

Katherine Jett: Good afternoon, everyone, 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.

Next slide please.

At this time, we will go over a few logistics and housekeeping items. The call is being recorded and a transcript is being captured. The transcript, recap audio and PowerPoint presentation will all be available within a reasonable amount of time after the call today, and you will receive notification via GovDelivery when it is posted. We are also going to have a very interactive Q&A session today, and you are going to have access to your audio and video during our Q&A portion. If you are joining via the Teams application, during that time, raise your hand to ask a question, and we will give you access to your audio and video. The way you do that is to click the raise hand icon. We will give you these instructions again when we get to that point. If you are joining via the phone, press star 5 to raise your hand, and we will unmute you, and you can unmute yourself by pressing star 6. If you have any questions today that were not answered during our Q&A session, send those questions to ENPaymentsHelpdesk@yourtickettowork.ssa.gov.

We have closed captioning available today. To activate closed captions, click on the more at the top of the screen, scroll down to language and speech and then just activate live captions. We will also put a link into the chat for the closed captions. If you click on that, it will open up the browser window and activate closed captions for you. We would like to thank everyone for your participation.

Next slide please.

We have a wonderful agenda prepared for you today and will go over it now. We have welcome and updates by Kimberly Cutler, the Ticket Operations Manager for TPM. We have a presentation by Nicole Black, our EN Payments Manager where she is going to discuss ePay file stats, ePay reminders, the top five EN related denials, the 18-month look back tool, submitting documentation with payment requests, and resources. Then we are going to transition to our open Q&A forum, and we will have a closing and give an announcement for the next call date.

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It is my esteemed pleasure to introduce our Ticket Operations Manager for TPM, Kimberly Cutler. Kimberly, take it away.

Kimberly Cutler: Thank you so much, Katherine. Good afternoon, everyone. I just want to echo what Katherine was saying. Welcome to today's quarterly All EN Payments Call. We have had some changes in TPM management. At this time, I would like to introduce you all to our new amazing EN Payments Manager. Her name is Nicole Black. Nicole has a strong background in project management and training. Some of you are already familiar with her great work because recently Nicole served as the EN Training and Activation Analyst, working with multiple ENs and state vocational rehabilitation agencies. Her leadership skills, demonstrated while she was working in the EN Development and Training, have already added a great value to the already amazing EN Payments team. I just wanted to introduce her to you all. Like I said, some of you guys are familiar with her great work. Now she gets to do the great work for you guys on the EN payment side. Welcome again, Nicole. At this point, I will hand it over to you.

Nicole Black: Thank you. Thank you for the introduction. Thank you for your kind words. I will just start by saying I have some huge shoes to fill, but I am not really filling her shoes, I will walk alongside Kim, who has been a great teacher, a great mentor, and I have learned so much in the few short months that I have been part of the Payments team and look forward to learning more and continuing to grow my already amazing team so that we can continue to serve you guys.

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We are going to start with the ePay file stats. The last ePay file was completed in June 2023.

- Processing totals:
 - **Total Claims:** 16,643
 - **Total SSNs paid:** 4,683.
 - **Total amount paid:** \$9,235,351.
- SSA will start processing the July 2023 ePay file next week.

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Here are some ePay reminders for you:

- Phase 1 Milestone 4, Phase 2 Milestones and Outcomes 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.
- Submitting for such payments slows down processing and causes duplicate claim months.

- If you submit a request for Phase 1 Milestone 4, Phase 2 Milestones or Outcomes without attaching earnings evidence during ePay, that SSN **will not** be processed until it comes up on the ePay list.
 - It may take more than 30 days for SSA to process your request.
- ENs must submit payment requests for Phase 1 Milestones 1-3 through the Ticket Portal with proof of relationship.
 - Proof of relationship must be faxed in at the same time as the request.
 - ENs **do not** have 9 days to submit proof of relationship.
- Unassigned Tickets are not included in ePay.
- ENs must have passed their annual Services and Support Review.
- The ePay file is processed in SSN order, not Provider ID (PID).
- Initial Personally Identifiable Information (PII) violations will remove your EN from ePay for three months or one ePay file.
 - During this time, you must submit payment requests via the Ticket Portal.

Example:

- If an EN violates the PII rule while a file is currently being processed (i.e., May), they will be removed from the next ePay file (July).
- Please allow TPM to pay all available claims via ePay before requesting via the Ticket Portal.

We will move on to the top five EN-related denials.

- **Denial Code: 30) Payments Must Be Made In Order**
 - This code indicates that the EN has submitted a request for a payment before all prior available payments were processed to completion.
 - **Tip:** Since Phase 1 and Phase 2 payments must be requested and processed in order, ENs are encouraged to keep track of the payment requests they submit and the payments they receive on behalf of each Ticketholder. It is particularly important to check the status of the last payment request submitted to see if the claim was processed, denied, or pending. The “List Payments Already Made To Me” is available 24 hours a day.
- **(Denial Code: 15) No Response To Requests For Documentation**
 - This denial reason is used when the EN failed to respond to a request to submit additional information or documentation.

- **Tips:** When TPM receives a request for payment that does not include all the required documentation or information and the request is placed in diary status, the Payments Help Desk sends an email to the person the EN has designated as their Payments contact. Make sure your Payments contact is up to date.
- TPM gives the EN nine business days to respond to the request. If the requested information/documentation is not submitted within nine days, TPM denies the payment.
- **(Denial Code: 10) Earnings Amounts Do Not Meet Criteria For Payment**
 - This denial reason is used when the Ticketholder's earnings do not meet the Substantial Gainful Activity (SGA) level to qualify for payment. Those reasons include:
 - The EN submitted evidence of earnings for a Phase 2 Milestone, or an Outcome payment was below the required SGA level.
 - The evidence of earnings in Social Security's systems are below SGA level.
 - **Tip:** Check all available sources of earnings information prior to submitting for any payment and make sure the earnings meet the criteria for payment that was in effect during the month and year for which payment is being requested.
- **(Denial Code: 04) Earnings Do Not Meet Phase 1 Milestone Criteria**
 - This code is only used for Phase 1 Milestones requests. It indicates that the information the EN submitted or the Ticketholder's earnings records available to Social Security did not show the required Trial Work Level (TWL) earnings within the required timeframe.
 - **Tips:** ENs should make sure the Ticketholder had gross earnings at TWL prior to submitting for Phase 1 Milestones.
 - For Phase 1 Milestones 2, 3 and 4, the EN should check that the number of required months of TWL earnings is met and that the earnings occurred within the designated timeframes to qualify for payment. (See Payments at a Glance.)
- **(Denial Code: 44) Proof of Relationship Not Received**
 - This code indicates that the proof of relationship documentation (paystubs or completed Proof of Relationship form) was not submitted.

- **Tip:** When requesting payment requests for Phase 1 Milestones 1 – 3, ENs must submit proof of relationship (i.e., paystubs or completed Proof of Relationship (PoR) form).
- Proof of relationship must be submitted at the same time as the payment requests. ENs do not have nine business days to submit this information.

All right, so now we are going to have a lot of fun.

We are transitioning to the 18-month look back tool.

We have some examples for you before I jump into these examples, The 18-month look back tool is probably underutilized, and when you are completing your 18-month look back tool, it is literally a barometer check to give you an idea of what may or may not be available to you. Keep in mind that every time you submit for a Phase 1 payment, the Payments team is going to do their own 18-month look back tool to verify all the information. So, the purpose of you using it is so that you know what your starting point is. Another key thing is, if you do not have the actual date of disability onset, please do not try to guess; the 18-month look back tool is only as good as the information that is as placed into it. When we go through these samples, it will give you different reasons on things to look for and to see how different scenarios can impact your Phase 1 Milestone payments.

So, with this one, we are looking at a successful VR closure. This Ticket assignment date was January 2023, and the VR closure date was November 2021. You can see here in two different areas of the tool that you are not eligible for any Phase 1 Milestones. In this scenario, you have the pretty red up top and then in the lower left there is another box that will also let you know if it is meeting the criteria to be eligible for payment. There are two locations that you can look at here.

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In the second example, we are looking at prior earnings, so with the 18-month look back tool, the 18-month look back begins the month prior to the first Ticket assignment date by an Employment Network. If there are multiple assignments, the 18-month look back tool starts with the month prior to that first ticket assignment date and that is up to 18-months prior to that Ticket assignment date. If earnings exist within this time frame at or above Trial Work Level, any or all Phase 1 Milestones may not be due to the Employment Networks. So as earnings are entered, the tool will update to display milestone availability based on the 18-month look back earnings exclusions.

Here is an example with prior earnings scenario. The Ticket assignment date is November 2022, and you see the date of disability onset is May 2015. Earnings did exist above Trial Work Level for the months of May 2021 through August 20, 2022, and each month that is marked, represents earnings above Trial Work Level. If you notice those marked with an X, make sure

you are not putting anything other than an X in the boxes to indicate the earnings are above Trial Work Level. Based on this example, due to the date of disability onset and when the Ticket was assigned Phase 1 Milestones 3 and 4 Four are not payable. You can see by the red and green up top and the yes and no in the box on the lower left.

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All right. In this example we are going to look at the date of disability onset and how it can impact your Phase 1 Milestone payments. The initial date Social Security determines the Ticketholder to be disabled is key. You must make sure you are looking at the date Social Security deems the Ticketholder to be disabled, not the date the Ticketholder feels like they became disabled. This date is significant because any months prior to the date of disability onset are not counted in the 18-month look back. If date of disability onset is within the 18-month look back period, the look back does stop at the month of date of disability onset. So here we go with this example. Ticket assignment date of November 2022 and the date of disability onset is May 2022.

There are earnings, however, that exist above Trial Work Level for the months of May 2021 to October 2022. Each month that is marked with an X does represent the earnings above Trial Work Level and the earnings in the months prior to the date of disability onset do not count. You can see how you have green up there for Milestones 3 and 4. Only the months after the date of disability onset count. That is why Phase 1 Milestones 1 and 2 are not payable.

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We are going to talk about something that we covered in the April Call. As a refresher or reminder, when submitting documentation with payment requests, you want to make sure that you are selecting the correct document type. Not doing so can slow down the processing of your payment. When you are entering a claim and you do not have the pay stubs and you are submitting a PoR, make sure you are submitting the PoR, not the pay stub option. If you are submitting a claim and it has multiple document types that you are submitting with it, you will need to go in and submit and generate a fax cover sheet for each different type of document that you are submitting. When you are submitting the claim when earnings are already proven, then go to the list of "Pending Payments to Me" and go to the action's menu, to get the additional fax cover pages when you choose one of the proper document types.

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Another thing that has come to our attention is for the "Payments Already Made to Me" that some Portal users have been unchecking include denials. This is currently not working properly, and users are asked to keep the box checked until SSA can fix this issue. You can use the filter options in Excel when you download your reports to help you out there and if you

need help with filtering, please contact ENPaymentsHelpdesk@yourtickettowork.ssa.gov.

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Any topics that you all want to learn about, please share that information with us. This call is not about what we think you should know; it is about what you feel like you should know, and how we can help you learn and grow as an Employment Network as it relates to payments. Please send your topics to ENPaymentsHelpdesk@yourtickettowork.ssa.gov. We have some resources available for you. The phones are available Monday through Friday from 9:00 to 5:00 Eastern. We do have our toll-free number available to you, and you have option 1 for the Beneficiary Help Desk. Option 2 is the Payments Help Desk and option 3 is Systems Help, or you can email us for payment issues again at ENPaymentsHelpdesk@yourtickettowork.ssa.gov for questions and issues related to Ticket assignment the service provider website and the Ticket Portal: ENSystemshelp@yourtickettowork.ssa.gov.

Now it is time for Q&A. Before I hand it over to Katherine, those of you who have worked with me know how I feel. If you have something you want to say, please raise your hand, come off mute and ask your question because I promise you someone else has the exact same question.

Alright, Katherine, I am turning it back over to you.

Katherine Jett: Thank you, Nicole, for those informative updates. At this time, if you would, next slide, please. We will go over the logistics for the Q&A. If you are joining via the MS Teams application, just click the raise hand icon and we will call on you. You will have access to your audio and video. You will need to unmute yourself and then ask your question. If you are asking a question via the phone, press star five, you will be unmuted and then press star 6 to unmute yourself. At this time, I will call on Rebecca, our facilitator, to identify anyone with the raised hands. Rebecca.

Rebecca Yohannes: Thank you, Katherine. Our first question is coming from John Shepherd. Your audio and video are active. Please click the microphone to unmute and activate video, if you like, and ask your question.

Katherine Jett: Hi John. If you would just go ahead and unmute and ask your question, Sir. It is the mic at the very top of your screen. Just click that. OK, Rebecca, let's go with the next one, please.

Rebecca Yohannes: Our next question is from Mary Lynn. Your audio video is active and please click the microphone to unmute and activate video if you like, and ask your question.

Mary Lynn ReVoir: Well, thank you. This is Mary Lynn from the American Dream Employment Network. I want to certainly say we appreciate having these calls, but I do have a question and I apologize. I put it in the chat also, but we did submit a request to the helpdesk in regard to an

update with the Ticket Portal. The specific problem being that when you download your payments made to the EN, it does not recognize the filtering of the date range. It is defaulting to the download being a years' worth of payment decisions and I understand you were working on that, but is there any update you can provide as to the status of that being corrected?

Katie Striebinger: Hi, this is Katie Striebinger from SSA. We are still working on the issue, and we will let you know as soon as it is corrected.

Mary Lynn ReVoir: OK. Well, that is good news that we are going to at least see it at some point in the future. We are glad to hear that. Thank you.

Katie Striebinger: It is just something that is not working correctly that we need to get fixed. We are working on it.

Mary Lynn ReVoir: Aight.

Katie Striebinger: That was the information in the slide. We have a work around temporarily until we can get it fixed.

Mary Lynn ReVoir: It is not exactly what was in this slide, but I am just going to trust that you will get to fixing that date range. Thanks.

Katie Striebinger: OK.

Katherine Jett: Thank you, Mary Lynn. Rebecca, do we have anyone else with their hands raised?

Rebecca Yohannes: Yes, we do. I do not see them anymore, so we are going to move on to our next question, which is coming from Laurie Popejoy. Your audio video is active and please click the microphone to unmute and activate video if you like and ask your question.

Lori Popejoy: Thank you. This is Laurie Popejoy. You got that right. So, thank you. Mine is more of a procedural question and it is probably somewhat silly. If I have a combination in a payment request of both the Work Number and payroll or earnings information, where do I start as far as when I am selecting the fax covers with a payment request and then place the payroll information? Or excuse me, the earnings statements behind that and then do one for the Work Number and place the Work Number report behind that? I am not quite certain what is the best way to do this.

Nicole Black: Yes, ma'am. Thank you for that question. And what you said is perfect. You will generate the fax cover sheet for your first set of documentation and then go in and generate the second or third fax cover sheet for the remaining documentation and then stack them. Then

send the fax in. So the goal is to have a fax cover sheet to serve as a differentiator for us to know that it is a new set of documents with a new cover or type of documentation to come in.

Lori Popejoy: Great. Thank you very much.

Nicole Black: You are welcome.

Katherine Jett: Thank you, Lori. Rebecca, do we have our next participant with a question?

Rebecca Yohannes: Yes. Our next question is coming from Jennifer, your audio and video are active. Please click the microphone to unmute and activate video if you like, and ask your question.

Jennifer Sandheinrich: Hi, this is Jenny Sandheinrich. I work with Allsup Employment Services. I appreciate the call. Thank you for having me. I wanted to ask — in a recent blog, Avoid Overpayments with Prompt Wage Reporting, wondering if there is a missed opportunity here where we can help? Submit pay stubs or information that you need online via the Portal? My understanding is that it is not currently something that is available to us, but definitely something we are interested in doing to help get you the information quickly and efficiently.

Nicole Black: OK. Thank you, Jennifer. I want to make sure I heard the question properly. You are saying to avoid overpayments, we need to have the income reported in a timely fashion and you are asking if submitting the payment requests helps with that process?

Jennifer Sandheinrich: That is right.

Nicole Black: OK.

Jennifer Sandheinrich: Yes, we are looking instead of faxing, if there is a way to a submit information — the EOE, pay stubs, proof of relationship, any information that you are pasting via the Portal instead of actually fixing it?

Nicole Black: I have two responses to that. So the best way obviously is with the Ticketholders and there is a way if they set up their mySSA account where they can submit their own income documentation and it will eliminate the need to fax, but they have to do it within a certain time frame at the beginning of each month in order for that information to be captured. However, if that does not happen, unfortunately, the way the Portal is set up, you can request your payments through there, but due to the nature of PII and getting the information to us in a secure fashion, it does need to continue to be faxed in.

Jennifer Sandheinrich: OK. So, is that something maybe for consideration down the road if it is secure? We have secure sign-ins, we have secure uploads or we are able to get information

from the Portal securely if it is a two way. Is that something maybe for consideration on the road?

Nicole Black: I will have to defer to Katie.

Katie Striebinger: Hi. No, unfortunately the way the security is set up on the Ticket Portal, we do not have the ability to upload documents. That was one of the key pieces that is not allowed. The functionality is not possible at this time with the way it is set up. With the security of the Portal, the only thing you can upload is a CSV file and we have things in place to make it so that threatening information cannot get sent over. But we cannot allow the upload of images. So, at this time, based on the security and the way things are set up, it is it is not an option you are talking about. Instead of faxing in the image, you wanted to just be able to like to upload a PDF, correct?

Jennifer Sandheinrich: That is correct.

Katie Striebinger: Yes, at this point the security will not allow us to do that.

Jennifer Sandheinrich: OK. All right. Thank you.

Nicole Black: Thank you, Katie.

Katherine Jett: Thank you, Katie.

Katie Striebinger: I know we are always trying to think of better ways to do something. But you know, there are a lot of limitations, but thank you for the suggestion.

Katherine Jett: Thank you for your question, Jennifer. Rebecca, do we have anyone else with their hands raised?

Rebecca Yohannes: Yes, we do. We have Squeak Stone. Your audio video is active. Please click your microphone. Unmute and activate video if you like and ask your question.

Squeak Stone: Can you hear me, OK?

Nicole Black: Yes.

Squeak Stone: OK. Hi, my name is Squeak Stone. I am with America Works, and I put something in the chat, so I apologize. It is just a little complicated and I just need guidance. I have a client who had a Social Security fraud happen and I have worked with them and their local Social Security office and it has been rectified. They are coming into their last bit of grace period and they're entering into cessation. Unfortunately, the Portal is only reflecting the fraud. It is showing that they worked 21 months as opposed to almost 9,10,11 months. I have called the

local Social Security office with the Ticketholder. I have called the 800 number with the Ticketholder. I have called the help line, the billing help line with the Ticketholder. And I have also reached out to the AWIC, for the region, and no one can help me figure out how to resolve the Portal issue. Right now, the Portal is not showing what Social Security is seeing, so we are still not able to bill for this person. Any ideas on what I could do?

Nicole Black: I am going to defer to Katie.

Katie Striebinger: I was just going to say, have you reached out to our EN payments helpdesk? You would need to send screenshots without PII. But have you reached out?

Squeak Stone: Yes.

Katie Striebinger: Because we cannot really do much without some screenshots of what you are trying to do and what you are saying.

Squeak Stone: Yeah, I reached out to the EN payments help desk. They said that they only see what is on the Portal, the same as what I am seeing. They do not see the corrections that Social Security has made, and that might just mean that it is documentation, but they are showing, you know, from their records. I have spoken to them on the phone and said oh, no, yeah, we see that. We know that this letter is going to go out. That is going to talk about their cessation period. It is ready to be mailed, but the Portal is still showing that they have 21 months of SGA, which they never did. So again, there is that disconnect.

Katie Striebinger: Where are you seeing that in the Portal that they have 21 months? If you could reach out, or if someone from the help desk could escalate to me, I would like to take a look.

Squeak Stone: That would be great. I mean, if somebody could help me, I would love some assistance to figure out what is going on.

Katie Striebinger:

Yeah, this sounds like a very specific request that we can help you out with. If you could just reach back out to the help desk that would be great.

Squeak Stone: I thank you.

Katie Striebinger: Yeah, but you know the Ticket Portal does get its information, just to be clear on the call to everyone, the data pulls from SSA systems. It does not have its own database that is a copy or something that needs to get updated. We pulled directly from SSA systems, so if you are seeing something in the Portal, it is seeing that in an SSA system. This is hard to help the specific cases. So please, reach out to the help desk.

Katherine Jett: Thank you, Katie. Go ahead.

Rebecca Yohannes: Katherine, at this time we have no further questions.

Katherine Jett: Thank you, Rebecca. Thank you Squeak for your question. At this time, we will go to the chat, and we will call on Esther Serna. Do we have any questions in the chat, Esther?

Esther Serna: I tried to reply to most of the questions. No, at this time I do not have any other questions.

Katherine Jett: OK. Thank you, Esther.

Esther Serna: You are welcome.

Katherine Jett: We would like to remind everyone, if you do have a question and you would like to ask it, please just click the raise hand icon. We will call on you. I see we have someone right now, Rebecca.

Rebecca Yohannes: Yes, we have caller 8897, you are unmuted. Please press star 6 to unmute yourself and ask your question.

Caller 8897: Hello.

Katherine Jett: Hello, how are you? Go ahead and ask your question. We can hear you.

Caller 8897: Hi, this is Trina Piazza with Ticket to Work Services. I just have a question about the Portal and entering earnings. It does not appear that we can just key in earnings anymore. We have to like to use the calendar and I find that is more time consuming. Would we just go in and type in 06/02/2023 or is that something that can be fixed back to what we were allowed to actually key it in with the keyboard?

Katie Striebinger: We are looking into it.

Caller 8897: Oh, OK perfect.

Katie Striebinger:

We did see the comments in the chat, and we are going to look into it, but the most recent change to the Portal made it 508 compliant. So please do not get too attached to you know your hope that will be able to modify it. You know, we are constantly keeping the Ticket Portal and compliance with all the requirements we have as an agency, but we did get everyone's comments and we are going to go check.

Caller 8897: OK. Alright, thank you.

Katherine Jett: Thank you very much. And Rebecca, I see we have someone else.

Rebecca Yohannes: Yes. Our next question is from Gloria Freeney. Your audio and video are active and please click the microphone to unmute and activate video if you like and ask your question. Gloria.

Katherine Jett: Gloria, just click the microphone at the top of the screen. That will unmute you really quick. Unmuted now by us. There you go.

Gloria Freeney: OK, alright. I am with Freeney Rehabilitative Services here in Texas and I have two consumers that are coming up to the to the end of the age right now. They are still in current pay and they have been over the SGA but their age is, what is the cut off ages for them it is just 64? 65?

Katherine Jett: Gloria, just one moment, please. Thank you. There we go. Was the age of the consumer? What is the cutoff age or the age of the consumer?

Nicole Black: Right, I think that was correct. Hey, miss Gloria. The cutoff age is 65 to assign the Ticket and a Ticketholder can use their Ticket until they reach full retirement age. Does that answer your question, Miss Gloria? You can give us a thumbs up if you would like.

Katherine Jett: All right.

Gloria Freeney: OK.

Katherine Jett: There is a bad echo in the background, and we will see.

Gloria Freeney: I am sorry.

Katherine Jett: Oh, there is no problem.

Gloria Freeney: Can you hear me?

Katherine Jett: Yes, ma'am.

Gloria Freeney: Yes.

Katherine Jett: You are good. Now go ahead.

Gloria Freeney: OK, now you said the age is 65, so with all the back payments over the SGA from when they were over SGA prior before their Ticket expired at a 65 do, we still get those payments once it expires and they are done with the Ticket to Work?

Nicole Black: You will get paid based on the services you provide, while the Ticket is assigned to you so up until Ticket unassignment date.

Gloria Freaney: Right.

Nicole Black: If you have the proper documentation that you can submit to validate your work with this individual, then you can still request payments.

Gloria Freaney: Yeah. See, I am not able to get Outcome because they are still in current pay, but they will be the age coming up next year, February and March. I got two that are coming up February and March and I cannot get payment because they are still in current pay, but they are over SGA. I am thinking, OK, when they hit 65, then their Ticket will be terminated, then you know what? Do I still get those payments or no?

Nicole Black: I want to defer to Kim because this is a little bit more complex.

Kimberly Cutler: OK. Hi Gloria.

Gloria Freaney: Hi.

Kimberly Cutler: So, my understanding, and I am OK with someone from SSA jumping in, but once the Ticket is terminated then, yes, that that will stop your payments. But there is a difference, right? If the Ticket is unassigned by the beneficiary, then you are eligible to receive payment up until that Ticket unassignment date. But when the Ticket terminates then there are no more payments and I know what you are saying is unfortunate because if I am clear, it is because they are over SGA now, but they are still in current pay?

Gloria Freaney: Right.

Kimberly Cutler: Yeah, right and I think for one, but once the Ticket terminates, then the payments are stopped. So unfortunately, you know if it terminates like you said in March because they age out of the program and they never update the system, those payments are off the table. But I would encourage you to reach out or have your client let SSA know their benefits should be in suspense because they are making SGA. I think that is the concern that you have; then make sure they are reaching out to the field office, because we operate under real time. We have to operate based on what is in the system and if the system shows current pay, then that is the rule that we follow. Have them definitely reach out to their field office to make sure the field office knows they are well over SGA and are still receiving benefits.

Gloria Freaney: Right.

Kimberly Cutler: Definitely have them reach out because it is going to help the Ticketholder as well because if they are receiving these payments and they should not, we do not want to put the Ticketholders in an overpayment status. So please make sure they reach out.

Gloria Freaney: OK.

Kimberly Cutler: Make sure they are not in overpayment and to see where they are with updating the record. Making sure they have all the information they need at the field office.

Gloria Freaney: OK. Alrighty, that is what I want to know. Thank you.

Kimberly Cutler: Yes, ma'am. You are welcome.

Katherine Jett: Thank you, Gloria. Rebecca, our next participant with question.

Rebecca Yohannes: Our next question is coming from W. Long. Your audio and video are active. Please click the microphone to unmute and activate video if you like, and ask your question.

W. Long: I am with Career Source Escarosa, and we are a new EN provider going through the training process, and we have been stuck at submitting our suitability documents to the DCHR.OPESuitability email address. We keep getting a kickback whenever we submit the documents, telling us that it is recognizing our information as spam. I have reached out to that email address. I have reached out to the EN help desk and the regular EN email and have not been able to get any guidance. I was just trying to see if anyone else has dealt with this and have figured out a solution, or if anyone can point me in a direction of some help.

Nicole Black: Thank you for that question. So, as it relates to the emails that you are sending, you are doing all the right things. Have you called the one 800 number for DCHR?

W. Long: It is another number on the website? Yes, they handle to their ability and that they could not help either.

Nicole Black: I will defer to SSA because this is something that is handled by a third party when it comes to the suitability. That is not handled by TPM.

W. Long: OK.

Kimberly Cutler: This is Kimberly. As we wait for us to see if they have guidance, I just want to ask you, did you say that you sent an email to EN Service at ssa.gov to see if they can help?

W. Long: Yes, I did.

Katie Striebinger: I am not the best person to answer this question. I was just going to say, we will make sure we get it to the correct help desk here at SSA. But if you have already emailed EN Service, your email is on the right path.

W. Long: So, do I need to email them again or?

Katie Striebinger: No, you should not need to. Suitability is not something our unit does. We have to reach out to another unit, and it looks like there is no one from SSA here that could talk about the turnaround time. But I am sure your request has been nudged, but you can always send a follow up.

W. Long: OK.

Katie Striebinger: But if we have your request, then you should be set. It never hurts to send a follow-up though.

W. Long: I will definitely do that. Thank you.

Katie Striebinger: Alright, good luck. Fingers crossed.

Katherine Jett: Thank you very much for your question. Thank you, Katie. Rebecca, our next participant with a question.

Rebecca Yohannes: Yes. Our next question is coming from Lauren Womack. Your audio and video are active and please click your microphone to unmute and activate video if you like, to ask your question.

Lauren Womack: Hello.

Nicole Black: Hello.

Katherine Jett: Hi, Lauren.

Lauren Womack: Hi this is not pertaining exactly to payments, but we were denied for our work from home. It said it was because we did not turn in our forms, but we did. I turned them in again and I asked them to reconsider and that was like a month ago and I have not heard anything back from anyone. I am finding it is taking a lot longer to get someone from EN Service to respond to my emails and I do not really know what to do if it has been a lot of time and I have not heard back.

Nicole Black: Hi Lauren. Thank you for your question. In this situation I would recommend emailing EN Service again and this is just to get, as Katie just said, to continue to nudge and follow up and, put however many requests this has been, second, third request to seek an

appeal for a work from home request. That is the next step, unless Katie has anything else that she can add to that.

Katie Striebinger: Can you repeat your name and the name of your EN so we can make sure we, have it? Or just put in the chat so we have it.

Nicole Black: I think that was Lauren Womack.

Katherine Jett: That is correct, Lauren Womack. OK, alright. Rebecca, do we have anyone else with their hands raised?

Rebecca Yohannes: No, Katherine, at this time we have no more questions.

Katherine Jett: OK, going to go ahead and reach out and see if anyone else.

Lauren Womack: I am sorry I dropped my call and it kicked me out. I am sorry, I did not mean to interrupt.

Katherine Jett: Oh, hi, Lauren.

Lauren Womack: Hi.

Katherine Jett: Hey, go ahead.

Lauren Womack: OK. I am sorry about that.

Katherine Jett: I think they wanted to see if you have anything to follow up with. Or any other questions that you have? SSA advised you to put your name and information into the chat.

Lauren Womack: Sounds good. Thank you.

Katherine Jett: Not your phone number, just your name and EN name. OK. Thank you, Lauren. Anyone else with a question? We advise you to go ahead and raise your hand. We have a couple minutes left. If anyone else has a quick question.

Rebecca Yohannes: Katherine, we have, one more question that came in from ADW LLC. Your audio and video are active. Please click the microphone and mute and activate video if you like, and ask your question.

ADW LLC: Hello, can you hear me?

Rebecca Yohannes: Yes.

ADW LLC: Hi. So again, I am not sure like the last caller. Not sure if the EN Payments Call is the right place for this, but it does have to do with the ongoing support phase. So when Ticketholders are in Phase Two or Outcome payments, so the EN guide for working with Ticketholders and the updated Ticketholder engagement policy that was sent out earlier this year, state that in the ongoing support phase an EN shall make a minimum of three attempts in a three-month period to establish two-way contact with the Ticketholder. Now, in looking at the current RFA that is available online, it is stated in the current RFA that the requirements are actually three attempts in a one-month period during the ongoing support phase. And so, I am just looking for clarification if that is a change, if it is a typo, if the EN guide is going to be updated. And also, just to kind of express that trying to contact people who are in the Outcome phase of the program, three attempts in a one-month period seems like a lot. That is all I got.

Nicole Black: Thank you for your question.

ADW LLC: OK.

Nicole Black: So, with this specific question, you would need to direct that to Program Integrity, and if you do not have that email address, hopefully someone can drop that in the chat for you.

ADW LLC: I got it.

Nicole Black: OK.

ADW LLC: Yeah, definitely. Thank you.

Nicole Black: Program Integrity would be who would be responsible for answering that question as it relates to Ticketholder interaction and to make sure that you remain compliant.

ADW LLC: Perfect. Like I said, was not sure if this was the best place, but since it regarded the ongoing support phase, figured I would try, so thank you.

Nicole Black: You are welcome.

Katherine Jett: Thank you.

Renee Clarke: Hi. Can I also add that when you email Program Integrity you should also CC EN Service.

ADW LLC: Awesome.

Renee Clarke: Thank you.

ADW LLC: Thank you, will do.

Nicole Black: Thanks, Renee.

Katherine Jett: Thank you. We have a room for one more, one more question if anyone would like to raise their hand and ask a question. Just click the raised hand icon we have, but enough for one more question.

All right. I would like to say thank you everyone on behalf of TPM and SSA, it has been a great interactive session. Our next meeting date is October 31 from 1:00 p.m. to 2:00 p.m.

Nicole Black: Thank you, Katherine.

Katherine Jett: And again, thank you for your participation today and we will see you on the next call. This concludes the All EN Payments Call.