

Katherine Jett: Good afternoon, and welcome to the May quarterly All EN Payments Call. My name is Katherine Jett. I will be your moderator for today's call.

Let's move to the next slide, please.

At this time, we will go over some general logistics and housekeeping items. Today's call is scheduled for 60 minutes, and it is being recorded and transcribed. As a reminder, per the Ticket Program Agreement, Part 3, Section 11, Subsection 1, EN staff are not permitted to record this meeting, nor capture the transcript. All post-call items from today's call, which include the transcript, audio, presentation, and brief recap, will be available in two weeks on the Your Ticket To Work website, under "Training and Events." A GovDelivery blast will also be sent out after all items are posted to the website, so please feel free to ask questions in the MS Teams "Chat" section.

Today, we will have an interactive question-and-answer session during the call at the conclusion of the presentation. Instructions for navigating the Q&A session will be provided again before the Q&A. If you would like to ask a question during the Q&A and are joining via phone, you will raise your hand, utilizing star 5, and you will be unmuted by the facilitator. You will then press star-6 to unmute yourself. Now, if you are joining via the MS Teams application, you will merely click on the raise-hand icon. You will be unmuted by the facilitator. To finish unmuting, you will need to click your microphone at the top of the Teams window then your audio will be active. Remember to please limit questions to one per participant per raised hand, not duplicating questions. Another reminder regarding questions, if you have a Ticketholder-specific question, please feel free to reach out to the EN Payments Helpdesk at www.yourtickettowork.ssa.gov. Also, feel free to reach out for any additional questions or comments.

Today, we have closed captioning available. We have it via the Teams application, and we also have it via closed-caption link provided in the chat. So, to turn on closed captions in Teams, if you will go to the three ellipses at the top of the MS Teams window, click on "More," scroll down to "Language and Speech," then select "Turn on Live Captions." Now, when using the live closed caption link provided in the chat, please copy the link, paste it into a browser window and click Enter. Then you will see the screen populate to view closed captions. We thank you in advance for your participation.

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And we will go over today's agenda. Today's agenda will cover the following topics: ePay file stats, ePay reminders, EN Payments Helpdesk reminders and tips, EN Payments reminders. We will also provide some helpful resources. Then we will move into the interactive Q&A session. After our interactive Q&A, we will move to the closing remarks. Now, at this time, it is my pleasure to introduce the TPM EN Payments manager, Nicole Black. Take it away, Nicole.

Nicole Black: Thank you, Katherine. Welcome, everyone.

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We want to start off today's call with some ePay file stats. The last ePay file was completed in March of this year. And for that ePay file, we processed 14,570 claims, and we paid 4,191 SSNs, totaling \$7,842,549. And we recently started processing the April 2024 ePay file on May 1.

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So, a few ePay reminders for you all. Phase 1 Milestone 4 is paid via ePay, but ENs must still submit payment requests for all Phase 1 Milestones 1-3 through the Ticket Portal with proof of relationship. Unassigned Tickets are not included in ePay, and ENs must have passed their annual Services and Supports Review. In addition to that, the ePay file is processed in SSN order, not by Provider ID. And then Phase 1 Milestone 4, Phase 2 Milestones and Outcomes are paid via ePay. ENs are encouraged not to submit for these payment types via the Portal when the EN portion of the ePay file is being processed. Doing so and submitting these types of payments will slow down the process, and it can cause duplicate claim months.

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If you submit a request for a Phase 1 Milestone 4, Phase 2 Milestones or Outcomes during ePay, that SSN will not be processed until it comes up on the ePay list. PII violations will remove your EN from ePay for three months or one ePay file. During this time, if that happens, you must submit payment requests via the Ticket Portal. So, for example, if an EN violates the PII rule while a file is currently being processed, say, in February, they will be removed from the next ePay file, which would have been this April file. Alright.

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And with that, I will turn it over to Sharday Jenkins, our Payments Helpdesk Manager.

Sharday Jenkins: Thank you, Nicole. Good afternoon. Payments Helpdesk reminders and tips. The first is annual payment requests. It is mandatory for ENs to submit all payment requests via the Ticket Portal. Exceptions apply to these rules: If an EN is terminated, the Ticket is unassigned, EN has not been approved for Ticket Portal access, EN receives an error when attempting to submit a payment request via the Ticket Portal. The EN should contact the Provider Support Helpdesk for assistance. ENs must provide all necessary documentation when submitting a payment request, your EN Payment Request form, and proof of earnings.

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Payment Inquiries. All communication regarding Ticketholders and Employment Networks must be with suitable EN staff, that has approved Portal Users, Program Contacts, and Signatory Authority only.

EN Payment Resources. Just a reminder, the website does contain the EN Payments Training and Learning modules for Submitting Your First Payment and the Payment Process, EN Payment Checklist Guide, the 2024 Payments at a Glance, 18-Month Lookback Tool, and the 2024 Monthly Earnings Estimator Tool. Again, these forms can be found on the Your Ticket to Work website. Thank you, and now I will hand it back to Nicole.

Nicole Black: Thank you, Sharday. Now I will transition to EN Payment reminders. So, the first one is the proof of relationship. As a reminder, ENs must provide proof of relationship when requesting payments for Phase One Milestones 1 through 3. Proof of relationship is established with pay stubs -- that is the best practice -- or a completed Proof of Relationship form detailing the services provided to the Ticketholder with the dates the services were provided. Proof of relationship does include pay stubs, as I previously mentioned, or a Proof of Relationship form, and it must be received at the time of the payment request, or it will be denied. If this happens, ENs will have three opportunities to provide the required proof of relationship for the requested Milestones before the Ticket is unassigned.

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Some examples of what would be considered acceptable proof of relationship services. The EN had a discussion with the Ticketholder providing transportation assistance or job coaching. Or discussed work incentives with the Ticketholder, or you provided information regarding benefits planning or even spoke with the Ticketholder and everything is actually going okay with their job. Or you may have emailed instructions on how to report their wages to Social Security. The key takeaway for the acceptable proof of relationship services when you are documenting this information is to make sure you include the method of the communication. Was it an email? Was it a phone call? We do need that information so that we see that this information is being provided and the way it was provided to the Ticketholders. Unacceptable services would include called and left a voicemail for the client to call back or sent an email to the client requesting they mail in their pay stubs. Or just sent an email with no additional information. Or sent an email to client to update their contact information or just reported earnings. So, what we are looking for are things that are specific to providing the proof of relationship for services that help to enhance that Ticketholder's experience with Ticket to Work and help to enhance their situation with their job or their job search.

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So, the next reminder is Earnings Already Proven. When submitting Phase One Milestones 1 through 3 payment requests, ENs must submit pay stubs or a completed Proof of Relationship form with the detailed services provided for the requested Milestone period. Keep in mind, the Portal does use earnings from multiple sources to verify earnings, and it truly serves as a point of reference for you. This does not guarantee payment. Payment requests are reviewed and adjudicated based upon real-time earnings data reported in Social Security's database. The next reminder is the Employer Prepared Earnings Statement. So, this statement is one of three types of documentation Social Security recognizes as primary evidence of earnings to support your request for payment. As a reminder, this statement must be signed by the Ticketholder's employer, not the EN and not someone that works at the EN, nor can it be signed by the Ticketholder. It has to be signed by someone who actually works at their place of employment. So, one of the employer representatives is who needs to sign this.

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Alright. Well, that was the end of our agenda. So, we would like to remind you guys we want to make these calls relevant to you and provide you with information that is going to benefit you, so we invite you to share topics that you would be interested in discussing through this forum. Our goal is to help educate you and provide clarification on processes and procedures that are

related to payments. Please be sure to send these topics to the EN Payments Helpdesk at enpaymentshelpdesk@yourtickettowork.ssa.gov.

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And we have some resources that we would like to remind you of. You can always call us on the phone, Monday through Friday, 9:00 a.m. to 5:00 p.m., Eastern. The toll-free number is 866-949-3687, or 866-833-2967. Option 1 gets you to the Beneficiary Helpdesk, Option 2, the EN Payments Helpdesk, and Option 3 is the Systems Helpdesk. Or you can reach us by e-mail. For payment issues, the email address is enpaymentshelpdesk@yourtickettowork.ssa.gov. And if you have questions or issues that are related to Ticket assignment, the service-provider website and the Ticket Portal, the e-mail address would be ensystemshelp@yourtickettowork.ssa.gov. And with that, I will hand it back over to Katherine.

Katherine Jett: Hi, Nicole. Thank you very much. We would like to thank you and Sharday for those helpful tips and updates.

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We will now transition to the interactive Q&A session. As a reminder, to ask a question over the phone, please raise your hand by selecting star-5 on your phone. And when you are called on, you will be unmuted by the facilitator, and you will need to press star-6 to unmute yourself. For participants joining on the MS Teams application, please raise your hand by selecting the raise-hand icon at the top of the Teams window. You will be called on by the facilitator. Next, you will need to click on your microphone at the top of the Teams window to unmute. At this time, let me see. I saw we had a raised hand a moment ago. We will ask Rebecca to help us identify our first participant with a question.

Rebecca: Yes, our first question comes from Angela. Your audio and your microphone are active. You can click -- or hit the unmute, activate your video, and ask your question.

Angela: Thank you. Thank you very much. My question -- if text message, email, calls, repeated calls, voicemail messages are -- all of these things are done to try to reach out to a client and no response, then what is the next resort? And what would be considered an acceptable contact if these are not acceptable?

Nicole Black: Hi, Angela. Thank you for your question. So, I want to clarify your question to make sure that I am answering it appropriately. Are you speaking specifically as it relates to how to document your contacts with the Ticketholders or -- in order to receive your payments?

Angela: Yes.

Nicole Black: Okay, perfect.

Angela: And also, for reporting purposes.

Nicole Black: Okay, so, for the reporting purposes, I will go ahead and answer that part first. That is specifically something that has to be taken up with Program Integrity or you can reach out to the EN Service team. They can assist you to clarify that information for you. But specifically related to payments, we do not accept text messages. It has to be an email or a

phone call. And what you would do is document sent Ticketholder information via email regarding a job fair, or "I spoke to the Ticketholder on the phone, and they indicated that everything was going well with their new job." So, we just need to know what you sent, and it can't just be a blanket statement "sent email," "left a message." We need to know what it was that you discussed, or you tried to articulate to that Ticketholder so that we can continue to move them on in the process. That make sense?

Angela: Yeah.

Nicole Black: Okay, great. Thank you.

Angela: Well, I guess this question would go to EN support, to be honest with you, because I am trying to figure out, is it acceptable or is it something that is necessary to send, like, certified mail or something like that to confirm that you have done all that you can to reach out to the client and the client just has not and will not respond to you?

Nicole Black: That is a question for the EN Service team. They can walk you through the steps that you need to take to address those situations.

Angela: Okay. Alright, thank you.

Nicole Black: You are welcome, Angela. Thank you for your question.

Katherine Jett: Thank you, Angela. And Rebecca, do we have another raised hand?

Rebecca: Yes, we do, and our next question comes from James. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

James: Thank you so much for taking my call and thank you for this information. It is incredibly helpful as a new EN to learn more about how to go about these processes, so I appreciate the time you guys take to do this. My question is very specific for our new EN. We have only three beneficiaries. We are preparing to submit for a Phase 1, Milestone 1 payment for an individual, a beneficiary of ours. However, as we go into the Portal to attempt to submit for that payment, we get a notification that says, "At this time, your EN or SVR is not permitted to make ticket payment requests at the Portal." I was curious if there is guidance that someone could offer related to how we could go about submitting for a payment for this Phase 1, Milestone 1 payment.

Nicole Black: Hi, James. Welcome. We welcome you as a new EN.

James: Hi. Thank you.

Nicole Black: I will ask Sharday to answer that question because what you will need to do is submit a manual payment request and Sharday can walk you through that.

James: Okay, great. Thank you.

Nicole Black: You are welcome.

Sharday Jenkins: Hello, James. Yes, you will need to submit your payment manually. If you could reach out to the EN Payments Helpdesk, we will have one of our analysts walk you through the process.

James: That is amazing. Thank you so much. I greatly appreciate that guidance.

Sharday Jenkins: You are welcome.

Katherine Jett: Thank you, James. And Rebecca?

Rebecca: Yes, our next question comes from Wendy. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

Katherine Jett: Yes. Hi, Wendy.

Wendy: Hi. I have a two-part question because the end of somebody else's question made me come up with another question. So, did I hear you say that texted interactions between, like, an employment specialist and their client or Ticketholder do not count as two-way communication?

Nicole Black: Hi, Wendy. Thank you for your question. As it relates to payments, we will not be able to consider a text message. It has to be an email or phone call.

Wendy: Okay. Got it.

Nicole Black: Key word is as it relates to payments.

Wendy: Relates to payments, okay, and your proof of relationship. Okay.

Nicole Black: Yes, ma'am.

Wendy: It is not that Social Security in general will never accept a text. Okay, got it. The other question is, could you review for me and probably some other people, too, what elements have to be on the pay stub for it to count as a pay stub? And I am asking because I had a client who emailed me a copy of her pay stub, and, like, the place where it says FICA and some of those other deductions, the title was there, but there were no amounts in it. I think it got cut off, and that is going to be an unacceptable stub, right? It needs to show the FICA and how much it was, right? So, sorry, what has to be on the stub to be a valid stub?

Nicole Black: Excellent question. Thank you for that. And you are right. We do need to see that information. And I have pulled up my little cheat sheet so that I can make sure I hit all the marks for you. So, the Ticketholder's name, the employer's name, the pay period start and end dates, the day that the check was paid, FICA withholdings, which you mentioned, and the tricky part to the FICA is every employer does it different. So, it is what it is. We struggle with it day in, day out, trying to figure out what the employers meant with the codes that they use. But if you feel like it is there, more than likely it is, and we will take a look at it. And then we also need the gross and the net earnings.

Wendy: Okay, gross and net. Okay, thank you so much.

Nicole Black: You are welcome, Wendy. Appreciate your question.

Katherine Jett: Thank you, Wendy. Okay, Rebecca, please identify our next individual with a question.

Rebecca: Yes, our next question comes from Giaberto. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

Giaberto: Yes, good afternoon, all. Hello, Nicole.

Nicole Black: Hey, Mr. G.

Giaberto: Hey. I have a client who submits their check stubs through screenshots. Would that be an acceptable form to submit for a ticket payment?

Nicole Black: If we can see it.

Giaberto: Okay.

Nicole Black: We have to be able to see it, so I would say, you know, submit it. If the payment technician does an outreach to you requesting something that is clearer, then obviously it is not going to work. But it is worth trying it to see if we can get a clear submission and we can see the data when you send it over.

Giaberto: Thank you very much. I also sent you an email. And we thank you very much for your time.

Nicole Black: You are welcome.

Katherine Jett: Thank you. Alright, Rebecca.

Rebecca: Yes, our next question comes from Tiffany. Your audio and video are active. Please click your microphone to unmute and activate your video if you like to ask your question.

Tiffany: Hello. Good afternoon. So, I have a question that I do not think it is necessarily case-specific, but I submitted a Phase 1, Milestone 1 payment, and it got denied and said that the claim month was 24 months after the attainment, which means that this Ticketholder has already, I guess, spent out her Trial Work Period. Should I or can I go ahead and bill for Phase 2? Or should I wait and see if it will pick up on the next ePay?

Nicole Black: Hi, Miss Tiffany. Thanks for your question. So, this is somewhat case-specific. So, the answer is definitely reach out to the Payments Helpdesk so that they can look at your case specifically.

Tiffany: Okay.

Nicole Black: But as it relates to the 24 months, you can submit a payment request up to 24 months after the Ticketholder has earned their income.

Tiffany: Okay.

Nicole Black: So, what it sounds like, it may be a situation where it was just a timing issue, that the earnings were used to satisfy the payment after the 24-month period, which is why I recommend reaching out to the Payment Helpdesk so that they can take a good, clear look and give you a better answer.

Tiffany: Okay. Sounds good. Thank you.

Nicole Black: You are welcome.

Katherine Jett: Thank you, Tiffany. Alright, we would like to remind everyone we have two more individuals with their hands raised. So, if you are joining via the phone and you want to ask a question, just star-5, and then we will unmute you and you press star-6 to ask a question. And if you are on MS Teams, just look to the top of your screen and look for the raised hand icon, raise your hand, you will be unmuted and be provided your video, and ask your question. So, Rebecca, go ahead, identify our next person.

Rebecca: Yes, our next question comes from Franceleen. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

Franceleen: Hello. Can you guys hear me?

Katherine Jett: Yes, I hear you.

Franceleen: I have, like, two, maybe three questions. And let's say that you have a client that is assigned to the Portal, but they decide they do not want to work yet. So, how long they should be in the Portal, because I know we have to show progress every month, but they are not ready to work? So, how long do you have to be in the Portal before unassigning the Ticket?

Nicole Black: Hi, Franceleen. Thank you for your question. If I am hearing you correctly, it sounds like your question is related to communication with the Ticketholder and at what point you unassign the Ticket? Is that correct?

Franceleen: No. It is just, like, call them every month, find out if they are ready to work, they will say, "Okay, I am not ready yet." I know for the EN we have to note every month to make sure that we communicate with the client, to make sure everybody's doing well. But the answer from the Ticketholder is always, "I am not ready to work yet." So, how long do they have to be in the Portal for me to unassign the Ticket?

Nicole Black: That is a question for the EN Service team. They can help walk you through the ins and outs and the amount of communication and the timing for when you will need to unassign the Ticket if that happens.

Franceleen: And also, what about the clients who are working? So, who does the EN report it to at Social Security or does the client report it to Social Security? Like, do they call SSA to let them know that it is not working? Because some of the clients, they usually ask me when they receive the first pay stub, do they reach out to Social Security or do they have their own portal instead of going to the SSA office to bring the paystubs.

Nicole Black: Are you asking, what are the steps to make sure that the income is reported in order for you to be able to request a payment?

Franceleen: Yes.

Nicole Black: Okay. So, that also is for the EN Service team. They can help walk you through the steps that the Ticketholder needs to take, and you can also reference the Your Ticket to Work website and the other resources because they have a lot of good resources available to help you coach that Ticketholder on how to report their wages.

Franceleen: Oh, okay. Thank you.

Katherine Jett: Hi. Nicole.

Nicole Black: Yes, ma'am?

Katherine Jett: Just kind of branching off on the text messaging, Renee Clark, did you have any updates that you wanted to provide?

Renee Clark: Hi. Yes. Sorry, Nicole.

Nicole Black: Hi, Renee!

Renee Clark: Hi, everyone. I would like to say that we will accept two-way interaction via text to mirror the TPA's requirements for interactions between ENs and Ticketholders. We will not accept one-way communication or blast text messages. Anything impersonal will not be acceptable.

Nicole Black: Thank you.

Renee Clark: Thank you so much.

Nicole Black: I like that, "impersonal."

Katherine Jett: Thank you very much.

Renee Clark: Hopefully that is not ambiguous, right?

Nicole Black: No. We will figure it out.

Renee Clark: Right, and I will put in the chat the TPA reference for everyone so that you can verify what we mean by two-way interaction. Thank you.

Nicole Black: Thanks, Renee.

Katherine Jett: Thank you again. Okay. Let's go ahead back to Rebecca.

Rebecca: Yes. Our next question comes from Advocation. Your audio and video are active. Please click your microphone to unmute and activate your video if you like and ask your question.

Lindsey: Hi. Good afternoon. Thank you, guys, for this call. It has been really helpful. I just have a quick question and just wanted to brainstorm. We have a lot more people wanting to

work, you know, in 1099 jobs or self-employment, and we have yet to figure out kind of a way to a path that would ever lead to payment. And how do we continue to support people in that? And if anybody has any, like, tricks? Because oftentimes, by the time they do their tax returns and less deductions and things like that, they are not earning at a level that would ever qualify for a payment.

Nicole Black: Thank you. Would you mind restating your name again? I missed it.

Lindsey: Oh, sure. Yeah, and it is weird because I logged in to our Advocations Teams. I am Lindsey.

Nicole Black: Hi, Lindsey. I thought I missed it. Nice to meet you.

Lindsey: Nice to meet you.

Nicole Black: So, for the self-employed Ticketholder, you are absolutely right. You do have to wait for their earnings to be reported to SSA, which typically means you have to wait for them to file their taxes. And at this time, as it relates to payments, there is no additional information that I can provide to you. But if anyone wants to jump in, Katie or Renee, to provide any types of tips that you may be aware of. I have, unfortunately, nothing extra to share because we do have to wait for them to file their taxes for us to have the actual income in the system to verify it.

Lindsey: Thank you. Fingers crossed somebody has tips because I think it is a great pathway and there is obviously lots of opportunity. It is just really, like, unsustainable.

Nicole Black: Well, yeah, I guess we do not have anything at this time, but I am sure that as things transpire and other ENs may have some ability to help you, if anyone wants to reach out to Miss Lindsay and give her any of your tips and tricks on how you are being successful with this, I am sure she'd appreciate it.

Lindsey: Awesome. Thank you.

Nicole Black: You are welcome.

Katherine Jett: Thank you. Alright We are just going to take a quick pause from the raised hands. Just remind everyone that, if you do have a question, go ahead and click the raised hand icon, or if you are on the phone, star 5. And we are going to go back to some resources that Nicole mentioned earlier. So, if you have any questions after today's call, you can reach out to the provider Helpdesk via the toll-free number that she provided, and you will choose option one for the Beneficiary Helpdesk, option two for EN Payments and we will put that information in the chat, as well. Then you will select option three for the Systems Helpdesk. Now, if you would prefer to email your questions, the email address is enpaymentshelpdesk@yourtickettowork.ssa.gov. Or for questions related to Ticket assignment, you may e-mail ensystemshelp@yourtickettowork.ssa.gov. So, at this time, we will transition back to Rebecca. Let's see if we have any raised hands.

Rebecca: Yes, we do, Katherine. Our next question comes from Diane. Your audio and video are active. Please click your microphone to unmute and activate your video if you like and ask your question.

Diane: Hi. Good afternoon, everyone. Diane from Inroads To Opportunities in New Jersey. So, on the shoulders of getting paid for self-employed Ticketholders, I have a Ticketholder who has been working pretty much since I started working with him on a 1099. He did have some pay stubs, real regular pay stubs that I was able to use for a P1, M1 payment. And I have never gotten a subsequent payment for him. I have submitted his 1099s just for informational purposes through the payment portal, and the only payment I ever got was from like 2021. I have never gotten a single payment. So, the fact that Ticketholders have to file their taxes before getting a payment can be problematic because they will not accept 1099s, although I have most of them. And as I said, I have never gotten a payment, and he is earning probably upwards of \$50,000 a year. So, clearly, it is not a question of his earnings not being high enough. So, I do not know if anybody has anything to say about that, but it just has not worked for us.

Nicole Black: Hi, Diane. Thank you for your comment. I appreciate that. The only recommendation that I can give, again, would be if you have the 1099s, but are you sure that he is filing his taxes?

Diane: Oh, yes, because he has questions for me every year. I am also a benefits counselor, so those are conversations that we have regularly, and, yeah, he is always, "My tax preparer this," and, "My tax preparer that." So, yeah, I am confident that he is submitting and paying his taxes and taking care of that annually.

Nicole Black: So, I would recommend with this one, send this specific case over to the Payments Helpdesk so we can take a look into it, because, again, we have to have the earnings verified in the system in order to be able to process a payment request.

Diane: Right. Okay. I will give them a call. Thank you so much.

Nicole Black: You are welcome. Thank you, Diane.

Katherine Jett: Thank you, Diane. And Rebecca.

Rebecca: Yes, our next question comes from caller 8524. You are unmuted. Please press star 6 to unmute yourself and ask your question.

Erin Martz: Okay, yes, my name's Erin. I am with Rehability in Vancouver, Washington. Hi, Nicole.

Nicole Black: Hi, Erin.

Erin Martz: So, I have worked with several people who are self-employed over the years. And it is very painful. Often, I have had to wait like, you know, a year-and-a-half to get paid, but, you know, I am kind of tenacious. Once I, invest all that time and energy, I do want to get paid. But I did have something very quirky happen. The man was self-employed, and we had many discussions how to report income. And he understood, but then Social Security only captured data for 4 of the 12 months. And I have been told all along that you file taxes and then they divide by 12 months and then, the data actually shows that there were earnings for 4 of the 12 months, and so I was really confused. And I have talked to the Ticket to Work Helpdesk about it, but I know they have to go with what SSA has. But, yeah, I just wanted to say it is difficult. So, good luck. You can get paid, but it is a lot of waiting for it.

Nicole Black: Thank you, Erin.

Katherine Jett: Thank you, Erin. Okay, we will go to our next question. Rebecca?

Rebecca: Okay. Our next question looks like it is coming from Exploring Your Purpose. Your audio and video are active. Please click the microphone to unmute and activate your video if you like to ask your question.

Aisha: Greetings, greetings. This is Coach Aisha. I have three questions. The first question was, just to be clear, once you are no longer considered, I guess, a new provider through your period, you can only request for payments through the Portal. You cannot fax anything. Is that correct?

Nicole Black: Hi, Miss Aisha. How are you?

Aisha: Hi.

Nicole Black: Yes, after you have established the point to where you are able to request a payment in the Portal, then you are to request all of your payment requests through the Ticket Portal unless it hits on some of those specific circumstances that would not allow you to request your payment through the Portal. Sharday, is there anything you would like to add to that?

Sharday Jenkins: Hey, Nicole. No, that is correct. Once you have been given Portal access, the only time we should receive manual payment requests is if it meets those criteria we mentioned earlier -- if do not have Portal access, you are a terminated EN, the Ticketholder is unassigned, or you did receive an actual error when attempting to submit a payment request. But if you do need assistance with Portal access, you can contact the Helpdesk. But if you have Portal access, yes, all the requests should be going to the Ticket Portal.

Aisha: Okay. And then my second question is that we are getting an influx of a lot of Ticketholders that are in Georgia; we are getting a lot that is in Alabama, hours and hours away, and we are getting some of this from Florida, which I do know we do accept. But they are saying when they call the Ticket to Work, our zip code is the only one that is populating. So, I wanted to see, do you all have any organizations that are near the Georgia, Atlanta, area that I can refer them to? We just can't take all the influx in, and they are far away, especially if we want to do on-the-job supports. Do you have a number that we can call to try to help them navigate? I tried to pull up some, but nobody's answering their phones that say they are a Ticket to Work in the area from some of these families.

Nicole Black: Thank you for that question. I am going to recommend that you reach out to EN Service to have them look at your profile.

Aisha: Okay, so, just kind of send an email to EN Services?

Nicole Black: Yeah, I would start with EN service.

Aisha: Okay.

Nicole Black: Because there is a lot of moving parts to what you just mentioned, and they would be the best first resource for you.

Aisha: Gotcha. And then my last question was, is it true we need to take that security annual test, the Security Awareness test annually every year for those who are working at the Ticket to Work Program?

Nicole Black: That is also for EN Service. So, anything on this call is specifically related to payments.

Aisha: Gotcha. Well, that is kind of related to payments because I have not been able to get paid, so, I just want to make sure I am going through that right. But will definitely send them an email. Thank you so much.

Nicole Black: You are welcome.

Katherine Jett: Thank you. Okay, for our next question.

Rebecca: Yes, our next question comes from Sandra. Your audio and video are active. Please click the microphone to unmute and activate your video if you like, then ask your question.

Sandra: Yes. Good afternoon, everybody. Can you hear me?

Katherine Jett: Yes. Go ahead, Sandra.

Nicole Black: Yes. Hi, Sandra.

Sandra: Yes, how is everybody doing today?

Nicole Black: Good.

Sandra: Thank you. Well, I have three questions, actually. The first question, if you have multiple bills from different beneficiaries and you have to fax the information by using the Portal, can you fax multiple payment requests from different beneficiaries together, or do you have to send each beneficiary payment request separate?

Nicole Black: Hi, Miss Sandra.

Sandra: Hi.

Nicole Black: I am going to say that you need to send them all individually.

Sandra: Okay. Okay. Thank you.

Nicole Black: You are welcome.

Katie: I will just say -- Hi, Nicole, this is Katie. I did answer this in the chat. So, you can one fax transaction, but the way it needs to work is that, for each payment that you have pending in the Portal, you want to request a unique cover sheet. You want to go to, fax additional information, right? And that is going to give you a fax cover sheet. That fax cover sheet goes with that

payment request. So, you could go fax cover sheet, the information you are supplying to support it, another fax cover sheet, the information you are going to supply. You could do a stack of, I do not even know how many some ENs have done. But you can, let's say, stack 10 at a time, you know, together, as long as you have cover sheet information, and then send it through the fax machine in one transaction for you, and then our system will actually split it up and make sure that each fax cover sheet goes with the documentation behind it. So, you only have to do one fax, but you do need to use multiple cover sheets because that is how we keep it separate in our system to making sure that the information you are faxing gets to that specific payment request.

Sandra: Awesome. Thank you.

Katie: So, please do be careful because, if you accidentally just did one fax cover sheet and then 10 different requests it would all just go to that one payment transaction, and then we would deny the rest, saying that you did not submit the documentation. So please make sure you use those fax cover sheets because that is how we keep it all together.

Sandra: Okay. Thank you so much.

Katie: You are welcome.

Nicole Black: Yes. Thank you, Katie, for that tip.

Sandra: Yes, that is a lifesaver. And the second question is, what is the grace-period time from when a person signs the IWP to the time that you can assign the Ticket?

Nicole Black: Hi, Sandra. That is a question for EN Service.

Sandra: Okay.

Nicole Black: I would reach out to them to get clarification on that.

Sandra: Okay. And then my last question is, on the form where it shows that the Ticket is assigned, it will show the assignment date. That is the date that I am requesting to assign the Ticket. But there is another date that is generated from Social Security. When I bill, I am only billing from the actual sign date of the IWP. Is that right?

Nicole Black: From the Ticket assignment date?

Sandra: Yeah.

Nicole Black: Yes. I do not know what just happened. Yes, when you are submitting your payment request, everything aligns with when the Ticket was actually assigned to your Employment Network.

Sandra: Okay. Now, that is the question. Say, like, the person signs the IWP on May. Okay, I sign it May 5, we will say. In the Portal, it shows the date May 5, for this example, but then there is another date that is adjacent to that May 5, like May 13. I am just making this up. And I am not understanding what that second date is for.

Nicole Black: Go ahead, Katie.

Katie: I would say, Nicole, let me jump in here, and I will try really hard to use your example, Sandra. So, we have the actual date of the signature date, the date the Ticket was assigned.

Sandra: Right.

Katie: But then we have another field where we are keeping track of your receipt date. After 14 days, if it takes you more than 14 days to report that Ticket assignment to us, it is going to affect your first payable claim month. If you wait more than 14 days, if you actually sign the Ticket May 1, but you do not report it to us until May 20, you cannot get paid for the month of May, and it is going to push back your claim month that you are eligible for to June. So, there is not an actual cutoff date, but there is the IWP receipt date rule, where you benefit by reporting timely. And if you do not report timely, it does affect your first payable claim month. So, that is what that other column is showing to you. It is showing the date you actually assigned in the Portal. Now, the Ticket assignment date affects the Ticketholder, but the receipt date affects your payment.

Sandra: Okay. So, the second date is the receipt date.

Katie: Mm-hmm. That would be the day you put the Ticket assignment in the Portal. We track that for payment purposes.

Sandra: Okay. Alright. Thank you so much.

Nicole Black: Thank you, Katie. Thank you, Sandra.

Katherine Jett: Thank you, Katie and Sandra.

Sandra: You are welcome. Thank you.

Katherine Jett: Yes, ma'am. Rebecca, do we have any other raised hands at this time?

Rebecca: At this time, we have no more raised hands, no more questions.

Katherine Jett: Alright, everyone. We have about roughly 13 minutes left in this call today. So, if you would like to ask a question, just go ahead and raise your hand. Click the raised hand icon. If you are on the phone, press star 5. We will give you audio access and let you know where to go from there. Okay. I do not see any raised hands, Nicole. Oh, there we go. Rebecca?

Rebecca: Yes. Our next question comes from Janine. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and to your question.

Janine: Hi, Nicole. How are you doing?

Nicole Black: Hi, Janine.

Janine: Good to see you. So, I have a question on when we are submitting a pay request and there are previous earnings on the 18-month lookback that shows that there are previous

earnings. How do I get the Ticket payment to acknowledge those previous ones and deny the actual pay request that I am sending for?

Nicole Black: Okay, so, I got your question. So, you are wanting to know, when you know that you are not eligible for some Phase 1 Milestones or when you have a Phase 1 exclusion based on the 18-month lookback tool, what steps do you take to go ahead and initiate the payment process so that those payments can be denied?

Janine: Right. I had submitted a Phase 1 Milestone with the previous pay stubs to show that there are previous earnings, and so that should have been denied. But somehow it got approved, and so now I am trying to figure out how to figure out where's my next step? Where do I go on the next pay request? It is all very confusing to me.

Nicole Black: Okay, so, this one is very specific. I would recommend reaching out to the Payments Helpdesk, and then we will have the team take a look at it and -- Sharday is going to step in here and answer your question.

Sharday Jenkins: Yes, I was about to say, Nicole. If you could send it over to the Payments Helpdesk because it is case-specific, we can review it and send it over to the Payments Department. And we will be able to follow up with you and confirm what your next eligible payment should be.

Janine: Okay, so, if I submit pay stubs with previous earnings, how do I get a note to the payment processor, whoever is processing this, to let them know that there are previous pay stubs accompanying the pay request?

Sharday Jenkins: So, you can either include that note when you fax over the documentation. If you just want to include it when you fax it over to us to say, "Hey, I am including earnings that are prior to the Ticket assignment date."

Janine: Okay, so, in the Portal where it says "make notes," if I make a note there, you are not able to see that? Or is that just for us?

Sharday Jenkins: So, are saying when you put in a note in the Portal? I am not sure. Nicole, can your team see the notes from the EN? I am not sure of that.

Alexis: Hi. This is Alexis. Yes, they can see the notes when you put them in per case.

Janine: Okay, so, that is in the Portal where it says "notes," right?

Alexis: Yes. When you are submitting a claim, yes, we can see those notes.

Janine: Okay. Oh, that is good to know. Okay, then I can make a note there.

Nicole Black: Yes, I would recommend making a note.

Sharday Jenkins: Yeah, but also keep in mind that, you know, the case does have to be reviewed, so the earnings do have to meet that criterion in order for it to be denied. So, it is best just to send it over to us so we can confirm if it was a correct payment or if it should have been denied.

Janine: Okay. Okay, wonderful. Alright, well, thank you so much.

Nicole Black: Thanks, Janine.

Sharday Jenkins: Thank you, Janine.

Janine: Thank you, guys. Thank you so much.

Katherine Jett: Have a good day. Alright, Rebecca, I see we have three more individuals with questions. Go ahead.

Rebecca: Yes, our next question comes from Jill. Your audio and video are active. Please click the microphone to unmute, activate your video if you like, and ask your question.

Jill: Piggybacking off the last gal, when you put a note in the dairy section of the Ticket Portal, do you guys see that? I think it is called diary, and you can type in notes. Like, sometimes I have made an error, and so I did not know how else to communicate, so I would put that in diary and send that, but...

Nicole Black: Hi, Jill. Thank you for your question. I am going to defer to Alexis or Katie because I am not sure what that looks like on the Portal side.

Jill: Okay.

Alexis: Hi. This is Alexis. Once the work case is submitted to us, we can't see any additional case notes. Now, if it is in Diary and you are getting another fax cover page to submit more information, we might be able to see those. Unfortunately, I am not 100% sure, but if you need to communicate something specific about a case, you should always refer back to that EN Payments Helpdesk, and Sharday and her team will get the information to the Payments team.

Jill: Oh, good. Okay. I have not been using that, so I need to because there are times when I need to fax additional information, and the only time I am able to do that or see where I can do that is if it still pending. But once it's been denied and I can see that the Ticket Portal's showing the earnings and I do not resubmit pay stubs, but I maybe need to submit a PoR. Is there a way just to create a cover page or something like that without it, you know, having the plus sign on a pending submission where it says "fax additional information?" Like, is there a way for me to fax additional information?

Alexis: No, once the case is denied or once a case is paid, that case is completed. Only in a diary claim can you submit additional information for your case if one is denied because something was not provided. You would have to resubmit the claim with all of the documentation.

Jill: Oh, okay, okay. So, there is in diary, there is a way to fax additional information? Is that what you are saying?

Alexis: Yes, in the diaries, you can go to the "more information" section and you can provide what may be asked of you. You can fax a new cover page and you can fax more documents. But once the case is closed by either being paid or denied, you cannot take any other action on that particular work case, and you would have to resubmit it.

Jill: Okay. Okay. Thank you so much.

Nicole Black: Thank you, Alexis.

Katherine Jett: Thank you, Alexis. Okay, I see we have two more, and let's see if we can get those two in. If you want to take the first one, Rebecca. Thank you.

Rebecca: Okay. Yes. Our next question comes from Sandra. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

Sandra: Yes. Thank you. I am back again. My question is, is there a way, just like when you are entering earnings and you realize you that made a mistake -- because every time I enter it, I will save it, and it will show the different information that I have entered. Okay, once it is entered, it is like it is closed. In other words, I can't go back and say I want to delete it because I know I made a mistake. Is there something I am missing, you know, like, before I would submit a request and I see it there that I can delete it instead of letting it go through to be denied?

Nicole Black: Thank you for your question, Sandra. So, I want to make sure I have got this right. So, when you are submitting it, you have already saved it and you are like, "Oops, I have a typo." So, you are wanting to know if you can go and edit after you have saved it?

Sandra: Yeah.

Nicole Black: Okay. That is the question? Alright, that is for either Katie or Alexis, if either one of you could help, please?

Alexis: Hi. This is Alexis. I was trying to find it in the user guide. So, it looks like in the Ticket Portal User Guide, on page 36, when you are entering earnings, it does look like there is an action side that says "edit" or "delete" for those earnings. So, you know, we can't do it in production, but if I were to log in to our validation region, it looks like it is telling me that I can edit or delete, like, a row of earnings, as you are speaking of. So, you should be able to do that. It is on page 36 of the Ticket Portal User Guide that shows the functionality.

Sandra: Alright. Thank you so much, everybody.

Alexis: Thank you very much.

Nicole Black: Sandra, do you have your Ticket Portal User Guide?

Sandra: Yes, I do. Has not been updated lately.

Nicole Black: Perfect. Thank you.

Katherine Jett: Thank you.

Sandra: You are welcome.

Katherine Jett: Let's go ahead and get one more, and then we will do our close-out and give you the next call date. Rebecca?

Rebecca: Alright. Our last question will come from Tiffany. Your audio and video are active. Please click the microphone to unmute and activate your video if you like and ask your question.

Tiffany: Hello. I am sorry. I am a two-question asker today. I just submitted a Phase 1, Milestone 1 payment for a Ticketholder who works at a national chain like a hardware store that is nationally known, but on their pay stubs, they do not put the pay period start and end date. They only put the pay period end date and the pay date. Is that going to be something that is going to kick out? Because I already submitted the payment this morning. Is that going to kick out because there is not a pay period start date on that pay stub?

Nicole Black: Thank you for your question, Tiffany. That is a really good question. So, before we kick it back to you, we do have internal processes to do our best to try to ascertain what those dates are.

Tiffany: Okay.

Nicole Black: I would say, in this case, since it is specific, if you can just shoot an email over to the Payments Helpdesk with that question in it, Sharday will get it over to me and I will take a look at it.

Tiffany: Okay. That'll work. Thank you.

Nicole Black: You are welcome.

Katherine Jett: Thank you, Tiffany.

Okay, we will go ahead and move to the next slide, please.

Okay. Thank you very much. We really appreciate everything today, everyone. Moving ahead, the next quarterly All EN Payments Call is scheduled for August 6 from 1:00 to 2:00 p.m. And on behalf of the Ticket Program Manager, huge thank you to SSA and the TPM EN Payments Manager, Nicole Black, and Sharday Jenkins, Provider Helpdesk Manager, for the information provided on today's call. Any additional questions, comments, or suggestions for training topics, you can email enpaymentshelpdesk@yourtickettowork.ssa.gov. We would love to hear from you. One last thing, all the post-call documents from today's call -- the recap, the presentation, transcription, and the audio -- will be available in two weeks. So, thank you again. We will see you on August the 6. And this concludes the May quarterly All EN Payments Call. Have a great rest of your day.