**All Employment Network Call**

**3 – 4 p.m. EST**

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Operator: Ladies and gentlemen thank you for standing by and welcome to the national all employment network call. During the call participants are in a "listen-only" mode. Afterwards we will conduct a question and answer session. At that time press star followed by the one on your telephone. If you need to reach an operator at any time press star zero. As a reminder this conference is recorded Thursday March 12, 2015. I would like to turn the conference over to Michelle. Please go ahead.

Michelle Laisure: Thank you Hope and good afternoon everyone and thank you for joining us today.  
We know that we actually had to change your schedules a little bit by moving our call from last week given our snow day here in the DC area to this Thursday. So we really do appreciate you rescheduling your time and making your time available to listen and participate to the call this afternoon. At this time I would like to just turn it over to Desiree Fitzgerald for some general announcements and updates. Desiree.

Desiree Fitzgerald: Thank you Michelle. Hello everyone. Before we get into the thick of the agenda today I wanted to make sure you are aware of messages you received recently. On last Friday with the subject changed paves the way to extend the services.   
Expectative today we will no longer post the QBER information quarterly until further notice. We needed to poet privacy and renegotiate our agreement with the office of child support and enforcement and general counsel asked us to discontinue this until we do those things. So we've taken it down but we are happy that this gives us an opportunity to offer what we think is even a better service. We're going to extend e -pay to everyone who doesn't currently have e-pay. This will be e-pay that covers milestone and outcome payments. Right now e-pay is available -- some of you benefits on the universal auto pays and then there is some special e-pay for particular business models but any en under any type of business model would qualify more than likely for e-pay under the new model. So we're just happy to be able to bring that information -- I mean actually that piece of progress we actually consider it progress out of adversity. So anyway we hope that you see it the same.   
And for state VR agencies we're offering a similar service to what they currently get since their needs are different.   
But for VRENs I wanted to make that mention. The other document that you received this week was a message from David Weaver and we're very happy that he was able to send out something to you all about the new Portal itself which is what we're featuring on this call today. In his message he pointed out some of the benefits and we'll elaborate on some of that today and he also has information in there about preparing to use it because it will -- we think it's going to represent an improvement in service, a continuation of service because where we are now it has served us well. But please check out those two documents. There are links to other resources in David's message and with that I'll turn it back to you Michelle.

Michelle Laisure: Thank you Desiree and as Desiree was saying Weaver's message actually is our kick off to the Ticket Portal which we are very excited to present to you this afternoon.   
Desiree is going to speak to the advantages and benefits of the new Ticket Portal and Katie will talk about the differences in the new system then we will walk through the processes you use to look at payments, Ticket assignments, all the function that is you have and a lot more within the Portal that currently exists but will be closing out and moving on to the Ticket Portal. So with that I will turn it back over to Desiree and again we really do appreciate -- we have great attendance on this call and we do appreciate your participation and calling in today. Desiree.

Desiree Fitzgerald: Thanks. Well this is a highly anticipated moment for us and we expect the same is true for many of you particularly if you use the current Portal. We've been talking about this for about a year now and we're finally ready to give you a glimpse. We've made a lot of progress. We have a lot of screens that are available. There are a lot of things that are not yet available but you'll get the feel and the look of the system itself. You'll see the queries that you can make and you'll get to see the payments and Katie will give you some information about how what we have today what you're seeing today is going to compare to what you're going to -- what you have been doing in the past.   
But I just wanted to say something along the lines of why we're doing this because I know that's probably on some of your minds. We've put a lot of work into the current Portal and with your assistance pointing out things we've put it into tip top shape and you may be wondering well why we are changing now.

And the current Portal has served us very, very well but the new Portal is actually part of a larger effort where we're modernizing and consolidating our return to work systems. So we needed to connect the dots basically. We needed to bring together the processing systems and the notice systems and, you know, the mySocial Security, we needed to make sure everything was connected and there was one central point so that we wouldn't have to worry about information not being synchronized because how it's in different places and all that. And, you know, some of the manual processes being folded in so we don't lose track of paper. So there are a lot of good reasons. And it's going to end up being a better product.   
We'll have to get through our growing pains. We've had some setbacks with our schedules.

But we are still planning to bring it to you in spring.   
We're not prepared to say the exact date yet but we will be transitioning folks in during the spring time frame. But we're really, really happy about this and hope that it translates into administrative savings for you and better service to your clients, our beneficiaries. So with that I'm going to give it to Katie to give you the overview of the current and new Portal functions.

Katie Striebinger: Hello good afternoon everyone. I will go over some high level differences between the current Portal and the new Portal. The first thing I'm going to go into is the access requirements. As you're aware the current Portal requires a valid pin and password and your identity is verified over the phone. Your account in the current Portal is set up and maintained by awesome. So if you have a problem accessing the Portal awesome is the one who is going to help you because they're the ones who set up the account and access. And I know that you can get access to use this yourself if you have an account. In the new Portal things are going to work a little differently because you are directly accessing our system and our data. You also need a valid username and password but the username and password is from a mySocial Security account with extra security. This account is maintained by SSA so if there's a problem with that account you have to contact the 1-800 number or go to the website. Your identity is verified by text instead of by telephone. The reason for this is that we have to know you are who you say you are. You cannot have a shared account. We have to be able to verify it because like I said we're using mySocial security.gov account. We do not want the account to be breached or the new Portal being breached so we verifying identity vi text. Anybody can pick up a phone. The point of contact after you get your username and password is going to be your en representative or the helpdesk enrolling you. Ticket assignability. Right now the current Portal and new Portal will have Ticket assignments in batch or one at a time. The current Portal the information in there is two or three days old by the time you get the information. The new Portal the information is in real-time. If you do a Ticket assignability and it says a Ticket is assignable especially if you do it one at a time you can click a button and have that Ticket assigned to you right away. So it's on your list of assigned Tickets right then and there instead of waiting for it to process through the contractor system, back to the SSA system and back to the Portal. So especially, you know, it may take you two or three days to find another something was rejected that a Ticket you tried to process did not go through.   
It will tell you cannot assign that Ticket and you will no right then and there.

Another difference is payment requests. The current Portal lets you key information in the Portal, fill in the payment request yourself. The evidence from that is made into a document and awesome staff has to upload that evidence and they have to split it out into different payment requests. In the new Portal you are actually making a payment request yourself by keying in the information you are making a work case in our system. So if you're the one typing it in it is going to be in that system.   
It will show up in your pending list as soon as you submit the   
button. No staff is going to be necessary. You will know if the payment request made it to our system or not and there will not be a delay and we have the ability now where you can fax in evidence. When you fax in your evidence it will automatically associate the pay stub that you fax in. Nothing should be lost or misplaced. It will automatically create a link between those of those documents and the staff should be able to make the payment right then and there if everything else is in place. Pending payments in the current Portal are not in real-time. But in the new for Portal they will be. You should be able to go from one link to another and see it reflected in the list which we will show you in the demo.

And the marketing file right now is not in the current Portal but is mailed to you on a CD and the new Portal you will be able to download it yourself and you'll be able to filter it. Say you don't need all the records -- you know you don't need a hundred thousand at a time. You will be able to filter it and make your own list from the website and the information here will be update odd a weekly basis instead of monthly basis and the information will be more current. And the new functionality we're adding that we're excited about is that h you'll be able to send a message. Instead of relying on emails and attaching documentation and trying to make sure you're communicating about the right beneficiary or right payment request you can click on the request you have a question about and send a message and the other person here or at office will help you had. So that's a broader review of the high level functionality and I will send it back to Michelle.

Adelle Barr: Thank you Katie. Actually this is Adelle. I am a member of the Program Integrity Department and I thank everyone for joining us today as we explore the new Ticket Portal. We designed this presentation in an effort to simulate the experience that you will have once you're able to access the Portal. We will navigate through the system by clicking on links. Let me take a peek -- if anyone can tell you are you able to see the presentation at the moment?

First what we will do is we'll visit the main menu of the ticket portal. Let's review what you will find here. The ticket assignment list section allows you to view a list of the beneficiaries currently or formally assigned to your en.   
The payment section allows you to review payments already made to your en and all pending payments for your en. The assigned and unassigned beneficiary section will allow you to check the assignability by social security number, assign an unassigned ticket, upload a file to check assignability or process assignments or unassignments.   
For multiple beneficiaries and check the status of the uploaded files and download the responses when ready. The “about the your EN or State SVR” section allows you to download a PDF that displays direct information about your en. Finally the case note section allows you to search for case notes you entered for a beneficiary. Now there's also a site map on your screen at the bottom left hand corner. This displays the outline of the en portal application and the screens associated with each action. To the right of the site map at the bottom of the screen is my EN/SVR capabilities link, which displays the actions or access the ticket Portal as well as any restrictions social security has set for your EN. To the right of my EN SVR capabilities is my own rights and capabilities which displays the actions you can perform or access using the ticket portal. To the right of my own rights and capabilities is links which displays links to websites.

Next is the reference take which has the codes, SGA and trial amounts and ticket payment amounts. This will be a pop up window that you can reference as you're working with the ticket portal. And here you see the announcements link at the bottom right hand corner of the screen which will allow you to see the announcements at any time. Finally there is a sign out button in the upper left hand corner. It is important that you sign out by clicking the sign out button instead of just simply closing your browser. Also you want to be aware or be careful of using the back button on your web browser because it will actually log you out of the ticket portal. Okay we will now look into assigning a new ticket. The first step is to determine if the ticket is eligible. During your initial review with the beneficiary you can determine if his or her ticket has been assigned by going to the check assignability by SSN link. The individual ticket status and use history screen will display. You must enter a Social Security number to review the Ticket status and Ticket Use History. Enter Social Security Number and you select search. The screen will display the information for the ticket status and the Ticket Use History based on that particular social security number. For this example we will assume that the beneficiary's ticket has not been assigned. And since the beneficiary's ticket is not assigned you can complete and find the individual work plan, if you're a new EN and have less than ten tickets you will need to fax or upload through the old portal the IWP to the operation's support manager. In a later release before the April roll out additional functionalities to assign an unassigned tickets for single beneficiaries will be included here. Let's go ahead and we'll assume that we're an en that has set up for the ticket assignment request process. You do not have to submit IWPs but have them stored in your office. With this being the case an en would be able to assign a ticket on the portal. And from this screen the en would click on the assign a ticket button. The en would assign a ticket by inputting the beneficiary's name and ticket assignment date. Remember this functionality will only be available to ENs that are set up with the ticket assignment request process. We will now select the submit button to assign the Ticket.

Also if you want to submit a file with multiple beneficiaries for assigning and unassigning you will be able to upload files following a standard format.   
And we will circulate the specifications of the file formats later to all service providers. When uploading such a file depending on the number of beneficiaries and the load on the system you may have to come back at a later time to see the results of the submission.

Let's assume you are an en that needs to submit an IWP and you've uploaded the IWP. When you see if it's uploaded you select the processing status of the file upload. And the file processing status upload screen will display and you see this is a display screen and this will display the processing status of uploads for your EN. You can also download the process files for your use. And if you make note the values in the following columns can be selected and a pop up description will display the file type, processing status and downloaded. We'll go ahead and select the main menu button to return to the main menu.   
Assuming the file uploaded you can check the list of beneficiaries currently assigned to me to make sure the ticket for the beneficiary was assigned. The list of beneficiaries currently assigned to me displays the beneficiaries currently assigned to your EN.

You can use search filters such as assignment date ranges, either by using the calendar icon or typing it in. You can also search by name to narrow down the search results. We have blurred out some of the beneficiary's names but we will click on the actions link circled in red next to one of the beneficiary's information.   
This will take you to a list of actions that you can perform specifically for this beneficiary. Please note this is a dynamic list and will show you only those actions that are applicable for this beneficiary.

In this example it displays eight different menu items for the beneficiary. The menu item should be self explanatory but we'll go ahead and review them together. The show payments option will display payments for the beneficiary. The show pending payments will display any pending payments for the beneficiary. Now this link will only display if there are pending payments for the beneficiary. The show assignments link will display the ticket status of the beneficiary. The show TPR link allows you to see the status of the beneficiary's timely progress review. The view and manage case notes link allows you to enter case notes. This confidential information can only be viewed by your en and not by social security or the operation support manager. So you may want to include important information pertaining to the client's case or to a future activity for this particular client. Request of payment will allow you to submit a payment request. The unassign or close this case link allows you to unassign a ticket. And finally just for demonstration purposes VR case to the ticket link will allow a VR to convert a VR case over to the ticket program. Let's now go ahead and select unassign or close this case to unassign a ticket. To unassign a Ticket and to the ticket assignment days and specify who requested the Ticket unassigned. Once the en clicks submit a screen will confirm the unassignment was successful.

Let's click close to return to the more options menu. Let's now walk through the process of submitting a payment request but selecting request a payment.   
The payment request screen is an input screen where you can request payment for a claim month based on the beneficiary selected from the beneficiary's currently assigned screen. Here we enter a claim month and select submit. Please note that you need to submit separate payment requests for each claim month. Now you will enter the payment type of phase one milestone, phase two milestone or outcome payment. If you are requesting a phase one milestone you must enter a number 1-4 in the box, enter a milestone number from one to four. And this is to indicate the Phase 1 milestone payment that you're requesting for. The milestone numbers are not required for phase two and outcome requests. At this stage the portal performs certain validations to check if the payment request is allowable.

If the validations fail it will not let you proceed with submitting the payment request.   
It also checks to see if there are sufficient earnings for the claim month and payment type requested already available in Social Security's internal system. If so the portal will now prompt for further information and let you select if you want the fax mail cover sheet which we'll describe a little bit later. If there are no earnings in the social security system it will treat the request as an evidentiary payment request. It will prompt you to choose the appropriate evidence type such as employer statement, pay stub or work number data. And will prompt you to enter the earnings information. Now you would enter the employer information, pay period start date, pay period end date, pay date, gross amount paid, new amount paid and press submit. Please note not to use any special characters with the employer information.

You can also enter a note for the payment by selecting yes by add note and check the box for proof of earnings will be faxed in. Then press submit. Once you hit submit a work case will automatically be created in the social security system and you will see the payment request as a pending payment. Now as an option the system will allow you to enter notes for your own reference if any and please note that no one at social security or the operation support manager can see these notes. This is only for you to make notes for your needs. If you entered earnings information you must fax in the corresponding evidence using a cover page generated from the portal. To achieve that you must select proof of earnings will be faxed in. If the system found the earnings and did not prompt you for earnings information then sending any evidence is optional. If you select proof of earnings will be faxed in a fax mail cover page will display. This page will include a social security reference number which will be the same as the current work case number.   
And please save this cover sheet in a local computer. If you would like to e-fax your h evidence merge this cover page and the evidence so that the cover page is the first page and then e-fax it. If you're sending the evidence by regular fax machine please print this cover page and send it as the first page with your copies of your evidence. The page has a bar code which automatically attaches your submission to the work case ensuring quicker processing of your payment. The cover page cannot be used more than once. Any additional submissions will not get processed. Okay we will now go back to the more actions menu and since we have entered the payment we want to make sure the payment is in the system. We'll go ahead and click on the show pending payments link. And the pending payments link displays all the pending payments for the beneficiaries. We will see the payment request that we just submitted. And as Katie mentioned earlier this information will be real-time.

If you want to see payment requests that completed processing either paid or denied you will have to use the show payments link from the more actions menu. When you select the show payments link the individual Ticket payment summary screen will display. We want to see why John Doe's payment on 10-10-2012 was denied. There's a code 02 and to find out what that means we can select denial codes at the top left hand corner of the table circled in red or click on the denial code by the transaction question. So we'll go ahead and click on the denial code circled in red by the transaction for 12-10-2012. As you see this displays a pop up with the denial information.   
We'll go ahead and close the pop up by selecting the x in the top right hand corner. Let's select the button close to close out of the show payment screen and we will select the close button to close out of the more actions screen. Let's select the main menu button to return to the main menu. Okay we're back to the main menu. We will now explore another option to check if a payment is finished processing. We will now select view payments already made to me. You may search here for payments already made to your en for all the beneficiaries based on dates and denials whereas the show payment screen displays payments for one beneficiary.

The “payments already made to me screen” is similar to the Employment Network Payment Status Report on the old Portal.   
Enter the dates you wish to search and please note that the start and end dates cannot be more than a year apart. Results will display which you can view on a spreadsheet by selecting the option download entire list to Excel. Let's click on the main menu button to go back to the main menu. Let's take a look at timely progress review status. We will select beneficiaries currently assigned to me from the main menu and we will select the actions link to go to more actions menu. We're selecting the TPR status link from the more actions menu and the TPR status screen allows you to see the status of John Doe's Timely Progress Review.

We will click on the “provide TPR assistance” link and this takes you to a screen that allows you to enter TPR qualifying criteria and also optional comments on-line. You will press the submit button once you entered all of the information.

Let's take a look at case notes.   
We will select view and manage case notes link from the more actions menu. Now the ticket portal allows you to enter case notes. This confidential information can only be viewed by your en and not by social security or the operation support manager. You may choose to use case notes to include important information about a beneficiary or a future activity for a client. Select add a note. You can add notes by selecting notes diary date. The note expires date provides you the option of having the note disappear at a specified time.   
You would select the save button to save the notes. When you return to the case note screen the note will display and a delete button will be available.

Select the close button to return to the more actions menu.   
Select the button close from the more actions menu. Here we'll select from the main menu. List of beneficiaries currently assigned to me. From the main menu we will select view directory information about your en or SVR. The view directly information about your EN or SVR screen will display and this is an active screen. This screen allows you to view all directly information for your EN. You must select whether to include all service sites or only active service sites. Once a radial button is selected select the download all service sites link.   
An Adobe document will load with the information based on your selection and this should be the first item you check to make sure that all your information is correct. If you find that there's incorrect information contact your EN/SVR representative at social security. Click on the sign out button in the upper left hand corner and this concludes the presentation. Michelle.

Michelle Laisure: Thank you Adelle for that thorough overview. Much appreciated. And the comments from Desiree and Katie. Thank you for those as well. We have several questions on the chat line and we will definitely go through a few of those. We also want to open the phone lines to receive questions from our call in –

Desiree Fitzgerald: Michelle, excuse me Michelle.

Michelle Laisure: Yes Desiree.

Desiree Fitzgerald: Teresa joined us and so I'm going to turn it over to her to make a few remarks if you don't mind before we move on.

Michelle Laisure: Absolutely go right ahead.

Theresa Shilling: This is Theresa with the EN Service Branch and I just wanted to remind everyone that prior to getting access to the new portal you must have suitability clearance signed up for your mySSA/gov sct with the extra security and completed your security awareness training.

Our EN specialists have been contacting the ENs and if you haven't been contacted you may email enservice@SSA.gov. They will need your SSN and name to enroll you in the Portal.

Michelle Laisure: Thank you Theresa. Now we're going to go into our chat line.   
I do want to make sure everyone knows we will post the questions and answers from this call -- we will summarize some of the questions because they are very similar. So not every question will be identified in the document but we want to let you know there will be a follow up information from this call and the presentation will be available on-line shortly. So Melissa before we open the call line do you want to read a few of the questions I believe on the QBER?

Melissa Stipa: Sure first question is there a time frame that you can give us when the QBER info will be available again as we have found e-pay is not accurate and many are missed?

Desiree Fitzgerald: Michelle I'm going to need to interject once more.

Michelle Laisure: Go right ahead.

Desiree Fitzgerald: Sorry about that. We're not certain at this point whether we're going to be able to post those online or not. But this information will be available in a user guide in the future and there will be training available. So if we aren't able to post the presentation this is work that's still in progress.   
They're going to be new screens added. We wanted to give you a first look at things as they exist now so you could just get a sense of where we're going.   
But in the instance that we aren't able to post it just yet just know you will get full documentation and training and elaborate hand holding as you transition or whatever you need, awesome will continue to provide you with the things that you need to be successful.

Michelle Laisure: Actually Desiree that was several of the questions so you've answered that so thank you very much. So we look forward to getting that out to our ENs. Do you want to go ahead and follow up on the QBER question which was for your comments earlier on when you might be available or something similar might be available? The question asked when will the next type of QBER report be available.

Desiree Fitzgerald: I'm sorry I must need a new prescription in my glasses because I cannot see one word in the chat room. But yes. We are looking to have the e-pay replacement service in place in June. So that's the time frame we're shooting for. Was that the question?

Michelle Laisure: Yes it was. Thank you Desiree. Now we're going to go to our portal questions and then open up the phone lines.

Melissa Stipa: The next question about the Portal is how long will it take to get access to the portal once you submit all of your information for suitability clearance and Social Security? And a question that goes with that is when will this new port   
al be available?

Desiree Fitzgerald: Getting access to the portal will depend on the time frame for when we bring people in. We'll have to do that based on -- we may have to do that based on a schedule. We may be able to bring you in when you're ready. But for now we're just in pilot mode but once we have, you know, the full functionality or close to that ready we'll start transitioning folks in. So you'll be given a date when we would bring you in. But you can always provide information based on what Theresa just told you and our system can have you in it as a registered user so on the dates that we flip the switch then you would be, you know, included in that group.

Michelle Laisure: Okay. We have a couple questions around the payment process and the submission of pay stubs. I'll let Melissa read the question.

Melissa Stipa: So one of the questions was about actually numerous questions were about faxing in pay stubs instead of uploading them. So if we could just go back over that information.

Katie Striebinger: This is Katie responding to that. So the way we're going to have it work is if we do not -- if you go to like the screen showed you you're going to go in and pick a beneficiary you want to submit a payment for. If we have enough earnings in our system for that payment we're not going to ask you to enter all the earnings information you saw there on that screen. We're not going to ask you to submit the pay stub or employer information. But if we didn't have earnings we will need you to give you evidence for the payment and that's where we want you to fax in the earnings information. Like I was trying to explain earlier by faxing it in its going to attach your evidence to the work c case created in our system. You can use a regular fax or you can do e-fax if you want to keep everything electronic. You can bundle your requests together.

You can do multiple batches at a time. I did see a question on here about how to do the submit request for phase one milestone payments. So if you notice on your payment status report for phase one milestone two even though it covers more than one month of earnings there's only one claim month on the report.

You're going to have to pick the correct claim month when you do this and obviously if you pick the wrong claim month our staff will realize what you're trying to do and make it the current month but you only need to make a payment request for one month. Right now I know you're entering all the months they had earnings to qualify but we will only need you to pick the claim month you will get paid for which is the last month they have the earnings. If it requires six months of earnings we want you to put in the six months. All this information is very detailed and it will be in the training and in our guides.   
Don't feel like you have to understand all the fine details now because this is not rolled out yet. We're not ready to give you the whole system. So I hope you don't feel that we're glossing over some things. We want to make sure you get an idea where we're going but you don't need the exact details at this time. Rest assured we're going to work with you and get everything working properly so you can try our brand new portal and the new benefits that come with it.

Michelle Laisure: Thank you Katie. We're going to go now to the phone lines because I know that everyone's not on the chat line so we want to get a few questions from our callers. Operator will you open the lines?

Operator: Certainly. Ladies and gentlemen if you would like to register a question please press star followed by the one on your telephone keypad. If your question has been answered and you would like to withdrawal please press the pound key.   
Your first question comes from the line of Judy.

Judy Sanderson: Hello. I'm going to apologize up front about part way through your demo my computer kicked me off and I could not get back on to the demo so you may have covered it but I may not have been able to see it. I have a couple questions. When somebody was talking about VR being able to convert somebody over to an EN. Were you referring to only within that VR office that -- because some VRs are regular VR but also have an en component. Was that within their four walls or could say a VR office in my state could transfer somebody to agency which is an EN?

Desiree Fitzgerald: No that particular feature allowed that VR agency to move a client that they have from their cost reimbursement payment system to an EN payment system.

Judy Sanderson: Within their four walls.   
Okay. And in terms of the faxing you mentioned that a fax cover sheet could only be used once. Is there going to be a process because we all have these fax machines that all of a sudden it sucks in two pieces of paper at the same time and if your cover sheet is used once and we can't use it again are we going to have to go back and resubmit all over again?

Desiree Fitzgerald: Well that fax sheet has the particular identifying information that will allow it to associate itself with the work case. So it's really critical that you use that fax sheet. I'm glad you brought up this type of question because you may want to make a copy of your fax sheet before you fax it or if you have it electronically then you have it of course but if you're faxing it in just make a copy because the identifying information is attached to that.   
If you were to request another cover sheet it would not associate that.

Judy Sanderson: I don't think I was clear because I'm not saying I'm losing the fax sheet. You put the cover sheet with your evidence and put it into the fax machine and the cover sheet goes through fine but then when it goes to pull in the pay stub information that you're sending along sometimes it will take two pages at one time. So the fax is not going through correctly. Yet I've used the cover sheet. I can't reuse it to send it through again because you just said we can only use the cover sheets once.

Desiree Fitzgerald: Yeah you will still have the same, you know, good quality payment service that you have today. So when they get information like that and there are questions they will reach out to you to try to figure out what's what and to make sure that they are processing the payment correctly.

Judy Sanderson: So maybe what I end up doing is if I've caught it, if I see it happening then I know that somebody's going to be emailing me or whatever that they're missing a page?

Desiree Fitzgerald: Yeah they're going to look at the data and if they can't make a decision based on what came through and there was some evidence attached but it's inconclusive, you know, concerning whether they have all the pages they'll address those kinds of things with you directly.

Judy Sanderson: You're saying I can't simply take out that cover page and try to resubmit the whole package again? That just isn't going to work?

Desiree Fitzgerald: No.

Judy Sanderson: Alright. And my last question is I know that in order for us -- like I have my extra security and all our staff have our security clearance and those that are getting additional secure and mySSA account so we will have to get in touch with the en specialist and give them our social security number and username I believe and I think we also have to submit that security -- that one page security form that we all have to sign off on annually that says I'm going to follow these steps and I know what I have to do to keep these things secure.   
I thought that had to be submitted too.

Desiree Fitzgerald: That's security awareness form?

Judy Sanderson: Yes.

Desiree Fitzgerald: Yes.

Judy Sanderson: If we've already submitted that like all our staff we do it once a year. All in April. That way I can be sure that everybody's done it once a year. And so we submitted ours last April. So if we get on before April are we covered or do we need to submit it again?

Desiree Fitzgerald: You would be covered.

Judy Sanderson: Okay. Good. So I can hope to get on before April then?   
All right that was it for me.   
Thank you very much.

Operator:  
Your next question comes from the line of Susan Webb.

Susan Webb: Hi everybody. This might be a really dumb question and I might be the only person who doesn't know this. I don't know what e-pay is. I know what auto pay is but what is ePay? We've never had that. I thought that was related to payments that were made like to one stops? What am I missing?

Desiree Fitzgerald: No that's not a dumb question at all. You may recognize it as universal auto pay.

Susan Webb: Oh it's the same thing?

Desiree Fitzgerald: We actually -- you don't have to request the payment. We'll look and check our records and if we have earnings information that allow us to pay you we will do that and it's normally based on a schedule and we would make the payments. So yeah we're extending the payment service where you don't have to actually request it.

Susan Webb: So that then -- so -- I'm kind of confused the relationship between not sending out the QBER and the e-pay. So I hear you say that the reason you're not going to do the QBER is because you don't have a new contract with child enforcement and that other thing where you get the information to put on it. So I'm confused as to how that information -- how those payments that are normally on the QBER are we just going to forego those at this point? That could be a lot of money for ENs.

Desiree Fitzgerald: Yes you are absolutely right and I'm glad you were able to realize that because this is a better service that we're offering you. Instead of us giving you earnings leads and you requesting a payment we're now going to just make the payments based on that information we would have given you. So you actually would not need the QBER unless you were using it some other kind of way.

We need to consider, you know, VR agencies under cross reimbursement that have a different process so this e-pay doesn't work for cross reimbursements so that's important why it's important to bring it back for them but you're right we're on our way to auto pay. With e-pay you still have staff resources that are processing the payments so you realize the administrators or. It will pay each night when the information is present. We're not there yet but e-pay is an interim step and it was something that we offered to some state partners because of the large volume of our beneficiaries that they serve.   
But now we're able -- we're going to be able to extend it to individual ENs regardless of the business model. You won't need QBER in the future necessarily.

Susan Webb: Well that wasn't really my question though. My question was if you're not getting the information from child enforcement because you don't have access to it we don't get paid. Right? I mean it sounds like we're going to actually forego payments.

Desiree Fitzgerald: No we get information by law we can get information from them. It's just that we have to consider the legalities of what we can use it for once we get it and who we can share it with.   
The current agreement isn't crystal clear on that. So those kinds of things. And we also the agreement has to mention the system of record where this information lives and we're building a new system here. But we have systems where it lives but it's multiple systems and a that agreement doesn't mention them all. We use the information in the agency in various ways and we're able to use that information to run our programs. This is just about privacy and disclosure and FOIA and all those things. So we still have all the sources an individual would check to make a payment. None of that will change. We have an agreement that allows us to use that I know for payments.

Susan Webb: Okay one last thing. I assume that getting this thing in place that you've been working on is the reason why the payments for January and February have not happened or have been greatly reduced to ENs?

Desiree Fitzgerald: I'm not sure that I know that that's a fact. I mean -- we had thousands of payments processed in both of those months.

Debbra Tennessee: Desiree this is Debbra can you hear me? We had more payments in February than January but we processed over 4,000 payments to ENs in February. Our numbers are not down at all. I mean I've heard this comment from a couple ENs and I did give them some information but our productivity and the number of payments that we're producing or claims that we're processing that number has not been reduced.

Susan Webb: Well I just know that there was some ENs that didn't get any payments in February and I know ours was about a sixth of what it should have been.

Debbra Tennessee: We processed what we got. Okay. And we don't have -- and we do watch the 30 day -- you may not have gotten them as quickly. Now that may be the case that they're still some claims out there but we process within 30 days. There's nothing that's overdue.

Susan Webb: Okay. All right. That's it. Thank you.

Debbra Tennessee: Last week I checked on payments -- some payments that were made between February 24 and 27 that were still pending verification. You know, so hopefully that's not still the case but there was some lag time in there but it didn't have to do with us processing them to Treasury.

Susan Webb: Alright thank you.

Operator: Your next question is from Bill.

Bill: My question was about e-pay until Susan did her series of questions so I understand it. But I just want to say I've been an EN since 2009 and what you guys are doing now it seems like it's a breath of fresh air because it seems like it's more up to date as far as electronically because instead of us going in the QBER trying to find the payments you can come up with them and it's less paper work for us so things seem to be moving along pretty smoothly.

Michelle Laisure: Thank you for your comment. Next question, please.

Operator: Our next question is from the line of Steve.

Steve: Steve, Colorado. I was wondering about occasionally I get a client because of primarily usually it's a health problem that temporarily taking them out the market and first of all I want to ask the proper way and on the new portal is there a button to hit suspend client?

Desiree Fitzgerald: Are you referring to a beneficiary wanting to put their ticket in at inactive status for a while?

Steve: Is it considered inactive? I didn't know the terminology. Because they're having a medical condition and they really can't do a job but they don't want to unassign the ticket.

Desiree Fitzgerald: That's an action that it is beneficiary would have to take and so the beneficiary would need to contact the ticket help center.

Steve: Okay.

Michelle Laisure: And then that information would show on your ticket assignability report in the beneficiary status as inactive.

Operator: Your next question is from the line of Maria Walker.

Maria Walker: I have to make the same disclaimer I got kicked off in the middle of the webinar so I have to apologize if this was covered. But I just want to follow up with what Susan was asking in terms of those ENs that are signed up for universal auto pay. Does that mean that automatically you are now just going to forward all the milestone payments in addition to the outcomes? Do we have to request that you begin -- that you begin to do that for us? What's the process for that?

Desiree Fitzgerald: That's right. That's exactly what will happen.

Maria Walker: Okay. We don't need to request to start doing that if we're already a UAP?

Desiree Fitzgerald: Well for the new e-pay you will not have to request that service.

Maria Walker: Okay. But it's not in place as of today or?

Desiree Fitzgerald: No this is actually something that we have to develop and we're targeting the June time frame.

Maria Walker: Okay. So in the interim you can't use QBER you will have to rely on entering the payment request forms?

Desiree Fitzgerald: Yes. You would have gotten normally there would have been an update in mid April. That update will not happen. So, you know, if you've followed all the leads from the data that's -- that was available to you since January then there wouldn't be any update but you can go to the portal and continue to request evidentiary payment.

Michelle Laisure: Operator do we have another call?

Operator: Our next question comes from the line of Carol.

Carol: I hope these questions are appropriate because I did miss part of the earlier part of the presentation. We're relatively new en and we've never used the portal. We actually are taking our first ticket assignment right now, our service worker is with the consumer so I'm getting concerned about having everything in place. And we've been asked to provide the employment network employee social security number, user id and I'm sorry -- security clearance letter date and systems security awareness training date. The first lead I'm not sure how we're supposed to transmit that because I don't want to send our social security numbers over by e mail and I'm not 100 percent clear on what the security clearance letter is and as to system security awareness training date I assume that's the date that form SSA222 was signed? Three part question. I'm sorry.

Desiree Fitzgerald: We don't want you to send us anything electronically. Teresa will give you more information about that. This question made me realize I needed to make a point. The portal itself is not available to SSA -- to anyone in operations or here in central office. If we do not have access to the information -- if we do not have access to what we just showed you, the web-based portal is d designed for you. We have our processing system that has information in it about your organization, your ticket assignments and your payments and all. We're looking at something entirely different.   
Only you will be able to get into what the web based portal and that's why it has to be associated with your SSN and your mySSA account because no other person should be able to get into that system without that information. That's why it's important we have that information and that information is taken over the phone, entered into our system.   
We're not recording it anywhere.   
It's going in the system and we can't get back into -- I mean we can't get back -- we can't get to your information. Your personal information. We cannot -- we will not have access to any of your social security information. The portal is in a separate location. We're just using that system because that system has authenticated you. So that system is connected to, you know, the authenticating organization like Experian. We want you to know this is a high degree of security.

Carol: It's like checking a fingerprint sort of.

Desiree Fitzgerald: Yes. .

Theresa Shilling: We do have your suitability clearance letter. You do not need to send that to us. And the security awareness form is what you send in yearly.

Carol: Right. We already sent that in that's why we were confused were we being asked for it.

Desiree Fitzgerald: We're just saying these are the requirements to continue to be able to operate in the portal and to have an active status.

Theresa Shilling: I believe you asked how you transmit your social security number.

Carol: Yeah.

Theresa Shilling: You can contact your representative and finance you're not sure who that person is you can email [enservice@SSA.gov](mailto:enservice@SSA.gov).

Carol: I've been in communications and have not got a clear response.

Theresa Shilling: You can email the representative and ask for them to give you a call. Provide a couple of times that are good for you and ask they give you a call to retrieve that information over the phone.

Carol: Okay. Very good. That's helpful. Thank you so much.

Theresa Shilling: Of you run into any problems and need to escalate things then you can contact Cara Caplan.

Michelle Laisure: Before we go to the next question I know that we have several questions on our chat line and I know we're not going to be able to get to all of them. We will address them in a handout and I know we're going to continue this conversation next month. So please just consider this as kind of a kick off, a soft roll out just to give you opportunity to see all the new features in the ticket portal. But we have much more to share with you. We will be providing you documentation on this and again we are excited that you're excited and we don't want you to think this is the last time we will talk about this. We will have many more conversations on this topic. Next question please from our operator.

Operator: Your next question comes from the line of Elise.

Elise: Hi good afternoon. Just two questions. One of course we're on the universal auto pay and I want to make sure it's okay I request payments.

Desiree Fitzgerald: Yes. You can always request payments no matter what services we're offering. We still have a UAP file universal auto pay file we're processing and will process next month so that will hold up our process if you're going to submit outcome claims for any of your beneficiaries on auto pay until we stop that and go to the social security e-pay process and we will give you a heads up on that. But for right now we are continuing with auto pay for outcome claims. Now for your milestone claims yes you must submit those requests.

Elise: Okay. But then -- but again once we get into the e-pay the new portal because we're on e-pay the new portal then at that time it will be more -- it won't be every quarter it will be more frequently you will be doing it?

Desiree Fitzgerald: We'll be doing it every day.

Elise: Every day, wow that's awesome. Okay my second question is and I've asked this a couple times on the chat. If we're faxing into the new portal does that mean we do not have to fax earning statements to SSA local office?

Katie Striebinger: That's correct.

Elise: Yeah. So we just do it one time we're done? Right?

Katie Striebinger: Yes. Are you asking whether you still have to fax them?

Elise: They said to Social Security?

Katie Striebinger: Local field office. I'm so sorry. No. Nothing we do changes any processes at the local field office. I'm so sorry. I was thinking Maximus.

Elise: Okay so it has to be faxed to the local SSA office? The beneficiaries have to do that?

Katie Striebinger: They still have to report to the field office.

Operator: Your next question comes from the line of Randall Cook.

Randall Cook: Good afternoon from upstate New York. What are the future plans for the telephone ticket assignment line? Thank you.

Michelle Laisure: Yes you're referring to IVR.

Desiree Fitzgerald: Actually, IVR is being discontinued at this time. Not at this time meaning today but I mean once we roll out the portal. Thank you.

Operator: Your last question comes from Rebecca.

Michelle Laisure: Hello Rebecca.

Rebecca: Hello. Like the other few ladies I was kicked out of the chat line so I don't know if you covered this. But I know you mentioned that we would be able to look at something that DOR does. So my question was will department of rehab will they also be able to access the same portal where if we needed them to unassign a ticket we can just, you know, call them or something and they can do it right in there or does that not apply to them?

SSA: It applies to them as well.

Desiree Fitzgerald: They would just have to get suitability clearance and set up the my SSA account and all and contact -- they would have different contacts which we announced on the All VR Call which we can put that contact information in the meeting notes here as well. But yes. They would follow similar processes what we're talking about here and they would have access.

Rebecca: So if we saw that somebody wanting to assign their ticket if we looked on the portal and it was assigned that's something we can do right then and there, send that request and they can go into the same system and just unassign it then?

Desiree Fitzgerald: Each office will have the ability to determine who carries out which functions in the portal. There will be somebody designated at each agency -- what's the signatory authority?   
Anyway there's a person who has the role at each organization to determine who uses each function. If you want a person only to do assignability it can be limited to that use for them and they wouldn't have access to everything else in there. Is your question partnership plus or having a case with VR they want to assign to you?

Rebecca: The second one.

Desiree Fitzgerald: Okay. Right. So if you go in and check the assignability of a ticket and see it's assigned to VR you can call that VR and they can go into the portal themselves, close the ticket and, you know, once -- a minute later you should be able to see it reflected when you go in and check it again and you should be able to assign it the same day.

Rebecca: Oh, okay, awesome.

Desiree Fitzgerald: It should be real-time. You should be able t to see the hand off without waiting for the delay.

Rebecca: Great. Thank you very much.

Michelle Laisure: And that concludes our call today. As you can see there are exciting new features added to our ticket portal and we will continue the conversation and get the Q&A out to everyone as soon as possible. So thank you for dialing in. We appreciate your time this afternoon. That concludes our call.

Operator: Ladies and gentlemen that does conclude the conference call for today. We thank you for your participation and ask you please disconnect your line. 

[Call Ended]