**All EN Payments Call**

**3 – 4 p.m. EDT**

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Operator: Ladies and gentlemen, this is the operator. Today's conference is scheduled to begin momentarily. Until that time your lines will again be placed on music hold. Thank you for your patience.   
Ladies and gentlemen, thank you for standing by. Welcome to the national EN Payments Call. During the presentation, all participants will be in listen only mode. Afterwards we will conduct a question and answer session. At that time if you have a question please press star followed by the number 1 on your telephone. If you need to reach an operator at any time please press star then zero. As a reminder the conference is being recorded May 19th, 2015. I would now like to turn the call over to Miss Cousin.

Janet Cousin: Thank you for joining us today. Good afternoon, everyone. Joining me is Debbra Tennessee, manager of the Ticket Operations Department for the program. We also have Katie Streibinger and Natalie, members of ORDES.

Today's topic will be continuing to prepare you for the upcoming transition to the new EN portal. We're going to be providing additional details on how payment functions are performed in the new ticket portal with comparisons to the current secure provider function. We will be using a presentation for the call. That presentation has been posted on our yourtickettowork.com web site under the events page for this call, and we have it available through the web to follow along during this session.   
It will be interactive and you will be invited to ask questions once the presentation is finished. Please remember not to provide any details regarding your personal work cases when asking those questions due to confidentiality concerns. Again, you may also ask questions in your chat room. We have a member of our marketing team managing the chat room and certainly if we're not able to address all of your questions during the call or via the chat room, we will make sure that someone does get back to you after the call to follow-up.

We also have a special guest with us, one of our national EN's that's been involved with the program since 2003, Linda Patino is with the Tulare county office of education ticket to success program and she'll be sharing her experiences as a pilot EN involved with the new ticket portal program. So let's get started. We have a lot of good information for you today.   
Our agenda, again, we're going to take some time to look at, in a little more detail than you've seen before, how to perform payment functions in the new ticket portal then our special guest, Linda, will share her experiences as a pilot EN and then we'll have some updates on the new ticket portal roll out. And as mentioned we'll have some time for you to ask your questions.   
All right, so let's take a look at two particular features and functions within the new ticket portal. It's really been designed to streamline many of the key payment functions and provide updates for your transactions. Yes, I said real-time updates. So in today's presentation we'll review how you perform those functions in the new ticket portal and again compare how those are performed in the Secure Provider Portal.

So the first thing we'll look at is the actual process for submitting payment requests. Secondly we'll take a look at the status report. For those of you that are current secure provider portal users, you are very familiar with the 14-step process from beginning to end to complete the 7 section payment request form. I think you'll be pleased to see how that's been streamlined in the new system. We'll also look at the payment status process in the new ticket system as compared to the EN Payment Status Report that you are used to checking today.   
All right, so let's start with the payment request process. This is a screen shot of the main menu of the new ticket portal. You'll see there's several functions here: the assignment list includes a couple of key features there besides payments there's also an assign and unassign beneficiaries, there's a way to view your directory information as an EN or SVR, and there's a feature called case notes.

You will receive detailed training on each of these functions and features prior to your registration and before you begin using this new portal process, so don't be alarmed about that. This presentation is really just to highlight and focus on the payments processes. We'll take a look at how you will request a payment by SSN and the various options for reviewing payment statuses via that view payments already made to me and the view all pending payments for me feature.

As mentioned, there really are five distinct steps for submitting a payment request. And here you'll see once you click on request payment, then you'll see this screen at the top, list of SSA beneficiaries currently assigned to me. So the first requirement is to -- I'm sorry -- is to retrieve those SSNs in order to select one that you'll be submitting a payment request for.   
And from this screen the action screen is also an option where you will then see the subsequent screen below which lists various features and functions that you can perform from this screen. Requesting a payment is one of those options.   
So the next step here is once you select the SSN and input that SSN, you will be prompted for the claim month. When you enter the claim month for the month that you are requesting your payment, it's important for you to consider which payment type you are requesting. So there's a table that's included here relative to the phase 1 milestone payment request. Because as you can see and you should be familiar with, there are various requirements for each milestone step of the phase I payment process. So in considering which month to select, you need to keep in mind what those requirements are. Only one payment request can be submitted at a time. Each payment request automatically creates a work case in the system that our payments processing team uses to review and manage your request. So, again, for example in the table you will see a phase 1, milestone 2, the requirements for 2015 of earnings of $780 a month for three months within a six month period, it is the third month of that requirement in which the beneficiary earned trial work level. And that's the claim month that you should be specifying in this screen.

It can be initially a little confusing and if for any reason you are not sure, the training materials you will have will reference this table and if you submit multiple claim months for the same payment request the additional months will be denied as a duplicate request and a single claim month work case will be processed for that request. But, again, you'll be able to follow along in looking at your status reports online through the system.   
Okay, so you've submitted your claim month and now the next step here is it will prompt you to select the payment method type if you did not access this screen from the beneficiary records. And the point of that is there's various ways that you can get to the payment request process. The system allows you to access the payment request process from one of the other screens, for example if you are looking at your assignments, you are looking at a particular SSN, and you will be able to go directly into a payment request with that SSN and certainly it won't prompt you to enter the SSN   
but in this case -- it will in that case also know what payment method is associated with that SSN   
so here you can select in the example it's showing an outcome of the payment method type. Now if there's sufficient earnings in ssa's system to qualify for the payment, you will receive an alert and you won't need to add any earnings. Otherwise the next question to consider is if you have earnings to enter.   
And you would click yes on the radio button to add those earnings. Now, in this new portal system, the only payment requests allowed are evidentiary payment requests and, as you know, evidentiary payment requests do require evidence of the request.   
So pay stubs, the work number report, an employer prepared earnings statement, any of those types of earnings will help qualify you for that evidentiary payment request.   
We'll talk about the adding a note feature in a future page.   
All right, so let's say you said yes, you wanted to enter earnings so the next step of this step 3 is to key those earnings in. So this is new for you current secure provider portal users. This screen allows you to enter the ticket holder earnings details. And you'll be prompted to enter in the employer name again, what evidence type, and we've got a list of them here on the screen, pay stubs, the work number, employer prepared earning statements, and then answer in the details, pay period start date, pay period ending, pay date and the gross amount paid.   
This is important because with each request, you know, today you are faxing in that information, our team is keying it in at the end, this ensures and gives you an opportunity to enter in those details and ensure that we have captured that information. You will click save and continue.   
The next step is to review the information that you've entered. So you will receive a table here listing all of the evidence that you have entered in and in this example we have Wal-Mart as the employer, we've got a pay stub as the evidentiary type, the start and end dates, the pay date and the gross amount. The net amount is also going to be available there for you.   
If you find that something was entered in incorrectly, there's an edit or even a delete function that allows you to remove and start over or make a correction to an entry. This screen allows you to enter up to 25 different earning types per request. If you need to enter more or have additional earnings information for your claim month, then you certainly can include that information once it's been submitted in the future screen and we'll cover that.   
The other key note here is that if your pay period overlaps two months, say you have a pay period that starts in January, ends in February, and you've already entered the earnings for the first month, all of your January information, then you don't need to re-enter that information again. Those earnings will be referenced in the social security administration's system.   
All right, so the next step of this step 4 is the note feature. So here you have the option of adding yes into the radio button. If you click that you'll have a window available that allows you to enter any detail that you want our payment processing team to see. There's a character limitation, there's some detail on what kind of details you can include, a maximum number of characters, just be aware these notes are visible to the payment specialist who will be processing this claim and able to review those.

All right, so what's the next step? Actually, let me go back because there's one other key piece on this slide.   
Besides adding the earnings, right below that you'll see a box that has a check in it that says proof of earnings will be faxed in. That is important. When you enter earnings in this screen, that box will automatically be checked. And what we need to have you do is include all of the documents, the pay stub in this example, the employer prepared statement as well, and include those with your faxed submission that you will be sending in for this payment request. On this next page we have an example of what that fax cover sheet looks like. Again, if you've entered earnings on the previous page or you manually checked that box to create a fax cover sheet, this page will be your next physical page. You can click on the download fax mail cover sheet and this will allow you to save this cover sheet as a pdf document on your hard drive. We do suggest that you save these cover sheets until you have confirmation that the fax has been transmitted and you can see the update on your status of the work case that was created as a result of this request.   
This document can also be saved as a hard copy if you have an eFax solution that you are using at your low case. This document can be merged with your electronic documents and submitted through that e fax solution for receipt into our system.   
Once you've completed printing or saving your fax cover sheet, next to the SSN name at the top there you can return to the more actions screen by clicking on that link. So let's discuss some key items related to faxing. When you fax in your evidence, whether you are using a physical machine or an e-fax solution, your documentation is automatically linked to the work case that is created in our system. That's important and that's an automated feature that will help reduce the processing time on the back end for your requests.

This cover sheet does have a one-time use. So if you submit your request and then you find that you need to resubmit some additional documents, maybe you left off some pay stubs or you found another document you want to include with that same work case, then you can generate another fax cover sheet and we'll review how to do that in the pending payments for me screen that we'll review later on in the presentation.   
The other thing to know is that you can fax multiple payment requests at the same time, as long as each cover sheet is followed by the associated evidence. So, for example, you have a payment processor, they are sitting down, they are submitting five different payment requests through the system and generating five different cover sheets. Each cover sheet has different documents that need to go with each work case. So you can stack all five of those, make sure the cover sheet and the evidence associated with it are one behind the other, then the fax is a complete single transmission and the fax server on the OSM end will separate those automatically associate them with the case and keep things going. Now, there is a cut off time for submitting for faxes. There's a 9 business day deadline for the payment requests. So we do recommend that as soon as you generate the fax cover sheet, you take your documents and get that submitted to us as quickly as possible. Otherwise the work case will be denied, indicating there's insufficient documentation.

All right, so let's talk about this relative to the secure provider portal. So in the secure provider portal you are basically uploading a payment request form or you are filling in that form through the web site. That process does allow you to submit multiple claim months and multiple requests. However, with the new ticket portal you must submit one payment request at a time. And there's a reason for that. With each payment request submitted through the new portal, a work case is automatically created immediately. You have that work case number and you have the ability to check and verify the status of that work case immediately. With the current process, the Secure Provider Portal, you are submitting your documents, you get a confirmation of this submission, but then you have to wait until that information is reflected on the payment status report to see the actual work case. And what's happening behind the scenes is that our payments team is really separating each of those out and creating individual work cases for each claim month.   
No. 2, only evidentiary payment requests are allowed in the new ticket portal. That's important to note. There will be future communications associated with certified payment request that will be forthcoming from the social security administration team. 3, the new ticket portal will be prompt for earnings if they are (inaudible) earnings in the SSA system. So there's a future enhancement that will be taking place in the Ticket. Once you enter that SSN number for the ticket holder and the claim month you are requesting, there will be linkages into various data bases that maintain earnings information and it could potentially come back to you and tell you there isn't enough earnings to verify trial work level that is been met or SGA, what have you, for that particular payment type and no earnings for me were submitted. It's a very nice feature. No. 4, you can enter information to your screen and it's automatically pushed for verification. This should help in saving time when you submit your request to us. No. 5, a payment request form is no longer required, but the requirements for that payment request must be met before requesting a payment through the portal. So, again, there are key requirements for your payment request. The new ticket portal will accept evidentiary payments, we'll require you to submit the evidence at this time until the future enforcement where it can automatically verify earnings but, again, it streamlines the process for you.

Lastly, with no. 6, there really is no need to provide a confirmation report and the translation history report which is available in the secure provider portal. Because you are view the status of your work cases that you have submitted immediately after the mission.   
Let's take a look at how to do that.   
Back to the main screen in the new ticket portal, again, there are two items under the payment section that refer to statuses of payment request has been submitted. The first option here is view payments already made to me. Now, this option includes all the payments that have been processed and are closed. You will see paid payment requests here and you will see denied payment requests. Certainly any requests that have been sent to the treasury for payment are also referenced in this option.   
The second option here, you all pending payment. This is all payments that are pending, i.e., they have been diarized for some reason. We need some information from you. Maybe you (inaudible) for that phase 1 milestone request or for some other reason and there will be a diary reason code that you will be able to reference in order to know why that payment request is pending.

So let's take a look at these two options. First, if you select the view payments already made to me link, this is what you'll see. The smaller window at the top, I hope that's clear for everyone to see, but this bun right here gives you the option to select a date range and, yes, all your history that you have visibility to in the current provider portal will be available to you in the new portal.

So, again, you enter the dates that you wish to search for and there is a limit of one year. So if you want to see multiple years, make a selection of one year, no more than one year at a time. But you can see multiple years.   
When you see the second screen here the results will be displayed and you have several options on this screen. The down line entire list to xl as it was and still is in the current portal, so you can certainly this to an xo file. There's a couple of spread screen help as well. The other options are to print the page and there's some ticket payment amounts that are available to you as well if you need to see those.   
The denial codes, if there are any denied payment requests, are also visible by clicking on the denial code column. You will see the code there is zero 2 in the screen shown here and there's an action link next to each record where that is possible. The actions link will display more action screens for that particular beneficiary as well.

All right, so again, looking at this view payments already made to me link, as mentioned, what is available here, we covered the dial code, ticket payment amount, spreadsheet help and downloading the entire list via an excel spreadsheet.   
All right, let's look at the second feature, view all pending payments for me link. This is the screen that you will look at any pending payments that have not been completely processed yet. A display only screen and it will show all of those open pending payments that have not been sent to the treasury as of yet. Again, you have similar options. You can print this particular page, you can print all the pending payments, as you can see in this example there's multiple pages that you can scroll through moving to the left on the display there. There's also the download to an excel file option, your spreadsheet help and table help, as long as diary codes.   
So in this case if there's a y under the diary column, then this case has been diaried and if you click on the actions link to the right of that idea you have the ability to see the details on that, why that case has been diaried. The other option in the action screen is if you need to print additional fax cover sheets for that work case, the actions menu will give you that option.   
Let's take a look at that. So here we have the more actions screen and it shows the six different options that you have available. Again you can look at the payments, you can look at assignments, you can fax additional information and generate another fax cover sheet, view and manage your case notes; those are all options that were available back on the main menu. But the action screen allows you to go directly to that function without having to go all the way back to the main menu. If you are here and you want to request a new payment, there's an option to do that as well, and lastly you can show the diaries.   
The second screen on this page again provides more details on faxing additional information. So here if you choose that you want to fax additional information, it will prompt you, what type of document is it that you want to fax in? It provides a lifrpbt document types. It also gives you an option to add a note as for being on the payment request screen.   
From that action screen, if you click on the show pending payments link, you can again see the pending payments screen. This is a screen that provides details on those payments that have not been sent to the treasury.   
So let's do a quick comparison. On the left here we have some features from the secure provider portal and those on the new ticket portal. So the first bullet here is referring to the status updates. In the current secure provider portal, there is a batch process that runs to updates on status of the request that you submitted. This batch process runs nightly but really it can be as least a two-day turn around before you have your work case for the submission you have made and the status of that case as being processed within the 30 day window portal.

As soon as you submit the payment request you can go into one of the status screens and you will see that work case immediately.   
Accessibility. Again, from the main menu of the secure provider portal you will perform all of your functions. There's a list of functions and features available for you and you will perform those functions from the main menu.   
In the new ticket portal, the action screen is nice because as you are performing various functions you don't have to keep going back to the main menu. You can go directly to that area where you want to perform a feature or see data from those areas so it provides a little shortcut for you.   
The last is features both systems have, so you are not losing the ability to exporting why your payment request was denied or why it's been placed into a diary status and if there's any status you need to perform in order to keep that payment request moving along from diary to completion.   
Let's talk about a couple things you need to do to prepare for the new ticket portal. I hope you are excited about the new features, the streamlined process that has been implemented here and what we want to make sure is that you have reviewed all of the registration and you submit those requirements as soon as possible, our ticket to work web site has a link available that gives you duties on the suitability requirements, the registration process through mySSAand the steps you need to take to your station for the new tool.   
Secondly, because of what we reviewed in   
reviewed in \*} terms of submitting one at a time.   
Thirdly, ensure that your payments processing staff have access to a fax machine or an e-fax solution and they've all been trained on how to use it. The current provider portal does allow you to upload documents. That's not available through the new ticket portal. However, again, in the long-term there will be options or features involved that may not require you to submit any documentation. But in the meantime, we need to make sure that you are prepared to fax in your documents or use an e fax solution when submitting all of your documents for your evidentiary payment requests.   
And then, lastly, just be prepared for a more streamlined process, you will have real-time status update, we hope the wheel will allow you to expedite some of your processing and provide easier navigation and reduce the time required to submit and monitor and manage your payment requests.   
Now, while the preferred method of submitting payment request forms is to use the new ticket portal and take advantage of those streamlined processes and real-time updates I’ve spoken about before, however if you are not able to use the new ticket portal for any reason and you also have, we want to make sure that you have the option to include your payment request form manually by going to the information center and selecting the inform under the payment section and once that for is complete you have some options. The current fax number we're using and managing here at the operations support manager is still going to be available to you. That number will not change.   
We also still will request documents that are mailed to us and the mailing address hasn't changed, either. Be sure that when you are submitting any documents to us that the form that is included is fully complete. This will ensure that there's no delays in processing those requests.   
Any partially completed payment request forms will not be processed and we'll have to send those back to you.   
We've also included a method of requesting payment status for those of you that, again, will not be able to use the new portal we do hope and encourage you to use that new portal but if you have to, use manual processes, those are still available and you can submit your request for status or give us a call at the EN payments help desk as noted here.

Okay, guys, that completes the presentation. What do you think? I hope you're excited about it. Again, we're focusing on streamlining the processing for you and reducing the number of steps required to submit payment requests. We have our special guest, Linda Patino, on the line. As mentioned earlier I'd, you can hear how things have been going for her and what her thoughts are using the new Ticket Portal. Linda?   
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Linda Patino: Hi Janet, thank you very much for speaking with me today. We're actually about 50 percent of the individuals that we're working with are working. They are employed. So we're processing a lot of claims that are going through the portal. And when we started our pilot in October, it was a feature we could do, we could just look at it. We really didn't get to experience it right away but as time passed and it evolved into what it is now, it's been wonderful.   
I, like a lot of other individuals, was really skeptic and is this going to make -- I appreciate all the listening ears and changes that have been made to make the process a little bit easier for us. I have to say it is so much easier as far as the paperwork, you don't have all the information, enter the data that you have and then once you click the submit you can go to your view pending files that you had brought up and -- pending payments and it will be there. So the real-time is awesome. We've been able to process each 1 of the phase 1, the phase 2 milestones, all of the payments have been processed the last couple months. We have processed all of our payments through that. But the key area is less paperwork, the processing time on an average I am getting paid in 10 days. So, for instance, if I enter the data on the 15th of the month, by the 15th I have pay in the bank, the deposit has been made. It's been on average about 10 days, a few days here or there if it's something I missed and had to go back in and add to or if it got denied and I had to resubmit. But that has helped. And the new feature also to be able to fax information after the fact and I'll give you a situation I ran into. I had check stubs available that I wanted to submit for this individual. There was one in between that was missing yet i had the one before and the one after, did the year to date and added a supplemental form to the process. And I was able to get that information true the portal. Well, it went smoothly, a day or two later the individual found the check stub and I was able to print out the new tax seat and submit that so it didn't delay the process and us not getting paid, which is good. It there's key, keep the money coming in so we can keep the harvest going for those individuals.   
There was a lot of question about what type of payment or actually the evidence. I've been able to use, some of it's in combination, the BPQY, I still have my QBER, some of those I could still use. They used the supplemental form along with pay stubs and I've used the work number and signed payment. So all of these I’ve been able to use as evidence in one form or another.   
One thing to will he is usually if it's a BPQY or a QBER. That information should already been in the social security system. So what happens is you go in and select what type of payment and when you get to the option of earnings or not you will say no, but you add a comment that says the information is taken from the QBER or about the BPQY this is what your request is on. I usually double check everything.   
The other thing that I don't think ne mentioned, in the presentation you can actually add 25 lines now for earnings so that allows that information to go directly into the system and once they do receive the evidence they will validate the information and hopefully pay you soon.

The option to tracking, I like to control where my payments are. I want to know if they've been received, I want to know if they've been approved or denied so I can respond to that and the promise that they will be able to do the payments and the pending payments and where they are at has been a flow of things. I am able to follow-up a lot and I'm getting (inaudible) able to get that done quickly.   
I think that kind of covers anything that I wanted to bring up. I have faxed through a regular fax machine and I've used the eFax where I scan my pay stubs in and fax it along with a cover sheet to social security using their number. So I haven't been turned down from using that method. I think that's it, Jenna, unless there's any question. Do you want to highlight the mobility of being able to sign into the portal? I can be in different locations. I do a lot of work off hours on my own on the weekends or after hours and I’ve been able to access the portal from either 1 of those locations to be ate to submit payments or add information that's missing. I really love it, and I appreciate all the effort that went into having this available for all ENs to use. That's it.

Janet Cousin: Great Linda, thank you so much for joining us today and sharing your feedback. It's great to have you as a member of the pilot group. There has been a real effort to do the testing we've asked you to do, to be involved with the meetings and review discussion so we really appreciate your participation there as well.

One thing you mentioned, and that was in terms of the registration process. Let me remember again from our last information, in the current secure provider portal you have a log in and password but you also have the phone factor verification. So you have a phone number where the system dials that number, you have to answer and acknowledge receipt of the phone call as an extra layer of security.   
In the new portal instead of using a phone factor we have a texting process and so you have to have a method of ? a tax message and with that text message it allows it to be normal.   
Thanks, Linda, for all your feedback and again your participation in the pilot.Kayla, what I'd like to do now is open the lines for questions and see if we have anyone that's interested in asking any questions at this point.

Operator: Ladies and gentlemen, if you would like to register a question, please press star followed by the number 1 on your telephone. If your question has been answered and you would like to withdraw your registration, please press the pound key. One moment for your first question. Your first question is from the line of David Hall.

David Hall: Hi, good afternoon. I am doing work with a number of ENs here in Massachusetts in terms of technical support on ticket that are involved with the U.S. Department of Labor and Employment Initiative. Two questions, no. 1, I think it was also in the chat box here, I'm working with work force systems and we're on ePay. Will this new system sort of, will ePay still be in effect? And the second question, which I asked on last month's call or two months ago, but I have sites that are having serious issues with e pay. This was supposed to be an automated system. I have sites waiting over a year where they know folks are working and, to be quite frank, it was supposed to be an automated system that is supposed to be saving work is actually creating all sorts of work and frankly I'll be quite honest, a lack of trust, whether the sites are getting all the payments they are entitled to. They are having to spend an enormous amount of time following up. When I asked this before I was given through an explanation how payments are made but as someone supporting customers I'd like to hear that we can trust the system and people aren't waiting over a year for payment.

Debbra Tennessee: This is Debbra Tennessee and I'm the manager of the operations department. You have two questions, one is what's going to happen with e pay with this new portal. But let me answer your second question first. ENs should remember that earnings are not the only criteria for making a payment. Unfortunately the business process that we have for e pay, we do not create payment denials and let you know why we did not make a payment, even though it appears as though earnings are there. A number of times it could be the beneficiary did not end up with a correct case status. For example, a beneficiary may have earnings out there but maybe not enough for outcome status. If it was quarterly earnings which were being used, which I know a number of the VRs and even some of the work forces may use that UCI data, we may have one month in that quota that takes up about all the earnings for that particular quarter, which may make those other months ineligible as far as the earnings issue is concerned. So since we don't provide you with a payment denial, we just are paying under e pay what we can pay but not telling the reason why we cannot pay you. And the same thing is going to happen when social security goes to an automated e pay process itself. It's going to do the same things we're doing manually. It's going to look at its system, and we may have more detailed information quarterly and if the system can pay you, it will identify payments but we have to look at other criteria as well.

For the first part of your question of ePay, since you are Workforce, this will be the last month we will have a particular type of ePay for WIP. Starting in June, social security in phases are going to actually have automated payment processes. One process, and to registered for it, if an EN submits a payment request and they have evidence, social security already has information in its data base, but at some point starting in June I'm not sure if you are familiar with social security payments file that's to run annually for social security, all of its data base are 94 earnings and we will identify the situation, it will either create for a case, perform an assessment and payment determination and then the last phase is where social security will generate the payment itself. They will program the functionality with the logic into the system to look for the different things that we have to make assessments on and actually create the payment on a transaction file and send it to treasury and there won't be any human intervention in that. So auto pay, ePay, is going to continue even with the implementation of the Portal.

David Hall: Can you make a suggestion who these sites can follow up with? I tell you they are incredibly frustrated, frankly, in terms of payment.

Debbra Tennessee: Really, if they are ENs, see their account specialist. I'm saying that for the payment help desk. I sat in on the training that was conducted and they gave the rules, they gave the requirements, and explained to ENs at that time you may have earnings but you may not get paid and gave the situation. And the cases that I’ve been asked to pursue in every situation we made assessment there was some reason why the EN didn't get paid. I think the frustration is there with the ENs, they don't know why they didn't get paid because we do not give payment denial. We are not able to tell you well, right now, for this particular beneficiary at one point they went to the outcome phase. Now they are in current payments and they cannot get any current payments until they go to the outcome page. You may not know that. You will get the details for any request submitted to us, we can go down, dig down to figure out what has happened and this was part of the training and the training did help ENs we are only going to hear from us if we can pay you. So, again, their ENs who say, oh, I've got a lady, quarterly update and we may have just processed your file. That happens a lot. The second month in a calendar quarter, the third month or the first month, the update takes place, by the time you get money in your account when we finish processing the e pay file there's a new quarter out there. You'll get it next time if it's enough earnings. Just things like that. ENs, I'm talking account manager, account specialist, at Maximus they may have current questions but the training they have given, it should be something where there's evidence or the EN said to them, I've always gotten a payment every month, I've never had my payments stopped, you know, certain situations where there have been communications with the beneficiary where they know the situation should be one where they are entitled to some payment.

David Hall: Okay, appreciate it. Thank you.

Debbra Tennessee: Hi, is Katie on the line? Katy from Social Security, are you on the line?

Katie Streibinger: Yes, I'm here.

Debbra Tennessee: Okay, we have a question in the chat room. And so i have an idea but I think you are better than me. Why is the portal limited to just evidentiary payments?

Katie Streibinger: The portal is limited to just evidentiary payment requests because it is directly creating payment requests, it is directly creating work cases in our system. So we are not going to allow certification work cases to automatically be created in our system. We are also moving toward an auto pay process. So we are trying to -- certification payments usually indicate that you have earnings and that you are aware of them but you don't have the proof. We are hoping that the auto pay processes coming forward, not with email but an automated processing coming forward, it's going to find those areas that we already have in our system and it will compensate for that. Also the new e pay process is coming forward soon. That is going to encompass more earnings sources and we're also hoping that will take care of the need for certification payments because the earnings sources that we're going to have available to start generating the payment request the will have these (inaudible) indicating you have made a certification payment. We are hoping these processes outside of you actually requesting a payment will be taken care of by the system and the upgrades we are making. The only certification left, the certification payments are on auto file, the evidentiary payments where we do not have earnings in our system and those are earnings that are pay stubs that we don't have yet on our records or the work number, it's almost trying to cover that gap between the earnings that have hit our system that we have on our record and the earnings that you know because you are working with a beneficiary.   
I hope that helped answer that question. I apologize for my voice.

Janet Cousin: Thank you, Katie. Any other questions?

Paula Viellet: Hi, there. It was excellent training, thank you.   
Can you give us a time frame of when we can expect to get those e pay auto payments instead of the QBER, time frame?

Janet Cousin: Katie is that something you can provide an estimate on?

Katie Streibinger: It is coming very soon. We are working on getting everything set up now. It is coming very soon. You will have it this summer.

Paula: You're thinking it will be this summer, then?

Katie Streibinger: Yeah, yeah.

Paula: The other question I had was, this isn't totally portal related but it's similar. We were talking about that we had our own designated social security person for BPQYs, I don't know if there's been any progress on that as far as it becoming out of the trial program it may be more widespread where we all have somebody, the contact point person.

Katie Streibinger: This is Katie: As I understand it is still in trial.

Paula: It's still in trial. Okay, thank you. Thank you very much, that's all my questions.

Janet Cousin: Thanks, Paula, thanks for good questions. Thank you. Anything more?

Operator: You have a question from the line of Patrick.

Patrick: Good afternoon, I have a question that most likely cannot be answered but I was wondering if you had a rough estimate answer. We work out of Dorchester, Massachusetts, and it's a considerable challenge getting people to submit or to fax or to scan any form of payment evidence to us. We will get people that will find a job, put in considerable effort assisting and once they get on with the ongoing supports and they get the job under control, they lose complete contact with us. We have had it happen most if not at some point with all of our candidates where they have just given up giving us evidence, so we do the only option, submit payment requests without faxing in pay stubs. Do you have any idea how -- do most ENs submit a significant challenge with getting people to continue participation? Obviously to begin with by sending their pay stubs, is this something as common as I have explained?

Debbra Tennessee: I think it has been something that's been very common and that's why social security back in 2011 implemented the universal auto pay process, which are for outcome payments when beneficiaries have gone into that suspense due to work or earnings, ENs had a lot of trouble getting pay stubs. Once they get to work and off the rolls, if they don't need anything else they just want to leave the ENs alone, so social security came up with universal auto pay process, which is based on consistent earnings, we process outcome payments if you were proved for auto pay. Now, I'm talking about now, this is something that's going to go away, the specific auto pay. The fact is that SSA will have earnings information in their data base so the auto pay process that's coming in in the summer, as Katie just mentioned, should take care of that to a great degree.   
In the event that you still believe there are earnings out there and you are not getting paid, i don't know whether or not you are familiar with the work number, but a lot of e in.'s have gone to work number, that's one of the pieces of evidence that Janet talked about earlier on the call, was the work number. If they are working you can get earnings information, employer earnings and all that if you subscribe to the work number. But I do believe in situations where that on-going support, your EN is at the next particular stage but [inaudible] are not keeping in [inaudible] with you, we will find you when we implement the auto pay process.

Linda Patino: This is Linda. If I can interject there too, a lot of ENs like our, we have relief that is specific so we can send it out without disclosing anything about the disability. We have them sign that release and we can obtain that information directly from the employer if we know who they work for. We can just contact them, how do we get their earnings verification, who do we send the earnings verification to, we always request a release. If you have that on file from the very beginning then you are able to obtain from the employer also.

Patrick: Thank you for that. That's one option we should have been considering all along.

Debbra Tennessee: Yeah, that's an excellent point. So sign the release up front when you are working with your bene and divining your IWP and just get it up front and then you have it on front for the future. Because the employer prepared earnings statement is considered evidentiary evidence and can be submitted through the new ticket portal with your evidentiary payment request.

Patrick: Thank you for your time.

Janet Cousin: Great, thanks, good question.

Operator: There are no further questions.

Janet Cousin: Okay, great. Well, I'd like to take a few minutes to allow Katie from the Social Security Administration office to provide any updates on the new ticket portal roll out. Katie.

Katie Streibinger: Hi, good afternoon, everyone. I'm actually, my voice is horrible so I’m going to try to keep this brief for you all.

I wanted to start with a reminder that the portal is coming and is coming very soon. We are going to start enrolling everyone in June so this is right around the corner. So you need to start getting ready if you are not ready yet. You need to start the registration process, going to my social security dot gov and registering for an account with extra security. That extra security account is what is going to give you that secure text message when you log in that Janet was referring to earlier. That is our secure process going forward so that account is necessary. You will be using that log in that you create at my social dot gov to log into the new portal. You are not going to be logging into my social dot gov to get to the portal, you are just using that security that has already been built and put in place to enroll you and register you. So please make sure you make a user name that you are going to remember, you know, have a password you are going to remember because you are going to be using the portal and as well this is going to be your account for my social security for your benefits going forward which you are going to want to use when you retire.   
Once you register, assuming you have already completed suitability, make sure you have your security awareness letter in hand, you are going to want to contact either your EN service branch representative, if you know who that person is you can contact them directly or contact EN service at ssa.gov if you're not sure who the person is and let them know you have created that account and receive the letter stating you have extra security which is going to go into a little more detail when you create the account and you ask for extra security, you will get two letters in the mail. You will get one letter saying you created it and you will get another letter saying here is your pin. When you do that you will get a text message. When you get that text message you know you have been signed up with extra security. That's the time you need to contact your EN representative or a VR help desk. Contact them with an email and give them a good time to contact you back and they will contact you and get you enrolled in our system. Our goal is to get everyone enrolled in the system as soon as possible.   
We know a lot of agencies already have one person enrolled. Please take a look at your staff and your needs, especially when it comes to EN payments, make sure all the staff you are going to need to do this work is enrolled. You may need more than one person and we want to make sure everybody in your organization is ready to go when we are ready to start enrolling people.   
If you need help with any step this the process for registration, we have materials for you on the your ticket to work site on the resources page. Once again you can also con tkt a representative and ask them for any help or any guidance. They are here to help you and that is the end of my spiel. So the portal is coming, we hope we are giving you an idea how to make the payment process easier. You are no longer going to be required to do a lot of forms and a payment is going to be automatically created in our system when you hit that submit button. It's a new feature that we are really hoping makes things easier for you with our processes coming at the same time, our new et process, you should be clicking for the view pending payments to me and view payments already made to me and see how fast things are going through our system and watching payments get posted to your account in a timely manner and you won't have that -- I know there's a lot of concern about what is submitted, I'm waiting to get the check, you should be able to see when you hit that button and create that work case, it will create a payment in our system and you will be able to watch it go from something that's pending in our system to something that's paid and having that payment in treasury. Once again if you have any questions or need any help through this process we are here to help you and we look forward to sharing a new portal with you. Janet, do you have anything else?

Janet Cousin: Great, Katie, thank you so very much for sharing that update. Register, register, register. That's the key message. Go on the your ticket to work dot com web site, go to the resources tab, take a look at the link to the ticket portal and find those details. If you're not sure, call any of the help desks, systems help, payments help, your account manager, your service branch representative, we're all here and available to assist you and we can certainly get you started if you haven't or help you if you are somewhere along the way in one of the middle steps. But we look forward to working with you and continuing to ensure that you have the tools and solutions you need to be successful for your business.

So that's it. Thanks, Linda, again for joining us today and sharing your feedback. It's been awesome to work with you and we're happy to have you on the pilot team and, again, thanks to everyone who joined us for today's call. We do hope that the information shared was helpful for you. If you have any follow-up questions or suggestions for future payments topics on this call you can send those to the EN Payments help desk at your ticket to work dot com or give us a call at the payments help desk line. Our next all EN Payments Call is back on track for the last Tuesday of the month in June. We moved it up this month because next Tuesday is right after the three-day holiday, but next month it will be on Tuesday, June 30th, at 3:00 pm eastern time. Your next all EN call is June 4th so keep that on your calendar as well.   
Again, thanks for joining us and hope you have a great afternoon.

[Call Ended]