**All Employment Network Payments Call**

**3 – 4 p.m. EST**

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Operator: Ladies and gentlemen, thank you for standing by and welcome to the national all 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 the star followed by the 1 on your telephone key pad. If you need to reach an operator at any time please press star zero. As a reminder, this conference is being recorded Tuesday, October the 27th, 2015. I would now like to turn the conference over to Janet cousins. Go ahead, Janet.

Janet Cousin: Thank you and good afternoon everyone. Welcome to the Ticket to Work Program All EN Payments Call. We thank you again for joining us today and we hope that we continue to add value and provide a clearer understanding of the many intricacies of the payment processes for the Ticket to Work Program. This is your opportunity to learn and understand more details of our payments processes and ask any questions that you may have.

So, again, what we will be doing at the end of the call is opening up the call for questions. But we do have the information for our online webinar details. Hope you have logged in and joined us. The presentation will be shared via this web link that's provided here and the presentation will be posted on our yourtickettowork.com web site in the events archives section. Joining me today is Debbra Tennessee, the ticket operations manager, as well as Shawn Wolcott, we also have Katie Striebinger from the Social Security Administration team online with us. Our chat room is available for your online questions and we'll be answering those as they come about. Any questions that we're not able to answer we'll certainly follow-up with you after the call. So let's get started with our presentation for today. There's a couple of key things that we'd like to cover with you. First we'll probably plan every month to take a few minutes to review some of the ticket portal tips and tricks. We have a few items for you that were covered in your orientation session. All of the information is referenced in the portal user guide but we do want to remind you of some of those key features that can help you in managing your business. And secondly we thought it would be helpful for you to see how we did for the fiscal year. So we're going to share some end of year stats with you related to the payments process or denials, our accuracy rates and some information about our help desk. All right, so tips and trick no. 1, the new Ticket Portal does provide some checks online as you submit your payment request. So when you submit your payment request the system will check to see if there are sufficient earnings in the various SSA systems each time that payment request is initiated.

If there are sufficient earnings then you will receive a message as indicated in the second screen shot here indicating that TWP earnings already have been established for the claim month that you submitted and you do not need to provide any evidence at all when you receive that message, you simply hit submit and continue the work case as generated and our payments processing team will use the earnings that are already referenced in SSA's system to process your payment request. However, if earnings at SGA or above were not found for the claim month then you will receive the first message referenced here, indicating that you must provide earnings evidence. So earnings have not yet been established for the claim month. In this case you should click yes to add earnings, answer in your earnings evidence details and then prepare the fax cover sheet and submit the evidence to be associated with your work case. There's several other messages that you might receive when you submit your payment request process, so it's really important to take a look at this important information box. But the key tip here is that if you are not sure whether you have earnings in our system or there are earnings in our system already, you can go here, submit your payment request, look for this message saying that TWP earnings have already been established for the claim month and go ahead and submit that payment request without having to include your evidence. Again, with our e pay process running on an automated basis to check for payments, you have the option of waiting for that process to complete and generating payments for you. You also have the option to go through the ticket portal and complete your ticket request and with this messaging here you will know if you need to provide that evidence or if earnings have already been established in our system.

So our second tip and trick of the day is associated with generating an additional fax cover sheet. So again here through the ticket portal when you are looking at your pending payments for me screen there is an action tab there and this is a nice feature because if you forgot to include a document when you faxed in your initial images or if you have received a notice from us indicating that you need to provide additional information, you can go through the portal here to the pending payments for me screen, click on the actions tab associated with that work case, you will see this more action screen here and then you can choose fax additional information, which is the third option, and when you click on that option you will see the second screen below where it asks you to select a document type that you are going to send in. Let's say you make the pay stub selection. You have the option to add a note as you normally do when you are submitting your payment request, then it will take you to the screen to generate your fax cover sheet and submit your documents. Again, as a reminder, we want to make sure that when you do fax in those documents that the bar coded fax cover sheet that's generated is the first page of your fax transmission. This is very important. You do not need to include a business cover sheet and if you do it will misroute your fax. So that's tip no. 2. Our third tip of the day is associated with the show fax status feature that also was added back in June with our first release post production. It gives you the ability to check the status of your fax and verify that we did receive it or if you don't remember which ones you sent in, you can verify here that we have not received it yet. So what you will do, again from that more actions screen, the fourth option is show fax status. And once you make that selection you will see the second screen down below and it will provide you with the details of the fax cover sheet that was generated, the name of the person who requested the fax, and if we received it, the receipt date will have the date of receipt listed there. If that's blank then you know you need to send that in, we have not received it as of this time.

So the next tip for the day is associated with your payments status. So here is a screen shot of the main menu of the portal within the payments section. There's two options that you have available. The view payments already made to me and the view all pending payments for me. Now, the first option there, already made to me, are those that have been closed and processed in some manner. So this will include all of the paid claims as well as any denied requests that you submitted. Your second option is those pending payments. They are still in some type of open status and being worked. So, again, these are all payment requests that have not been sent to the treasury yet. We may be waiting for information from you to get back with us. Both of these status reports do have a nice download feature if you have a large amount of requests that you want to review, if you want to change the sort order or eliminate some of the data that is being displayed on the screen you have to have flexibility to download the entire list and then message it in whichever way is best for you.

One thing to be aware of is each of the columns in this screen allow you to resort the list and then there's other options here with some help screens that provide more information and in the case of the pending payments for me you have a list of diary codes so you can view those diary codes. And, again, the actions tab on the far right will take you to the more actions menu that we reviewed previously and one of the other options there is to review the diary details for those pending payments that have a y under the diaries column. Be sure to utilize all the options and features on your status report that are available to you here.

Alright, we had 4 tips and tricks for you this month. We hope that was helpful information. The presentation will be posted online for you to refer back to those details. Let's transition to our fiscal year end stats and review. Again we're going to look at some payments information, we'll look at your denials, the total denials we have processed for the year, and how we did with our accuracy rates and then some help desk stats.

So everyone should know that our performance goal in processing the payment requests that you submit to us is to ensure that all claims are processed within 30 days of receipt. So this means that we are processing them as either paid, denied, or we're placing them in a diary status where we need additional information from you and we will send what we call an outreach message to you and that's to the email address that we have on file for you so it's important to keep that information current and up to date requesting that information.

So how did we do in meeting this performance goal? As you can see, there are many payment requests that we have processed on the same day. That's 17 percent of all claims we are able to and have processed in one day.

Five days, 28 percent and then 85 percent of all requests that we have received were processed within 10 days. So we do meet our 30 day goal 100 percent of the time but it is great to see that we've met the goal 85 percent of the time within 10 days of submission.

Now, key contributors to our success here is the automation of the portal. It's a lot more streamlined for you when submitting your payment request. There are some required fields that minimize the error rate that we had previously in receiving incomplete payment requests so it's been very helpful in allowing us to receive more accurate and complete claims and turn those around faster to provide a response to you and meet the 30 day performance goal.

So let's take a little closer look at the numbers. So the total number of payment requests that we processed this fiscal year were more than 121,000 requests. Of those, 77,900 plus were paid. That equates to more than $49 million in payments.

How well did we do with processing those requests? Well, our accuracy rates for the year was more than 97 percent, which is what we want. This was a very complex process, there is a lot of detailed requirements, again the intricacies required by Social Security Administration for this program so, you know, getting above 90 percent and here of 97 percent for the year, of those paid claims 93 were identified as having some type of payment error. So we do our best to review and process those correctly the first time but this was a very good percentage for the entire year.

Looking at the total denials we had just over 30,000 -- 30,918 -- then when you compare the two, 72 percent of all of the claims that were processed were paid and 28 percent of those were denied.

Debbra Tennessee: This is Debbra Tennessee. I hope you can hear me because we have a fan in the background.

We have some other categories for payments as well. We had over 121,000. If you were to add together the 30,918 and the 70-some thousand you would not get 101,000 so I wanted to tell you what the rest were. Those were unable to process. These were from e pay processes that we were not able to pay, but we don't create payment denials for our e pay processes and I'm not just talking about the e pay process that we implemented in August, I'm talking about the e pay processes that we had throughout the year, whether it was UAP, we did have payment denials but we had pay with e pay and for those e pay if we were unable to make a payment, we did not create a payment denial. However, we did identify cases that we were not able to pay because we did take the time to assess those claims and we wanted our level of effort to be captured.

So the percentage that Janet just gave you was the percentage of adding together the 30,918 plus the 77,940 payments. If we look at the denials and payments together, of those two numbers, wafts it that you said, Janet? 72 percent of denials and payments, if we added those two figures together the ratio, we had 72 percent in payments and 28 percent in denials and the total of the two would have been almost $109,000 claims.

Janet Cousin: Thanks for that clarification, Debbra. For those mathematicians on the line they would have done that calculation in their head. So, yeah, clarification here. Again, it was a busy year and, again, we did our best to process this many claims as we can with an appropriate accuracy rate.

So let's take a closer look at the denials. Why did we deny a claim and what were the types of denial reasons were part of that metric, and then what things can you do to minimize the number of denials?

So, no. 1, there's really two different types of denial reasons that we are going to discuss here. The first one, these are program related denials. Their systematic things that you may not have any control over, and 74 percent of all denials are part of this category. So we have beneficiary payment status changes that doesn't allow you to receive a payment that you may think you have available to you, but you may not be aware that the beneficiary's status changed. Look back earnings, again, those are earnings that occurred prior to assignments. Successful VR closures you may have reached the maximum number of phase 2 or outcomes and you are trying to request an additional one. So those are things you may not be available but it is a valid robe for denial. The second category are things that you should have some type of control over and you can work to prevent those denials by considering the following. The first one here is that the earnings do not meet the criteria. Earning what the earnings criteria is for each payment level is supported.

You may submit a duplicate request and that is a request that's already been paid. For you portal users you have a nice feature where you can click on the actions tab and look at the payment history for that particular ticket holder. You can review that before submitting your request and eliminate these requests being submitted.

Similarly, insufficient documentation. Again if you are submitting earnings evidence just make sure that you are providing the appropriate documentation to meet that payment request.

The fourth one here is that we have sent an outreach to you asking for you to submit additional documentation or clarification to support the information that you have sent to us and we never receive a response. There is a 9-day diary period and once we pass that diary period and we typically send outreach requests before denying the request, but there is a cutoff there and it's important to pay attention to those outreach requests we send for documentation and respond quickly.

The next on here is that there is a premature submission of your payment request. So a key thing to remember here is that you cannot submit a payment request until the month after the ticket was assigned. We do receive requests for the same month as the ticket assignment month so remembering that is important and you can avoid this denial reason.

The last one here is that the claim is for the wrong payment method. If you signed up for outcome only payment method and you can attempting to submit a milestone payment request, then certainly that request will be denied.

A lot of these things are from earlier in the year prior to the ticket portal. The Ticket Portal does have some built-in functionalities to prevent some of these scenarios, but for those of you still submitting your payment request manually to the maximus fax line, then these are some reasons why you may receive denials that you can control if you manage and monitor the payment history for your ticket holders.

Alright, so our payments help desk is an important piece of the level of support that we provide to you so we wanted to share some information on our help desk and our performance for the year. First of all in terms of the types of inquiries that we have received there were more than 3400 phone calls that we received during our Monday through Friday, 9:00 to 5:00 coverage. Emails we had close to 6,000 emails that we have received, reviewed there, providing information on, and of those emails many of the types of responses are outlined here. 46 percent of the time we are responding directly to individuals who submitted inquiries to us. Many times we are sending those outreach requests for missing documents and information that's managing through our help desk team.

We also at times will take your inquiries and pass them on to the payments supervisor staff to provide additional clarification or to review the request again, to consider whether it may need to be reprocessed. We also have a QA team, specialists that we partner with when we may need to escalate inquiries or special scenarios to so we track how often we need to do that. And then occasionally we have nonpayment related calls that come to us and that's a very small percentage of the total.

Okay, so that's it. I hope that information was helpful for you, provides some details and perspective on the level of support we provide and the volume of work that we've processed for the fiscal year 15. We're excited about the start of the New Year and looking forward to continuing to provide support to you. What we'd like to do now is open up our lines for any questions that you may have and we'll check to see if there are questions on the chat line.

There is a question on the chat line that we'd like to go ahead and address first.

Debbra Tennessee: Okay, this is Debbra Tennessee, I'll be here for about two more minutes but I do want to respond to this question. Someone asked the question and probably all of you are interested in the answer to this question stars when are we going to run the next speed pay dial. SSA was all ready to run the next e pay file when they got word there was a new quarterly earnings file that was coming in, so they waited a few days for this earnings file to come and this is what you used to call the QBER file. So it is earnings, information, quite a few employers because I have updated the second clan der which translates into some more payments for you. So what SSA decided to do was place their files, and they have informed us in the chat we can -- what were the exact words here as far as -- we should be back to making payments on the e pay file by the end of next week. It looks as though they are assessing the information about the -- what this means for you is we will be able to make more payments for you because we have more updated earnings information. Again, this is through the second quarter of 2015 and that's earnings from April through June.

Janet Cousin: Great. Thanks to you, Debbra, for responding the argument here for the update. Teresa, if you can open up the line we'll see if we have any additional audio questions.

Operator: Sure. Ladies and gentlemen if you would like to ask a question you may do so by pressing star 1. Star 1 to answer any questions you may have. And there are no questions, please hold one moment while I get our questions in order and our first question comes from Elise Macy.

Janet Cousin: Hi, Elise

Elise Macy: I want to say thanks to all the staff that works the EN [Payments] desk. They are always so very helpful and they take the time to explain things. Thank you, I appreciate it.

Janet Cousin: Awesome. Thank you for taking the time to share that information.

Elise Macy: You're welcome.

Operator: Your next question comes from Adrian Wicker.

Adrian Wicker: Hi, I had a quick question about the denials. When you are looking at the number of denials is that also taking into account when, like, for example, if I submit question on somebody that I know has a successful closure, the portal automatically includes them for the Phase 1. What happens when you submit any payment request?

Debbra Tennessee: If there are Phase 1 milestones, we're looking at every possible payment we can make you. But in doing that if we determine there are some payments that you considered being unavailable, even with that bank affiliation, and those were Phase 1 milestones. One is from a successful VR closure and the other is a milestone. When we determine it exists we have a denial. When we make those denials in a system here, there are certain codes that are associated with phase 1 milestones that are unavailable codes, if it's time for you to get a reconciliation payment that would happen after outcome 12 is paid to you, the system automatically does a recommend on the value of your payment request. Now, any milestones that are unavailable that means you should never get those. The way the system needs is for those codes that are created for phase 1 milestones that are unavailable. So would not include those values your reconciliation payment because that would mean it was a (inaudible) those denials are included in the 30,000.

Janet Cousin: Thank you for that question, Adrian, and thanks, Debbra, for your response.

Operator: Thank you. Your next question comes from David Huff.

David Huff: Hi, I am providing technical support to a number of ENs that are American Job Centers through the U.S. Department of Labor Disability Employment Initiative and we continue to have ongoing payment issues and unfortunately actually I asked a couple of them to be on the call today and they were tied up in a conference. But one issue is they are all supposed to be on auto pay. I called the payment desk and they will say for people they know have been working for well over 6 to 8 to 10 months, maybe over a year, you need to provide us verification of earnings and send us pay stubs. Whoever is on the other end did not understand they were an American Job Center, even though I explained that, they don't seem to understand that American Job Centers are on auto pay.

They had some on-going issues where, again, supposed to be in auto pay yet they are finding they are not getting a lot of their payments unless they do a payment inquiry. I was under the impression when they did auto pay they would not be --.

Janet Cousin: This is Janet, I can give you an initial response and Katie if you'd like to add anything to that. One thing just to clarify, David, related to the new e pay process that was initiated for the first time in august of this year. Prior to the extended e-pay process we had 4 separate individual automatic payment processes, two for the EN, and the VR community. So the work force auto pay process that you are referring to was part of that prior processing with automatic payments being generated. The new e-pay process that was being initiated provides updates to all former processes. So it is applicable to the process you were talking to where you were used to automatic payments, I had a certain frequency. As we've transitioned into the new extended e pay process, the intent long-term is to run this process on a regular basis monthly was discussed, even potentially automating it more. But as the transition has occurred the initial process of it being the law. It took longer for us to pallet and there were a lot more payments because it was looking back at some historical payments that were still outstanding for those areas. So going forward we have not run the next email process as of yet. So it was completed the early part of September because it took close to 4 weeks to complete and now here we are in October. So efficient not processed the next email run yet and because of the information Debbra showed where there's new quarterly earnings data that SSA is wanting to be sure we process as many payments as well. In your case that's the reason for the delay in the auto pay process you were familiar with previously. As that payment is fine-tuned and we resume processing you will see those payments flow and include it in the next run is my guess. Again, not affect I am with your scenario but the process I was speaking of was transitioned into (inaudible) until the e pay process is run again and we identify earnings evidence that are available and we generate work cases and make -- or you have the option to log into the portal and submit a payment request identifying the ticket holder information, the SSN, the claim month, the payment type, and submit it through the ticket portal, see if the system identifies earnings in the various SSA data base sources and gives you a message that says earnings have already been established or verified or identified, and it will allow you to submit a payment request without providing evidence.

David Huff: Yeah, that's what they've been doing.

Janet Cousin: So that's why there's been some delay and you are receiving the auto payments but there is an option that you can receive this and submit the payment process through the portal submission process. Again, we apologize for that delay but it is going to be beneficial in the long-term and the reason why SSA decided to wait for the updated quarterly earnings file to be sure when we do process the next run it's more complete and more accurate.

David Huff: The question, I guess, is do you feel confidence, I mean long-term, do you think this E-pay the [inaudible]? We all anticipate there will be a [inaudible], we can keep confidence, going to give them some insurance on that?

Janet Cousin: In partnership with SSA we are certainly fine tuning the process with the initial run of the big definitely and efficient and smooth process that can be run on a more regular basis. Katie, do you have any additional comments?

Katie Streibinger: I was just going to echo what you have saying. We are filed to make this file as best as we can. That we run it, and we hope this time we catch more cases than we did have for, see if you can feel it, you can expect a time lag. Going forward we expect this to benefit everyone. There are earnings you are seeing that you have proof of and you did not get a proof for, the only recourse is for you to call and send a payment request.

Janet Cousin: Okay, thank you, for your question.

Operator: Thank you. Your next question comes from Linda Patino.

Linda Patino: Hi, how are you?

Janet Cousin: Great, how are you doing?

Linda Patino: Good. Listen, I have a question it was kind of discussed in chat about coding. There was a question about that. A code coming up when an individual has been in a payment as it is Tuesday that you are requesting payments on and yet then it got delivered at the end, having those issues but I wanted to bring this up because it is very important. Coding, we have had friends that were SSA, we were bringing on them keeping earnings verification and for some reason because of other factors now that especially SSA, the individual has been working, sometimes they put money aside that advises them who pay bills with that money but sometimes they put it in the bank and then they have too much on assets, which then will change the coding and in fact our payment. Is there any process that ENs can take when they know we're supposed to be paid on someone? What do we do?

Janet Cousin: Good question. I was just reviewing the chat to see that discussion and, yeah, there's a lot of good details there and clarification of when that code occurs. You know, the processing time that the field office and the SSA administrative teams take to update this system and the records with these can vary. We have no control over or, you know, visibility, really, to how long that takes. What we can do is certainly -- what you can do is to encourage your ticket holders to report information as quickly and accurately as you can to the field office or through the mechanisms that are available to them. The toll free number, et cetera. And the SSA teams that manage that information will update those as quickly as possible. But we have seen some delays where, you know, the status, cash benefit status and then it changes and then it may change back in a month or two. Katie, is there any additional input or suggestions for the ENs with regards to this scenario?

Katie Streibinger: I'm afraid I don't have anything because of my lack of experience in that area, but we can certainly take this back to SSA and see if they have anything.

Linda Patino: Yeah, it would be good to have some stats if we notice there is a change or it affects the payments or the EN, even though you know they are still working. If that is the case we need to know who would we talk to, or would it be best to have to handle this situation.

Debbra Tennessee: This is from Social Security. It would be best to get it right from the field office because they are the only ones who can process those earnings.

Linda Patino: So can they change those codings if they were incorrect?

Natalie Sendledorfer: Yes. All right, that was my question.

Janet Cousin: Great, Linda, thanks for that question. It does come up from time to time. You guys encouraging your beneficiaries to work through their local field office, to make sure their information is as current as possible so you can visualize when this scenario occurs. Thank you.

Operator: Thank you. Your next question comes from Sylvester Afghan.

Sylvester: I have a couple of people who I know worked in the month of July and August and I've been unable to get pay stubs from them. When I've gone into the portal to try and see if earnings have been verified yet, they haven't been. Do we have any idea how long after earnings were made before that shows up in the portal system?

Katie Streibinger: Yeah, it varies. There are various sources, systems that SSA relies on that the system looks at for earnings data. As I mentioned earlier in the call, there is quarterly earnings information and what we have recently found out is there was an updated report to include second calendar data which is just through June. Fu this you are looking for July and all information, third party, the work number, to see if they have captured any information, that's something you'll have to subscribe to, but it is a valid form of evidence we can accept. So if you are not able to get those specific stubs and our system is not recognizing any earnings or identifying any earnings, the work number may be another resource for you.

Sylvester: Thank you very much.

Janet Cousin: Thank you, Sylvester.

Operator: Thank you, and at this time there are no further questions but I would like to remind everyone if you would like to ask a question or make a comment, you may do so by pressing star 1 at this time.

Janet Cousin: At this point, then, we do have an additional question in the chat that Shawn is going to present for us.

Shawn Walcott: We do. It's from Mai and she wants to know what can we do with who worked and made SGA to submit payment requests, but she was not able to submit her stubs to us. All she was able to do is give us pages of her earnings and no gross amount shows.

Janet Cousin: So there are other forms that we have available, that you can download from yourtickettowork.com under the information center.

The employer prepared earnings statement and the supplemental earnings statement are two documents that you would complete with the required information. So the start and end pay periods, the pay dates, the gross earnings amount and any withholdings that you have available or documented.

The employer prepared earnings statement does require a signature from the employer, the supplemental earnings statement requires signature from the en so if you don't have stubs with all of that information available you can supplement your earnings information by including one of those documents. That's an option that some ENS refuse to give. It's helpful to us when you submit your documents than in your fax cover sheet that you include the information you have so the list of earnings, I don't remember if she said it was a spreadsheet or the print out of the raw learnings that's not a sub, if you can include that with the employer-prepared earnings statement that would be helpful for the review specialist who is reviewing your request. Was there an additional follow-up to that, Shawn?

Shawn Walctt: We do have an additional question from Miraj Pattel.

Janet Cousin: Miraj is not an EN, do we have any additional callers on the line?

Operator: No, ma'am, not at this time.

Janet Cousin: Okay, great. Well, then, we're going to wrap up the call for today. Again we thank you for joining us. We hope this information was helpful for you. We do look forward to having you join us next month and if you have any suggestions for topics or other information you'd like us to share during this forum, please contact our en payments help desk, send an email to them at EN payments help desk at (inaudible) for the next two months our monthly calls will be on other dates instead of the last Tuesday of every month as we normally do. With the thanksgiving and Christmas holidays we make adjustments to accommodate that. So in November you will receive a reminder that our next call is going to be on November 17th and then in December we'll have our monthly call on December 15th. So again we're making adjustments for the holidays. So, again, we look forward to having you joining us for our next call and we hope you have a great afternoon.

Operator: Ladies and gentlemen, thank you for joining today's conference, thank you for your participation. That does conclude the conference, you may now disconnect.

[Call Ended]