

Operator: Good day and welcome to the Quarterly All EN Payments Call. Today's conference is being recorded. At this time, I would like to turn the conference over to Kimberly Cutler, please go-ahead ma'am.

Kimberly Cutler: Thank you so much and good afternoon, everyone. And welcome to the Quarterly All EN Payments Call. I am Kimberly Cutler, the TPM EN Payments Manager, and I am also the host for today's call. The purpose of today's call is to provide clarification on processes and procedures related to Payments. So, the topics that we are going to cover today will include ePay file stats, ePay reminders and information about submitting payments during ePay. We are going to review denial comments, and a few payments help desk reminders. And then, of course, we have the resources that are available to you. And once we have completed all the topics on today's agenda, we will then open the call for questions and answers. So, that is the list of the topics that we are going to cover today.

We will go ahead and move into our first topic from the next slide, which is the announcement that we wanted to cover. SSA sent out a GovDelivery message on about March 8, informing ENs of the transition from the DUNS to the UEI. So, on April 4, this took effect with federal agencies, including Social Security, switching from using the data universal numbering system, which we know as the DUNS. They switched that to a unique entity identifier, which is the UEI. This is for federal awards and payments. So, to ensure that we continue that — for Employment Networks to continue and state VR agencies, the DUNS number will remain your official identifier. So, I do not want you to be concerned. We are still going to use the DUNS as your official identifier. And service providers, you do not need to take any action at this time.

However, we wanted you to know, you will see SSA migrating away from the term DUNS and begin using the term PID, or Provider ID in its place. SSA will store the UEI behind the scenes to properly process payments. I just wanted to bring up that announcement again, letting you know that you don't need to take any action at this time. You will start to see the PID. I just wanted to remind you guys of what that stands for and why there was a transition from the DUNS to the UEI. And you will be able to view your UEI by clicking on the view directory information about your EN or VR link in the Ticket Portal. You will be able to see that information in the Portal. So, that was just the one announcement that we had for today.

And moving to our next slide, which takes us into our agenda topics. What we want to talk about first would be the ePay file stats. I know everybody is excited about ePay and like to hear those stats. So, we did complete the last ePay file in March and for the processing totals, we paid 15,209 claims. For SSNs, we paid 4,271 and we paid a little over \$8 million from that last ePay file. So, those are the stats for the last ePay file.

And as we always do, we like to provide ePay reminders, which is moving on to the next slide because TPM started processing the April ePay file this week. Because we have started processing that file, we wanted to provide some reminders again. Phase 1 Milestones 4 is now paid via ePay, but ENs must still submit payment requests for Phase 1 Milestones 1 through 3, via the Ticket Portal with proof of relationship. So, please make sure you remember when you are requesting Phase 1 Milestone 1 through 3 via the Portal, that you are also, providing your proof of relationship. And just remember that it is either going to be pay stubs and pay stubs can

be a standalone for your proof of relationship, or you would need to complete and submit the proof of relationship form. Also, wanted to remind you that unassigned Tickets are not included in ePay and ENs must have passed their annual Services and Support review. So, you want to make sure that you have passed that so that you are eligible for ePay. And lastly, please remember that the ePay file is processed in SSN order, not Provider ID order. So, those were just a few reminders when it comes to the ePay file that we want you guys to kind of keep in mind.

And staying along the lines of ePay, moving to the next slide here, Submitting Payments During ePay. When processing the last ePay file, there was an increase in the number of Portal submitted claims, mainly Outcome payments that were coming in while we were processing the ePay file. We want to make sure that you realize and remember that Phase 1 Milestones 4, Phase 2 Milestones and Outcomes are paid via ePay. Because we are picking up these available payments while processing the ePay file, ENs are encouraged not to submit for these payment types via the Portal when the ePay file is being processed because submitting for such payment slows down processing and causes duplicate claim months.

We want to make sure that you are allowing ePay to process all available Phase 1 Milestone 4, Phase 2 Milestones and Outcomes and that you would hold off on submitting those types of payments through the Portal during the time that we are processing ePay. If you submit a request for, again, Phase 1 Milestone 4, Phase 2 Milestones or Outcomes during ePay, that SSN will not be processed until it comes up on the ePay list. So, that is huge. What we are saying is there is no need to submit for those payment types because we will pick it up on the ePay file. And of course, if all payment criteria are met, then we are going to make sure that we are processing those payments. We are just trying to make sure that we are cutting down on the number of duplicate claim months as we can. And we want you to just allow TPM to pay all available claims via ePay before requesting through the Portal. If you have evidence of earnings for the cases, then of course, we want you to submit your evidence of earnings. But if there are earnings in SSA's data base for your SSNs that are on ePay and the next available payment is a Phase 1 Milestone 4, Phase 2 Milestone, or Outcomes, we are going to make that payment. So, that cuts out the need for you as the EN to have to gather information or go through the process of submitting a payment.

We did send out a GovDelivery message with this information. I know that there were a few questions, but again, we are hoping that we can clear it up by saying it only pertains to Phase Milestones 4, Phase 2 Milestones and Outcomes. Of course, just as a reminder I provided on the previous slide, you still must request your Phase 1 Milestones 1 through 3. Those you must request through the Portal. And of course, if for some reason you are not eligible for ePay, you must still submit all your payment types via the Portal.

But I want to explain a little bit more about that. We do process Portal cases while we are processing ePay, but again, those types of payments that I just mentioned, we want you to allow us to make those payments via ePay without you submitting it through the Portal. Because you will submit through the Portal for an Outcome payment for one of your Ticketholders and that Ticketholder's listed on the ePay file so, then we run into duplicate work. We run into an increase in the number of pending payments, which slows down everything with processing payments. We just want to make sure that you guys are mindful. And again, we are encouraging you to let ePay do what it was designed to do and pay those payments for you when we receive the file from SSA, if you are eligible for ePay. We use all available earnings information that we

have in SSA's database. We do a complete look of all the earnings in the different areas that are available to us. And if all payment criteria are met, we are going to pay all available claims.

So, if it is 12 Outcomes at one time or 3 Phase 2 Milestones, or Phase 1 Milestone 4, we will make those payments if the information is in SSA database. That is what the ePay is designed to do. So, we just wanted to send out the GovDelivery message and, mention it here on this call, encouraging you to not submit for the Phase 1 Milestone 4, Phase 2 Milestones and Outcomes once we start processing the ePay file. And I mentioned, we started processing the file this week. So, please just allow us to process those claims for you. That is why we wanted to mention this here and explain along with the GovDelivery message that went out.

So, moving to our next topic. On our last EN Payments call and through the Payments Help Desk, we received a lot of questions about payment denials. ENs are not aware why those cases were denied and do not understand the denial reason. A while back, SSA allowed ENs to be able to see not only the denial reason in the Portal, but also, see the comment explaining the denial reason. Once you log into the Portal and you are on the main menu, you want to go to “view Ticket payments already made to me.” Once you get there, you want to make sure that the “include denials” box is checked on that page.

Then you are going to click on the word “denied”. It is in blue, and it is under the payment decision. For the reference number in question. What you want to do is whatever reference number you are questioning about that denial, please make sure you click on the word “denied” — again it is in blue — under the payment decision column. Once you click on that dialogue box, you will see the denial reason and comment. And the comment will elaborate on the denial reason code. So, if you are following along, I am on slide eight right now. So, again, you are going to see the denial reason. For example, it will say the reason is “not eligible for payment due to look-back earnings.”

Then you will see a comment that explains the denial, “Earnings above trial work level exists prior to the Ticket assignment date. EN is not entitled to receive Phase 1 Milestone 1”. We want to make sure you understand why your cases payments are being denied. We do not want to keep denying your case. We want to just make sure that you are able to see in the Portal why the case was denied. The comment gives you a little bit of information about why it was denied so that you can understand what to submit when you choose to resubmit the case.

So, please make sure that you are following those instructions for you to be able to see your denial reason and the code, because it is provided for you guys in the Portal. And of course, if you see that information, but you still have questions, then that is why the Payments Help Desk is available. They could help explain that to you as well. But we wanted to give you as many resources as we can, and one of the resources is being able to see your denial reason and the denial comment in the Portal. So, hopefully that helps with understanding your denials, or at least being able to see the denial and the comment.

And speaking of the EN Payments Help Desk being able to explain different things to you, they do an amazing job with answering payment-related questions. Please understand there is some information that they are unable to provide. And as you can see here on the slide, things that the help desk staff cannot provide would be earnings in SSA's database. We cannot tell you what the earnings are. We cannot give you the needed claim months to complete your proof of relationship form. We cannot provide benefit status for the Ticketholder. We cannot provide the Ticketholder's current entitlement and we cannot provide claim months to request for payments.

Sometimes we get those requests through the help desk, but we just want you to be aware that certain information we just cannot provide. And then, of course, we are encouraging you to have that relationship with your Ticketholders so that you can get their pay stubs and that they are sharing with you their benefits status and current entitlement. You can use the Payments at a Glance to figure out what your next payment is. We do not give you the claim months, but you can use that to determine based on your last payment. So, if you got a Phase 1 Milestone 1 payment, then you will know how many months you need for the next payment. And then you can look at your months of earnings and get that information there, but the help desk will not be able to give you that information.

Now the help desk staff can provide, like I talked about earlier, the reason for payment denials and help you understand what that denial means and the comment. They could also provide an explanation for outreach emails. When we are processing a payment, if we need additional information, then the help desk will provide an outreach to the ENs requesting that information. So, of course, once you receive the information from the outreach emails, if you have questions about what exactly it is you need to submit, or if you feel like you already submitted that and why we are asking for that information again, please reach out to the help desk. They will be more than willing to help explain the outreach email and explain what information we need.

They are one of the biggest resources that you guys will have when it comes to payment-related questions and payment denials. Please make sure you reach out for information, but please be mindful of what the help desk staff cannot provide.

And so, believe it or not, we have covered all the agenda topics that we had listed for today. But we do invite you to share topics that you would be interested in discussing through this forum. Now, of course, our goal is to help educate you and provide clarification on processes and procedures related to payments. But we also, want to hear from you, so, please send your topics to the EN payments help desk. And here on this slide, you can actually see where you should send that. It is ENpaymentshelpdesk@yourtickettowork.ssa.gov. We have our calls every quarter. Please, if you think of some topics that you would like for us to discuss, payment-related topics that you would like for us to discuss during this forum, please email those topics to the help desk.

Now we cannot guarantee that every topic will be covered. But at least we can hear what you have to say. And if it is something, again, payment related, a payment-related topic, we can do the best we can to try to add that to our agenda so, that we can get that information covered.

And as I mentioned, the payments help desk is one of your best resources. So, here on this slide, you actually can see that you can contact the help desk via phone or email. Under phone, you do have the different options that you can press when reaching out to the help desk. And, of course, for payment-related issues, if you're going to email, you want to email those to the ENpaymentshelpdesk@yourtickettowork.ssa.gov. If you have questions and issues related to Ticket assignment or the service provider website and Ticket Portal, then you want to send those emails to ENsystemshelp@yourtickettowork.ssa.gov and please, remember when emailing, you cannot email personal identifiable information. PII cannot be in attachments, or in the body of the email. So, please be mindful of that. Whether you choose to contact the help desk via phone or via email, they are a great resource. I do encourage you to take advantage of those resources if you have any questions.

And this concludes the presentation portion of today's call. Now we will open the lines for payment-related questions. I would like to say this, please remember that if you would like information on a specific case, you are encouraged to contact the EN Payments Help Desk so that they can conduct a detailed review of the case. If you are asking for a lot of details, we are not going to be able to answer that on this call today because we do not have all the details in front of us. So, again, using those resources from the previous slide, please make sure that if it is a specific case that you are reaching out to the help desk, because that would be a better platform of getting your questions answered via this platform here. With that being said, I would like to go ahead and open the line for questions at this time.

Operator: All right. Thank you. If you would like to ask a question, please signal by pressing star one on your telephone keypad. If you are using a speaker phone, please make sure your mute function is turned off to allow your signal to reach our equipment. We kindly asked that you limit yourself to one question and only one follow-up question. Enter star one to ask a question. We will pause for just a moment to allow everyone an opportunity to signal for questions.

And we will go ahead and take our first question from Fredrick Eddington with Body of Christ Assembly.

Fredrick Eddington: Yes. How are you doing? Can you hear me?

Kimberly Cutler: Yes, sir.

Fredrick Eddington: Okay. Yes. You said only one question, I actually have two, but I'll ask this one because it's the most important. I understood you to say that if a person had passed their annual review, then they qualify for ePay. So, then that means that if we have — I would say 75% of my ENs have not passed the annual review, but they have stubs or they yet qualified. Those have to be submitted, right, even if they're in Phase 1 Milestone 4, or Phase 2 Milestone payment? If they have not passed the annual, we still need to submit them?

Kimberly Cutler: Okay. So, the annual Service and Supports Review is for the Employment Network to pass, not your Ticketholders. As the EN, as long as you have passed your annual Service and Supports Review, then your EN would be eligible for ePay. All of your Tickets would be on the ePay file if the next available payment is Phase 1 Milestone 4, Phase 2 Milestones or Outcomes. It is not based on your Ticketholders. ePay is designed for Employment Networks. If the Employment Network is approved to be on the ePay file, then that means all of your Ticketholders with the next available payment of a Phase 1 Milestone 4, Phase 2 Milestone or Outcomes will be included on the ePay file.

Fredrick Eddington: Okay, well, that's kind of confusing to me primarily because the majority of my ENs did not come up on ePay and I had to submit the payment.

Kimberly Cutler: Now, you are saying your ENs, you mean your Ticketholders? Because you are the EN.

Fredrick Eddington: Yes. I mean, I am sorry.

Kimberly Cutler: That is fine. And far as now, if your Ticketholders are not coming up, then remember Phase 1 Milestones 1 through 3 must be submitted through the Portal. Your Phase 1 Milestones 1 through 3 must be addressed before that Ticketholder can go on the ePay file. And

what I mean by address is they would have to be either paid or denied due to an exclusion. So, if you had some Ticketholders that did not come up on ePay, then one, it could mean that we didn't have any available earnings to make the payment if the next available payment was a Phase 1 Milestone 4, Phase 2 Milestone or Outcome, or it could be that the next available payment was a Phase 1 Milestones 1 through 3.

Fredrick Eddington: Yes –

Kimberly Cutler: I hope that answered your question.

Fredrick Eddington: Oh, okay. I do understand that, but I also, still have had people that were denied because in the Portal, it showed that they were eligible for, let us say Phase 1 Milestone 3 and 4. I had proof for 3 and I provided that. They were eligible for say 2 and 3. I had proof of 3 but did not have proof of 4. I had stubs for 3, but not stubs for 2. So, they were denied because I had only stubs for the latter one, rather than the one before that. And the client was not able to produce the stubs for the one before that so, I got denied both.

Kimberly Cutler: Right. I understand, but Phase 1 Milestones 1 through 3 must be addressed before that SSN will move to the ePay file. So, at the time the last ePay file was created or when we started processing, because your Phase 1 Milestones 1 through 3 were not addressed, that SSN was not going to be on the ePay file. So, just wanted to be clear. If you have other questions because it seems like, you are just not sure, please reach out to the help desk because without having a particular SSN or looking at the exact case, it is kind of hard to provide detailed information.

Fredrick Eddington: Okay.

Kimberly Cutler: They will be able to help you because we want to make sure you understand ePay, but that is the gist of it. We only pay Phase 1 Milestones 4, Phase 2 Milestones and Outcomes.

Operator: All right. Again, that is star 1 to ask a question. If you find your question has been answered, you may remove yourself from the queue by pressing star 2. We will go ahead and take our next question from Jamie Schmitz with AES.

Jamie Schmitz: Hi, good afternoon. We realize that you guys are very busy with processing and trying very hard to get everything processed in a timely manner. Is there an estimation when we may be able to go back? I know your goal is the 30 days. And right now, we are more towards the 45 days in terms of TPM processing cases allowed or denied. Do you know when it may go back to the 30 days?

Kimberly Cutler: Well, I will go ahead and say this. We are processing cases within 30 days. We did send out a message not too long ago letting everyone know that cases are processed within 30 days, unless we have to send those cases for further review. And so, sometimes if we get a payment request and it is based on earnings already proven, there may be some discrepancies in the system. So, that particular case will have to go through an additional review. And so, with those cases, we may not process them in 30 days, but they will be processed within 45.

Right now we are processing all cases within 30 days and less than 45 days for those cases that we have to do further research. But, if you do have a case that you feel is outside of the 45 days, please contact the EN Payments Help Desk. Please remember, let's give it the whole 45 days. So, if it's 38 days or 40 days, let's give them the 45 days.

Jamie Schmitz: Okay. I thank you for your time.

Kimberly Cutler: Thank you for your question.

Operator: All right. We will go ahead and take our next question from Anthony Rhabb with Team Management 2000.

Anthony Rhabb: Hi, can you hear me?

Kimberly Cutler: Yes, sir.

Anthony Rhabb: Hello? You can hear me, right?

Kimberly Cutler: I can hear you. Yes.

Anthony Rhabb: Okay. I did the performance and reports review. Is that how you say it? I am actually in the car. I thought I was going to get some notification whether or not I passed. I got nothing. How do you know if you passed it? You do not get anything.

Kimberly Cutler: That's a good question. I would think that you should get some type of notification. What I would encourage you to do is reach out to the same person that contacted you about your annual Services and Support Review. Respond to that email so that they can give you the status of where you are with your review.

Anthony Rhabb: Okay. I will do that because I have been patting myself on the back because no news is good news. Right?

Kimberly Cutler: Yeah, that is correct. I usually go by that too, but I would prefer that you reach out.

Anthony Rhabb: I will reach out because I am new at this. I have one other quick question.

Kimberly Cutler: Okay.

Anthony Rob: Why is it taking so, long? I used to submit a claim on a Friday and by Monday, bam, the money was there, approved, allowed. What is the difference? Is it the change of hands and the contractor?

Kimberly Cutler: Well, what we are running into, of course, we kind of spoiled you guys and we take responsibility for that because we were processing in such a timely manner. But as you know, we get a lot of cases that come in. Sometimes when we do not get as many cases, we are able to process cases faster. And sometimes we get a lot of cases, and we do the first in, first out rule. So, it just really depends. Of course, we cannot control how many cases come in on a given day, how many payment requests, should I say, that come in on a given day. But there are times when the number of cases submitted, slows down. That is usually when you will

see that we are processing cases in a short turnaround time, but that is why we've always said we have 30 days to process your claim.

When we were processing your claims next day, we just did not have that many pending claims, but now we see an increase, more people going back to work. More ENs are submitting payment requests. So, it just depends, but we do process first in, first out. We hope to get back to a quick turnaround, but again, that is usually not the norm. But we just ask that you guys continue to be patient and continue to understand that we have 30 days to process your claim. Okay.

Anthony Rhabb: Will do. I have never been to a casino before, and the Ticket Portal had become like a slot machine for me. Thank you.

Kimberly Cutler: You're welcome, sir.

Operator: And we will take – Oh, sorry. Go ahead.

Kimberly Cutler: We can go ahead and take the next call from the phone, but then I want to see if we had any questions in the chat. We will take from the phone right now.

Operator: Okay, great. We will go ahead and take our next question from Miranda Ray with Arkansas Support Network.

Miranda Ray: Can you guys hear me?

Kimberly Cutler: Yes, ma'am.

Miranda Ray: So, I do not want to keep bringing up the same topics, but my Employment Network, we are a nonprofit and one of the biggest things is we have been manually submitting our payments for, I would say the last 2 years at least, and it has seemed to speed up when we get paid. Because working at a nonprofit, our board is wanting to have a more accurate way to pinpoint when we would get payments for our bookkeeping and things like that. And so, I guess, what do I need to tell them as far as when we can anticipate payments? Because we all know as well that Social Security is so backed up right now. So, I do not think they are going to have the most recent check stubs for any of my individuals until like 5, 6 months from now, just because of how bad things have been lately. And so, is there a way that we can better estimate when we are getting those payments through ePay? I do not really remember the last time I got a payment, or we got a payment through ePay. Submitting them manually seems like it helps because we are able to provide that proof of relationship to you guys when Social Security is very backed up.

Kimberly Cutler: Right. And I understand you are concerned, but as I stated, we have 30 days to process the claim. The only thing that you can take back is that from the day you submit your claim, let them know you should receive payment within 30 days. It should be processed within those 30 days. Other than that, I cannot provide any other estimates because we stick with the 30 days. We make sure that they are processed within those 30 days. So, that is the estimate. It's 30 days. And of course, if you submit your payment request and you are providing evidence of earnings, that is the preference, but even with that, it is still 30 days to process your claim.

Miranda Ray: So, we still go through the Ticket Portal and submit a claim for whatever claim month and provide those check stubs. It is just, I am confused about ePay, and my understanding is we do not have to submit for the claim month through the Portal or am I just completely off there?

Kimberly Cutler: No, you are right. You still must submit Phase 1 Milestones 1 through 3. You still must submit those through the Portal with your proof of relationship because they are not captured on ePay. Yes, if it is a Phase 1 Milestone 4, Phase 2 Milestone, or Outcomes, and you are eligible for ePay, then that Ticketholder will be on the ePay file. And if we have earnings in the system and all the payment criteria are met, we will make the payment. SSA usually generates the ePay file each quarter. We finished the last ePay file in March and we started the April ePay file this week. So, again, if it is a Phase 1 Milestone 1 through 3, you must still submit that through the Portal. We process those cases first in, first out and again, within that 30-day timeframe.

Miranda Ray: Okay. I am just more worried about the ones that ePay is supposed to do. It just – that timeline is quarterly, I guess.

Kimberly Cutler: Right. SSA will generate the ePay file once a quarter and then we will start processing the file, but we continue to process Portal submitted claims too. So, for your Phase 1 Milestones 1 through 3, please submit those through the Portal. For your Phase 1 Milestone 4, Phase 2 Milestones and Outcomes, allow us to process available payments on the ePay file. And the ePay file could last, depending on the size of the file, it could take a month to process. We are not sure. Just depends on the number and remember, it is processed in order of SSN. So, even though we start the ePay file and let's say it takes a month, if your SSNs are on the ePay file, you could get payments throughout the entire time that we're processing ePay during that month or month-and-a-half, or however long it takes us to complete the number of SSNs that we receive on the file.

Miranda Ray: Okay. All right. Thank you. Okay.

Kimberly Cutler: Thank you. We will go back to the phone, but I just wanted to see if Ms. Tennessee or Rebecca, have any questions in the chat. Or are you guys good because we've answered everything?

Debra Tennessee: Okay. We had quite a few questions through the chat, we were vigorously answering those, but could you please put out to everyone who is on the call, where they can find the exact place on the website that they can find the slides. I did respond that it is under Archives, but I know you could give more specific details as to how they can get to today's presentation.

Kimberly Cutler: Okay. Thank you, Ms. Tennessee. Yes. Like you said, Ms. Tennessee, you go to the Ticket to Work website and on the left-hand side, you will see Events. Under Events, you will see Archives and then you will see the National All Calls. You will see the very first group is the 2022 National All Calls. And under All EN payments Call is where you will find the presentation. So, I know I just said a lot. So, you are going to go to the Ticket to work website under training and events. To the left, you will see Events, and then you will click on Archives, and you will scroll down just a little and you will see your 2022 National All Calls. And in the right-hand column is all EN Payments Call. And you will see the presentation there for the second quarter.

And did you have any other questions in the chat that we should address Ms. Tennessee? Or should we just go back to the phone line?

Debra Tennessee: I had two that I did answer in the chat, but I do want to make sure that everybody gets it. Someone had made a statement that the last time we did ePay, it took about 6 weeks. And could they expect this in the future? And I wrote back that it is possible that it could take that long. The ePay file we are working on now has over 16,000 SSNs. We do not fast track ePay. We perform and assess a full assessment on each SSN, just as we do for requests coming through the Portal. We look at the status of the beneficiary and we look at the earnings and some other information. So, we perform a full assessment. We do not take any shortcuts just because it is ePay.

So, depending on our volume, it could take that long because at the same time, our staff is also processing Portal claims. And again, when we have duplicates, we have two different people working on the same claims. So, that is why we have made the request to reduce the number of Outcomes or Phase 2 Milestones from the beginning of our ePay processing, because that person who is doing a Portal claim that is a duplicate, could be working on another case.

There was another question, one EN wanted to know if they could get a list of SSNs on ePay. And I just responded, we cannot do that. Again, we have over 16,000 SSNs. We just cannot do that. I had mentioned or responded to someone who wanted to know if they were on ePay. All ENs are on ePay unless SSA notifies them that they are not. So, if you are an EN and you have not been told that you are not on ePay, then we would look at your SSNs and based on the selection criteria that SSA makes for SSNs on ePay, then your clients would be on ePay.

Now, what we look at is this – we look at earnings and we look at what your last payment was. Now, if your last payment was a Phase 1 Milestone 3, and there are not enough earnings to cover a Phase 1 Milestone 4, then that SSNs would not be there. If the Ticket were unassigned, that SSN would not be there. So, any SSN that meets the criteria that we have for ePay, your SSN will be there.

Now, if you believe once the ePay file is completed, and again, there is going to be an announcement in the Portal that we have completed ePay, and you believe that your SSN was overlooked, you can submit that. You may have some information that maybe we didn't have. And specifically, I would say if you had any claim months that are January through March of 2022, those claim months would not be on ePay because of the fact we do not have those earnings. But any claim month before January 2022, and we have the earnings, it is going to be on ePay.

So, that is it, Kim, I just thought I would make that clear because it seemed like multiple ENs might have questions on those two issues.

Kimberly Cutler: Okay. Thank you so, much, Ms. Tennessee. All right. And I know we have some more questions, so, we can go back to the phone lines please.

Operator: Okay, great. We will go ahead and take our next question from Portia Williams with Workforce Essentials.

Portia Williams: Hello. Hi. Can you hear me?

Kimberly Cutler: Yes, ma'am.

Portia Williams: Hi. Okay. This is Portia Williams, and I recently took over for this EN. My supervisor was hired in January. I was taught by her was that we never have to request any payment so I have never requested a payment before. I do not know if we have missed something, if I need to have a private conversation with someone or if it is even possible to go back and do anything differently. I was just told that I did not have to worry about requesting any payments and that everything was done automatically. So, but it sounds like that is not the case.

Kimberly Cutler: What's the name of your EN?

Portia Williams: Workforce Essentials. It is in an American Job Center.

Kimberly Cutler: Right, right, right. So, for workforce investment boards, for your payments, you guys we make your payments through the ePay. I would just encourage you to contact the help desk offline so they could provide a little bit more about that process. The ePay file is administered each quarter. So, remember that is when we would pick up payments for your type of EN. You were given the right information, but I want to just make sure that it is explained all the way through for you. So, I would encourage you to contact the help desk and if necessary, the help desk can give you my contact information and I can explain it to you. But for your agency, yes, each quarter you should receive payments for your clients that meet the payment criteria, then we would make those payments on the ePay file for workforce agencies.

Portia Williams: Okay. That is what I wanted to make sure, I was like, I just need to check because most of the time, this is never mentioned on any of the calls. Payments are coming, but I just wanted to ask for myself. So, thank you.

Kimberly Cutler: You're welcome.

Operator: And we will take our next question again from Anthony Rhabb with Team Management 2000.

Anthony Rhabb: I always have more than one. So, I am understanding this correctly, the unassigned clients, if they have had Phase 1 Milestone 1, 2, and 3, and the earnings show up that they have 4 there, that's not part of the ePay. I am going to submit the proof of relationship if I cannot ascertain pay stubs from them, right, in order to get that 4 from the unassigned person?

Kimberly Cutler: That is correct. Unassigned Tickets are not included in ePay.

Anthony Rhabb: Okay. And what was the other one I had? Okay, a couple of my clients, I submitted for Milestone 1 through 4 and received those. Then I submitted for Phase 2 Milestones, but they are showing as Outcome payments. And they are not eligible for Outcome payments because they are still receiving benefits. They have a child on their record. Is that going to be addressed on changing that back-up in the Portal, that these are actually payable?

Kimberly Cutler: That would be one of the cases that I would encourage you to reach out to the help desk. Just to make sure, again, I do not have the details of why you submitted a Phase 2, and the Outcome was paid. Normally, if you request for Phase 2 Milestone payment, but we

can see in SSA's database that for that claim month that you are requesting, the benefits went into suspense, rather than not getting paid at all, we actually will deny your request for the Phase 2 Milestone. And we will make the Outcome payment because all criteria are met. So, we will make that payment. But I think what you kind of said was they were still in current pay and there may be some extenuating circumstances. So, I would encourage you to reach out to the help desk so, they could look at the particular case and be able to provide you with a detailed response.

Anthony Rhabb: Thank you. Are earnings updated in the Portal at 11:00 p.m. every night? You mentioned January, February, March and if you have earnings for those, they will not be on ePay, Sometimes the earnings are updated in the Portal.

Kimberly Cutler: Rob, I cannot speak to every night. I can tell you that it is real time. So, I can tell you as the information comes available through the field office, it is in the system. But I definitely couldn't say that it's every night. It is just once it is available, it goes into the Portal.

Anthony Rhabb: Aside from helping, trying to get clients jobs, I am on the Portal like 2 hours a day. I go back to unassigned clients because I know I see earnings often update and then I unassign them because at some points they drop off and they do not get back in touch with me until something happens with their benefits. And then that is when they would give a call back. Okay.

Kimberly Cutler: Okay. Okay.

Anthony Rhabb: I do not expect anything from ePay because I always submit payments.

Kimberly Cutler: Okay. But now remember what we are encouraging you to do is do not submit those payment types during ePay.

Anthony Rhabb: I am holding off now because you are doing ePay right now.

Kimberly Cutler: Right. We are processing ePay.

Anthony Rhabb: So, I stopped.

Kimberly Cutler: Good. Thank you for that. That is what we are hoping is that when you see that we are processing ePay, let ePay take its course and pay those available Phase 1 Milestones 4, Phase 2 Milestones, and Outcomes. So, thank you for holding off on that and let ePay make those payments for you. Thank you. That is exactly what we are hoping you guys will do.

Operator: And we will go ahead and move on to our next question from Ken Williams.

Ken Williams: Good afternoon, everyone.

Kimberly Cutler: Good afternoon, sir.

Ken Williams: What I want to know is — I know Social Security has a goal to run ePay on a quarterly basis. However, is there going to be time in between those quarterly ePay to run manual requests for the Phase 1 Milestone 4, Phase 2 Milestones and Outcome payments?

Kimberly Cutler: I am not sure of your question. What do you mean manually run?

Ken Williams: I go to the Portal and request it, is what I am saying. Instead of waiting for ePay. I mean, this is the problem with ePay. ePay does not catch all eligible payments. Even on the last ePay file, I was still able to go into the Portal, find verified earnings for Outcome payments and get paid because they were not caught on the ePay file. So, ePay is not 100%. So, what I am asking is, if Social Security plans to run their ePay files on the mark, every single quarter, which means nonstop, that means there is no time for an Employment Network to submit through the Portal for a Phase 1 Milestone 4, Phase 2 Milestones or Outcome payments.

Kimberly Cutler: No, I am not going to say there is no time.

Debra Tennessee: Yes. Our volumes say otherwise, as far as what we are receiving. We can receive anywhere from a few hundred to a thousand claims a day through the Portal and we are processing those claims, so that does not support what you are saying. Now, it may be an issue that some of your beneficiaries, for some reason, do not show up on ePay and that is possible. It is possible that at the time we run the ePay file, the latest quarterly and earnings information may not have updated. Or it could be, as I stated before — this is really a good example for the period, January - March, which is the last quarter, January through March 2022. We may not or SSA's quarterly earnings may not be posted for that period. So, I am just giving you something because if you are expecting ePay, these may be claim months you may not see.

Ken Williams: Yeah, I get that. But these are not recent quarters. These are quarters that are 12, 18 months old. So, what I am asking though, is — you are telling us that you do not want us to submit Phase 1 Milestone 4, Phase 2 Milestones or Outcome payments during the ePay file. Okay. So, we are supposed to wait until the end of that ePay file to see whether it flushed out those payments or not. And if it did not, if you start another quarterly ePay, then I am not able to go and request it then either because you are telling me not to do it until such time that ePay catches it.

Kimberly Cutler: What we are saying is, we are encouraging you, and that is the key word there — we are encouraging you to not submit Phase 1 Milestone 4, Phase 2 Milestones and Outcomes while we are processing ePay. But like Ms. Tennessee said, there may be times it is not 100% so, it is not catching all your cases. Just remember that the ePay file is processed by SSN. So, if we started it this week, you could get payments throughout the entire time of processing.

Kimberly Cutler: Okay, well, I just want to make sure that you understood. We do not want to hinder your payments at all.

Ken Williams: But what you are saying is that you are not going to run any payment request that I put in for a Phase 1 Milestone 4, Phase 2 Milestones and Outcomes. And you will not process that until you have finished your ePay file in hopes that it shows up on the ePay file. So, at a very minimum, I am having to wait until you finish your ePay file to see whether those were flushed out or not. And then you are going to address my payments that I submitted during that ePay file. Is that what I am hearing?

Jenelle Bratcher: This is Jenelle Bratcher, Ticket Operations manager and Kim and Debra have been doing a fabulous job trying to explain this to you, but there is one important fact that I

want to make sure is crystal clear. When we process the ePay file, it does not take a whole quarter because I know that is one part of what has not been addressed. There is time, once that is processed, for you to then figure out what has not been processed or what you were calling overlooked. And then you can submit those before we get to the next ePay file. So, there is time.

Ken Williams: That's all I was after. It sounded like my hands were going to be tied and not be able to submit those. And I was going to have to wait until Social Security somehow finds the money in their system to make that payment. So, yes, that is all I wanted. There is going to be time in between for us to go into the Portal and request those payments on our own.

Jenelle Bratcher: For sure. There will be time.

Ken Williams: Perfect. Thank you.

Katie Striebinger: I just wanted to chime in. This is Katie Striebinger from SSA. I just wanted to chime in, and you were pointing to the last ePay file, right, how long it took to process. It is because, as Kim pointed out, right, there were all these duplicate claims, right? It took us longer to process the ePay file because we were all trying to address duplicate claims that were coming in at the same time, we were processing. The file should not and will not take that long to process if the staff can just go through, process, work that file, and then we can send something out. We usually do put something in the Portal, but if a blast would be useful to the ENs, we can certainly send out a blast and we can send you out something letting you know we have completed the EN portion of the ePay file. You can go in and submit requests for anything that you did not see processed.

So, we are trying to make it so that we can pay this ePay file efficiently, and then you can do that research on your side, what did not get paid via ePay. What do I need to go back in and request? So, we do feel like the blast that we sent out, right, what we have been trying to communicate on this call, we think it is going to serve everybody and it is going to improve the process. So, it does not feel like we are taking 8 weeks to process an ePay file. And it has never taken that long before. We are trying to make every process as efficient as possible. And we are asking for your help by letting us process that ePay file so that it does not slow us down when we are working on an SSN and then we look and, oh, well there is one in the Portal. And now we must go look at the case in the Portal and we have to adjudicate the one in the Portal and we have to check all the things submitted with the request. That slows down the ePay file when we see that our Portal cases for that same SSN was submitted at the same time. We would like to process that file as efficiently as possible, which will benefit everyone. So, I just wanted to chime in with that.

Operator: I will go ahead and move on to our next question from again, Anthony Rhabb.

Anthony Rhabb: Oh, no, I am sorry. Thank you.

Kimberly Cutler: Thank you. Okay. And we are past the hour, so, let us just go ahead and take one more question.

Operator: There actually appears to be no more phone questions at this time.

Kimberly Cutler: Well, isn't that lovely? Okay. So, we had some good questions. And again, I just want to thank you guys for your questions. We always want to make sure that we are giving you the responses and we are giving you the information that you need. Of course, we know we only have about an hour or so, to cover everything. So, that is why I encourage you to reach out to the Payments Help Desk. Again, they are doing an amazing job with answering your questions so, you can call them, you can email them, and I promise you, you will get a response from them. Even if it involves reaching out to me or SSA, we are going to make sure that you get those questions answered.

So, I just want to thank you for your patience on today's call. Again, it was a great call today. We got some very good questions. Thank you. And I just want to invite you to join us on our next call, which will be July 26. That is the next call. But please remember if you have some topics that you would like for us to discuss and add to our agenda for the presentation, please email them into the Payments Help Desk. So, we can look at those and see how we can prepare to make sure to get those topics included, to get your questions answered. So, again, thank you all for your time today. And if we do not speak to you before, we hope that you enjoy the rest of your week, and we will see you on our next call on July 26. Thank you so, much.

Operator: And this concludes today's call. Thank you all for your participation. You may now disconnect.