

**Katherine Jett:** Good afternoon, and welcome to the quarterly All EN Payments Call. My name is Katherine Jett. I am the TPM Project Coordinator and your moderator for today's call.

We are so looking forward to an informative presentation today. But before we get started with logistics, I have to advise everyone that this call is being recorded, and transcription is being captured.

Next slide, please. Thank you.

For logistics for the call, the recording transcript, recap, and PowerPoint presentation will be available on the Your Ticket to Work website. A GovDelivery message will be sent out once that information has been posted.

Now, if you are joining via the phone and you wish to ask a question, we are going to ask you to:

- Raise your hand utilizing star five, and you will be unmuted by the facilitator
- Then you will press star six to unmute yourself.
- If joining on the MS Teams application, you will click the raise hand, which is just above the top of your screen, to ask a question; and you will be unmuted by the facilitator.
- You will have access to both your audio and video today.
- Please feel free to ask a question in the MS Teams Chat section.
- Please limit your questions to one per participant, and do not duplicate questions.
- Any additional questions or comments can be sent to the EN Payments Help Desk at [YourTickettoWork.ssa.gov](https://YourTickettoWork.ssa.gov).

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Thank you in advance for your participation. Next slide, please.

On our agenda for today, we have the welcome and updates from Jocelyn Greenidge, our Senior Program Director for the Ticket Program Manager for Social Security's Ticket to Work Program. We have a presentation by Kimberly Cutler, Ticket Operations Manager for the Ticket Program Manager for Social Security's Ticket to Work Program.

She will discuss:

- ePay file stats
- ePay reminders
- Submitting Proof of Relationship Form (PoR) Form
- The Work Number Report
- Resources
- Q&A forum

Next slide, please. And at this time, I would like to welcome Jocelyn Greenidge, our Senior Program Director for TPM. Take it away, Jocelyn.

**Jocelyn Greenidge:** Thank you, Katherine. Good afternoon, everybody, and welcome to our All EN Payments Call. I want to take a moment to welcome you guys again and share some announcements and staffing changes on the TPM side, specifically with the Ticket Operations Team. I believe last time we were all together, our Ticket Operations Manager, Jennelle Bratcher, was with us. I wanted to let you know that she is no longer with TPM. She has moved on. However, we do have our new Ticket Operations Manager, as some of you have already noticed in the welcome slide and agenda, Mrs. Kimberly Cutler. She has been with the TPM Program in Payments, as you all are aware, for a number of years. This promotion is well worth it and it should be as no surprise to some of you, as she served in the capacity of the EN Payments Manager and will now be officially in the role of the Ticket Operations Manager. So, I want to say welcome and congratulations, and we are so glad to have Kimberly serve in this capacity to continue on with TPM. We are in the process of working on a replacement for Kimberly. Once that has been filled, we will announce it to you all, as well, who the new EN Payments Manager will be. With that being said, I will turn the meeting over to our Ticket Operations Manager, Mrs. Kimberly Cutler.

**Kimberly Cutler:** Thank you so much, Jocelyn. It is such an honor working in the EN Payments field. I appreciate the acknowledgement and I am not going anywhere. So, I am still going to be involved in EN Payments, but thank you. Thank you so much for that.

I just want to say, thank you all again for joining today's All EN Payments Call. We do have a few agenda topics that we are going to go over, so I am going to go ahead and move right into our presentation for today.

We will go ahead and start with our ePay file stats. So, TPM and SSA did complete the January ePay file in March. And, from that ePay file, we actually processed 18,751 claims. There were 5,125 SSNs processed and the amount that we paid from that January ePay file was a little over \$10 million.

And I am happy to announce that SSA started processing the next ePay file. So, our April ePay file, we started processing actually on yesterday. I am glad we were able to announce that

today. We finished one in March, and we are right on schedule. We went ahead and started the next ePay file yesterday.

Staying in line with ePay, we will move to the next slide.

Just want to make sure that we are providing you with some ePay reminders. Please remember that Phase 1 Milestone 4, Phase 2 Milestones and Outcomes are the payment types that are paid via ePay. ENs should not submit for these payment types via the Ticket Portal without attaching earnings evidence while the EN portion of the ePay file is being processed.

So, as I mentioned, those are the payment types that are paid via ePay. However, if you do have those payment types but you have evidence of earnings, you're not relying on the Portal to say earnings are already verified. You actually have evidence of earnings, so you have your pay stubs, or you have the Employer Prepared Earnings Statement, you have The Work Number Report. If you have evidence of earnings, please feel free to submit. If not, please know that those payment types, Phase 1 Milestone 4, Phase 2 Milestones and Outcomes, we will pay those available claims on the ePay file.

If you submit for those payment types during the ePay file when we are processing the EN portion, it slows down the processing time and it causes a duplicate claim month. So, if the claim month is already on the ePay file, we are going to pay it as long as we have the earnings, and all the criteria are met. We will make that payment. But if you are submitting that same payment type via the Portal, it slows processing down, and it also causes duplication in work.

Now, if you submit a request via the Portal for Phase 1 Milestones 4, Phase 2 Milestones or Outcomes without attaching earnings evidence during ePay, we are processing the EN tab, that SSN will not be processed until it comes up on the ePay file. That is why we are asking you guys to wait. Let the ePay file take its course because if you are submitting such payment types while we're processing the EN tab of the ePay file, it may take more than 30 days for SSA to process your request. We don't want that because we normally process all payment requests within 30 days.

But, again, if you are requesting those Phase 1 Milestone 4, Phase 2 Milestones or Outcomes without attaching evidence of earnings, it may take more than 30 days to process because we are not going to process it while we are processing ePay.

And please remember that ENs must submit payment requests for Phase 1 Milestones 1 through 3 through the Ticket Portal with proof of relationship. Those payment types are not picked up during ePay. You will need to submit them through the Portal and with proof of relationship.

And we have also wanted to remind you all that proof of relationship must be faxed in at the same time as the payment requests. You do not get nine days to submit your proof or

relationship. Proof of relationship should come when you request your Phase 1 Milestones 1 through 3. We know you have to go back in the Portal, and you have to retrieve the fax cover sheet. But that should be done as soon as you submit for your payment requests for Phase 1 Milestone 1 through 3. You should also submit proof of relationship because you do not have the nine business days. We do not perform an outreach for that information. If the information is not included at the time of the request whenever staff start to process that request, your request will be denied. So, just make sure that you have all of the information ready, your earnings information and your proof of relationship documentation. Make sure that you have that ready so you are submitting all that information together. We do not want your payments for Phase 1 Milestones 1 through 3 to be denied because you are requesting for payment on Monday, and you are not submitting your proof for relationship until Thursday or Friday. We want to make sure that we are processing those cases through. So, make sure you have that information ready.

Also note that unassigned Tickets are not included in ePay, and ENs must have passed their Annual Services and Support reviews to be eligible for ePay.

And we will continue with reminders on the next slide.

The ePay file is processed in SSN order, not by your provider ID or your PID. So, please remember, we have started processing the EN tab. A GovDelivery message went out letting you know that we are processing the EN tab. Also, there was a note in the Portal alerting you that we are processing the EN tab. Just remember that you may not see payments going to your EN right away. But, again, remember, it is in SSN order, not by your PID.

And remember, initial personal identifiable information violations, or PII, will remove your EN from ePay for three months, or one ePay file because we process the ePay file every quarter. If you have a PII violation, an initial PII violation, we will remove your EN from ePay for three months or that one ePay file. So, if there is a PII violation and your EN is removed from the ePay file, you must submit payment requests via the Ticket Portal. And that's all payment requests. Phase 1 Milestones 1, Phase 2s and Outcomes, you must submit those through the Portal. PII violations will remove our EN from ePay for three months or one ePay file, as we mentioned.

As an example, if your EN violates the PII rule while a file is currently being processed — if we started the ePay file in April and have you have a PII violation in May, your EN will be removed from the next ePay file, which is July. So, if there is a PII violation and we are already in the midst of processing the ePay file and your EN is there, you will stay on that file. But your EN will be removed from the next file. And so, we are just adding and providing all of these reminders and ask that you please allow TPM and SSA to pay all available claims via ePay before requesting via the Ticket Portal. Again, you know, those Phase 1 Milestone 4, your Phase 2s and your Outcomes that are available, the file will pick those payments up. There is nothing that you guys have to do. But we do ask that you let the ePay file take its course.

And once we have completed the EN tab of the ePay file, again, we will notify you guys. We will update the Portal so you will know that we are done with that, and then you can resume submitting for your payments. We ask that you help us out with that and let the ePay file take its course.

Moving to the next slide.

The next agenda topic we want to talk about is submitting proof of relationship, or your PoR Form. We talked about that a little bit earlier. Just remember that ENs must provide proof of relationship with Ticketholders when requesting payments for Phase 1 Milestones 1 through Phase 1 Milestone 3 when using qualifying earnings from the Work Number Report, the Employer Prepared Earning Statement, or earnings already proven in SSS's database. We want to make sure that you guys know when that Proof of Relationship Form is required.

Proof of relationship is determined by pay stubs or a completed Proof of Relationship (PoR) Form. Now, if you submit pay stubs, that is a standalone. Your pay stubs will serve as your evidence of earnings and the pay stubs will also serve as your proof of relationship. If you are not submitting your pay stub, and you are submitting the Work Number or you are basing the information on earnings already proven in SSA's database, then you must submit a completed PoR Form. And that PoR Form must list all of the services provided to the Ticketholder during the requested milestone period. So, please make sure on that PoR Form you are providing the date that the service was provided and a description or an explanation of the services that you actually provided during that milestone period.

Please make sure you guys are submitting that when you are requesting those Phase 1 Milestones 1 through 3. When submitting the PoR Form, again, ENs must submit the form with their payment request at the time of submission. Again, you do not have nine business days to send in the form. Please make sure you are submitting it at one time so, we are processing a complete payment request, and we are not having to deny it because we did not receive proof of relationship. And just remember, you do not have nine business days. It should come with the request. And, again, I mentioned this. Make sure you have all the information ready when you are requesting your payment.

Moving on to the next slide.

This is just a continuation of submitting the Proof of Relationship Form, what you would need to do because we wanted to make sure that ENs are aware of the process of how to generate the fax cover sheet. Once you submit your request, you need to make sure you're generating that fax cover sheet. If you are relying on earnings from the Portal, you get that message that says "earnings already proven". You want to make sure that you are selecting "No" under "add earnings". So, if you are going based on earnings already proven, then you do not have earnings to add. You want to make sure that you select "No" here.

Now, on the flip side, if you are submitting pay stubs, you do not need to submit the PoR Form. We talked about that the pay stub is a standalone. So, if you have pay stubs and you are not relying on the earnings from the Portal, then you are going to select “Yes” to add earnings.

So, if you are using earnings already proven in the Portal, you are going to select “No” to add earnings.

If you are submitting paystubs, you do not need the PoR. You do need to select “Yes” for adding earnings. Okay.

Moving to the next slide.

And we are still on the same line with the Proof of Relationship Form. We are going to go back. Yep. There we are.

Now, once you have submitted your payment request, you need to generate that fax cover sheet so you can submit your PoR Form. Once you have submitted the payment, you go to the Pending Payments For Me screen. This is all in your Portal. Find the submitted SSA reference number and click the Actions link. So, you can see in the screenshot here you are on the Pending Payments For Me screen. You are going to find your SSA reference number because, whenever you submit a payment, you are going to get a reference number for that case. Find that reference number and click Actions.

Next slide.

And once you click Actions, select Fax Additional Information. And then you are going to see it give you a list of different documents that that you could possibly submit. Then select Proof of Relationship Form. Make sure you guys are taking your time when you are submitting, or when you are selecting the document type. Please make sure when you are submitting the Proof of Relationship Form because sometimes, we do get mislabeled forms.

Make sure you click Proof of Relationship Form to generate that fax cover sheet that will come with your payment request. So now we are not having to deny your request because you do not have the documentation that is needed for your Phase 1 Milestones 1 through 3. I just wanted to give you a little snapshot of that and how to generate that fax cover sheet for submitting your PoR, and it should come as soon as you submit your request. You get the reference number.

Please make sure you go back and take those actions to fax additional information and that you are selecting the correct document type for associating that with your payment requests.

And next slide.

So that was the Proof of Relationship Form. So, the next topic that we are going to go into is the Work Number Report.

The Work Number Report is an acceptable source of earnings when requesting for EN payments **only** if all required information is provided on the report. We have received some questions in the past about the report. And please just note that it is acceptable. The Work Number is an acceptable source of earnings, but it must include all of the required information. We have received some reports that do not have the required information, and here is a list of items that the report must include:

- The Ticketholder's name
- Ticketholder's SSN
- Employer's name
- Employer's address.
- Pay period end date
- Pay date
- Hours worked
- Gross earnings
- Net earnings.

This is what a complete Work Number Report looks like or what it should include. If the Work Number is missing the net earnings, the document is not acceptable. And that is what we are seeing a lot of. We are getting that Work Number Report, but it does not have net earnings. Please know at that point it is no longer an acceptable source of earnings. So, if it does not include the net earnings, then the document is not accepted; the case will be denied.

Moving to the next slide, still talking about the Work Number Report.

I just mentioned that if you receive a Work Number Report without net earnings information, the report cannot be used as earnings evidence by itself. So let me clean that up. If the Work Number does not have the net earnings, it was not accepted. It is not accepted alone so it cannot come by itself. You would have to include a Supplemental Earning Statement or the SES form. Now, that is the difference. So, again, if the Work Number does not include the net earnings, it is not acceptable by itself. You would have the Work Number, which is serving as your evidence of earnings but now we have to have the Supplemental Earnings Statement Form. That has to be completed and signed by the employer because they are attesting that all withholdings required by law have been made from the employee's earnings.

This is huge because, again, the Work Number — if you're using that as evidence of earnings but if it does not have all of the required information, the net earnings, then you would have to now send in the Supplemental Earnings Statement. And the Supplemental Earnings Statement must be completed and signed by the employer, not an EN representative. EN representative cannot sign this document. The employer is the only one that can attest to the

earnings. So, they are filling out the document. And you can find that document on our website under Forms.

So, you are going to submit that Supplemental Earnings Statement. You are going to have the employer complete it, sign it, date it, check the box because, as you can see here, the box is actually saying, by checking this box and signing above, the employer attests that all withholdings required by law have been made from the employee's earnings. Right? Now, if we receive the Supplemental Earnings Statement and the EN representative signs the form, then the form will be denied. Your case will be denied because it is clear here, the employer's representative name and signature and date, and that the employer is checking the box.

So, if the EN representative signs the SES form, the case will be denied; and the denial that you will see for that form or for that case would be Insufficient Documentation. Your denial comment would be Supplemental Earnings Statement, or SES Form, was signed by EN representative. The SES Form must be completed and signed by the employer. So, we wanted to provide that denial reason and denial comment because we know you guys can also see the reason and the comment. We wanted to make sure it was very clear.

So, we are not going to accept the Work Number if the net earnings are not provided. And we are not going to accept the Supplemental Earnings Statement that is signed by the EN representative.

We wanted to make sure that you have this information and that we were clear about what is accepted when it comes to the Work Number and the Supplemental Earnings Statement Form.

Next slide.

And so, what we have provided is just what an acceptable Work Number Report looks like and what an unacceptable Work Number Report looks like. The first one is an acceptable Work Number Report because, as you can see here, the net earnings are included.

Now, of course, this is in addition to all the other required information is there, the Ticketholder's name, social security number, that information. What we are mainly seeing that causes us to deny the case is that the Work Number Report does not have the net earnings. So, this is just a snippet of the bottom part of the Work Number Report that provides us with the earnings information. So, you will see the first one is an acceptable Work Number Report because the net earnings are provided. The bottom one is an unacceptable Work Number Report because the net earnings are not provided.

In this case, in the second one, if you were to submit the Work Number Report that looks like this, where the net earnings are not provided, this is not acceptable because the net earnings are not there. You will need to submit the Supplemental Earnings Statement signed by the employer and they have attested the withholdings were made. Then we would be able to

process the case if all other payment criteria are met. But the difference is, if you submit this Work Number Report without the net earnings, and then we look at the Supplemental Earnings Statement and it is signed by the EN representative, the case will be denied.

So just wanted you to see what we look for in the earnings and making sure the net earnings are there. What we sometimes see is that the net earnings are not there.

All right. Next slide.

Those were the main two things that we wanted to cover today.

The ePay reminders and submitting your Proof of Relationship (PoR) Form. Also, when submitting the Supplemental Earnings Statement, making sure that it is completed by the employer and what is acceptable and what is not acceptable when it comes to the Work Number Report.

So those were the agenda topics that we covered today.

Now, we also want to invite you to share topics that you would be interested in discussing through this forum. Our goal is, of course, to help educate you and provide clarification on processes and procedures related to payments. We also would like to hear from you. So, again, if you do have some topics that you would like for us to discuss during this forum, EN payment topics, of course, please make sure you're emailing those topics to our Help Desk, [ENPaymentsHelpDesk@YourTickettoWork.ssa.gov](mailto:ENPaymentsHelpDesk@YourTickettoWork.ssa.gov)

And next slide.

And, of course, we always want to let you guys know about the amazing resources that we have available to you if you have questions.

You can always call. There are the hours of operation, and you have that toll free number there. Then, depending on what resource you are looking for, you have different options here to choose. Of course, for EN payments, you want to select option two. Also, you can email us. You can email us for payment-related issues, at the email address listed here, the [ENPaymentsHelpDesk@YourTickettoWork.ssa.gov](mailto:ENPaymentsHelpDesk@YourTickettoWork.ssa.gov). If you have questions or issues related to Ticket assignment or the Service Provider website or the Ticket Portal, then you also have your website address listed here. Please remember that you cannot email any personal identifiable information. It cannot be in the body of the email, cannot be as an attachment and cannot be password protected. Please remember that. Of course, if you have payment-related questions, use your SSA reference number when you are emailing the Help Desk. We can always look up your cases that way. Again, please feel free to call the Help Desk. That is my portion so far of the agenda. At this time, I am going to turn it back over to Katherine Jett so we can start our Q&A forum. Katherine.

**Katherine Jett:** Thank you, Kim, for those informative updates. We really appreciate that.

Now, everyone, we are to our Q&A session.

We will go ahead and go to the next slide, please.

For everyone that is joining via the phone, if you will raise your hand by pressing star five if you would like to ask a question, we will unmute you and then press star six to unmute yourself.

If you are on the MS Teams application, you can click the raise hand icon, which is at the top of your screen, you will be unmuted, and we will give you access to your audio and your video. Just state your EN name, your name, and ask your question. So, at this time, we will go to Rebecca to see if we have any hands raised. Rebecca.

**Rebecca:** Yes. Thank you, Katherine. We actually do have our first question coming from Jackie Gast. Your audio and video are active, and please click the microphone to unmute and activate video, if you like, and ask your question.

**Katherine Jett:** That was Jackie?

**Rebecca:** Jackie?

**Jackie Gast:** Yes. I am here. Can you hear me?

**Katherine Jett:** Yes, ma'am.

**Jackie Gast:** Very good. Thank you. I see why other people have trouble with that now. Okay. Thank you very much. I am with No Limits EN in Maryland. I have a question about a recent denial. When we sent in proof of earnings from the Work Number, it had all the necessary information and the net earnings on it. Our Ticketholder is not the greatest at submitting their pay stubs to SSA, so SSA local did not have them. So, we sent in the request, and we were denied, even though this Ticketholder was well over SGA for the months that we put in for the claim. The case was denied because the Ticketholder benefits were not in suspense. Wait. I am saying that wrong. Anyway, it was saying that it was still being paid out benefits. So, we sent in proof of earnings. I am confused with that because, if we send in proof of earnings to you, were we not supposed to send them into the local office to save them the paperwork? But isn't the Work Number the same thing as proof of earnings as if we were sending in pay stubs?

**Kimberly Cutler:** Hi. This is Kimberly. The Work Number Report is, as I mentioned, is an acceptable source of earnings as long as the information is there. And you said it did have the net earnings and information? But you were requesting for an Outcome payment. Correct?

**Jackie Gast:** They were, yes. He's at Outcome 50. Milestone Outcome 50 at this point. He is almost through our program, and he did not work during that period. There was a gap, and then he started working again.

**Kimberly Cutler:** Right. So, if I heard you correct, you requested an Outcome payment and you said they are still receiving a federal cash benefit?

**Jackie Gast:** No.

**Kimberly Cutler:** Oh. They are not.

**Jackie Gast:** Well, he should not have been. He was not submitting his pay stubs like he should have been.

**Kimberly Cutler:** Okay.

**Jackie Gast:** But without sending in the proof doesn't that cover that?

**Kimberly Cutler:** Well, if you are sending in evidence of earnings, that is one thing. But we process based on real time and what we are showing in SSA's database. So, even though you were submitting earnings above SGA, and you are submitting an Outcome payment, if at the time that we were processing the payment, if it was showing that the Ticketholder was in current pay, which means that he or she was still receiving their federal cash benefits, then we could not process your Outcome. So, it was denied because of that, not because of the Work Number. Whatever earnings you sent in, we enter that information in our system. There are different denial reasons. So, this was not because of earnings or the documentation. It was because of the benefit status. So that was different. Like you said, if he was not submitting his information to the field office, that is maybe why he was still receiving his benefits or his cash benefits, not sure. I would definitely have the client follow up with their local field office because, again, for us, when we process payments, we are processing it in real time and whatever is in SSA's database. So that is why, it seems like the case was denied. You could definitely reach out to the Help Desk and get all the details of the case. Based on what you said, it looks like that is why it was denied.

**Jackie Gast:** Yes. It was just confusing because we are sending in the proof of earnings.

**Kimberly Cutler:** Right. We are entering in the system and our system does communicate with the local field office. But, like I said, it could be something else. So, I will just have the client follow up with their local field office.

**Jackie Gast:** Okay. Thank you.

**Kimberly Cutler:** You're welcome. Thank you for your question.

**Katherine Jett:** Rebecca, can we identify the next hand raised?

**Rebecca:** Yes. Our next question is coming from Maryland New Directions. Your audio and video are active now. You can click the microphone to unmute and activate your video if you like and ask your question.

**Sonya Harrison:** Good afternoon, ladies. My name is Sonya Harrison, and I am calling from Maryland New Directions. We are in Baltimore. And I am very frustrated.

So, I have several denials. I am doing the same thing your last person is doing. My participants — normally I get their pay stubs the first month that they start work and then I enter them into the Portal. I get my reference number. I am putting it under Phase 1 Milestone 1 and almost every time I do this, it is being denied.

**Kimberly Cutler:** Okay. So just making sure. You have your pay stub information, you are going through the Portal, you are requesting Phase 1 Milestone 1, and your case is being denied?

Do you know if it is being denied because of lookback earnings?

**Sonya Harrison:** No. Most of my denial codes are, like, 04, 30, 43. So it is saying, like, for instance, the earnings are below the required Trial Work amount.

**Kimberly Cutler:** Okay.

**Sonya Harrison:** So, am I not supposed to submit them? Because how much money are they supposed to make for me to submit the pay stubs?

**Kimberly Cutler:** That's a very good question.

So, in order to make the payment for Phase 1 Milestone 1, the Ticketholder must have earned Trial Work level in that requested claim month. Of course, if it is Phase 2s or Outcomes, you are looking at SGA level amount.

So, your case for Phase 1 Milestone 1 is being denied because it does not meet the earnings requirement. As an example, you are asking for January 2023 and if the earnings amount is not there for that month, the Trial Work level earnings amount are not there; then, yes, your case will be denied. You might just want to make sure that when you are submitting your request, that they have earned enough money in the month or, you know, paid in a month. Those are all things that come into play.

If you have it where they started in one month and the pay period rolls into the next month, then it goes into some earnings going towards one month and the other month.

There are different factors that come into play when you are submitting your pay stubs. I would strongly suggest reaching out to the Help Desk. That is what they are there for, to be able to explain those denials. I think a couple of years back, SSA started allowing ENs to see the comments for denials. So, like you said, if it is telling you that it just did not meet Trial Work level earnings, then I would suggest reaching out to the Help Desk to find out exactly what is going on with that. We actually enter that information into the system and if it is not there, that is why the case is being denied. They have to meet Trial Work Level for your requested claim month.

When you are asking for Phase 1 Milestone 1, they have to have Trial Work Level earnings for that month. If you are asking for Phase 1 Milestone 2, you have to have Trial Work Level for each month in that Milestone period.

**Sonya Harrison:** So, I have one more question. Do all participants go in Phase 1 Milestone 1 when they first get the job?

**Kimberly Cutler:** Yes. So that is. Again, factors come into that too. If you are doing payments in order, I would suggest you check the Ticket to Work website, under Resources, there is the Payments at a Glance. You said you do have that?

**Sonya Harrison:** Yes.

**Kimberly Cutler:** Yes. That is very helpful to tell you the order. Now, there are some cases when there may be times you start out with a Phase 1 Milestone 1 as your initial request but there are different exclusions that may come into play where you are not eligible for Phase 1 Milestone 1s (i.e., VR involvement and prior earnings).

Then you would move to whatever the next available payment is based off of that exclusion. But, yes, that is where you initially start. When they start working, that is where you are looking at is your Phase 1 Milestone 1 unless there are exclusions.

So, again, the Payments at a Glance you have, which is helpful. The 18-Month Look-Back Tool is also on the website and very helpful because meeting with your client, and getting prior earnings information will help you populate that form. And then that will kind of tell you, too, based on the previous earnings information. It may show you which Phase 1 Milestones you are not eligible for.

So definitely use your 18-Month Look-Back Tool. Definitely make sure you are finding out if your beneficiaries had any VR involvement prior to assigning the Ticket to your agency because that could exclude some Milestones as well.

**Sonya Harrison:** Okay. Okay. Thank you, ladies.

**Katherine Jett:** Thank you very much.

**Kimberly Cutler:** You're welcome and hang in there. Seems like you are getting the earnings information, which is really good.

**Sonya Harrison:** I am.

**Kimberly Cutler:** Yes. So, hang in there. I know you said you were frustrated. With those resources on the website and, of course, if you have any questions about the details of a certain case, please reach out to the Help Desk.

**Sonya Harrison:** Now, is it possible for me to reenter all these denied participants and then get paid for them?

**Kimberly Cutler:** If the payment criteria are met, yes. So, if a case is denied, let us use January, and it was denied because we said we did not have Trial Work Level earnings, but now you have additional earnings for January and there are not any exclusions. Yes, please resubmit your payment request. Just make sure you have all the required information.

**Sonya Harrison:** Thank you so much.

**Kimberly Cutler:** You're welcome.

**Katherine Jett:** Thank you.

All right. Rebecca. Can we identify another caller?

**Rebecca:** Yes. Our next caller is Kathy. Your audio and video are active. Please click the microphone to unmute and activate your video, and please ask your question.

**Kathy DiRusso:** Hi. Thank you very much. I am Kathy DiRusso with the Best Buddies International. You know, I think Kimberly is the first person that ever helped me, like, figure stuff out. I recognize you right away. I think it was at a NENA Conference. I am getting there. What we discovered very recently, based on my own request to speak to somebody at Social Security, was that all this time, we thought we were on ePay, and we were not.

They do not know why. They researched it. They looked. They could not figure out why, but they got us back. Now we are on ePay. So, I am super excited to see what happens at the end of this ePay, but I also do not want to do anything to mess that up. So, I want to clarify because I have been trying to grow this program and training people internally and assigning Tickets. So, I want to make sure that we are in a Milestone Outcome Program. So now I am

understanding that what I need to do with new people. If I open the Portal and I look and their earnings are not in there, then I can request Phase 1 through 3 by using a PoR Form instead of pay stubs?

**Kimberly Cutler:** I am glad you asked the question. So, no. You have to always have earnings to satisfy the payment. That is the first thing. So, the PoR is only if you have the earnings to satisfy the payment for Phase 1 Milestone 1 through 3. Then you are using the PoR to establish proof of relationship. What you are telling us is, I am requesting this payment. I have the earnings either through the pay stubs, the Work Number, or earnings are already proven in the system. So, you have the earnings, but now you have to show proof of relationship. The Proof of Relationship Form does nothing by itself. It does not replace earnings. You have to have earnings, in addition to the PoR.

So, you can submit for a Phase 1 Milestone 1 with just your earnings from a pay stub. That is a standalone. You do not need a PoR form. But if you are using any earnings other than a pay stub for Phase 1 Milestones 1 through 3, you must have the PoR form.

**Kathy DiRusso:** All right. That just cleared it up right there because I did not know what you were talking about. Okay.

So, if it is something other than a pay stub, but I am almost always going to have a pay stub. I mean, that is just what I request from my staff is, hey, I cannot get a payment out of your person. You know, even though they claim they are reporting it, they may not be. I have actually even had people from Social Security say to me, "They may be reporting their wages. But, for some reason, it is not reflecting." I do not really understand what that means. But, you know, I literally pushed through six figures worth of payments last year, even though we were supposed to be on ePay. So, you know, now that we are, I am excited. It might free up a little time on my end.

**Kimberly Cutler:** Yes. Well, I am glad you are back on ePay. But remember, even being on ePay, you still have to request your Phase 1 Milestones 1 through 3 through our Portal.

**Kathy DiRusso:** Right. And that was early-on, pre-COVID that nobody shared with me. So, I was like, why am I not getting any money yet? Because I had to start the flow, kind of break the seal, so to speak.

One more question, if I may. When you see a payment in the Portal that says allowed, is it possible that number changes by the time it is paid?

**Kimberly Cutler:** The payment amount? The only way I would think that the payment amount would change if there was some type of overpayment.

**Kathy DiRusso:** Okay, okay. Yes. I am sorry. I am shocked. There is an allowed payment. It is a recon payment. But it is over \$8,000. And, again, it sounds like way too much money. I just do not think it is possible. I multiplied by eleven, and that is just not possible.

**Kimberly Cutler:** Yes. If it is a reconciliation payment, you are right. Now for this particular Ticketholder, you know, you have received 12 Outcome payments. And there were some Phase 1s and/or Phase 2 Milestones that were missed. So now you are getting those in reconciliation payments. So, if you do get a large sum, it could be, like you said, it is reconciliation payments. But again, if that amount changes or, you know, you see a difference from allowed to when it clears, then that could possibly mean if you were in some type of an overpayment status, then funds could be deducted from that payment. You will know if you are in overpayment status.

**Kathy DiRusso:** Yes. I do not think that we are, and this is a person that we placed, you know, above SGA from day 1. We assigned the Ticket. He was already over SGA from day 1. So, you know, again, I just think that, because he's SSDI, there is only, what, 11 Phase 2 milestone payments, you know, at \$400 and whatever? There is just no way that multiplies to \$8,000. So, I am trying to figure out what all that money is. Maybe by mistake they are trying to give us the Phase 1 Milestone payments too. I do not know.

**Kimberly Cutler:** Could be. I would definitely reach out to the Help Desk and let them help you with that because I want to make sure. I appreciate the concern.

**Kathy DiRusso:** Thousand dollars. It is not mine.

**Kimberly Cutler:** Yes. Please reach out, and we can go from there.

**Kathy DiRusso:** All right. Thank you so much, Kimberly.

**Kimberly Cutler:** You're welcome.

**Katherine Jett:** Thank you. Rebecca, do we have another with their hands raised?

**Rebecca:** Yes, we do. Our next caller is Justin Baker. Your audio and video are active. Click the microphone to unmute and activate your video if you like and ask your question. Thank you.

**Justin Baker:** Hi. Good morning, everyone. Can you guys hear me, okay?

**Kimberly Cutler:** Yes.

**Justin Baker:** All right. Fantastic.

So, hi. I am Justin from good old Orange County. I have kind of a two-part question. One is in relation to everyone here who does services and request payments.

What is the reasoning for when we are requesting payments, we have to be more diligent to make sure, the pay stubs we are providing cover the month entirely? Because you know, just because the participants or client, whoever, makes SGA, if we add up our calculations, it will be a different number because we have to use the estimator tool or whatever it is called.

What is the reasoning for us having to use different numbers exactly when requesting payments on the Ticket Portal?

**Kimberly Cutler:** One of the reasons would be if your client is SSI or SSDI.

**Justin Baker:** Okay. So that is one of the big ones. Okay.

**Kimberly Cutler:** Yes. I think that is your biggest one. So, we want to make sure that even on the estimator tool, we are trying to give you just that snapshot so you can see, where your earnings fall, earned in a month, or paid in a month. So, I think that is the biggest part. We want you guys to do your due diligence, knowing what your client's receiving and how that plays when you are keying or entering your earnings. I think that is the biggest part.

**Justin Baker:** Okay. Cool. Awesome. That is great. That makes much more sense because I was confused on that.

And then the second one relates to my particular issue. I have someone on my caseload who we were denied a set of Phase 1 payments, 1 through 3, and the reason being because a VR agency had already been paid out for the services. However, looking at the previous assignments, we do not see any VR agency attached to the account. There was just another Ticket Program, which was actually the other half of our Goodwill program. Is that supposed to be the thing because we were just otherwise denied for no other program being on the Ticketholder's assignment.

**Kimberly Cutler:** Right. So that is a true denial. It is a thing. If the Ticketholder previously received services from the VR, then, yes. A couple of things when it comes to VR. If they received services from the VR and the VR received the cost reimbursement payment, then that excludes all of Phase 1 Milestones from your agency. Then you will start with Phase 2 Milestones when you assign the Ticket. If the VR had the case and they closed the case successfully within 18 months prior to when the Ticket was assigned to your agency, then that also excludes Phase 1 Milestones 1 through 4. I mentioned this earlier, we process based on what we see in real time in SSA's database. So, if it is denied, when you requested Phase 1 Milestones 1 through 3 and there was VR involvement, all four were denied.

**Justin Baker:** I only requested 1 through 3 but it denied all four automatically.

**Kimberly Cutler:** Right. That is exactly why that happens. That is to help you out, so you do not have to say, “Oh, you denied Phase 1 Milestones 1 through 3. I will go request four just for that to be denied.” If we see that there are exclusions that take away all of your Milestones, we will just go, even if you just request for one, we are going to go in and deny all four.

So, there are two things when it comes to your VR involvement that would exclude Phase 1 Milestones 1 through 4 and then you would start with your Phase 2 Milestones at SGA level earnings.

**Justin Baker:** Okay. So, it is entirely based on the timeframe for when they closed out of services from the VR agencies at 18 months. And then, after those 18 months, if they are enrolled in our program and making SGA, then we would be able to bill for that on our end.

**Kimberly Cutler:** So, two things. If they received services from the VR and the VR received the cost reimbursement payment, I think this was 2001 and after, right, if the VR received cost reimbursement, then Phase 1 Milestone 1s are off the table.

**Justin Baker:** No matter what?

**Kimberly Cutler:** If they closed the case successfully. So, whether they got a cost reimbursement payment or not, but they closed the case successfully within 18 months prior to you assigning the Ticket, then Phase 1 Milestones 1 through 4 are off the table.

**Justin Baker:** Okay.

**Kimberly Cutler:** So those excluded are forever gone. Assigning Tickets in those cases, you would start with your Phase 2 Milestones. For each one of those scenarios, you would only be eligible for Phase 2 Milestones and then Outcomes once benefits go into suspense.

**Justin Baker:** Okay, okay. Cool. Awesome. Thank you so much. I appreciate it. I was just confused, like, why wasn't the VR agency showing up on the Ticketholder's account? Sometimes it just will not, basically. All right. Okay. Thank you.

**Kimberly Cutler:** You're welcome.

**Katherine Jett:** Thank you, Justin. All right. Rebecca, do we have another individual with their hands raised?

**Rebecca:** Yes, we do. We have Shannon. Your audio and video our active. Please click the microphone to unmute and activate your video if you like and ask your question.

**Shannon Mieski:** Hi. My name is Shannon Mieski. I am with Genex Services. I just have two really quick questions. The 1099 employees, for the 2021 taxes, how long does that typically take to show as earnings?

**Kimberly Cutler:** I could not answer that because that is not in our wheelhouse. We do not handle that part of it. So, I definitely could not give you a timeframe because I would not be right. It would be just a guess.

**Shannon Mieski:** Okay.

**Kimberly Cutler:** Yeah. So, I am not sure about that.

**Shannon Mieski:** So just my other part to that question, as well. I do have a Ticketholder that I check periodically. And I had a case, you know, that earnings were established notation when I submitted for payment. And then all the P1 M1 to P1 M4 earnings were established. I submitted it for the payment but then was denied for everything. When I called the EN Help Desk, they said because the earnings were not established, even though I had the notation that earnings were established.

**Kimberly Cutler:** Sometimes that happens. So sometimes you may see that the earnings were established, and you request the payment, and SSA, you know, they are able to see that those were not work earnings, or those earnings are not what we would need to satisfy the payment.

So that is something I do not think it happens often, but it does happen because it is where the information is pulling from in the Portal. And so, again, it may pull from a source that is not verified, or the earnings do not fall within that Milestone period that you are requesting. That does happen sometime. So, I just wanted to make that blanket statement, too, that if you get the message earnings already established in SSA's database, that does not guarantee payment.

So, we just wanted to mention that. That does happen sometimes, that the cases will be denied because the earnings, like I said, are not verified earnings or earnings from work, different reasons on the back end.

**Shannon Mieski:** Okay. I just wanted to verify. Thank you for your help.

**Kimberly Cutler:** You're welcome.

**Katherine Jett:** Thank you very much. Rebecca, do we have one more that we can take?

**Rebecca:** Yes, we do. We have Sandra. Your audio and video are active. Please click the microphone to unmute and activate your video if you would like and ask your question.

**Sandra Abbott:** Yes. Thank you.

Good afternoon, everybody. My name is Sandra Abbott. I am from Abbott and Associates Financial Services, LLC. And my question is, I have a beneficiary who is receiving child disability benefits, in addition to her being disabled. I called today to Social Security to determine where she was in the Ticket to Work Program. They are given me two separate numbers, like she used two months out of one, and seven months out of another. And so, my question is, when we are billing for this particular person, what is the right number to use to determine where she is in the Trial Work Period?

**Kimberly Cutler:** Now, as far as where they are in the Trial Work Period, again, that is not something that comes into play when we are processing payments.

What we look for with processing payments is the month that you are asking for, we are looking at trial Work Level or SGA. We do not look at, like you were saying, one out of five, one out of seven. That is not under our scope of what we do. So that is something, again, that would have to be a discussion with the field office or with the client. Have the client find out from the field office about where they are in their Trial Work Period. We just look for Trial Work Level earnings. So regardless of where they are in that period, we are just looking for the earnings.

So, unfortunately, I cannot provide the information about how you found out where they are. Not on this side. That would be something that I definitely encourage Ticketholders to reach out to the field office.

**Sandra Abbott:** Okay, and then my second question is for the 1099 people, for example, they met their earnings on a monthly basis prior to them doing their tax preparation. Do we have to wait a year if we know that particular month or months that they have gone over SGA, or can we bill the same year? Do we have to wait a year?

**Kimberly Cutler:** Yes. If they are self-employed, that is called a Certification Payment and we no longer accept those types of payments.

So, yes. If it is a self-employed beneficiary, so you based it on self-employed income, then yes. We have to wait until the earnings are filed and the IRS information is posted, you know, that we can see, as verified earnings in our system. So yes, ma'am. If you are working with self-employed income, you do have to wait.

You mentioned a year, so you are right. This could be how long it takes for them to file the taxes and get the information in. We are only able to make those payments on evidentiary earnings, which means we would have to see that information posted in SSA's database.

**Sandra Abbott:** Okay. Thank you very much.

**Kimberly Cutler:** You're welcome.

**Katherine Jett:** Thank you very much. We appreciate all your questions today and that pretty much wraps up our Q&A.

Kim, thank you.

**Kimberly Cutler:** Thank you, Katherine.

**Katherine Jett:** You're welcome. We appreciate you.

On behalf of the Ticket Program Manager, I would like to thank our presenters and everyone attending today for this informative, interactive session.

Looking ahead, we will have the next All EN Payments Call July 25, 2023, from 1 to 2 p.m.

I would like to thank you again for attending and have a good rest of your day.

**Kimberly Cutler:** Thanks, everybody.

**Katherine Jett:** Thank you.

This concludes the All EN Payments Call. Have a great day.