**Opening comments**

Michelle Laisure, Operations Support Manager (OSM), welcomed attendees and briefly turned the call over to Desiree Fitzgerald, Office of Research Demonstration and Employment Support (ORDES). Desiree reminded the audience that they are welcome to contact ORDES in between quarterly calls if they need assistance, including setting up additional calls. Michelle Laisure then stated that OSM will always provide minutes for these calls in case a VR agency was not able to attend.

**Roll Call**

Ana Morales, Senior Account Manager (OSM), took roll of who was on the call:

* Georgia, Illinois, Oregon, South Dakota, Vermont, Virginia, Kentucky, and Indiana were present for the call.
* Florida, Massachusetts, Mississippi, New Hampshire, South Carolina, and Oregon (blind) were not present.

**Review of ePay Process**

Chris Mangione, Instructional Designer (OSM), went over the agenda for the call. He then proceeded to address the first topic of ePay files. These files will be processed on a quarterly basis (January, April, July, October). They will be processed around the 20th of each month or next business day. Debbra Tennessee then gave an update on the ePay file for this month:

* 3, 294 SSNs with earnings were identified for ongoing support ENs
* 329 SSNs with earnings were identified for Phase I Milestone I ENs
* Processing should be completed in a week, due to the large file size

Chris then resumed his PowerPoint presentation, which is attached to the minutes.

**Practice Module and Quick Guide Use**Ana continued with the presentation and reminded the audience that the interactive module is located under the VR tab of the website. OSM has received completion certificates from five VRENs (Florida, Georgia, Kentucky, Mississippi, and South Dakota). Ana encouraged the rest of the VRENs to complete the module in a timely fashion to ensure they know how to properly send files. Once completed, they should send their certificate of completion to [svrhelpdesk@yourtickettowork.com](mailto:svrhelpdesk@yourtickettowork.com).

To conclude the presentation, Chris advised VRENs who send their files in on a monthly basis and to print out the quick guides in order to make sure they are submitting their files properly .

**Questions and Answers from Call**

***Q:*** *Will the payments be made per individual or in one lump sum the way the CR payments are made?*

**A:** Under ePay, payments will be made per individual and per claim. The EN Payment Status Report on the Portal will provide details of all claims that have been processed and you will receive the Payment Processing Report from Social Security.

***Q:*** *To be clear at this point in time, we should not be submitting any claims, regardless of whether it is a phase one, phase 2 or outcome payment? Also, will reconciliation payments be made as a part of the ePay process?*

**A:** No, you should not be submitting any claims. As for reconciliation, it is not a part of ePay specifically; it is part of the payments process as a whole. The reconciliation payment is processed once Outcome #12 payment had been made**.**

***Q:*** *Once we receive payment in the next week or so we will not get anything more until late July, is this correct?*

**A:** No other claims will be paid until July 20th.

***Q:*** *If we get a recon payment will we be able to get a breakdown of that payment to verify the info we have? This has been a problem in the past.*

**A:** You can contact the EN Payments Helpdesk for the breakdown of reconciliation payment.

***Q:*** *Will we get any more auto pay payments?*

**A:** You will no longer receive Universal Auto Pay payments unless a case was pending prior to ePay.

***Q:*** *When is the next QBER update in the portal?*

**A:** The QBER was updated on April 20th, 2014.

***Q:*** *So the ePay report will continue to look the same as it has in the past?*

**A:** Yes, it will look the same as what you have received in the past. You will be able to see all the statuses for payments and you can get the report at anytime from the Portal. Additionally, you should also receive a payment notice. To clarify, our staff member who processed 20 claims on a single phase I Milestone I beneficiary was dealing with a pipeline case. That is why we could make so many payments on this beneficiary.

***Q:*** *You indicated 3,294 SSNs that had earnings were identified and that’s for all the states. Could there be multiple payments for the same SSN? When we receive payment, are we going to get the total payments for all of them on one date or multiple dates?*

**A:** Yes, there could be multiple payments for a single SSN and you will be receiving payments on multiple dates.

***Q:*** *We received a payment the other day, I assume that would be for another billing period and not the one you are currently processing?*

**A:** Yes, that is correct. Also, please do not submit payment requests quarterly now that ePay has been implemented. If you submit a claim without primary evidence they will be denied. You must send evidence of earnings if you believe you did not receive a payment when you should have. In addition, we do not process regular payment denials on ePay files.

***Q:*** *Is there any thought of including termination notifications to our In-Use SVR file?*

**A:** With the next portal upgrade, there will be an automatic email generated and emailed to you when there is a Ticket termination. This email could include a list of multiple terminations as well.

***Q:***  *I am finding often on the electronic file that a ticket was taken out of In-Use status, but when I get a report from my Account Specialist the Ticket is still on there and the IVR indicates it’s still In-Use for us. Is there a problem here?*

**A:** We will contact you after the call to address this.

***Q:*** *We have a few cases where we get a payment processing report, it’s showing a payment but with a 0 amount and with an I payment code. When I look on the status report, it shows that we have been overpaid on another ticket holder. What is the best process to figure out whom we were overpaid on? We have not received an overpayment notice like we have in the past.*

**A:** It sounds like these are old overpayments. More information will be provided in the minutes.

***Q:*** *I asked for more information on the Tribal EN. Can somebody get back to me on this?*

**A:** We recently received some clarity on this ourselves and will reach out to you offline.