**All Employment Network Payments Call**

**Payments Review**

**3 – 4 p.m. EST**

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Operator: Ladies and gentlemen thank you for standing by. Welcome to the All EN Payments conference call. During the presentation all participants will be in a "listen-only" mode. Afterwards we will conduct a question and answer session. At that time if you have a question please press the star followed by the one on your telephone. If you need to reach an operator at any time please press star zero. As a reminder this conference is being recorded Tuesday, September 29, 2015. I would now like to turn the conference over to Janet cousin. Please go ahead.

Janet Cousin: Thank you Phyllis. Good afternoon everyone. Thank you for joining us today. This is the monthly all EN payments call. We do hope this call continues to help you understand the many intricacies of payment processing for the ticket to work program and gives you the opportunity to ask any questions that you may have regarding the payment processes. Again my name is Janet cousin I’m supervisor for the payments helpdesk and document support services team here at the operation support manager and I will be hosting the call for you. Joining me is Kathy our trainer and consultant for the program and she'll be answering questions in the chat room as well. We also have several members of the social security administration operations team, Natalie, Shannon and Janice are joining us today. We do have a presentation that you should see if you have joined us via the web link for our call. It will be posted at the end of the call on the yourtickettowork.com in the archives section for this call. And as usual it will be an interactive session. We'll open the lines at the end of the presentation and allow you to ask your questions. We do ask as usual to hold off from sharing any personal specific work case information details during this call but you do have the opportunity to also ask questions in our chat room and again Kathy will be answering those for you. If you -- well if we're not able to answer any of your questions we'll certainly make a note and follow up with you just as soon as we can. Okay? All right well let's get started. So this month we're nearing the end of the fiscal year and we want to do a bit of review on some of the basic payment processes for you. And we also want to ensure that we cover some of the key portal payment processes a. As reminders we've increased the number of users accessing the portal which is great. It's again a real-time tool that provides a lot of functionality for you and so there's a couple of key reminders that we want to share during today's call then we'll also provide an update on e -pay. And again we'll be opening up the call for questions. All right so let's begin with a payment process overview. So while our focus today is on payments there are some key steps that need to occur before a payment is rendered. First service providers much check for ticket assignability. If the ticket is assignable the service provider and beneficiary should meet to complete an individual work plan or an individual plan for employment. Once the ticket is assigned the service provider must then assist the beneficiary in reaching trial work level or substantial gainful activity.

 And once that beneficiary has reached the appropriate level a payment request can then be processed. So what you see here in the process flow are those steps. Now step four and five really are combined as and either/or. With our current processes you have the option to submit a payment request through the portal or fax it to us as a manual payment request using our payment request form or wait until the e-pay process runs and provides a payment for you through that method. There are also multiple steps to checking ticket assignability, conducting an assessment with the ticket holder and completing that IWP or IPE. We do have a video available on our website at yourtickettowork.cm for the portal or non-portal users. So access that video if you go to our website click on the information tab and the training link you can scroll down and look for ticket assignments.
There's several other documents available on our website that provides additional detail on these processes. All right. So let's begin with a review of the different payment methods that are available with the ticket to work program. The first method is known as the outcome only method. And here you provide the services needed and once the beneficiary reaches a certain consistent earnings level of substantial gainful activity or SGA and they no longer receive federal cash benefits due to work earnings you will become eligible to receive what are known as outcome payments. The second method is known as the milestone/outcome payment method and under this method you can receive what are known as milestone payments while the beneficiary is achieving certain trial work level earnings and substantial gainful activity earnings but they're still receiving federal cash benefits.
Once the beneficiary is able to earn higher levels of income and no longer receives that federal cash benefit due to work earnings you can then begin to receive those outcome payments.
The trial work level is a metric that social security uses to determine the earnings level required for an EN to earn phase one milestone payments. The trial work level is a set amount provided by social security which may increase yearly. Now the term substantial gainful activity or SGA describes the level of work activity that is both substantial and gainful towards employment. Although seldom done an EN is allowed to change its elected payment system once a calendar year. If more than one EN or an EN and a state VR agency acting as an EN provides services to the same beneficiary at different points in time then those ENs may be required to split available payments and those are referred to as split payments. Now that we've kind of discussed the difference between SGA and trial work level earnings amounts let's take a look at how these relate to the two different payment types. Starting with the outcome only payments.
Again under the outcome only payment method an EN will not receive any form of payment until the beneficiary reaches the growth SGA earnings level and no longer receives cash benefits. So for 2015 the beneficiary's gross earnings must be at least $1,090 per month for non-blind beneficiaries and $1,820 for blind beneficiaries while receiving zero cash benefits.
Under this method the outcome payment amounts your EN may receive vary depending on the type of benefits that the beneficiary had been receiving.
If the beneficiary had been receiving supplemental security income or SSI then your EN is eligible to receive up to 60 payments of $443 per month which would total $26,580. If the beneficiary had been receiving SSDI or social security disability insurance then your EN is eligible to receive up to 36 payments of $769 per month for a total of $27,684. Now the second payment method we've discussed is the milestone/outcome method. Here this payment method allows for the EN to be compensated during various phases of the beneficiary's journal towards self-sufficiency and this means the EN does not have to wait until the beneficiary's disability payments have completely stopped in order to receive payments. Instead the EN is eligible for payments while the ticket holder is still receiving their cash benefits.
So as shown here there are three different types of payments that you can receive under this method. Phase I milestone payments, phase ii milestone payments and outcome payments.
So we'll take a closer look at these on the following slides.
Let's focus now on these phase I milestone payments. So there's four possible milestone payments under Phase 1. In order to receive these payments again the ticket holder must earn the trial work level amount, phase 1 milestone 1 can be paid once that ticket holder has earned the trial work level amount for one month. This payment may also be available if the beneficiary did not work the entire month but with earning enough that it would have equaled trial work level if that person had worked the entire month. Phase I milestone can be paid once they have earned the trial level work within for three months within a six month period. It's then paid once that ticket holder has earned trial work level within six months of 12 months then milestone four is nine months within the past 18 months. All right. Okay so phase ii milestones are paid when the ticket holder reaches substantial gainful activity but still receives benefits from social security. All phase ii milestone payments are based on SGA earnings and single calendar months. Unlike phase 1 milestones each month is treated individually. So with phase ii for SSI beneficiaries then ENs are eligible for up to 18 payments of $238 per month, for SSDI they're eligible up to 11 payments of $413 per month and one thing to note is that a ticket holder may not spend this many months at SGA while still receiving benefits. It is possible that the benefits from social security will cease prior to the payment of all of the phase ii milestones in which case the beneficiary will then move into outcome payments. An EN will receive a reconciliation payment for any missed phase ii payments after outcome payment number 12 has been reached. The EN doesn't need to request this payment. It's just something that's automatically processed.
The payment rate will be rates for the year that the phase I and or phase ii milestones were stopped due to the beneficiary going into suspense. So I mentioned earlier that these dollar amounts and figures that we've been reviewing are evaluated and reviewed every year and so those dollar amounts do typically change. So keep in mind the numbers we're reviewing here are for 2015. All right so once a ticket holder earns enough money to stop receiving benefits he or she is said to be in what's known as zero federal cash benefit status. And at this point the EN is no longer eligible to receive milestone payments. Instead the EN can begin requesting and receiving outcome payments. So as shown here if the ticket holder was receiving SSI the EN can receive up to 60 payments, $238 each.
If the ticket holder was receiving SSDI benefits then that EN can receive up to 36 payments of $413 each. All right. So we've covered the basics of the payment methods and the dollar amounts, how they're calculated, et cetera.
Now let's take a look at a couple of different scenarios that are related to what's known as the prior earnings rule. So as we've discussed previously the payments to ENs are divided into two phases. Phase I has four possible milestones and phase ii has several milestone payments depending on the value of the ticket. Phase1 milestone payments are made to those ENs that provide services to ticket holders that enable them to reach certain earning levels such as trial work level and it is possible that the ticket holder may have earned this level of income prior to engaging with the EN. Now in this case the ticket holder had reached these income levels without the assistance provided by the EN. If so then the EN is not eligible to receive these payments hence one or more phase 1 milestones will not be available for payment. This is where exclusions come in and the prior earnings rule applies for earnings at trial work level between the date of disability onset, also referred to as the DDO and the ticket assignment date for maximum period of 18 months. If that date of disability onset is before the 18 month period then these prior earnings rule is applied for the month between that disability onset and the ticket assignment date. The 18 month lookback tool is available to assist ENs in determining if or which phase 1 milestones are available.
Another consideration is cost reimbursement payments to the same VR. If the vocational rehab agency serviced a beneficiary and receives cost reimbursement payment in 2002 or later that same VR is not eligible to act as an employment network for that beneficiary under the same ticket number.
Another consideration is successful closures. So if the VR did service a beneficiary under the cost reimbursement payment method and was able to successfully assist that beneficiary then again the phase 1 milestone payments are not available. So there's four rules related to prior earnings that affect payments for phase 1. For the phase 1 milestone payments. So first in the upper left corner here if the ticket holder achieved trial work level earnings in the month prior to ticket assignment then the EN cannot receive the phase 1 milestone one payment. Second in the top right corner of the slide if the ticket holder achieved trial work level earnings in three of the six months prior to ticket assignment then the phase 1 milestone two payment is not available to the EN due to that 18 month lookback rule. So in this example the ticket holder achieved trial work level earnings in February, April and May and then assigned their ticket in July. And since the ticket holder achieved trial work level earnings in three of the six months prior to ticket assignment the EN would not receive the phase 1 milestone two payment. All right so our third example in the lower left
corner if the ticket holder achieved trial work earnings six of the 12 months prior to ticket assignment then the phase I milestone three payment is not available to the EN. And finally in the lower right corner if the ticket holder achieved trial work level earnings in nine of the 18 months prior to ticket assignment then the phase 1 milestone four payment is unavailable to the EN. There's a lot of detail on this slide.
There's a lot of information that we shared just now. Again the presentation will be posted on our website afterwards and certainly if you have any questions we can answer those at the end of the call. All right so how can you as an EN determine which payments you're eligible to receive? So 18 month lookback tool is a very useful tool that was created for this purpose. It can be downloaded from your ticket to work dot com, out of our information center tab, looking under the resource document section and then under payments resources you'll find this tool and it is very helpful in assisting you in making these determinations. Instructions on how to use this tool are included in the actual downloadable form in the upper right corner there. To use the tool you simply enter the ticket assignment date in the box on the far right outlined in red and this will generate the 18 previous months in the spreadsheet. Next you will just enter an x in each of the months where the beneficiary had earnings above the trial work level for that year. A chart of trial work level amounts is included on the spreadsheet for your reference. So you'll see the prior years. And this example on our screen shot it's showing 2008-2011 but it has been updated and it does reflect the most recent five years history of trial work level amounts. Which again you'll see have changed from year to year.
Now once you've entered the appropriate x's the spreadsheet will display the available milestone payments based on the rules that we described earlier.
So again in the lower left corner where it says milestone and it indicates eligible, yes or no. You'll know whether you're able to obtain those payments. All right so now let's assume a beneficiary has their ticket assigned to an EN and has been receiving milestone payments. That beneficiary has made substantial progress to the point that he or she is no longer receiving federal cash benefits. Since they're not receiving federal cash benefits the beneficiary begins the outcome payment phase before the EN receives all of their milestone payments. A reconciliation payment is a one-time lump sum payment that social security will automatically make to an EN when a beneficiary enters the outcome payment period prior to the EN receiving all available phase I and phase ii milestone payments.
So again ENs do not need to submit a payment request for
reconciliation payments. This will be made when the 12th outcome payment is approved and includes all milestones available at the time of the first ticket assignment that remains unpaid due to the start of the outcome payment period.
All right so that's a review on the payments basics, the exclusions that you need to consider and keep in mind. Now let's take a look at our next agenda item which is taking a look at the portal payment request processes and some reminders that we want to share with you today. So let's talk about evidentiary evidence. All payment requests that are estimated through the portal and processed are evidentiary and do require primary evidence in order to be processed. So what is evidentiary evidence?
There are three primary types.
We have pay stubs, the employer prepared earnings statements signed by the employer or the work number report. And this is a third party service that provides monthly earnings amounts with your subscription.
Whatever the primary evidence is it must include the following:
the beginning and end dates of the pay period along with the actual pay date. We do need to have the gross earnings for the claimed month, the year to date gross earnings and any withholdings that were included.
Now one exception to this is that the work number does not include withholdings and so if you have the work number report then we don't require that the withholdings are included with that. Now one note is that this information cannot be hand written on pay stubs or any of the documents that you send. It must be part of the original content of the document. Now if some pay stubs are missing the pay periods and or pay dates or the gross amounts are illegible then you can submit a statement form and that form is available on our website as well. It does require the EN organization's name, their DUNs number, the beneficiary's name and social security number and all of the details of the earnings for the claim month. It also requires an EN representative signature and date. All right so let's just review quickly how to submit the earnings evidence through the portal. So at this point what you're seeing on the screen is you've submitted a payment request, you've entered the SSN, you've identified the claim month and you've indicated that you do want to add earnings to your payment request. So this is the screen that appears in order to add earnings into your payment request. It's the ticket holder earnings box. You must complete all fields marked with an asterisk and just as noted on the previous page there's the same required information that's listed there.
The employer name, the evidence type, whether you're submitting a payment request, employer prepared earnings statement or the work number report, what pay period start date, pay period end date, the pay date, the gross amount. It does also allow you to enter net amount earnings if you have those you can enter those in but it's not a required field. We ask you to use all caps for the employer name and then once you've verified the information go ahead and click save. If you need to cancel there's an option to do that there as well. So again there are three options on this screen. Pay stubs, employer prepared I earning statements and the work number.
That's important we're reviewing this because we have had a number of requests that have come in incomplete or some questions that have come through the payments helpdesk so we want to make sure that the evidentiary evidence is clear and understood. Once you save your entry you'll see a table like this displayed. You have the option to enter up to 25 different entries for different evidence. If you see that something was entered incorrectly you can edit or
delete it then continue. We do ask that you verify the information that's displayed for you here. Look at the top for the claim month, make sure the payment method, all the details are accurate because once you click submit it will automatically create a work case in the system and you won't have the opportunity to go back and edit it. Another thing to note is the proof of earnings will be faxed in. The box is automatically checked as a default whenever you enter any earnings information into this table. We do need that box to be checked because it will then create a fax cover sheet for you that you will use to fax in those documents that you've identified in the table. That fax cover sheet is very important because it has a bar code on it that will then associate this fax cover sheet and the documents you're sending in with it with the work case that was created in our system.
So if you don't check that box you will not proceed to this screen to generate your fax cover sheet and you'll need to use another proper social security to generate that fax cover sheet and send it in with your documents. Now this is a single use fax cover sheet. You must include it as the first page of your fax transmission it does include a toll free number there on the cover -- the third paragraph down. It's blank on this slide because it was changed. But it is printed on your fax cover sheet when it's generated and again if you have multiple payment requests with multiple fax cover sheets that you need to transmit to us you can send multiple documents with a single transmission. Justin sure that you separate each payment request with the appropriate bar code cover sheet and the documents behind each one and submit them altogether.
Our fax server is able to identify when a new fax cover sheet is received and associate those documents and receive and process them. It is very stream lined and it does result in faster processing time for your payment requests. All right so another review here is to ensure that you're familiar with the steps needed to create an additional fax cover sheet.
Let's say you use your original one. You sent in your documents. You forgot to include a couple of pay stubs or we received your information and identified the fact that you don't have enough evidence to verify trial work level and we're sending an outreach method to you to say hey if you have additional documents please send them in for us to review so you have to go in and generate a new fax cover sheet. The way to do that is outlined here. Again from the main menu in the portal the pending payments for me report gives you an option to locate the payment request, click on the actions stab and the action screen shows up.
That list of options in the more actions menu includes fax additional information. It's the third option there with the red arrow. Once you select that you'll be prompted to select the document type that you wish to send. So to the right here you'll see a list of documents that you can fax in. That cover sheet will be generated as it was with the original payment request and you can send in your additional documents keeping in mind that that fax cover sheet must be the first page of your transmission. All right one other thing that we want to review with you is this option in the portal as well. Show fax status. So this was added in our June release and gives you the ability to verify if we actually received your fax or not. It's a nice way for you to verify that the fax was sent and it was received. Again from the pending payments for me screen you would click on the actions link and again on that same list where you saw fax additional information just below it is the show fax status. Once you click on that if there is -- if a fax was requested or created for that particular work case you'll see this window down below and it gives you the date that the fax was requested, it provides the name of the person in your organization that requested that fax and it provides the receipt date if we have received the fax. If that receive date is blank then we haven't received it yet. Okay? And then certainly you'll see the type of document that was indicated for that particular fax request. So these are just some key process that is we want to take a few minutes and remind you are available through the portal and are helpful in processing your requests. All right so the last thing that we wanted to do today is provide a brief update on the e-pay process. So as you all know e-pay was initiated the first week of august. We did complete that first file that we received for this expanded e-pay process and lots of payments were made to various ENs.
Social security does plan to create an additional e-pay file.
This should be done monthly and they're working on providing us with our next file. One thing that we did want to remind you of, we've mentioned it previously is that the portal does not provide anyway of notifying you or identifying those payment requests that were processed through the e-pay process at this time. Now we have asked SSA to consider an enhancement to add a field to that list payments already made to me screen so that you will be able to identify which payments were processed through the e-pay process. So until that is considered and implemented you'll have to track yourself and compare those that you may have submitted manually versus those that are showing there and be able to identify them in that way. We do have the ability through the payments helpdesk to verify for you if a payment was made through the e-pay process.
So that's something that we're looking forward to as a potential enhancement in the future. Okay well that concludes the presentation. A lot of information, a lot of review for most of you I’m sure.
But we wanted to make sure that we covered that for you as we're wrapping up this fiscal year.
Phyllis how about if we open up the lines and see what questions we may have.

Operator: At this time if you would like to ask a question please press star then the number one on your telephone keypad. Your first question comes from the line of Susan Webb.

Susan Webb: Hello everybody I'm still confused, I don't know why I can't get this straight in my brain. Would you please go over the auto pay process a little bit more in terms of where you are on the payments being made and I know in August -- excuse me -- in August we got payments for a lot of back payments that would have been paid if we had QBER but it didn't seem like any of the payments we would normally get under auto pay were in there and now for September I only got six payments for four people. That was it. So what are we doing right now? Is this going to be the way it is ongoing? You're taking about still doing stuff and still trying to get things working.
What can we expect to happen and how long is this going to take?

Janet Cousin: Thanks Susan for your question. I know it is -- there was a major change for many of us, all the ENs as well. We are planning to include an update in the all EN call this Thursday on the e-pay process. We'll have representatives from Social Security Administration as well as operation support manager Debbra Tennessee will be there on the operations side to provide more details on the e-pay process. As you may remember e-pay was created as a new process to combine four separate e-pay processes that we had for VRs as well as ENs. And so the transition occurred from July to August and so there was a gap there, a break between what you were used to in terms of the monthly processing of UAP that many of the ENs were used to receiving. Now with the e-pay process it is looking at earnings that are available through various sources that Social Security has access to and so with that they are looking at retro payments as you mentioned going back to look at earnings that may not have been processed or payments I'm sorry that have not been processed yet based on earnings that are verified through various sources. So, you know, this first month in august it was a new process. It was something that, you know, required some adjustments and some changes to so it took a little longer for us to process then what you may be familiar with in the past.
But again there were lots of payments that were processed.
It was a manual process this time around just to ensure that things were being reviewed accurately. So it took a little longer. Again SSA is planning to generate a new file for us.
We haven't received that one yet. And when we receive this file it identifies those tickets for ENs that are eligible for payments our payments team reviews that list, considers all possible payments for each of those tickets and will process those through the system. There is plan to automate this going forward and in the future but again for now they're wanting us to manually review and assess all payments to ensure that we're looking at all of the possible earnings possibilities.
So again I'm sorry I can't tell you anything more about what the future details will be but I do invite you to join us on Thursday all EN call at 3:00 eastern time where we'll have more details available and the experts that can answer more questions for you.

Susan Webb: Okay thank you.

Janet Cousin: Thanks Susan.

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

William: Good afternoon I'm calling because I'm confused about the denial that I received which was a number two which suggests or tells us that the person is still receiving federal benefits. And I had received phase 1 up to milestone four payments for the specific beneficiary and all of a sudden the payments stopped in the month of July stating that his federal benefits were still being received by him. The confusion is he's making between 32 and $36,000 a year and I have no idea how much money he has to make in order to be removed from getting federal benefits at this point and apparently it was good enough in the initial stages then all of a sudden they say it's hit a blank wall.

Kathy Dyson: Okay William thank you for your question. I just want to be clear. Are you asking for a clarification of when and how beneficiary cash benefit determination starts or stops and why you may not receive a particular payment? I'm sorry.

William: I'm just basically asking -- I spoke to him -- I thought he lost his job and he's apparently still working. There was no break at all in his employment.
He's been working all the way through. But in the month of July there was denied because of it says federal benefits were being received. He claims he started to receive federal benefits again which was very confusing. In other words I just don't understand why when the person is receiving that kind of pay between 32 and $36,000 a year. Now he is practically deaf. In other words he can use a phone which can accommodate his hearing and being able to speak on the phone but I thought perhaps that had something to do with the excessive degree of his handicap. But I have no idea why it would be denied at this point or why he would continue to receive federal benefits.

Kathy Dyson: Hi, this is Kathy. Let me if I may, I may need to actually take a look at that case directly. But generally when the ticket holders or beneficiaries are working and they begin to earn at a certain dollar amount that will take them into the SGA level and they are keeping in touch with their local field office representatives. Their benefits may very well go into suspense due to the work earnings. But if it's not steady then again it may come out of suspense at a different month and when that occurs they will receive their federal cash benefits again for that particular period. So that happens. It fluctuates due to their work incentives that will allow the beneficiaries to work and not lose their federal cash benefits right away. And so it fluctuates back and forth. When that occurs as the EN you will be entering into the outcome stage for that particular ticket holder the month in which they receive their federal cash benefits back. You will not be eligible for an outcome payment for that particular month. But there will come a time when the benefits will eventually stop and they will not receive the federal cash benefits. When that occurs of course you will be able to get of course the outcome payments consistently.
I'll be happy to look at that.
Just directly -- just send it to the helpdesk and direct that to Kathy and we'll be happy to take a look at it.

William: Alright because there was no break at all in his employment and I had checked on that and there was absolutely no break whatsoever. So... Okay. I'll be happy to send it to you.

Kathy Dyson: Absolutely you may send it. Again the field offices they have a very large work load and I don't know scheduling. So they may have a set time when they go in and take a look at the -- at their work load. So there may be a break where they're not actually reviewing the actual record and so they may be getting the actual federal cash benefits. But once they see there's been a reporting of earnings then they will retroactively go back and count some -- put the benefits in a suspense status. So that happens as well. So once you submit that I'll be happy to take a look at it and I can give you more details about it.

William: Okay. Thank you.

Kathy Dyson: You're quite welcome.

Operator: Again if you would like to ask a question please press star then the number one on your telephone keypad. At this time there are no further questions.

Janet Cousin: Okay great. And just in response to William's question and Susan's certainly if you guys do have any questions after the call or you think about later at any time our payments helpdesk team is available to answer your calls and speak with you by phone. You can also send an email message and they'll respond to you. Our goal is to respond to all e-mails within 24 hours. We are available Monday-Friday from 9:00 a.m. earn time to 5:00 p.m. eastern time and just to give you the phone number it's (866)949-3687. And we'll have that added into the chat as well. And again we're available to answer any questions that you have, any detailed scenarios like the one William shared we can pull up the work cases and review some additional information for you if the denial reason code or the diary codes that you might see in your status reports aren't completely clear to you.

Operator: You have a question from the line of Susan Webb.

Susan Webb: Hi again. Hi. Since there's nobody else in queue I thought I would address something. I have a follow up question to William's dilemma. Because those kinds of situations raise red flags for us. You kind of touched on it with the work load in the field office and it sounds very much like to me that the field office did not post his earnings and consequently he's probably in an over payment situation. And those things are very detrimental to the beneficiary as you know and so what needs to happen is he needs to -- he or the beneficiary, probably the beneficiary really needs to talk to the field office and say hey I'm not supposed to get benefits anymore. I'm working above SGA, I used my trial work and grace period but my EN tells me I'm still showing as being on benefits. William is right. On the other hand if he's still on benefits and he is working above SGA and legitimately so William should be eligible for a phase ii milestone payment should he not?

Kathy Dyson: Hi Susan. It's possible. What I would need to do is actually take a look at the case. There are a lot of different variables that may be involved here. An over payment may occur but that would be on behalf of the actual ticket holder. The EN would not be actually accessed an over payment when that occurs.

Susan Webb: No I know but he didn't get the payment -- the over payment to the beneficiary is a thorn in our side all the time. We cannot get the field offices to post these earnings even when we give them the pay stubs and when they don't do that then that person ends up in over payment and we don't get paid. That's what William is talking about right there and that's not -- that's not incidental. That happens all the time. We try so hard – our EN and a lot of others submit the pay stubs on behalf of the beneficiaries so we can track that to avoid over payments and we still have a devil of a time getting them to report these earnings even when we report them. This is a huge problem and I don't want William to feel he's alone or this is an isolated incident. It is not.
This happens all the time.

Janet Cousin: Good point Susan. Thanks for your comments and William if you're still listening, yeah, the scenario she provided does happen. Again as Kathy mentioned the work load within the field offices may vary depending on-site and location and size, et cetera. You know Natalie if you're still on the line I'm not sure if there's additional comments you can speak to in terms of this scenario but it's really not something that we have any control over. Natalie any other comments about the field office work load or how the statuses are updated for cash benefits, starting and stopping based on earnings?

Natalie Sendledorfer: Unfortunately I agree with you. It's not much we can do from our end but I can take it to upper management to see if there's anything we can do to fix this because it's out of our hands unfortunately.

Janet Cousin: Okay. But, yeah. That is something that, you know, again William if you're interested or anyone needs us to do any further investigation or verification we do from time to time speak with the field office. We do have the ability to give them a call if needed and they contact us at times as well. Thanks Susan for those additional comments. Any other questions?

Operator: Again if you would like to ask a question please press star then the number one on your telephone keypad. You have a question from the line of Erica.

Erica: Yes I have actual equip question. My supervisor had submitted all his documentation and we have just been in s stale almost trying to get finalized with suitability. He went through all the necessary processes, sent in all the necessary paper work and still we have not gotten any information in regards to his suitability being approved, his paper work being approved. I was wondering if that was also being discussed?

Natalie Sendledorfer: Hi this is Natalie from Social Security. What EN are you with?

Erica: ABS Solutions.

Natalie Sendledorfer: Okay. No one is here from the EN side for suitability but I will walk this over as soon as the call ends and ask them to look at the suitability for your employment network and ask someone to give you guys a call.

Erica: Wonderful. Thank you.

Janet Cousin: Great thanks Natalie. Just for those listening any suitability questions you may have our EN service branch team is focused on processing those and following up for you and you can certainly send an email request to enservice@ssa.gov and they'll follow up with you and provide a status on it for you.
Okay?

Erica: Thank you.

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

Julie: Hi I was wondering if somebody is due eligible for SSDI and SSI how do you make the determination on are they paid under the SSI or SSDI -- the EN how is the EN paid? When they work their way off does it switch back and forth? Then I guess I have another question that is on that is if they would work their way off that SSDI and it makes them eligible again for the SSI do they go from outcomes back to phase ii? How does that work?

Kathy Dyson: Yes, hi. That is a dance I must add and we dance that all the time here. Normally what happens based on what the benefit type is in the very start of the ticket assignment once the payment is issued to you as the employment network based on that particular benefit type you will continue to receive payments based on that type. Even in the event that the beneficiary may change their benefits, you will continue to receive payment based on the first initial benefit type.
Does that sort of answer that question? Now in the event that the beneficiary is receiving one type of benefit and they switch over to another type and this occurs prior to you getting your first employment network payment but once you receive your first payment whatever the type of benefit that particular ticket holder is receiving that will determine your payment and that will be the payment rate for the duration of that ticket.

Julie: Well if they're due eligible how do you know which one they'll be paid under the SSDI or SSI?

Kathy Dyson: It's always Title II when it's dual eligibility.

Julie: Okay. Thank you.

Operator: At this time there are no further questions.

Janet Cousin: Great. Okay and there were just a few questions in the chat but Kathy was able to answer those for the most part so we're going to go ahead and wrap up for the day then. We thank you again for joining us for this month's call. Again hope the information shared was helpful for you. Remember to join us on Thursday, October 1, for our All EN call at 3:00 ET and certainly you can follow up with us directly through the EN payments helpdesk if you have any additional questions or concerns. Thanks again. Hope you have a good afternoon and we'll look forward to chatting with you next month.

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

[Call Ended]