All EN Payments Call Transcript

October 27, 2020

Welcome to the quarterly EN Payments Call. Today's conference is being recorded. At this time, I would like to turn the conference over to Kimberly, EN Payments Manager.

Thank you so much. Good afternoon and welcome to the quarterly All EN Payments Call. I am Kimberly Cutler, the EN Payment Manager, and host of today's call. Thank you all for taking time out today to join actually our last all EN Payments Call of 2020 so thank you guys again. The purpose of this presentation is to provide recent estimates and insights into the payment process on the following agenda topics and those topics include the ePay file, changing payment types higher earnings, EN certification of services or the cost for versus the proof of relationships or the poor form. And of course, want to make sure we provide you with the different resources available to you as a EN and at the end of the call we will have an open session for questions and answers.

First to get started we do have a couple of announcements that we want to share with you all today. This is a friendly reminder that in order to transition to the new Ticket Program Agreement or the TPA Employment Networks must sign and submit the request for application so you RFA and that deadline to submit your signed RFA with the required documentation is tomorrow, October 28. So I wanted to say that again the deadline for submitting your signed request for application with the required documentation is tomorrow, October 28. You want to make sure you submit that information to TPAHELP@SSA.GOV and we will put that email address in the chat. That is TPAHELP@SSA.GOV. You can also contact that email address if you have any questions. Please, just make sure that you give get that signed RFA with the required documentation in before tomorrow, October 28. Failure to submit your signed RSA with the recite information could mean termination of your contract so please get that information in. The second announcement we have today earlier today SSA sent out a delivery message with information concerning the temporary policy change to the 24 age claim rule and what I want to do with this point is turn the call over to Katie who will actually provide more information about this temporary change.

Thank you. Good afternoon everyone. We sent out a delivery message at 10:00 this morning and if you do not have it in your inbox, please let us know to make sure you get all of our policy emails. Effective November 1, 2020, Employment Networks will be able to do payments for claim months back to six, eight it is a claim months of April 2018. Under the current 24-month age policy to requested payment located in 24 months following the month the Ticketholder earning with the criteria to make a payment. This policy will be suspended from November 1, 2020 to May 1, 2021 to make it possible for EN to receive payment for claim months that might have been affected by the COVID pandemic. To reinstate that, normally it's a rolling 24-month policy for 24 months from the month that we are currently adjudicating claims. That is the latest claimants we will pay. Because of COVID, we have made it so that we will go back as far as April of 2018 for claim months we will pay for your EN payment claims. This is a temporary suspension of the policy and is going to be effective on November 1 and goes through May 1. If you have any questions about this policy change you can contact the EN payment help desk all one word got SSA.gov. I'll hand back over to Kim.

Thank you so much and now we will continue with the other agenda topics for the call. The next slide we talk about the ePay file and I wanted to make a note that ppm will start processing the next EN ePay file very soon and we will make sure there is an announcement in the portal letting you all know what to start processing ePay pay but we have a few reminders as we always do when it comes to processing ePay. Please remember that the file is processed in order of SSN not DUNS. We do get some calls earlier when we process ePay; the fact they have not received any payments yet but please remember if you are eligible to be on the ePay file, it is based on SSN so you may receive some payments early on and you may not receive payments until the middle of the file and some maybe towards the end but it's because is based on SSN and not DUNS and please remember in order to receive ePay payments EN must have passed their annual service and support review. Again, you must not be on a hold status or terminated of course but those are just a couple of reminders for the ePay file and we will start processing that ePay file soon.

The next agenda topics with to focus on his changing payment types. One of the reasons we wanted to include this information in today's presentation is because we have received some concerns with EN requesting Phase 2 Milestone payments and the payments are being denied because the benefits because the beneficiary is no longer receiving a cash federal benefit. We wanted to provide a little bit of information that will hopefully answer your questions. When EN submit for Phase 2 Milestone the earnings are at least substantial gainful activity or SGA level but the benefit in the SSA database are in suspect due to work and earnings what TPM will do we are going to deny the claim we are going to deny the Phase 2 Milestone request and you will see a denial reason of outcome period entered milestones cannot be paid and what will happen is after her once we deny that request for that Phase 2 Milestone, we will re-create a new claim as an outcome payment and make the payment. As long as all of the payment criteria are met, we will deny your Phase 2 Milestone claim if the earnings or SGA level and the benefits are in suspense we will deny that claim because we will re-create the claimant pay it as an outcome.

So what we are not going to do just deny it your phase 2 because the benefits are in suspense. If all other criteria are met so I wanted to provide information about how we handle those cases and if you look at the next slide, we actually provide a scenario of this. So if an EN submits payment request or EN submits payment request for Phase 2 Milestone at claim months February 2020 and the beneficiary did not receive a federal disability benefit for that month for the month of February 2020 so the benefits are in suspense, right? The payment request for Phase 2 Milestone 2 will be denied as mentioned on the previous slide we will deny that but TPM will create in you work case for outcome 1 at the same claim months of February 2020 so outcome 1 we will pay that.

Again, it does not always work that way because again, all of the earnings information all the criteria must be met for that payment but as long as it's a Phase 2 Milestone payment of the benefits and the earnings are at SGA levels and the benefits are in suspense for that exact same claim month, we will again tonight your Phase 2 Milestone request but we will re-create the claim we will create the claim as an outcome so there's nothing that the EN would have to do at that point but please remember, that scenario can only take place if the benefits are in suspense due to work or earnings. So if you submit for Phase 2 Milestone payment and it is denied and you see that denial reason what we said earlier that the outcome period was entered milestones cannot be paid, if you see that we deny that Phase 2 Milestone but you don't see that we paid you for the outcome that just means there was some part of the earnings criteria that was not satisfied. But we wanted to shine a little light on how those cases are processed.

If you move to the other slide what we want to talk about was Phase 2 Milestone and the outcome period. We do get questions centered around that as well. Please note the Outcome period begins when the first month federal disability benefits are no longer payable due to work or earnings. Once a Ticket has entered the Outcome period, no further milestone payments can be made from the start of that Outcome period onwards. But I think also remember that any unpaid milestone months might be payable in the future as part of a reconciliation payment but those milestones can they can no longer be individually paid because even if the beneficiary payment status is reverted to current pay.

The key takeaway is that once a EN receives an Outcome payment or once they go into the Outcome period, ENs are no longer eligible to receive any milestone payments individually. Those eligible or available milestone payment may be picked up in a reconciliation payment and EN do not have to request that reconciliation payment. That is something that will automatically take place or could automatically take place after the 12 Outcome has been paid to the EN.

Again, I want you to remember once they go into the Outcome period, even if the benefit update or revert back to current pay which means they start receiving that cash benefit again, you will not be eligible to receive milestone payments because the outcome period was entered.

Next is the topic of prior earnings. We do see a lot of denials happening because of prior earnings. You know that if a beneficiary earns trial work level within the 18 months prior to the assignment date some or all of the milestone payments could be off the table so what we encourages that EN should research prior work history to see if the beneficiary had tried work level or WL earnings within the Ticket months prior to the assignment date. Many EN overpayments are due to prior earnings postings after they phase 1 milestone payment has been made that I want to encourage EN to try to get as much prior work history as they can before submitting for the first payment. And there are a couple of resources that could help EN identify prior earnings and those resources include benefits planning query or the BPQY and also the work number those are a few resources that could possibly help EN find out if the beneficiary worked in the 18 months prior to the assignment and if they had trial work level earnings.

The first resource mentioned was the benefits planning query for the BPQY. What you can do is you can ask the beneficiary to contact their local SSA office to request a BPQY. And just know that a EN may request this information by submitting to 14 of the SSA -- 3288 form this is consent for release of information that have been signed by the beneficiary so you have to make sure the SSA 3288 form is signed by the beneficiary.

So the first because I said there were two, the first SSA 3288 form authorizes the release of Social Security records. The second form authorizes the release of Internal Revenue Service earnings records. Just remember, both releases must contain the beneficiary Social Security number for the claim number, and it must have the signature of the beneficiary. What we provided is if you like to have more information about the BPQY as you can see here on the slide you can go to this site this will take you there so you can find out more information about the BPQY that is definitely something that we would encourage you as a EN to find out about to see if the beneficiary at prior work history. Just make sure when you are requesting it that you're submitting the required information with the signature and Social Security number of the beneficiary.

Okay. The second resource we talked about was of course pay stubs and employer prepared earnings statements. What you can do is request previous pay stubs directly from the Ticketholder. During the intake process and required documentation and information that you would like from your beneficiary of course you're going to ask the beneficiary about prior work so if they can provide previous pay stubs, that will show you again that they worked but more importantly, if they actually earned trial work level amount. And if pay stubs are unavailable so if the Ticketholder does not have the pay stubs, they can obtain an employee prepared earnings statement directly from their employer so these are a couple of things that you can be proactive about and again just trying to make sure that you're capturing prior earnings trial work level earnings again to see what if any phase 1 milestones are on the table and again, you can request this information either as part of the intake process or during follow-up consultation once the ticket is assigned. You want to make it a part of the process again so you can get out in front and you can complete the 18 month look back to using this information and then again, it will show you all the possibility of what milestones are available or not as a EN.

The last resource we talked about was the work number and it is a user paid verification of employment. The information from the work number uses employer's payroll data which is typically updated each pay period and EN can use the work number as a verified earnings for payment and we get that a lot where EN are submitting the work number as evidence of earnings but again, it can also help determine Phase 1 Milestone exclusions so you want to reach out and get that information as well but please, as a note, to make sure that SSA may still have additional payment data so this is a helpful resource but we are also using the information that's in the SSA database so there may be a combination of earnings or different information that could also help but these are just resources that could be available to you as a EN again, sort of work number you can use to help make the payment, right, to see the earnings information by you can also use it before submitting for your Phase 1 Milestone to see if it will exclude any of those milestones because it may show that the beneficiary has trial work level earnings within that 18 months prior to Ticket assignment date. So just really good resources we would encourage you to take the time out researching and use that information provided.

We are going to move on to the next agenda topic where again, we do get a lot of questions from EN surrounding the EN certification of services form or the so they're both very valid forms and we still use the form in processing payments they just serve two different purposes so we want to make sure. So, we want to make sure you guys have a clear understanding of when to submit which form for which payment. When requesting payment for beneficiary unassigned their Tickets, EN must submit a detailed list of services provided to the beneficiary throughout the duration of Ticket assignment. Right?

Let me explain it. If you take it from the time you develop your IWP and the Ticket is assigned to you to the date that the beneficiary unassigned the Ticket, all that time in between those two mandates when you submit your certification of services we need to see those services that cover that entire period. And the services should be documented on the COS form and submitted with your payment request. This is again for purposes of payments. The certification of services or the COS form is submitted when the beneficiary unassigned a Ticket and the EN is not requesting payment for that Ticketholder, so you want to make sure those are submitting that.

Here we provided an example. Ticket assigned to Kim on January 12, 2015 and unassigned by the beneficiary on February 7, 2020. If Kim submits for payment for claim a month after the on assignment date which was February 2020 that EN Kim must submit a completed COS with a list of services provided to the beneficiary between January 2015 through February 2020 and those days as you can see is when the Ticket was assigned and the Ticket was unassigned. Because SSA may continue to make payments to a EN when a Ticket has been unassigned by the beneficiary but in addition to the earnings requirements being that you must also make sure that you submit a completed COS form with that payment request. That is where your COS comes in for payments for unassigned Tickets.

Now when it comes to the proof of relationships or your PoR form, EN must provide when progress requesting payment for phase 1 milestones 1 through 3 using earnings from the work number employer prepared earnings statements, or earnings already proven in SSA database. Make sure when submitting for payment and if you have the work number because we know that provides earnings information, if you're submitting an earnings statement that provides earnings or once you go into the portal you received the message earnings already proven, in those cases when you submit for a phase 1 milestone 1 through 3 in addition to the work number and the employee prepared earnings statement and earnings ready proven in SSA database EN must submit you must provide proof of relationship and proof of relationship is determined by pay stubs, or completed PoR form with a list of services provided to the beneficiary during the requested milestone period.

If you are submitting a paystub as your evidence of earnings, your paystub will also serve as proof of relationship. So they are in other words pay stubs are a standalone when you are requesting your phase 1 milestone 1 through 3 but if you do not have to pay stubs and I mentioned earlier if use a different verification of earnings, you must complete the PoR the completed PoR with a list of services and the difference here we mentioned the certification of services when you submitted must be provided a list of services for the entire Ticket assignment period but when you are requesting your phase 1 milestone 1 3 your PoR is to provide a list of services for the requested milestone period.

Now that does not mean you cannot just put everything that you provided. We would rather have too much information that do not have enough so the key thing to remember is certification of services for the entire duration of the Ticket assignment. Your PoR or proof of relationship form is for the particular milestone period that you are requesting.

We also have an example for PoR. Duty E EN does not have the beneficiary paystub but submits a payment request for phase 1 milestone 2 for claim months April 2020. There asking for phase 1 milestone 2 for the claimant month of April 2020 and they are using earnings from February, March and April those are the months where you actually have the earnings information. But your claim months is going to be for April 2020, and you are submitting your payment based on earnings already proven in SSA database. When he went to submit your payment request this is what came up and now you are ready to submit for your phase 1 milestone 2. But the duty EN must provide a completed PoR form with a list of services provided from February 2020 to April 2020 that is your milestone period. That is the difference as you can see PoR is going to have a short amount of time versus the certification of services. But again just make sure you remember if you are not submitting paystub, for your COS 1 through 3 and you're using a different source to verify your earnings you must submit a completed PoR form and a small reminder as well during your milestone period you must perform monthly contact the beneficiary the initial during your first milestone period.

But I just wanted to provide a little bit of light on the different between the COS and the PoR form but please remember they are both required to receive payment. It just depends if you are requesting payment for Tickets that has been unassigned by the beneficiary then you would need to submit your COS form and if you're submitting for payments for your Phase 1 Milestones 1 through 3 without pay stubs you need to submit a completed PoR form that will cover your milestone period simply that gives you a little bit of understanding of went to submit the forms.

And that actually concludes the agenda topics that part of the presentation. What I would like to do, Sandy, if you don't mind, I would like to open the phone lines first to see if we have any questions from our participants.

Thank you. If you'd like to ask a question, please signal by pressing *1 on your telephone keypad. If you using a speakerphone, make sure your mute is turned off. Again press *1 to ask a question.

The first question comes from Frederick Eddington.

Okay.

Yes?

I understand we can submit proof of income from the portal through the portal. You mentioned the BPQY, the BPQY. Have you access that we can admit that? Is that accessible to an EN?

As I mentioned a few slides back I think it was on slide 8 I did provide the website which is work -- documentation you can go there and get more information about it but in order to request the BPQY you can do that but you would have to submit two consent for release of information forms and that is the SSA 3288 form. Of course we do not provide that information but you can actually go look up the information so we can see what is included on the BPQY and what -- well the forms that you need for you can take a look at the forms.

I also have another question. Okay. I have several individuals that I have access they have their check stubs but they have not -- I guess Social Security , their employee have not submitted their income I guess through the RS and some are going on two years and they're working in it's taken out of the check there checking out the company is taken out of there check but it is not showing up on the portal as though these people actually receive an income that the RS has taken out.

What do you do about that? You have check stubs.

If you have your paystub for your payment request, you can submit your payment request using your paystub. So pay stubs are actually preferred so if you have access to your client paystub, then I would just request that you go to the portal and you will if you go through the process of what you need to do in order to print out the fax cover sheet so you can fax in those paystub then we will just get that information and we would enter what we have from the pay stubs into the system to see if it would need the earnings requirements meet yearning requirements or the other payment requirements are met and we can make your payment but definitely, if you have paystub, please send them in.

Okay. This person is a milestone payment when I submit the payment, it will not take the payment because it does not show on the portal. Well, it does not show on the portal that the person -- let me get this straight.

It does not show so it does not show so let me think, they have the pay stubs and because of their earnings should they be in what we now call outcome periods should the benefits be suspended but the record has not updated?

The record has not been updated and it has been a year and some. I have some that have been a couple of years and have not updated and I cannot submit payment.

I understand. Unfortunately, we have to pay we make our payments of course from using SSA database and there have been some delays in the field offices entering information, entering earnings information. The only thing I would do is have your beneficiary go to their local contractor local field office and try to check the status of where they are there because you are right, if you received all of your available milestone payments and the benefits are still in current pay then right, you're not going to be able to receive payments in the field office actually goes in and updates that information but the only thing I can tell you at this point is just continue to have your beneficiary contact their local field office to see if we can get that information updated.

If you have any other questions you can contact the EN help desk and we will provide that number shortly but I would just make sure that send your beneficiary have them contact the local field office and can let them know what's going on.

Okay. All right. Thank you.

If you find that your question has been answered you may remove yourself from the queue by pressing *2. The next question is from Michelle.

Hello. I have Michelle. I have a question regarding the first announcement that you mentioned, and I did not catch the title of it. But regarding the extension of the 24-month claim. This might be a question for the EN help desk but for example, we are working with a Ticketholder and this occurred where because there were a couple of different factors in play but request for phase 1 milestone 4 for June 2018 it was outside of that 24-months claim rule so we have to submit for September 2018 because that falls within the 24-month age claim rule and just basically, I wanted to understand, what should we expect in terms of having that new suspension of the 24-month age claim rule out about how does that applies. Will be able to get payment back from June that we were supposed to receive and will that also adjusted future payments?

I will take a stab at it and then turn it over to Katie but I was thinking correct me if I'm wrong because the new rule is effective November 1st so that is going to be moving forward that we will go back to April 2018 but for any cases or anyone that were denied previously I would think that denial stands because we are only going to apply the new rule for case submitted after November 1st of this year but Katie, I will ask if you want to shine a light for correct me if I'm wrong?

You said it perfectly. We are not going to go back and evaluate every claim to see if we possibly could have gotten a claim now that it's the 24 month is effective so this is effective November 1 proclaimed so we're not going to any looking back. That was the policy we were using so that's the policy that is in effect. We are not going to go back.

That is helpful. The reason I ask is because part of the factors involved in that is that because of COVID we were closed so it was very -- I was wondering if that factor in.

This is mostly went the office was suspended performing they were not learning which would allow you to receive a payment was this the previous question we were talking about so looking at the record at the time in April of 2020 there was no suspension in April of 2018 because it was not going back that far so just to make it so that field offices are going back in there doing the suspension and there doing the work and they want to close that out shortly and is mostly to impact outcome payments. It is not -- your example of something that was on the record, but you cannot use it because of the 24-month rule. We were expecting that records that were not there really is that we can out go back and catch up for the EN if that makes sense.

You lost me in the middle but --

For example, in April of 2018 your beneficiary there was something that the beneficiary would've been eligible except for the dates. We are trying to take the scenario were in April of 2018 there was nothing there because they were not taking any action, so we were trying to make sure that things that we are not missing things. That were not being unfair so that everybody can get reconciled and get payment that they would have been due if the information had been there at the time.

Information was already there but we cannot use it because of the 24-month rule.

Okay. Okay. That makes sense.

If you want to come with your specific example, feel free to reach out and do that.

Perfect. Will do.

Thank you, Michelle. Sandy, we will take one more from the phone line and we will see if we have any questions in the chat.

We have three actually so we will take the next one from Susan.

Hello. I just wanted to keep it -- could you possibly walk us to the process of requesting the payment through the portal and level earnings are already proven? It was not clear to me directly.

I deftly want you to get information but in the essence of time what I would suggest if you reach out to the EN payment help desk, they will be able to help you with that because it is a process and we may be able to provide you with some resources of how to walk through that but I would definitely encourage you to contact them because I don't want to rush you through the Rosses on this call but if you reach out to the help of a can actually help you get through that and like I said, I will provide that information in a few minutes.

Thank you.

Sandy, if you don't mind, I like to find out from Adelle what questions we have in the chat.

Good afternoon everyone. I hope I can do everyone justice. We have a lot of great questions and if we do not get to them, we have them all logged in so don't worry we get your response. Let's go right into questions that we have. Lori from Wyoming County would like to know, our workforce EN still [Indiscernible] from needing to submit pay stubs for first payment through [Indiscernible].

I'm sorry, could you repeat the question?

Are workforce ENs still exempt from needing to submit pay stubs for first payment through the new TPA?

I want to say yes. Workforce --

Unless it is [Indiscernible] exchange nothing has changed at all so yes, that is correct.

Thank you.

Maria is asking I was receiving emails from UIT.EDATA.MAILBOX@SSA.GOV and it was about E data access to G1 she just wants to make sure if we had sent anything from that type of mailbox checking to see.

Can somebody from SSA address that because it came from SSA?

I will repeat the email one more time to make sure. It is UIT.EDATA.MAILBOX@SSA.GOV and it was regarding E data access.

Katie, are you guys familiar with that?

I would have to take the answer and make sure we can answer it.

I will take one more for you if we have any in the queue.

When does the current RFA expire?

And expires tomorrow. The RFA is a ready expired so for new EN, [Indiscernible] becoming a EN, they apply to the one that was sent to everybody I believe September 21 and it is due for all EN to return to Social Security by tomorrow. And if they are not returned, you are subject to termination.

Thank you, Carol. And Sandy, any questions in the phone queue?

Again, if you like to ask a question please press *1.

We have a question from Sandra Abbott.

Okay. Go ahead, please.

Hello.

Next question.

Can you guys hear me?

Yes, ma'am.

I question is going back to the earlier question that said EN asked in regard to the [Indiscernible] back to March. I still feel there is some confusion there. If we made our request for an outcome payment sometimes between March and now and it was denied because the individual received a cash payment, it was my understanding from the past EN payments call that EN did not need to request that again. It was going to be reviewed. Or should we request those again?

Have to make sure I understand. He said during the time at the peak of the COVID or the pandemic if you requested an outcome payment from March until current but it was denied because the benefits the beneficiary was still receiving federal cash benefit, you were asking would you need to resubmit for that payment request?

Correct. Because I thought there was mention on the last call by someone that if you were a EN and you have made the request and now your time has passed and they realize that some of those payments cash benefit payments were made in error because of the pandemic having no personality offices that they were going to look at those requests again but I thought that we need to request them again.

Yes. Because I'm not familiar with that but if you submitted a payment request that was denied previously, it is the responsibility of the EN to submit your request and of course we will look at this as in your request. We will do an assessment of the information submitted. We would use the information in the database to make a payment determination so yes, anything that has been denied not just due to you know, this unfortunate pandemic but anytime a EN has a payment that had been denied, they would need to resubmit the payment request for off to perform another assessment of that.

This is Katie. I just wanted to jump in. We are talking about ePay so you had requested an outcome payment for the beneficiary and that's why ePay is for. When the next ePay file does come out in the file is going to, right after the November 1 date, in that ePay file the staff is going to look through and they will see that your beneficiary was not in suspense because of the temporary [Indiscernible] we took during COVID so you are not eligible last time for an outcome payment with the RSA ePay file coming up your beneficiary should appear on the list and we will evaluate that beneficiary and if they have put them in the system you'll get that outcome payment automatically through ePay and I will add as long as [Indiscernible - muffled] and support that the intention of the ePay file and temporary policy change with the ePay file is that we expect to cash the Outcome payment during the file.

Thank you. Is that only applicable to Tickets that are currently assigned. What if the individual was unassigned in the month of July?

That would not apply, is that correct?

That is correct. Right. Because unassigned Tickets are not on the EPAY file.

Thank you.

And just remember, if the beneficiary is unassigned like we were talking about earlier with the certification services in that case the beneficiary unassigned the case, unassigned the Ticket and of course SSA may pay a EN up to 12 payments within an 18 month period so you can submit for a request but you would need to make sure you include those certification services.

Okay. What if the EN unassigneds, what is the EN have to do?

If the Ticket has been unassigned by the EN the EN is no longer eligible for any payments after the unassignment date so there's nothing else for the EN to do at that point because he would not be eligible --

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But if the claim was before the unassignment date is what I meant? Two

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If you requested on a claim months before the on assignment you can deftly submit that and we will look at the assessment based on the information submitted by the EN and information available to us. If it is for a claim months prior to the on assignment month then you can submit for payment.

Thank you.

We will take one more from the phone line

Yes we will take the next one.

Hello. Can you hear me? Thank you for taking my question. In regard to the RSA is there a time limit that we need to submit by tomorrow?

Close of business tomorrow is fine for

Thank you.

Okay. Thank you. Now Adele, you have quite a few questions in the chat so go ahead please.

Is the POR required for workforce EN?

Workforce EN they are eligible to receive via ePay so they do not have to submit a POR for phase 1.

Are proven and verified earnings the same thing?

Yes.

Can the employer prepared earnings statements be used to validate employment?

You can use the employer prepared earnings statement for your earnings verification. But when request a COS 1 through 3 you still must submit a completed PoR with that but if you're just submitting employee prepared earnings statements for phase 2 outcomes than that information is fine without the PoR because the PoR is only required for Phase 1 Milestones 1 through 3.

What is the Ticketholder has not worked for 24 months? We still need to get payroll information?

If the beneficiary has not worked for 24 months? I'm not sure.

That question is for Eileen maybe she can chime in.

[Indiscernible - multiple speakers]

I can see if they have not worked in 24 months the only thing I was say that will not affect your 18 month look back but I'm not sure if that was the question so yes, what is the name, Adele?

Go ahead.

This month I have been in a different section. What is the phase 1 that is the shift to outcome after the first phase 1 milestone when it's paid? I think we need more information for that to.

This is Deborah. Could you read that again?

This is very early on that the very beginning of the presentation. Was if it's a phase 1 hundred [Indiscernible] outcome after the first Phase 1 Milestone is paid?

I think what they're asking and I may be wrong but I'm just trying to answer the question, trying to answer the question if this is what I believe the EN is asking is if the Phase 1 Milestone is patent and the beneficiary went into the outcome phase what happened after that. What happens after that the phase 1 was paid in the beneficiary went into an outcome paid due to working earnings and normal milestones EN will not be eligible for any more outcome Phase 1 Phase 2 Milestone payments until after outcome number 12 was paid and then if there are any available from baseline milestone maybe that there were no exclusions to look-back earnings then the EN might be eligible to receive any of the milestone payments prior to receiving the outcome payment during reconciliation and reconciliation occurred after outcome limit 12 and I know that if it beneficiary goes into outcome before all milestones are paid the EN may be eligible to receive those milestones that were available again available meaning that they were no exclusions after outcome number 12 is paid and want outcome number 12 is paid the system automatically receives an alert that reconciliation [Indiscernible - muffled]. I hope that answers the question.

Thank you.

I just wanted to -- I know we have a lot of questions in the chat and I just wanted to folks to know that we will get those questions answered or we have those questions so we will make sure that we get to those. But if there is some immediate response is that you need we have the information for the help desk available to them.

I just wanted to say that again because we do get a lot of questions that come in through the chat and I will suggest that if you have a very case specific questions if you have a question about a particular case I will suggest that you utilize the resources that we have available and those resources that we do have the EN payment help desk every also have the systems help desk so you can call our help desk Monday through Friday and I think it is on the slide 14 you can see the contact information so we have the toll-free number with the different options that you select based on the need of the call or you can send an email to our help desk and slide 14 actually shows you that is also you have EN payment help desk at your Ticket to work dot SSA.gov and if you have questions related to take assignments or the website or the Ticket portal like the one lady had questions about how you wanted us to walk you through the process, you can talk contact EN systems help at your Ticket to work dot SSA.gov. This information is provided in our presentation from today's call so we are at the top of the hour and again, I just don't want anyone to feel that we don't want your questions to go unanswered so please, please make sure you reach out to the help desk so that you can get the information that you need. We are only about two minutes past the hour so I would like to take one more question from the phone line and again we will take one more question from the chat. Can you put through one more question please?

The question is from Sandra Abbott.

Yes. Good afternoon. I had two quick question for the ePay. How many cases do you have to have in order to use that?

Have any questions -- I'm sorry, how many cases you have to have for ePay? There is nothing that's required from the EN for receiving ePay. ePay file is an electronic file that we receive with a list of Social Security numbers for EN that are eligible for ePay so you have to requested. If you're eligible for ePay and if you have an SSN on ePay and there are available payments that meet those criteria we will automatically make those payments. You do not have to request any payments. The only thing to remember is Phase 1 Milestones 1 through 4 are not on the ePay file so if you are requesting those payments you have to submit those through the portal. If a Ticket has been unassigned from your agency, either by the EN or the beneficiary, those cases will not be on ePay either. So you don't have to request anything. There is no limit of the number of cases. You just have to make sure that your EN is eligible to be on ePay which of course that means you have passed your annual service and support review, you're not on hold, then you should be on the EPAY file or you should have [Indiscernible] on the ePay file.

Thank you for that answer. The next question is, for the proven relationship proof of relationship unassigned of services for the beneficiary because it if you like they have one line is that sufficient for the have to submit a progress note?

You said when you are requesting providing proof of relationship? Can you repeat the question?

When you're providing information showing service that you did with the beneficiary, you're providing evidence that you have talked to beneficiary, for that information do you have to send a progress note explaining the services for those particular days that you did meet with the person or I think it gives you one line where you can put the date than what you have done. Is that sufficient or do you need a progress note?

We want to make sure you provide the date and whatever to place. Whatever services you provided. If you want to provide a progress note that would be fine but we just have to make sure that whatever information you provide that we are able to look to make sure it was provided within that milestone rain. So you want to provide your date of service and provide a brief description of what actually took place on that day or during that time so if you provided the services on January 1, generate 12, January 24 you want to provide us with examples or details on what took place on those dates.

The for it itself with the data description so you can miss multiple dates of services on that form. It is not just one line. We can list as many services as you might have been multiple dates on the same form.

Okay. Thank you.

Adelle will take the last question from the chat, please.

Sometimes it's a little difficult to see the questions. There asking if the presentation is available so hopefully that will [Indiscernible - muffled]. This was asked early on. You have to submit a case payment information in order to submit an Outcome payment. That was very early in the call.

You sound muffled. I cannot understand what you're saying.

Would we have to resubmit the case payment information in order to receive an Outcome payment? It's a different question and these questions are from early on.

I think what Katie was saying or let me just say this. On the ePay file we will process all available payments. We have in the past encouraged EN to not submit the Outcome payment via the portal because if they're available to the EN we will make those payments. That does not mean you cannot submit. If you want to submit, you can but if we are making the payment through outcome -- I'm sorry through ePay there is no need for the EN to have to submit any type of information. If you're not eligible for ePay yes, you have to resubmit for outcomes or whatever payment you were denied but if it is on ePay file, there is nothing required. And I think what Katie mentioned earlier to the EN they were talking about places that were denied previously cases that were denied previously because field offices were not conducting the reviews so the EN were continuing to submit and they were being denied and I think what Katie was saying is that if the field offices are back now performing those reviews and if your SSN is on the ePay file even though it was previously denied when you submitted it, when you submitted for payment, if the benefits are updated and going to the research and it's there we will make the payment. It is kind of different ePay you do not have to submit anything. And if not, you have to submit information.

We are all good with that one? Adelle?

We will log all the questions and we will submit them for you and your team to review and if any questions were not answered we will get to those in provide responses.

Thank you so much for providing those information through the chat and thank you Sandy for opening up the phone lines and I wanted to say thank you to all of our participants today who put the timeout to join us for the final all EN payment call. Thank you for your time. I wanted to note that the next scheduled all EN payment call will be January 26, 2021held on Tuesday, which is right around the corner so please make sure if you have any questions your questions were not answered please make sure your reaching out to the available resource and reaching out to the EN help desk get your assistant that you need. Thank you so much for your time and I look forward to speaking with you all on January 26, 2021. Please enjoy the rest of your day and please make sure y'all stay safe. Thank you so much.

[Event concluded]
