**All Employment Network Payments Call**

**3 – 4 p.m. EST**

***The OSM provides transcripts in a rough draft format created via Live Captioning which was performed to facilitate Communication Accessibility. These transcripts are not verbatim records of training sessions, webinars or conference calls.***

Janet Cousin: Good afternoon, everyone, welcome to the ticket to work program monthly EN Payments. Thank you for joining us today and I apologize for the brief delay. We wanted to make sure that we allowed everyone an opportunity to join us today. Our focus again is to continue with the introductory presentation of the new ticket portal program that was shared during the previous all Employment Network Call and VR Call earlier this month. So joining us today we have Cara Kaplan and Katie Striebinger. Once the presentation is complete as mentioned we will open up the lines, we will take some of your questions and provide answers for you.   
You can also submit questions via the chat room as well and certainly if we aren't able to address all of your questions we'll follow-up with you and address those via a published q and a posting on our web site. So, without further delay, I'll turn it over to Cara.

Cara Caplan: Good afternoon, everyone, I just wanted to let everyone know first about making sure that you are ready for the new portal. We only have about 18 percent of all ENs registered in the portal right now. It is of utmost importance that you guys do register. You need to sign up for your mySSA account with extra security and you must have suitability clearance, have completed your security awareness training form. You can contact your ENSB specialist and you know they can get you registered in the portal or you can contact EN service at ssa.gov and somebody will get back to you to do that.   
The portal should be released in late spring and the consequences of not registering and utilizing the portal is you are going to go back to a very labor-intensive paper process. The only thing you will be able to do is submit payment requests and ticket assignments. Pretty much everything else will be cut off because it is available in the portal.   
There are many online resources available at your ticket to work dot com web site. This has been highly anticipated for us and for the EN community. We've been talking about this for about a year now and we're finally ready to give you a glimpse of what we've done and the progress that's been made by the agency. We have a lot of screens that are available. There are still 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 will get to see the payment screen which Katie will cover in more detail. So I will hand it off to Katie now.

Katie Striebinger: Hello, good afternoon, everyone. I wanted to give everyone an overview. Functionality between now and the portal. We don't have all the functionality yet, we are still in pilot mode so there are a lot of things we cannot show you yet because they are not available but we wanted to give you a look and feel how things work and we want to assure you things are going to be simpler and better than that, they are going to be in real-time.

First thing is the access requirements. The current portal is your account is already set up and it's maintained by the awesome, so they set up a valid tin password for you and you use phone factor verification to verify your identity. The process is completely changing with the new portal. We are relying on the mysocialsecurity.gov that is already in place and requiring you to have the highest level of security here at SSA when we build this new portal we had to use stricter standards than are currently in place.

Identify verification is by text, not by phone. You must be able to receive a text message. When you go to log in the new portal you are going to log in at the mySSA account using the password and name you create then it will prompt you for a text and once you put that text in, you will be in the new portal.   
the ENSB, the representatives there, are going to help you enroll in the portal. We need your information, your user name, your social security number and we will get that from you by phone because that is what we are using to register you and enroll you in our system. We are hoping to enroll everyone before we go live because that way you are already in the system and that way all we have to do is send you the link and off you go, instead of waiting for the system to go live. That's why it's important that you go now and register for an account with extra security, make sure your Suitability is complete, just call someone, your representative and we will get you enrolled in a portal. We would love to enroll everyone before we are ready to go live. Please help us do that by taking these steps and contacting ENSB. I want to add while ENSB is enrolling you, if you have problems creating a my social security account or adding extra security to your account, we are relying on the 1-800 number to help you. We have no control over your user name and password issues. When you call that 1-800 number you need to ask for the help desk and you the automated system should say my social security help desk, which means you've gotten to the right person. We have had people get issues that they get someone on the phone at the 1-800 number that has no idea what they are talking about and it's really unfortunate. So please if you don't hear the mySSA help desk, hang up, go through and try again because you are not going to get the right person to help you. We have a dedicated staff to help you with this. Please let us know if you have problems because we'll try to do everything we can to get you in the system.

Now for the system itself. The big difference that i want to stress is that everything is in real-time with the new portal. Ticket assignability, you will be able to upload a batch ticket assignability file and you will be able to check ticket assignability one at a time. The difference is the information in the new portal is going to be in real-time. If you check Ticket assignability you can then with one more click assign the ticket right then and there because it's active. The information in the portal is two to three days old, meaning it is possible you get obsolete information.

The same thing with Ticket assignment and unassignment requests. The request is sent and processed directly in the SSA system. Once you assign the ticket on the screen, you will be able to see with another click that the person is assigned to you on your beneficiary. That is how fast it happens. The requests you make in the current portal is sent to the SSA system, then either the SSA system either accepts or rejects the assignment or unassignment then another day later you find out if you have passed or failed. You will know right away if your ticket assignment worked correctly.

The final thing is payment requests. Right now with the current portal, if you are operating payment request forms, that is manually keyed into SSA's system by awesome staff as we receive it. Staff goes through and puts in a claim as they receive it. I know you are used to doing several months at once. The payment information you type in the new portal is automatically going to create a work case in our system. No staff interaction is going to be required. When you hit the submit button, the work case, the payment request, is going to go directly in our system. The difference here is that you have to enter one claim month at a time.

Now, we do have instructions for this but just for example, I know there's been some talk about the milestones and the fact there are many months required for earnings for milestones. You only need to go to the attainment month in the payment request. So the second phase I milestone, where your beneficiary has to have 3 months trial levels, you only need to enter the third month for the claim month in the payment request. This lines up with what you currently see in the system. I know right now you are used to seeing several months but then the person in awesome goes and picks the correct month and inputs it. That is not changing. At this point we are having you enter it because it is automatically going in our system.   
We are also going to change the way you send us evidence. We have the ability for you to generate these cover sheets. We want you to send in your evidence behind that fax cover sheet and what that is going to do is automatically associate the evidence you associate with that payment request for us to put it in our system. When the staff person goes in to process the payment, the work case is there and the evidence is there without a single person typing. That is going to speed up payments and everything once again will be in real-time. When you send us that payment request to the new portal you will be able to go to your pending payment list and see there is a pending payment right there and if we require extra evidence, you will be able to add the extra evidence to that payment request.   
another feature we will be adding is you can send a message through the portal to the help desk so if you are having questions instead of having to make a phone call or rely on emails, you can just send a request and that will protect our PII.

Adelle Barr: Thanks, Katie, and thank you, everyone, for joining us today as we explore the new ticket portal. We designed this presentation as an effort to simulate the experience that you will have once you are able to access the ticket portal. Again, it's just a glimpse of what you will have in the future. We're giving more of a preview, everything is not necessarily set in stone but it gives you an idea of what's to come. What we'll do is navigate through the system by clicking on links. First we'll visit the main menu of the ticket portal. Let's go ahead and review what you will find here.

The assignments list section allows you to view a list of the beneficiaries currently or formerly assigned to your EN repayment section allows you to review payments already made to your EN and all pending payments for your EN  
the assigned and unassigned beneficiaries section will allow you to check the assignability of a beneficiary by social security number, assign and unassign Tickets, upload a file to check assignability or process assignments or unassignments for multiple beneficiaries and check the status of those uploaded files and download the responses when ready.   
the about your EN or SVR section allows you to download a PDF that displays direct information about your EN and, finally, the case notes section allows you to check for case notes you entered for a beneficiary. Now, there's also a site map on your screen at the bottom left-hand corner, it displays the outline of the EN portal application and the screens associated with each action.

To the right of the site man at the bottom of the screen is my EN/SVR capabilities link, which displays the action your EN can perform or access using the ticket portal, as well as any restrictions social security has set for your particular EN  
to the right of my ensvr 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 possibilities is links, which displays links to web sites. And next to links is reference table which provides action section to information like denial reason codes and ticket payment amounts. This will be a pop up window that you can reference as you are working with the ticket portal.

The announcements link at the bottom right-hand corner of the screen will allow you to see the announcements at any time. And, finally, there is a sign out button in the upper left-hand corn remember. It is important you sign out by clicking the sign out button instead of closing your web browser. And be sure to be careful of using the back button on your web browser because it will actually log you out of the ticket portal and you will need to sign back on.

We will now look into assigning a new ticket. The first step is to determine if the ticket is assignable and during your initial interview with the beneficiary you can determine if his or her ticket is assignable by going to the click check assignability by SSN link. The individual's ticket status and use history screen will display and you must enter a social security number to review the ticket status and ticket use history. Enter social security number and select search. The screen will display the information for the ticket status and ticket use history based on that social security number. In this example, we will assume that the beneficiary's ticket is assignable and since the beneficiary's ticket is assignable you can complete and sign the individual work plan. If you are a new EN and have less than 10 tickets you will need to fax or upload to the old portal the IWP to operation support manager.

In a later release before the April rollout, additional functionalities to assign unassigned tickets for single beneficiaries will be included here. Now let's assume we are an EN that is eligible to use the ticket assignment request process where we do not have to submit an IWP, but have them stored in our office. With this being the case, an EN would be able to assign a ticket on the ticket portal and from this particular screen the EN would click the assign a ticket button. Here the EN would assign the ticket by inputting the beneficiary's name and ticket assignment date. Remember this functionality will be only available to ENs that are eligible for the ticket assignment request process. We will 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 do that following a standard format. We will provide the 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 that you are an EN that needs to submit an IWP and have uploaded the IWP to the ticket portal. When you come back to see if your IWP uploaded, you will select the processing status of the file uploads. These file processing status of upload screen will display and this will display the processing status of uploads for your EN you can also download the processed file for your use and the values in the following columns can be selected and a pop-up description box will display: file type, processing status and downloaded. We will select the main menu button to return to the main menu.

Assuming that the file uploaded, you can check the list beneficiaries currently assigned to me to make sure the ticket for the beneficiary was assigned. The list of beneficiaries currently assigned to me screen displays the list of beneficiaries currently assigned to your EN you can use search filters such as assignment date either by using the calendar icon or typing it in, or name to now the search results. We have blurred out some of the beneficiaries' names but will click on the action link circled in red next to one of the beneficiary's information. This advances to the more actions screen and will take you to a list of actions that you can perform for this beneficiary. Please note that this is a dynamic list and will show only those actions that are applicant for this beneficiary. In this example, it displays 8 different menu items for the beneficiary. The menu items of course are self-explanatory but we'll go ahead and quickly review them.

The show payments option will display payments for the beneficiary. The show pending payments will display any pending payments for the beneficiary and this link will only display if there are pending payments for this particular beneficiary. The show (inaudible) 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. Review 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 operations support manager. You may wish to include important information pertaining to the client's case or to research activity for a client.

Request a payment will allow us to submit a payment request. The unassign or close this case link allows you to unassign a ticket and, finally, just for demonstration purposes, the convert the VR case to the ticket link will allow a State VR agency to convert a VR case over to the ticket program. Let's select Unassign or close it case to unassign a ticket. To unassign a ticket and to the ticket unassignment date and specify who requested the ticket unassignment. Once the en clicks submit, a screen will appear to confirm the unassignment was successful. Let's click closed to return to the more action screen. Let's walk through the process of submitting a payment request by selecting request a payment. The payment request screen, you can request payment for a claim month based on the beneficiary selected from the beneficiaries currently assigned to me screen. We select a claim month and submit. Please note you need to submit separate claim requests for each month. You will now enter the payment type, such as Phase 1 milestone, Phase 2 milestone or outcome payment. If you are requesting a phase I milestone, you must enter a number 1 through 4 in the enter the milestone number 1 through 4 field to enter the Phase 1 milestone that you are requesting for payment. The milestone numbers are not required for phase ii, 94 outcome requests. And if earnings are to be added to let the button add earnings.   
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 is sufficient earnings for the claim month and payment type requests r\*r available in social security's internal system. If so, the portal will not be any further information and will let you select if you want to fax/mail cover sheet, which we will describe later. If there are no earnings in the social security system it will treat the request as an evidence payment request. It will prompt you to choose the appropriate evidence type such as pay stub or information from the work number and will prompt you to enter the earnings information. You then enter employer information, pay period start date, pay period end date, pay date, gross amount paid, net amount paid and press submit. Please note not to use special characters with the information. Then you press save. The earnings added will be displaced until a table. You can add more earnings or edit the earnings already entered. At this time there is a limit of 5 earnings per request and this will be intended in a future release. In the meantime, please enter the first 5 pieces of evidence. You do not need to enter earnings more than once. If a pay period overlaps two months, let's say January and February, and you have already entered the earnings for the first month, January, then you do not need to re-enter them for the second month of March and then the earnings will already be in social security administration's system. And to add another set of earnings, select the radio button yes and then again and enter the data and select save and the new set of earnings will show in the table. You will need to check the box, proof of earnings will be faxed in unless you are submitting an evidentiary request.

Let's click the box yes by add a note. As an option, the system will allow you to enter notes for each request. These notes are viewable by the payments analyst and you may delete that was entered by selecting the delete note button once you select submit with proof of earnings will be faxed in box check. The system will display a cover page. As I mentioned earlier, you will need to check the box, proof of earnings will be faxed in unless you are submitting an evidentiary request. And if the system found the earnings and do not send you for any evidence, then it is optional. If you select proof of earnings we'll 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. So please save this cover sheet in a local consumer for your records. Your cover page and the evidence so the cover page is the first page and then e-fax it. If you are sending the evidence by regular fax machine, please print this cover page and send it as a first page with your copies of the evidence. The fax mail cover page and evidence must be faxed to the number listed on the fax cover sheet. 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 using the same cover page will not get processed. We will now go back to the more actions menu. Since we have entered a payment we want to make sure that the payment is in the system. Click on the show pending payments link. The pending payments link displays all the pending payments for the beneficiary. We will see the payment request we just submitted. As mentioned earlier in the call, this information will be real-time. If you want to see payment requests that completed processing, either paid or denied, we will have to use the show payments link from the more actions menu. When you select the show payments link, the ticket screen will display.

You will notice there is a denial code of 02. To find out what the code means we can either select denial codes at the top left-hand corner of the table, circled in red, or you can click on the denial code by the transaction in question. We will click on denial code circled in red by the transaction for 12-10-2012.   
Now, this displays a pop-up with the denial information. We will close the pop up, selecting the x in the top right-hand corner. We will select the button closed to close out of the show payments screen. We will select the clothes button, it's a more action screen, and we will select the main menu by -- to return to the main menu. Here we are back to the main menu and we will now explore another option to check if a payment has 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 date and denials, whereas the show payments screen displays payments for 1 history. The start and end date cannot be more than a year apart. The payments already made midscreen it similar to the employment network status report on the old portal. Enter the dates you wish to search and note the results cannot be more than a year apart. You can view a spreadsheet by selecting download entire list to excel. We will click the entire menu button to go back to the main menu. We will select beneficiaries currently assigned to me from the main menu so that we can take a look at the timely progress review status. We will select the action , link to go to the more actions menu, we will select the TPR status link from the more actions menu, the TPR status screen allows you to see this way of timely process review. You would press the submit button once you entered all of the information. We will select view and manage case notes link from the more actions menu. 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 operations support manager. You may choose to use case notes to include important information about a beneficiary or a future activity for a client. We will select the add a note. You can add notes by selecting note 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 the save notes and when you return to the case notes screen, the note will display and a delete button will be available. We will select the clothes button to return to the more actions menu \*. We will select the main menu button from the list of the beneficiaries currently assigned to me screen and from the main menu we will select view directory information about the EN or SVR. The screen will display and this is an active screen. This screen allows you to view all directory information for your EN you must select whether to include all service sites or only active service sites. Once a radio button is selected, select the download all service sites link. A pdf will load with the information based on your selection and this should be the first item you checked to make sure all your information is correct.   
if there is incorrect information, please c

Contact your EN representative at social security. We will click on the sign out button in the upper left-hand corner and this concludes the demonstration.

Janet Cousin: Great. Well, thank you, Adelle, Cara and Katie. Lots of good information, it's a great introduction on the new ticket portal that is underway and anticipated for this spring. Lots of great questions in the chat room, it sounds like there's a lot of excitement around this future enhancement and we're excited with you. What we'd like to do now is open the lines and take a few questions.

Operator: Thank you. If you would like to register for a question, please press the 1 followed by the 4 on your telephone. You will hear a 3-tone prompt to acknowledge your request. If your question has been answered and you would like to withdraw, please press the 1 followed by the 3. And we do have a question from the line of Peter Travasano.

Peter: You may have mentioned it but I was wondering what the 800 number is to get the ball rolling on the portal registration.

Katie Striebinger: This is Katie. You need to start by going online on myssa.gov. There are buttons that can walk you through the whole process.

Peter: I haven't started it yet.

Katie Striebinger: You don't need to contact the 1-800 number unless you are having an issue. Hopefully you never have to call them and you can walk through the screen.

Peter: Do you have to upload proof of suitability clearance?

Katie Striebinger: No, no, you are just contacting your -- once you have your my social security account registered and then you are asked to register for extra security, once you have that letter in the mail knowing that you have that extra security, and if you already have the suitability then they already have a copy of it.

Operator: Once again, as a reminder, if you would like to register you may press the 1 followed by the 4. And our next question is from the line of Peter Mead, please go ahead.

Peter Mead: Hi, looks like some really good work on the portal. Regarding inactive tickets, for example, I might have a client who runs into health issues, gosh, I can't work now, so I might say, okay, well, it would be good to put that on inactive status to stop the clock ticking on timely progress. So we might do that. Will there be a place on the new portal where we can verify -- because getting it verified has been a challenge from the past. So how can we get it verified that the ticket is indeed on inactive status and the date at which that change occurred, the day which it become inactive.

Katie Striebinger: There's a screen where you are look up the information on the Ticket for your beneficiaries and I’ll show them that information.

Peter Mead: Thank you.

Operator: Our next question is from the line of Judy Sanderson. Please go ahead.

Judy Sanderson: Good afternoon, you had a lot of interesting questions. Say we are submitting for a phase ii payment and for some reason this person has more than 5 pay stubs, what do we do in order to complete that submission?

Janet Cousin: Hi Judy. Now what you would do is print out a copy of the cover sheet so that you could see what the work case number that's listed on the particular claim that you submitted. You cannot submit that cover sheet again through the ticket portal, it would only allow for one submission but what you can do is submit the additional evidence through MAXIMUS portal right now and annotate the work case number. I know one of the future enhancements of the portal will be for ENs to print off more than one cover sheet if you have more information to submit but for right now, you can only print off one cover sheet.

Katie Striebinger: This is Katie, can I just -- is your question, because we said a restriction of 5 earnings --.

Judy Sanderson: Exactly.

Katie Striebinger: Great, what we want you to do is enter the earnings for the first 5 pay stubs, fax all of the pay stubs together and we will key in the rest.

Judy Sanderson: Got it. That makes it a lot clearer. Then -- and I think you just answered that. I think we all have problems with our fax machine on occasion and I can see having a cover sheet. At some point we're going to be able to print more than one cover sheet so that should take care of that problem I hope?

Katie Striebinger: Yes, you will be able to go back in if the payments, especially if you know you are missing a pay stub.

Judy Sanderson: I just want to be clear, when we're submitting and we actually have the pay stubs and we have up to the 5 entries we can do, we have to do that and we submit the actual pay stubs. Submitting the actual pay stubs does not take the place of putting those entries into the system now because we don't have to do that now, we only have to submit the pay stubs so this is something we do have to do for everything we submit from now on?

Katie Striebinger: That's correct. What is happening is when you keyed the earnings, they actually go into our system as alleged earnings so you are doing the keying step for us for the first 5 and then we'll key the rest. It does go into our system, what you are keying.

Judy Sanderson: I have the thought, we are going to have the ability if ssa already -- so you are saying it's the pay stubs and you don't know if we have that information or not. When you go in to request a payment and you type in phase 1, milestone 2, if we have in our records we have enough earnings, you don't have to enter the pay stub. I’ll keep my fingers crossed I get more of those. Thank you, that was it for me.

Operator: Our next question is from the line of David Hoss, please go ahead.

David Hoss: Thank you. I'm doing technical assistance for a number of work force employment networks/one stop career centers and they are all on ePay, the payments are automatic but they are having to do an awful lot of follow-up and they know people are working and they have to call and ask why aren't we seeing any payments. This e pay system was supposed to be automatic yet we're having staff, very time intensive, a lot of time spent on follow-ups on why payments haven't come through. I don't know if you have any comments or thoughts on that because the intent was to sort of, frankly, one of the ways they obviously entered us in this is because they don't have to be submitting verification and lots of background information. So it's more of just a comment of what they are experiencing because then they call me and say why do I have to keep chasing these people down for payments so I'm asking you guys the same question.

Debbra Tennessee: This is Debbra Tennessee and I'm the payment manager so I can answer your question. I've seen those requests. For those ENs who are with e pay have to remember what the requirements are. At one time we used what you saw for a QBER report which are payment leads. It would give you a 3 month value for earnings and we used to use that as a lead, a possible lead, that there were earnings out there at trial work level or above that would make you perhaps eligible for a payment.

Now, remember one thing about those quarterly reports, they were 6 months old. Another thing, we use what was in social security's data base for these quarterly earnings, not what VRs and ENs used from their state agencies, the information that was in social security data base had already been validated. So a number of times when I had to respond to a request about why didn't I get more payments, one reason could have been when we did our e pays file it was the second month of the calendar quarter, which is February to May, and November. When we processed our WIP ePay file, in each case where we received a complaint or a inquiry on, there were no earnings in social security's data base at all for any of those payments.   
So one reminder was we process with e-pays based on earnings leads and those leads were the quarterly earnings file, again 6 months behind.   
Now, you may have evidence that a beneficiary is working and you might have been able to get pay stubs for, like, 3 months ago. Well, if you had those three months of pay stubs sure you could send those in, but rile saying right now the basis for making these payments under e-pay is using those QBER files as a earnings lead.

David Hoss: So essentially, just so I'm clear on this, eventually, and I mean this with due respect, their concern is, I think they are all fine with being patient with the payments, generally, it's not a cash flow issue, but the concern is are we ultimately going to get the money we are used on these folks. I tried to reassure them but obviously I'm not the one running things. We all recognize is takes a long time. It's not just the question month e pay we don't process e pay for those quarterly earnings that appear for the last 8 quarters, that's just the lead to tell us to go look for earnings in social security's data base or to use that information. But there are other reasons why the EN may not get paid is we've already paid you for the fact that an EN may not qualify due to some other situations, for example, a beneficiary might be in current pay when his liaison comes back. We can't pay you any more until the (inaudible) comes back. If it's something more than the 6 month quarterly report and we don't have earnings, we have to wait for the next quarterly update. Now, that's under the old e pay process. Social security is going to go to an automated payment process in the near future where we're going to look at whatever information we have and the data base information whether it's 6 months ago, whether it's last month. That way you would be getting more carrot payments, I'll put it that way.

David Hoss: Okay, that sounds good. Thank you very much.

Operator: Our next question is from the line of Vincent Rossi, you may again.

Vincent Rossi: Hi, thank you very much for the great presentation here. We have one question here that we're trying to get information on. For ENs who don't have text access, are there any options for us to unassign and close tickets other than the portal? Because we're going to have a problem here in Rhode Island. We were told in a webinar about a month ago that we presented this issue and we were given a fax number for the program integrity department and moving forward we'd like an answer here as far as what do we do because Rhode Island has been very, very successful and this seems like a lot of work, I agree with the person who just -- who was on the call before us with additional responsibilities, et cetera, but we don't have text and we're not going to be able to move forward, so can you guide us? Hello?

Janet Cousin: Katie, is that something you can provide an answer for.

Vincent Rossi: Someone can give us a telephone number where we can talk privately, but we need to, we really need to get some answers. We've been trying to get answers and no one is getting back to us so we're getting kind of concerned here. I realize not having text and not having access to the portal we're not going to be able to do what I'm doing right now, but I just want to know can we move forward because we have a lot of new IWP's per month, anywhere from 5 to 10, we have a lot of customers here. I need to know, can we fax through the program integrity department, this is the question, moving forward if we don't have access to the portal, can we fax IWPs for Rhode Island.

Janet Cousin: The current fax number for the awesome team is not going to be disabled. So if you need to fax an information in the future prior to your access to the portal --.

Vincent Rossi: We're not going to have access, though, that's the thing. We are not going to have access. So how do we move forward? That's the question.

Debbra Tennessee: Send the information to our current fax number.

Cara Caplan: Why would you not have access, you don't want to have access?

Vincent Rossi: We don't have the capability of texting here. Right now I guess everyone else that when they log in we have our office telephone number as the verification. So it's our understanding that that's changing because you need text now. So we don't have that. Therefore we're not going to be able to gain access to the portal. So I'm asking is there a telephone number that myself and the project lead can speak off of speaker to someone and present all these issues that we see that we're going to be encountering soon and I'd like to straighten them out asap before this goes into effect.

Cara Caplan: We can talk to you off-line after this call today. I'm going to give you a number and a name. The number is 410-965-7456. That's Desiree Fitzgerald and we can speak to you with reference to that, okay?

Operator: Our next question from the line of Alice Hepburn.

Scott Schneider: This is actually Scott, we're all on the same call together on a collaborative effort but if you could offer any assistance I would appreciate it. I've had some difficulties with the suitability clearance, I submitted the documentation exactly like you needed to and I received notification back after it went to the wrong email address that I needed to provide additional information. That convenient have got itself resolved out and make a long story short, I've just been bantering back and forth with different people at social security. It's been almost 3 weeks and I still don't know where things stand and I submitted all the documentation that was required of me and it's just extremely frustrating with all the red tape and I would just really appreciate some insight or feedback as far as how I could go proceed next because I've done my due diligence in giving you guys everything that i needed.

?: Cara, are you on the line?

Katie Striebinger: She’s not on the line but we'd like the caller to provide his name, phone number and the state where he is. Or he can email the [enservice@ssa.gov](mailto:enservice@ssa.gov).

Scott Schneider: I did that and it ended up being one big rigamarole where it really didn't get anywhere and it went from that graduating to actually speaking to different people within social security and nothing has been resolved yet.

Katie Striebinger: Please provide your name and state and we'll get back to you.

Scott Schneider: Scott Schneider and I'm over at career source palm beach in Florida.

Operator: Our next question will be from the line of Troy Schneider.

Troy Schneider: Yes, hello, could you hear me? With this new resized portal are we doing to have access to BPQYs and if not can we get them going faster and more accurate if everyone is in real-time.

Katie Striebinger: This is katy, no, we will not have BPQYs in the future.

Troy Schneider: Do you plan to have access to them or no?

Katie Striebinger: There's an entering team.

Operator: Our next question will be from the line of trip carter. Please go ahead. Mr. Carter, your line is open, sir.

Trip Carter: I'm sorry, I just wanted to ask a quick question. I actually asked it in the chat, but my EN is in the portal pilot and we know timely progress is not yet an active feature, but I guess my question is, and it came up during the presentation when we were looking at that screen, right now in the current portal we get an email alert that tells us we've got cases and they are for timely progress and there's an actual queue that we go in to view that with. Is there going to be any kind of notification in iTOPSS that lets us know we need to go work on those, but will there be a number we use when we log in each time that tell us we have x number of cases that need to be looked at.

Katie Striebinger: No, you are not going to get an email. That main screen when you log in has a column next to beneficiary and be that should tell you whether or not determination has been made and whether we need your feedback. You'll just have to go into that list and address the ones that are pending.

Trip Carter: All right, thank you.

Operator: And our last question is from Judy Sanderson. Please go ahead.

Judy Sanderson: Hi, this is Judy. I was just typing in an answer for the gentleman asking about the BPQY, there is a whole another pilot project going on right now with a number of ENs or VR s where there's a single fax number we all are using, using very specific forms and so orgt. It's only been underway for a month but appears seem to be going extremely well. Hopefully if this pilot continues to go well it will address many issues that ENs are having in getting BPQYs across the country. I would say stay tuned from that because hopefully it will become a real thing pretty soon.

Janet Cousin: Okay, great. Great questions, everyone. Thank you so very much for your participation and asking all of those questions. We do hope the information shared was helpful for you and again p if you have any additional questions or suggestions for our future All EN Payments Calls, topics associated with payments, please send them to the EN payments help desk at your ticket to work.com and look for the published Q and A for this call and follow-up notes that will be published on our web site and provided to everyone. Just a reminder the next All EN Call is scheduled for this Thursday at 3:00 pm eastern time and our next All EN Payments call is scheduled for Tuesday, April 28th at 3:00 pm eastern time as well. We recently published the notes from the previous All EN Call when she had a q and a review from a question that was given at that time. You can look for that posted on our web site as well. Thanks again for all of your participation and have a great day.

Operator: Ladies and gentlemen, this concludes the conference call for today. We thank you all for your participation today. Have a great day, everyone.

[End of webinar]