number one, for December 2018, and later receive more pay stubs from the client, can we submit for a phase 1 outcome prior to December 2018?

I wanted to make sure have the question right. The EN is asking if they submit for outcome number one at December 2018 but later on the beneficiary provides pay stubs that will show they can actually get a milestone earlier, at an earlier month. The answer to that will be yes. The thing to remember, and out came outcome or payment month cannot be before milestone of the payment month. That particular scenario because the EN now has earnings that will satisfy the payment prior to the outcome was entered, they can submit for payment again as long as the prior months are in current pay status and night, not in outcomes.

Okay. The next question also from Sarah, does cost reimbursement payments lead to a CPR agency, apply to all tickets the same way the SVR [indiscernible]

Can you read that question again please.

Do, reimbursement payments made to a state VR agency applied to all tickets the same way it applies for case closure?

Yes.

Okay.

And the next question is from Kelly who asked a new date of disability onset is it now under a new ticket?

Yes.

Hold on one second.

I think to remember, yes, there's a new DDO, that does require a new ticket to be issued. If there was a successful closure or reimbursement paid under the first ticket, then phase 1 is off the tick, off the table for every ticket after them.

Did you want to move to the phone line for questions while I that the rest of these questions .

Greg if you can open the final line, phone line.

Yes as a reminder it is*one. Sarah.

Hi. You can hear me? Okay. I just wanted to ask a question again about the SVR closure. I question was if it cost reimbursement payment makes it to a VR. Apply to all of the tickets? The same way a successful closure of the ticket when there is a successful. Like say we have a client that has a nonsuccessful closure but they received a cost reimbursement payment. And the ticket gets terminated and they get a new ticket. Does the cost reimbursement payment, that client had on the first ticket apply for this subsequent ticket.

Yes ma'am. Phase 1 will not be available.

So even if it's a nonsuccessful closure. If they have payment for all tickets.

Correct, if they received cost reimbursement, even if it's successful, or the closure was unsuccessful, the EN or the VR received the cost reimbursement payment, phase 1 milestones are not available regardless of how many tickets may be assigned after that.

Okay, got you. Another question, we are encountering issues [indiscernible-low volume] could you state the rules for obtaining payments for clients that are concurrent.

If you have a client that is concurrent the same rules apply. If they are receiving for example, if you have a client who is concurrent and one of the benefits goes to percent, still considered current pay. Phase 1 outcome one. If you have a beneficiary for both and suspense, you would be entitled to outcomes. As long as they going to suspense to worker earnings, they're entitled to the outcomes. But only if the beneficiaries and suspense status due to worker earnings.

What about when they're in current pay, looks like we have recurring clients submitting for phase 1 milestone one. The earnings under SSDI, are below earnings under SSI calculations above work level. Would we be entitled for a payment if the concurrent beneficiary [indiscernible] under one of the calculations?

I'm trying to make sure I understand the question. I want to make sure you get the right answer. Trying to make sure we are capturing everything.

This is Deborah. My understanding is you would be paid. We pay whenever the earnings satisfy the requirements. For example you may have based on SSI roles a payment with earnings at a trial work level based on earnings that were paid in a month. For SSDI based on earned. So the work level earnings that were earned may not, at trial work level may not be at a level until the next month. November. That what was paid in October would make you eligible for the phase 1 milestone because it's telework level. We look at those earnings under both processes. Whichever one we can pay earlier, that is the one we pay. Based on SSI, we can pay you at the earnings that the requirement is paid for that month at trial work level, we will pay.

Did that answer the question?

That was my understanding. Actually on the monthly earnings calculator, ticket, a snippet says in the case of concurrent beneficiary. Has been instructed to use whatever calculation relates.

Let me clarify one thing. You cannot use those same pay stubs. Like if we use pay stubs based on earnings that were paid in a month of October . You cannot use that same paystub to try to get earnings paid for the next month. You can only use the paystub as the earnings one time. We do try to pay you as early as possible, based on the earnings rules but we will not pay you twice using the same pay stubs.

Okay. In the case of concurrent, we have to use the same pay stubs. Because the ones that are on the month for SSDI, they will end up being the next month for SSI because the rules are different, the calculations are different.

In different months, depending on the calculation. SSDI and then if it's SSI.

Let's say I have a paystub dated March first. With a pay date of February. Calculating SSDI, they go to February SSDI . but since the pay date is March first, when I making the calculations, I have to put that paystub in March because it was earned in March .

I'm sorry to cut you but what we will ask, it sounds like you have very specific case examples. What I would like to do instead of us trying to provide general information in the setting, I will ask you that you send in your questions or examples to the payment help desk. We can look at the cases because it is hard to answer, because each case is treated differently. There may be other factors coming into play with the calculations you are doing, I will not say they are wrong but it may be other factors we have come into play that would cause a denial. So I asked that you submit your example to the helpdesk and let us look at those individually so we can provide you with a separate response.

I actually have sent them. Going back and forth since May. Is there any other place I can send?

Just make sure you say attention Kimberly and we will look at it.

Okay I will do that, thank you very much.

Okay, thank you so much. One more call from the lines and then back to the chat.

From the lines we have Jamie .

I had a question about the earnings already proven. We have submitted payment before like SGA earnings on record, then we have a denial saying there wasn't SGA earnings on record. I wanted to see how trustworthy that is. When we see that in the portal. Can that be wrong sometimes?

I think when you see the earnings already proven, I will not say they are not trustworthy. When we actually receive the payment request and we do an assessment , there is different information or earnings choices we used to assess a case. You may receive the notice that earnings already proven, but then we do an assessment of the case and it may be proven those earnings that are there may not be from worker earnings. And then you actually reach back out and ask you provide earnings. It really depends and just make a note when you receive that portal message earnings already proven, it does not guarantee payment. There are other factors that come into play.

Okay, thank you.

You're welcome.

Thank you Greg. John do you have any questions in the chat?

Absolutely. The first question is from the in who asked does not, does that include not having a phase 1? This was in reference to how the VR works for tickets.

This is Deborah, it works the same as if you had a ticket for some other reason. For and approved the SR claim. If the state VR was involved with the prior ticket [indiscernible-low volume] under the new ticket from the approve yaks are claim [indiscernible]

All right. The next question is from Angelina who asked is there any way to confirm the are closure if the portal may be wrong. Also if they received cost reimbursement. Anyway to confirm that?

The form does not show cost reimbursement. That is something vtm has to identify. That is information you will not be able to see in the portal. I'm not sure about the other one where you said the closure status may be wrong? You could have several cases with the VR. You may have a situation where it's an unsuccessful closure. But several cases where there was a successful closure at one point. You could call the helpdesk. If you see we didn't do something accurately. But we can see the different closures, maybe more of a history of them.

Just remember that a successful closure doesn't have to be the most recent closure. It could be a closure from 2007, 2010. Maybe an unsuccessful closure in 2012. As long as there is successful closure at some point with the VR, the phase 1 milestones would be eliminated.

All right. The next question is from Therese who ask what service records are you looking for for the split payment request?

For whatever service, all services you provided to your ticket holder from the time the ticket was assigned, the date of when you submit the request . any services you provided, sometimes ADN was send in the case bill and that will be fine. You're involving your split payment, you want to make sure you're sending and all services provided from when the ticket was assigned.

All right. The next question comes from Trina Piazza. Can you confirm how SSDI monthly gross earnings are calculated. I received the following info concerning the 18 milestone the same way that we used earnings paid in month or earnings earned in a month, whenever is greater to qualify the ends to receive payment. To base it on earned in months.

Your understanding for SSDI is correct. Earned in the month. Was there another question with that?

I think confirming that was the question she was asking. If there's a follow-up can you type that into the chat.

Okay, thank you John. Go ahead.

I was can say at this point we will see if there's any questions in the phone queue.

We have a couple. And Trina is one of them. That is fine

Hello? The question that I had was I received the 18 month look back, the where they calculate whether earnings were over trial work level or the greater of paid in the month or earned in the month. The quote I put in. That is what I was told. Is that only for concurrent people, or SSDI? Of always been under the assumption SSDI is calculating trial work level SGA, always based on when they earned it cannot when they were paid it.

So what we use when it comes to earned and paid in the month. This is a benefit for you guys. We take the highest amount. That's what you would receive payment for. It is also use the same way we use that information to pay, we use the information to exclude.

Okay but if you look at the estimating tool and it tells you to go and look at how benefits are calculated, I need to find it again. It specifically says SSI is based on the pay date and SSDI is based on when they earned it. And concurrent is when they take the greater of the two.

I am like really confused.

If you have an SSDI client, and I have always, over 10 years, that's how I did my calculation. And this totally is the first time I've ever been hearing this, that it is the greater of the two.

I see what you are saying, based on concurrent. The earnings method. If you're talking about SSDI only beneficiary, it should be totally on earned.

Is that what you're saying?

Right. So when they are talking about taking the greater of, that is just for concurrent people?

Yes, only concurrent people.

Okay.

[indiscernible-low volume]

Hold on for a second Trina. Okay. We need to look at that.

Okay, all right. Under the introduction on the monthly estimator earnings were it says counting earnings. That's what I got my information from.

The estimator is pretty much accurate. It is just a way, for the Ian's to figure out whether or not they have sufficient earnings.

I understand that that there is a definition that tells you how, like if you go to the introduction of the estimator, there are three different things.

That is a good point, we will look at that.

All right.

Thank you Trina.

Greg we will take the next question through the phone line.

Next we have Teresa Mellinger.

Hello? Can you hear me? I have a question about the cost reimbursement. Is there anyway when we are taking a new client on, that we can find that information. I think it would have an impact on whether or not we take a client knowing if there at phase 1.

Currently we do not have anything in place that would allow you to check if there was a cost reimbursement payment made. So if you do see , the portal is displaying that there was no VR involvement or if it was unsuccessful, I encourage you to submit for your payment. And if the criteria is met for the payment, if there was no VR involvement, your phase 1 will be paid. If the system shows if we do an assessment that were looking at information available in the database. If it does show the are involvement, the case will be denied. You will receive the denial reason. There is not currently a check in place to see if there was VR involvement, history.

Go ahead.

This is Sharon from Social Security. Kim is right, we don't have a way, but a good indication is if you asked the beneficiary have they been working for nine months, at the SGA level. That is an indication. It can help.

Okay but what if it is unsuccessful and they got cost reimbursement, there's no way of knowing, I have seen workers say no VR did not get me the work. It is a little bit confusing. Just wanting to know can we reach out to the VR, and are you looking at implementing something on the portal that shows us that a VR got cost reimbursement. And the third part, at the conference the successful closure on a VR would not go beyond the July 2008 date. Now you are saying a can go back to 2007. That is a long time to penalize any and not to get phase 1. A EN. That's how we get our cost back . Just to cover our cost.

Those are my questions, for one or you can implement something on the portal, showing now that we can go beyond July 2008 on closures. And would you suggest is looking out to the VR to see if they got cost reimbursement?

So the first question, you asked if or working on something in the portal that will display whether or not it was a cost reimbursement. My answer is not at this time we are not. And the second question, as far as it relates to a successful, closure, it goes back to anything after 2002. I know you said you were actually told, 2002 or later. And it said 2008 that it is if a successful closure applies.

Of Social Security stated that, how are we supposed to run a company and keep it afloat if the rules keep changing. Who are we supposed to believe?

Okay , I understand what you said, someone provided information about 2008. I can't speak to that without knowing who provided the information. The only thing I can speak to is how we are processing currently and have been processing if there was a successful closure with the VR after 2002, then phase 1 is off the table.

2002 or later, then the phase 1 milestone one is off the table. And the third question was do you reach out to the VR in the answer to that is no, we don't encourage that. If you choose to reach out, I don't think we can tell you not to but it is not something we would encourage you to do.

Okay so as any in I would think we would start, as a EN, it would be why would we take on anybody that had been VR. Wouldn't that hurt that ticketholder. Or just encourage them to go to VR to begin with?

I understand. I don't want to get into a debate, this just isn't making total sense to me on the cost reimbursement . I was reaching out after a certain amount of outcome to the VR for them to get cost reimbursement. They can get it between the outcome phase. But now, I'm rethinking not doing that anymore. Would that take our phase ones away if they end up later down the road getting cost reimbursement on the ticket.

If it was an unsuccessful closure and they have not got the cost reimbursement, if it's assigned to you you get a phase 1 payment, it will not be taken away from you.

Even if they end up getting cost reimbursement down the road?

That would be after-the-fact . What the VR is doing, they are guessing. It is not definite. Usually unsuccessful they are thinking this person will not get a cost reimbursement. Sometimes they do. At that point it's kind of a race who gets there first. If you get assigned a ticket and eligible for the phase 1 claimant, we will not later charge you an overpayment. At that point they may

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Go ahead

[indiscernible]

Can I get that in writing so a year from now they don't go back and say that's not true. Can I get that in writing, that rule right there.

Because now the July 2008 thing I wish I got in writing. Now it's 2002, can you see the frustration. I know it's not you guys you don't do the rules by yourself. It is frustrating. I will not take up any more of your time. But if you will send me that in writing, and I will move on, thank you.

Can you please send us your name and which EN you are with. With your question to be in service.

I sure will.

Will do, thank you.

Thank you.

We will take one more phone question then the chat.

The next phone question.

This is Jenay. I am from a workforce in. EN . In the portal it says if the certificate has not been used we will we still receive a payment. It is showing it's assigned to us but if the ticket is not used in the person is still getting payment.

This is Katy, this likely means the beneficiary, progress review, you can see that . it will tell you they failed. If they failed. I encourage you to help that beneficiary reenter to get their protection back.

I did check that. Reason why I'm asking is the person has been working in SGA since 2017 and we have not received any payment. The last payment we received from them was a phase 1 milestone for in 2016. After that we haven't received anything else.

If you can send an email to the helpdesk we can look into it.

What information do you want? The customer information?

Yes, securely put the beneficiary Social Security number and an email.

We will do.

Thank you.

John do you have any questions from chat ?

The next question is from Angelina, if you need a manual payment because the portal won't allow you, how long does it take to get a payment sheet in portal quick

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Whether you submit it through the portal or you submit it manually, we have 30 days to process the claim.

All right.

The next question from Christina who asked when you submit earnings in the portal do submit them by month or can you do multiple months together?

In a perfect world we would prefer you submit it, they're asking if they have to submitted by month?

Yes, for earnings.

That would make it easier if they submitted by month but the thing to remember is they only have to submit once, then they can some met supporting documentation.

All right. The next question from Jane who asked if Social Security shows there are month SGA that EN hasn't determined due to lack of missing payment stubs from the beneficiary, and the pay request can it be submitted? The SGA month is used as proof .

If you're submitting for a phase 1 milestone one through three, based on that information, you would need to submit proof of relationship. If you're asking for a phase 2 milestone are outcome, that would be based on earnings already proven. They cannot submit for payment but again you may have to outreach if additional information is needed.

All right. In the next question comes from Angelina Bush who asked for diary cases if we submit earnings and there's later an issue, why [indiscernible] regarding that issue.

If they submit a payment request and send information, if we get the information and we read, we will outreach for clarification of whatever information they used. So if the EN when you submit for payment request and you submit the required documentation, if we have that and there's any information missing, or were unable to read it, we will outreach for that information before denying the case. What was mentioned earlier, when it comes to diary cases, if you submit the request and you select you're going to send in the information and we do not receive it within 90 days, after that it with nine days, we do not ask what should have been submitted.

That actually answers the next question, what if we submit payment after [indiscernible] is it automatically denied quick

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Again when we say the nine business days, we review the days and if the information is not there the case will be denied. Once the denial goes through for that EN to receive payment they have to resubmit a payment request.

All right. The next question, I have a ticket holder in SGA that I have not received an outcome payment because she [indiscernible] what can I do about that?

Just make sure your beneficiary that they are reporting their earnings to their local field office. Again like I said, if they're making SGA but the benefits are in current pay, you're not going to be able to pay your outcomes. If you're thinking the benefit should be in suspense, make sure you're encouraging them to report their earnings to get that information at entered.

The local field office is the one that takes the earnings change to benefit status once they have the earnings, we cannot change the beneficiary status.

Thank you.

Do you have any other questions John, will take one more before going back to the phone lines.

The next question is from Marylin. They don't have pay stubs but at the request from the portal, for the OR form, [indiscernible]

We would prefer you send that in with your request, but you usually have around nine business days to submit that information before a case will be denied. The same standard of nine business days.

Thank you John. Greg any questions in the queue?

We do still have a couple. Next we have Shelley.

Hello. My question is about where it changes from the ticket assignment one to a ticket assignment to come for a benefit assignment. Is there a way in the portal, or something we could help identify when that occurs. We try to compare our list to the list in the portal frequently. I will be surprised when I see sometimes that ticket was unassigned yet, we were informed it was unassigned in that case . does that make sense?

Could you repeat the question? Tell me again what you are surprised?

We have assigned a ticket, and within the timeframe we sent out the two quarterly letters, there's been no response. We keep the letter in the file. So checking and looking at some of the ticket portal activity, all of a sudden we will see the first initial ticket has been unassigned. Because now there is a new EW 02, that is now effective. Is there a way to get informed when something like that occurs?

This is Katy. Ticket one was assigned to you, then the system terminates to get one before it makes ticket number two. So ticket one will so it was terminated. Now that the system has a ticket number two it's not assigned to anybody. You have to go get assigned.

It would be nice to get a little notification or something if that's possible that this ticket was unassigned. I don't know until I get a list compare.

The best thing you can do is go check the beneficiaries currently assigned. And there's where you see the unassigned ticket. You can identify them, wait to see the ticket was terminated, in the determination.

Also the previous caller about the cost reimbursement, when the VR assigns a ticket, do they not check if the tickets under cost reimbursement, when they first assignment? That would be something that would be nice to see in the portal, the assignment rather than just a yes for successful closure. That is just my opinion.

Are you talking about the date the VR gets the payment, I'm not sure what you are asking?

The ticket assignment status. You can see it was assigned to SVR and the date, and maybe the date it was terminated. And you see why, if it was successful closure or not. When they first assigned it do they not market as a constant embarrassment set up, constant reimbursement set up?

The VR is a cost reimbursement set up.

When it is marked that way, that is something it would be nice to see in the portal, then we can identify it's from a cost reimbursement ticket.

You're just making in the a suggestion but right now, the portal does not display that. Again it is not something we are currently working on to allow. We definitely hear you and understand that would be something to add.

That's what I was saying, just echoing what was said earlier, I would agree that would be a benefit for us.

Understood. Thank you.

Okay Greg?

Yes ma'am. A couple more in the clinic the queue.

Stacy Clark.

Hello Stacy.

I hope I got this question correct, I just learned something new as well. I didn't realize for SSI recipients, I have a few of those, that we are able to look at the paid amounts versus the earned. I calculated everything all the time the same way as I do for my SSDI clients. What I just realized the one recent person I am helping, funny enough some of the months based on paid, definitely over on the trial work level. If I did earned it was under. We recently got paid for one of the milestones, phase 1 milestone two. My question is I think, it needs to be changed because they should've earned it earlier. The payment . is that confusing. I didn't realize that was something we could do. I think I've even asked that question and was told on the helpline, we calculated based on earned.

Hello?

We heard that. I'm really not sure what has happened. We will go back and look at the roles we were given. The rules , what we were told. [indiscernible-low volume] I think we change the rules, whatever for the EM benefit.

Let me ask, I exactly understand what you said. So when the new role changed, you're looking at both ways for both?

We will look at that.

It does throw us off. The SSI, I have a handful, I can go forward looking at both ways quick

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I don't want to confuse anybody.

It is confusing.

SSI is based on month paid, SSDI is based on earned.

The policy we were given for the rules for making a determination, we will look at that and get a response to you.

Maybe when I go through his file, what I might do is recalculate everything for the past 6 to 8 months to see how it does change. If it's not much of a deal I won't worry about it. I can contact and see what they think later. But knowing we can do SSI people for paid. That is good. Thank you.

Thank you. We will take one more call from the phone lines.

Jamie.

I am introducing the caller Jamie.

I have a question about payments that move from phase 1 to phase 2 to outcome when they have benefits. I'm noticing for a lot of our folks they might go into suspense status, just for one month for example. Maybe it to paycheck month and they went over the breakeven. But we could've doled out another 10 phase 2 payments. Is anything being worked on for that issue?

At that point I understand what you are saying, they received outcome, went into a suspense status for one month. But as far as the payments must be made in order. They did into the outcome time, in phase 2, at this point when they into the outcome time, based on milestones, to be paid . but you get to the 12 outcome payment, with the milestones available you can put, get those payments and reconciliation. Once they go into out come status, milestones can no longer be paid or requested.

I guess that's where the frustration comes in. If the beneficiary only goes into suspense one month, and then back to their normal earnings. Back in cash payment status, we may never ever reach 12 outcome payments. Then we are out all of that money because of that one random month that they went over. It seems like EN's might lose out on a lot of income from those payments they should be getting because of that one month they went into suspense.

It does, we do see that a lot where a beneficiary goes in and out of suspense. But if we are following the process, once they going to the outcome phase milestones, you could no longer request. That's one of the reasons why we do recognize that in and out of suspense. With only milestones and the benefits, working at the SGA level and benefits going into suspense. When we do go back out to that 12 outcome, I know sometimes they are in and out and they may not reach the outcome payment. At the rec yield silly Asian payment set up for the time, we want to make sure you get those payments. I do understand what you're saying.

Right, it seems to happen quite often. I'm just wondering if there's any advocacy that can be done for those instances.

Unfortunately right now, I can't say what might happen in the future. Just how we are currently processing.

Thank you.

Okay I know we are about 15 minutes past the hour. I will ask John to give one more question in the chat.

Absolutely, Heather Miller ask regarding reconciliation payments that include a phase 1, do we include the PoR or the facts for the reconciliation payment ?

You do not have to.

Okay.

I think that is good. We thank you guys for your time, we are a 15 minutes over. We will make sure like John was reviewing, any questions we were not able to answer in the chat, we will get answers to those questions and post that information. We did cover a lot of information today, thank you all for the information, for the great questions and examples we received. Please make sure you are utilizing the resources, if you do have questions make sure if there related to payment, make sure to utilize the

EN helpdesk and reach out to the staff. Thank you for your time, I look forward to speaking with you all on the next all EN meeting.

That concludes the call for today. You may now disconnect.
