**All Employment Network Payments Call**

**December 15, 2015**

**3 – 4 p.m. EDT**

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Operator: Ladies and gentlemen, thank you for standing by. Welcome to the national All Employment Network payment conference 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 zero.
As a reminder this conference is being recorded Tuesday, December 15, 2015. I would now like to turn the conference over to Miss Janet Cousins to begin. Please go ahead.

Janet Cousin: Thank you, good afternoon, everyone, thank you for joining us today. Welcome to the All EN Payments call. We do take the time during this call to review the many components of payment processing for the Ticket to Work Program. I am going to be your host today, Janet Cousin, Provider Support Manager and I'd like to wish everyone happy holiday. Last month we moved our call up one week to accommodate the Thanksgiving holiday. We're doing the Same this month to accommodate the Christmas holiday so thank you for joining us today. Joining us is Shawn Walcott, Natalie [Sendledorfer] and Katie Striebinger. Our presentation today is accessible on yourTickettowork.com web site in the calendar of events section that is underneath the information center tab and will be available after the call in the events archives section where all of our calls, recordings and presentation materials are held for future review.
Again, as usual, you will be invited to ask questions at the end of the presentation and we also have our chat room available if you'd like to ask any questions throughout the presentation.
With that, let's get started. So our agenda for today will be reviewing some announcements, we'll give an update on EPay status, we'll also review a couple of tips and tricks for the Ticket Portal. That's something we've been doing the last few months as the orientation sessions have not resumed and we want to make sure that you have some hints on how to use the features of the portal. We'll also recap a lot of the changes that occurred this year. It was a busy year for us in this project so that's our plan for today's meeting.
So our announcements, the very first one, if you participated the last couple of months you heard the name Shawn Walcott he is the EN Payments Manager and I will be transitioning the hosting duties for this call to Shawn effective next month. He's been joining us the last couple months and we'll be handing the baton to Shawn. He's very knowledgeable and I’m sure will continue to do a great job with this call in presenting information for you.

 Secondly, as we do annually, there will be new pay rates for the program effective 2016. We'll be discussing those in January and updating you on all of the new information, any changes and things that are coming for the new calendar year.
We do have the new trial work level and SGA dollar amounts, they are posted online at the SSA site and we've included them here. Trial work level, the new amount is $810, the SGA non-blind at $1,130 and SGA blind at $1,820. Again that's posted out on the social security administration web site as well.
Just a couple of reminders with the upcoming holidays. Next Friday, December 25th, we will be closed for the Christmas holiday and the following Friday on January 1st for the new year.

 All right, so EPay. EPay processing continues. Our second file began, we began processing it on November 2nd. To this point we have processed more than 21,000 claims. All have been paid to ENs. We have denied just over 3,000 claims based on the information and requirements for payments. So we're continuing to work that file, it was a large one this time around, and we'll continue processing those by SSN so if you receive some payments there may be more to come for you as we're processing them in SSN order as opposed to processing all payments for one EN and then moving to the next one. That way there seems to be more distribution of the process across all of the service providers.
Now, once we complete this file the next file we expect to receive will be towards the end of January of next year and then we'll begin the process again and provide some updates for you on how that processing continues. So just a couple of reminders in regards to EPay. Certainly you do not have to wait for a payment to be processed through the e pay process. If you have evidentiary evidence you may go online to the Ticket portal and submit your payment request through that process or if you are non-portal user you can submit your payment request form with your evidence and fax it in to our fax line.
The other reminder we want to share is that while the portal does not provide any type of indicator in the payments already made to me report, all of the e pay payments that are processed are included in that report. So you can certainly either view by SSN at the list beneficiaries assigned to me screen, or you can go into the payments already made to me screen and see all of the payments and the e pay payments will be included there as well.
Then, lastly, when we do have situations with e pay processing or the standard portal payment requests that are submitted and we need to follow-up with you then we do rely on your EN contact information in the system. So we're just reminding you to review that information as you may change your email address or make other changes to your contact information please ensure that that is updated and you contact us when changes need to be made so that we're able to outreach to you and engage you as quickly as possible.
So that's our update on EPay. Lashanda, what I'd like to do is open up the line and see if we have any questions related to the specific EPay process.

Operator: Ladies and gentlemen, if you would like to register a question, please press star followed by the number 1 on your telephone key pad. If you would like to withdraw your question please press the pound key.

Janet Cousin: Okay, it seems that we don't have any questions.
All right, well that's good. We'll continue and move on then and certainly if you have an afterthought then make a note of it and you can ask at the end of the call when we open the lines once again.

Operator: We did have a question come in.

Janet Cousin: Oh, great.

Laurie Hopkins: Yes, thank you, this is Laurie Hopkins, how are you today?

Janet Cousin: Hi, Laurie, good afternoon.

Laurie Hopkins: Wonderful. I had one question. I’m assuming that the EPay file is so big because I think they've been doing it ever since the early part of November and they are still doing it in December. I personally only got one beneficiary under the EPay. However, what about the ones that I’m just submitting through the Portal with evidentiary payments? I have not got any kind of indication that they are going to be paid and I did that as early as, say, December 1st.

Janet Cousin: Okay, well, with submitting payment requests through the Ticket Portal you should see the reference number that is provided to you once you click submit. That work case is created immediately, it's generated, and it is visible in the list pending payments for me screen. So you could track it there.
We do still have a 30-day turnaround time for processing all payment requests and when we do have an e pay file that we're working in addition to the payment requests that are being submitted through the portal and manually for non-portal users we're managing and balancing all of those questions and processing them. So if you haven't seen progress change or status change on your payment request yet, then the team may not have completed review and processing of it, but we do have that 30 day commitment and turnaround time for all payment requests that are submitted.

Laurie Hopkins: Great, I’m just so used to seeing some type of activity on the record, say if I do it by December 1st say by December 3rd it's gone to the next position of allowed to be paid.

Debbra Tennessee: Okay, this is Debbra Tennessee. When we receive an EPay file -- you are absolutely correct, we have thousands of claims to assess. Processing payments through or claims by way of the (inaudible) process is delayed. I just checked with Shawn, who is the EN payments manager now, and he's confirmed we have reached December 1st receipt date of claims for December 1st, so we should be processing any claims received December 1st, today, that doesn't take us to catch up with one any particular day, but we should be getting to your claim very soon.

Laurie Hopkins: Thank you very much, you've been very helpful.

Debbra Tennessee: We have one question from the chat and it's from Jay George and the question is could you provide a quick overview how processing by SSN is done?

 When we process by SSN, we sort SSNs in ascending order. I think that's right, starting with the lowest area number, the first 3 digits of the SSN, and that gives us a variety of claims for multiple duns numbers or multiple ENs.
If we process by DUNs number and if you're fortunate enough to have a duns number that starts with 00 then we would process your claims first. If you are an EN in the 999, begin with a 7 or 8, it would be a long time before we got you your claim. We have some ENs who have a couple thousand claims in our files so we would get to that EN first and it might be two or three weeks before we touched any of your claims. So to be fair we sorted this time by SSN's and mixed it up so all ENs would benefit from some payment.
There is a question from someone, I think its Lisa Marie, and the question is what if auto pay pays a milestone and we do not think it is accurate? For example, our records indicate the client is under SGA for that month. A beneficiary could have earnings at SGA but for ticket payment we process payments in orders, we do not jump to outcome payments or phase ii milestones just because the earnings level changed to SGA, we have to process all Phase 1 milestones first. And we won't change that until the beneficiary goes into outcome situation, meaning social security placed that beneficiary in a payment status of non-pay or suspense due to work or current earnings. As long as the beneficiary is in current pay, they have not received all the payments in order that you are supposed to get we will continue to make the payment in order, in this current situation all phase I milestones instead of outcomes.
Someone asked, can we receive prior notification of coming e pay payments? Now, I’m not really sure what you're asking, whether you are an EN individually who wants to know, send you a message you will be getting payments by way of (inaudible) when we start processing so that's the notification you will get.

 As Janet mentioned, I believe she did earlier, the next e pay file is expected probably the end of January and in January we will get our next filed quarterly earnings so we will have more claims that we can process.
Then Teresa has asked the question, what time frame are e pay covering? First of all we can cover any retro payments that you haven't been made. We can go back to 2010, 2012, I think you may be asking what's the latest quarterly file earnings we have and I think Katie can answer that. I thought maybe it was the second quarter 2015 but if Katie is still on the line could you confirm that, Katie? What's the latest quarter earnings we have through the (inaudible) process.

Katie Streibinger: Sure, the last file we got was in October so we should have earnings through October. There is a bit of delay in oxi data so if there were earnings reported to oxi by the time we received the file in October, we have October data but there is usually a delay with reporting so we definitely have earnings through June.

Debbra Tennessee: So June is the second quarter of 2015 is where we received the latest oxi data, which we have received, SSA received in October.

Katie Streibinger: Right. You know, because it takes a while for us to get 100 percent of the oxi data, 100 percent of reporting through all the dates. While we got data in October that does not mean the state your beneficiary resides in we had information from that state as of October. I know it's confusing but -- the clearest answer is we have data as of October, we're going to get new information in January and it just depends on what information we have from October. But we're confident we have the second quarter data.

Debbra Tennessee: I have one more question about e pay before we go on. The question is from Sarah. Are EPays still being processed monthly? If so are they processed the first week of each month?

 No, they are not processed monthly. We received, our first e pay file we received in August. The second e pay file we received for processing was actually November 2nd, I believe it was into October but we received it 94 process not guilty October. So it looks like every 3 months when we get an updated quarterly file is when we get the file and if not the first week of the month. We've been processing this file since November second and we're still not flew processing it, so we process this file until we're done.

Janet Cousin: Great, there are a lot of good questions there. Thanks for posting those on the chat and the call from Laurie and Debbra for clarifying all of the questions.
So let's move on. We are going to now turn our attention to the Ticket Portal and review some tips and tricks for you. Things that can benefit you as well as help us on the backend processing your request more efficiently and more quickly for you.
This one we're taking some time to review because we've had a number of situations where folks have submitted payment requests through the portal and when they are prompted to add earnings there have been issues with all the earnings have been added so i wanted to take a few minutes to review the appropriate way of entering earnings through the ticket portal.
Now, keep in mind you should have the ticket portal user guide. It's accessible through the secure training web site. We encourage you to go there and download that user guide, print it out if you need to or keep an electronic copy because it has copies of all of the screen shots, it provides a lot of detail and with regard to all of the features and functions of the portal. This screen shot is October 1 of 2012, this is John Doe, the Ticket Holder, it's an outcome payment request and again you are prompted to the question of adding earnings.
So you answer yes and you see this screen. There are some required fields, all of the required fields have an asterisk there. You must provide an answer for each of those fields.
The other key thing is if you are, for example, submitting a P1M3 payment request, well, here's an outcome. You have certain requirements for that payment request and you may have multiple documents that are the earnings evidence, the evidentiary earnings, pay stubs, the work number report. You may have multiple stubs you want to include with this payment request. We are receiving some entries where they are combining 4 pay stubs, putting the oldest start date and the newest, the most recent end dates and making one entry. We really need to ensure when you are entering in your earnings data you create a separate record for each piece of evidence that you have. So if there's pay stubs you should be making 4 separate entries. Now, you will have the option and ability to enter up to 25 different earnings records so there really shouldn't be any combining of the evidentiary evidence and you certainly do not have to enter in multiple entries for earnings that overlap into multiple months.
Once you key it in for one payment request if you are relying on those earnings for the next payment request those will be referenced because they will be saved in the system already. You don't need to rekey any of those earnings.
So those are the key things. Make sure that you enter a single record for each piece of evidence that you have. Make sure you complete all of the, you are prepared to provide all of the required fields that are marked with the red asterisk and keep in mind once you save one record you will have the ability to go in and add additional records up to 25 unique records.
So our next tip for the day related to the portal is in regard to payment history. We receive calls sometimes saying that from the main menu when they go in to list their payments through the payment status report, those payments already made to me, it shows all of the tickets and for some of you that may be a very long list. If you want to see just one beneficiary payment history record, all of the record of their payments, you can go into the first option on the main menu, which is the list beneficiaries currently assigned to me. You actually have two options there. Even beneficiaries that are formerly assigned to you, they are no longer assigned, but you want to go back and look at payment history. You can do that by going into this screen and finding the beneficiary that you want to see information for. So the bigger screen shot is showing the list of beneficiaries currently assigned to me, let's say it's jane doe that you want to review their payment history, you will come over to the actions link, click on that link and then you will see the more actions menu.
In the more actions menu, these are actions just for that particular beneficiary. So in the screen shot for John Doe you have the option of choosing show payments. There you can see just the payments that were associated with that beneficiary.
There's other options there in that more actions menu. You can see pending payments just for John Doe, you can see assignments, there's several options there. You can even request a payment if you are requesting a new payment for this particular beneficiary. Again, the ticket portal user guide has more details and screen shots related to this particular function.
So our third tip for the day is to just remind err again that there is ways to check the payment status and again it's for the individual ticket holder. You can use that more actions menu not only to show your payments but to show your pending payments, show your assignments.
From the main menu screen under the payment section you have two separate payment status reports. The first option is to view payments already made to me. Again, those are all payments that have been closed. They are either paid, they are in the process of being paid by the Treasury and they are allowed an allowed status or you will see in that payments already made to me screen.
Your pending payments option is for all open payments requests that are still being reviewed. They may have a diary status that you can see details on or they may indicate pending and those are still being processed by our payment staff.
All right, so let's move on to our next agenda item. We want to take you down a walk down memory lane, review the many changes that occurred during this calendar year. There were a number of them.
Our focus this year was on automation and streamlines processes. We had introduced our highly anticipated ticket portal, there was real-time ticket assignment and payment request status, the former secure provider portal and IVR was shut down, there are a number of manual processes made available to our non-poerlgt use requires so let's take a look at the January and march items that were really focused on business process changes at the beginning of the year.
So in January our certification of services requirements for payments was eliminated. The form that was required to be supplemental to the payment request form when you submitted requests for the old portal process or the manual fax process was no longer required to be included with those payment requests. So that form has been eliminated totally.
Consumer directed services ENs no longer have to submit their receipts for their additional information. Section 5 of that payment request form was still required when submitting the Phase 1 and Milestones 1 through 3, but as we move forward within the year even that has changed.
We had new rates that were introduced in January and will begin next month introduce the, well, we shared the new rates in our announcements and we'll update these tables and the forms that are accessible on our web site so you will have that historical information and you can reference for all payment requests that you may still be processing in 2014 or 15 or previous years.
March is when the tumor report was no longer made available for you. We did still except old QBER report for. However, it was totally, has been totally eliminated at this stage and the QBER data, which is the quarterly data that Debbra was referring to, the oxi data, is now being incorporated with the new e pay process. So that same information that you used to go include with your payment requests is now automatically being considered when the e pay process is run.
Moving on along the timeline here, looking at June there was a lot of activity in June related to the new ticket portal launch. Again, we introduced our new ticket payment portal, this is an online system that allows the state rehab agencies to perform their transactions in real-time. We had a number of volunteers that worked with us to test early on as part of the pilot. We want to thank you again for those who did participate, it was very valuable partnership with you all to test the functionality and prepare us for the launch in June. By the end of that month there were more than 400 users that were migrated from the ticket to work program.
We launched that mid-June. In order to assist with the transition and learning opportunities we had several training materials available for you. We introduced our secure training and resources page. That page is still available, by the way. You all should have your log in access and you are welcome to go there at any time as you need to review self-paced training module that walks you through the various functionality of the portal, the user guide has been updated since the initial launch several times so that's something you should review and we normally will send out an announcement when there is a new release and include the new user guide with additional functionality or documentation, so keep that link, save it on your favorites and return to it periodically to get your updated user guide.
We also have some additional training information. There are training videos on the payment request process as well as assignability processes and those are all available on the yourtickettowork.com web site.
We did host several weekly ticket portal orientation sessions. They were weekly in June and July, reduced to twice monthly in August and September, and then we had our final session in October. So there is still material available for you and for your new coworkers as they are provided access to the ticket portal and we encourage you to continue to go about and use those resources for your training needs.
All right, so in July we now have our new ticket portal launched and we are shutting down the old, moving on with the new. So let's see what happened in July.
The secure provider portal and the IVR process that we had had in place for a few years was officially shut down as of July 1st. We introduced a new encryption pin structure for you to send any PII information that you needed to share with us via electronic correspondence. As of the 15 \*t of July we did announce and send out information to all employment networks and vocational rehabilitation agencies stating they should discontinue that 5-digit IVR pin that many of you had become so familiar with through the years but we had to change that process and we did introduce a new formula for the new encryption pin. This is important to memorize, we receive documents through the EN payments help desk as we are researching items for you and working with you and when you send those documents to us we assume that it is the encryption pin, this standard that we're looking for, and if it's not best standard we will follow-up with you and advise you that the pin is not working. You should memorize this new encryption pin structure.
All right, so now we have launched our new portal, we have shut down the old system. In august our e pay process began. So let's talk through that a little bit.
So as mentioned earlier, e pay is this automated systems check that is run on the back end for all of the current ticket assignments or unassigned tickets and we are comparing those against earnings that exist in the various social security data bases to assess whether possible payments can be made to your EN, so we'll pay any claim that has not been paid already if there are earnings available to verify eligibility. And there's other payment criteria that we have to assess as well and that's why it may take some time because of the volume of tickets that we're reviewing and the intricacy of assessing for the various criteria to ensure accuracy of payments. The goal is to avoid or minimize overpayments and to ensure that we are identifying all eligible payments through this automated process. And, again, the reconciliation payments after outcome 12 are also considered as part of e pay.
So there's just a couple reviews here in terms of the process, no sign up or action on your part is required. We did replace all of the prior existing auto pay processes, with all of those processes where we played and the final processing of those old systems were made in June, then this one began in august.
Let's see what other key bullets here.
So, again, august was the trigger for our transition from the traditional auto pay processes into the new e pay process that we are running now. All right, well, that concludes our walk down memory lane. It was an action-packed year, lots of changed, lots of new things that have been introduced. The feedback has been good. I think we have worked and partnered with social security on addressing issues as quicklis as possible if they arrive and share your feedback. I’m sharing now just a few of the resources that are available to you if you need assistance. Again, our help line is available from 9:00 to 5:00 eastern time Monday through Friday. There are some options today for the payments help desk and systems support help desk. We also have email addresses here available for you if you need any further a78 stance and certainly for the non-portal users the fax line is an option for submitting your payment requests and receiving those follow-ups.
All right, well, that's it for today. I'd like to open up the lines again, Lashonda, and see what questions we have.

Operator: At this time if you would like to ask a question please press star 1 on your telephone and we do have a question from the line of Sam Gibbons.

Sam Gibbons: Yes, my question is on the payments that's coming in through the portal, the e pay system, if your accounting does not want to accept the payments because they are so old, I didn't have, I guess, any case notes for them because it was way before I got here, what kind of proof can Social Security give us - I guess in writing is what they want - to show that these payments belong to us.

Debbra Tennessee: I’m not quite sure where you got that, but when you submit a claim, with whether to the portal or whether you send it in to us by way of fax. If you are the EN of record meaning the beneficiary is bound to you, we see that, we know that, and you should have that information too. So if a beneficiary was assigned to you prior to your request, we cannot process that claim. You can call the help desk to get clarification on whenever you submit it but as long as you submit the evidence a beneficiary is assigned to you for the period or the month you are submitting a claim, that claim should go through the portal.
The case notes won't make a difference.

Sam Gibbons: Okay. What I was talking about is the payments that's coming through the portal, through the EPay system.

Debbra Tennessee: That's not the e pay system. The Portal is just a faster method of you submitting your claims instead of you submitting a fax, sending your payment request through the fax line or through the mail. It's an online real-time process for submitting your payments. EPay is a different process. It's where social security has earnings for a numb err of beneficiaries who may be assessed to see whether or not you are due any payments. You did not have to submit a payment request for an e pay claim.
It sounds to me what you are talking about, you are submitting these payment requests through the portal?

Sam Gibbons: No, ma'am. What I’m saying is that just the ones you are talking about, the payments that is in the system now. The problem here is once I send the billing request over to my accountant this and there's the payment is so old that's coming from social security, they don't want to accept the payment. So what do I do then?

Debbra Tennessee: Then it must be you are submitting a payment request prior to July 21, 2008. Because the rates changed and we don't go beyond that, further back than that. That's the only situation I know of where you should be getting on the (inaudible) because the claims are too old. If your claims are from 2009, 2010, whatever, and you are having problems getting the payments made, you should call the help desk and you can talk on a case by case basis. You can discuss an individual claim.

Sam Gibbons: Okay.

Debbra Tennessee: Okay?

Janet Cousin: Absolutely, Sam. The phone number is, I went back a slide. You can give us a call, select option 1, provide some details associated with the particular payment or claim request that you are inquiring about and they will be happy to assist you.

Sam Gibbons: Okay, thanks.

Janet Cousin: Alright, thank you.

Operator: Our next question comes from the line of Steve Gerky.

Steve Gerky: Hello, this is Steve Gerky, SKG career services in Colorado. My question has to do with the portal. I had a payment request denied and the code indicated it was denied because the person was visually impaired and the SGA income level wasn't enough. However, he is not blind. So I assume I could call the help desk, but what else should I be doing here?

Debbra Tennessee: Okay, we have codes that are social security codes that we use in making an assessment whether it's blind SGA or non-blind SGA you can contact the health desk just to make sure someone didn't read a record incorrectly and pick up a code thinking it was blind and it shouldn't have been, that's the first step.

Steve Gerky: Okay.

Debbra Tennessee: If they come back here and say, oh, no, the code for you is blind then that person needs to go into the medical field office and clear that up.

Steve Gekry: It could have been a clerical error.

Debbra Tennessee: Not really an error but misinterpretation of a code.

Steve Gerky: And then one other question, when we're putting the information into the portal, the client does still need to either fax the information or take the information in to the local office as well or I can do that for them, but that was my question. It would be really nice if we faxed in the information, then they wouldn't have to do it as well but I’m just wondering if that’s what’s true.

Janet Cousin: The fact you are providing information through the Portal does not negate the requirement the ticket holder has for submitting their earnings. They still have that requirement for reporting whether it's to the field office or the toll free number they have available as well. It will eventually end up in the same place.

Steve Gerky: They get confused about, oh, well, I gave you the pay stubs, you know? Why should I do it twice?

Janet Cousin: Right, right. Unfortunately that's, it doesn't negate their requirement for reporting.

Steve Gerky: Thank you. By the way, I just think the portal is really great and it's really a good thing.

Janet Cousin: Great. Thank you. Great, thanks for that feedback, I’m glad it's helpful for you.

Steve Gerky: Thank you.

Debbra Tennessee: I see one comment that's in the chat from Misty. It says the field office keeps telling beneficiaries not to report to them and we have just a lot and I think one or two calls and mentions it. If that happened, send your earnings and we will keep those earnings. The field office should not be telling you that but it's important for the beneficiary to get those earnings and make sure they are not overpaid because of the fact that social security doesn't have its earnings and doesn't know the beneficiary is working at a certain amount, send those in to us and we'll make sure those earnings are keyed.

Janet Cousin: Great. Yeah, that's good feedback. If I understand is maybe some geographical area the field office may not require them, but it is a requirement for the program and certainly as Debbra mentioned we can receive those pay stubs and key them into the system. Alright, next question?

Operator: Our next question comes from the line of John Duplisses

Debbra Tennessee: Hi, John. John, are you there?

Operator: John, your line is open.

John Duplisses: I’m sorry but my partner was listening in on me on the call and she wanted to ask the question.

Caller: Hello, everyone. Merry Christmas, happy holidays, happy Kwanza, I wanted to be sure I covered it all. My question is this. I submitted a payment to the portal for the first time and U inadvertently printed out some of the cover sheets that a company needs the evidentiary evidence? And I called the EN payments help desk to notify them that I had made the mistake, as well as sending in an email, and I’m still seeing in the portal where that extra cover sheets or claims or payment requests are still covering up. So what do I need to do at this point?

Janet Cousin: So let’s just clarify, you have gone through the Portal back in November, submitted a payment request. As a part of that payment request submission you generated fax payment request cover sheets.

Caller: Correct. Actually it was, I did realize that it had generated three and I submitted the evidentiary evidence on one of them. So two of them have no payments or evidentiary evidence to go along with them so they are basically null and void. I send them that information to the EN help desk notifying them of those numbers that are associated with the tax cover sheet, to go ahead and take those out of the portal so there is no confusion. However, they are still showing up in the portal.

Janet Cousin: You are referring to the reference number that was generated.

Caller: Yes, ma'am.

Janet Cousin: What should happen with those reference numbers is we don't delete any of the work cases that are generated and what we do is make a mark in there, close them out and clear them out. If you are still seating them as baby -- we have a 9 day diary period so they should have been denied because of no action or no response.
But if you would like to send them back to my attention, Janet Cousin, I'll be happy to look at those and make sure we get it, i can follow up with that and make sure we get those closed out on that for you.

Caller: Thank you, Miss Cousin, because they are still showing up on the Portal. I was a little concerned it might. I have one additional consumer that went off benefits in September. He went back on benefits in October and now he's back working again so how long do we need to wait before we can resubmit payment requests for him this evening to work an entire month, or do we fate until two months, I’m not sure how that works. He's on phase ii.

Debbra Tennessee: Benefits stop working at SGA, you can send in a payment request.

Caller: I wanted to make sure I wasn't sending them in to early.

Debbra Tennessee: He's assigned to you. If it's the month of November, you could send those now. October -- when did he go back to work?

Caller: November.

Debbra Tennessee: November? If he has earnings at or above SGA send him in.

Caller: So it's early to send him in for November. Okay, very good. Thank you all so much and you have wonderful holidays.

Debbra Tennessee: Thank you very much for your questions.

Operator: Our next question comes from the line of Laurie Tindell.

Laurie Tindell: Hi, can you hear me?

Janet Cousin: Yes.

Laurie Tindelle: I just have two quick questions does the EPay replace the auto pay then like when you talked about auto pay.

Debbra Tennessee: Yes it does.

Janet Cousin: The old universal auto pay process was eliminated and the new EPay process does incorporate that processing.

Laurie Tindelle: And the second part of that is when you say that payments are paid based on earnings that social security has received are those from both beneficiaries and employers or just employers?

Debbra Tennessee: Information can come from a variety of sources. It can come from a variety of sources, I can tell you that. Because it was such a large provider, that's why the e pay system is working so well because we are getting information from many different sources.

Operator: Our next question comes from the line of Linda Patino.

Linda Patino: How are you guys? There are a lot of activities you covered this year, hopefully next year continues to make progress like this one. And I’m really happy with it. Are they comparing, I know they are looking at the Social Security numbers and who they are assigned to. There's one that i am going to submit through the help desk because i have a little bit of a concern that this might be vr, we had released the file and went to br, i don't know if we shared closely to see if we should be getting services? Are you looking at them besides when you do payments through the e pay?
>> i don't understand.
>> for those individuals, it's one of these z, we got payments since then assuming they are with vr because we did the referrals and it's showing in the portal that they are with vr is it appropriate that we get paid even though they are with vr
>> i mean it kind of all depends because the vr could be acting as a vn or the vr could be under cost reimbursement method. Depending on the claim month and how long it's been since you had a ticket unassigned. When did you receive the last payment on the beneficiary, more than a year?
>> actually it was one of those that were set up. We didn't receive payments until they were mia, we found out they needed additional services and referred them to vr and now we're getting paid for them. That's what my concern is on it, or is it catching those or are there just going to be a few in between.
>> if the ticket is with vr we shouldn't be paying you for those months.
>> i would send that to the help desk. Not that i don't want the money, but --.
>> i know that. We have to look at that one, okay?
>> i saw that one and it caught my eye. I was concerned because it was a e pay.
The other thing i want to ask, and it's along those lines, when there's a split payment how are en's being notified that there could be a letter agreement. This gives you the steps you want to take to participate in a possible split and I’m glad you brought up it up on the line, i also answered this question in a chat. We send notification to en's by way of email. So we use the email address that we may have here on file.
Now, i know a cummer of people have different people who deal with different things. A number of people have a contact number and some don't. We might have signature authority. We might also have situations where we are set to contact who we had on record, notification of a possible split. We didn't hear anything, we tried and tried, nobody came back to us. Several months later the en called us and i understand this beneficiary is working with somebody else, is there a split payment process? At that point they let us know who the contact was, oh, they didn't forward the split payment notice to the payment contact. If you have not sent a payment contact to SSA, send it to payment service at SSA.gov but we send email to end those notifications up. The gentleman that called, I think it was Sam, because we get questioned on any payments that are older. Anyway, that's one of the things that you have to document, those services, just a recommendation to all ENs that we have to document all information that way we can justify to our accounting that we did the conversation and we can do the service. Happy holidays to all of you and thank you so much for what you've done this year.

Janet Cousin: Thank you, Linda, we appreciate that. Happy holidays to you too.

Debbra Tennessee: Janet, there's a question from Lauren. Can you please repeat where the ticket portal user guide can be found?

Janet Cousin: Yes. So when you received your welcome letter for log in to the production web site for the ticket portal you also receive a follow-up notification of the secure training web site and that secure training web site has, is where all of the self-paced training module is and the user guide is accessible through that secure training and resource page. If you don't have that email, if you never logged in, shame on you -- no, I’m just kidding -- but there's a lot of good information there. If you no longer have the link remember it is secure, you can call our help desk team and they can go in and verify your password to the new site, reset the password and send the link to you. The user guide is not accessible through our public your ticket to work web site it's only available here through your resources page. Be sure to give us a call at the republic desk if you no longer have that information.
Any additional questions?

Operator: There are no audio questions at this time.

Janet Cousin: Okay, anything else on the chat?

Debbra Tennessee: I just have an issue that Judy has submitted and we're going to push this issue. How many have been told that they do not need to find the BPQY, all they need is the benefit verification letter. This is not true. The BPQY tells the trial work month. If beneficiaries are blind, if they have a class plan, (inaudible) and also, anyway, what she's saying is the 800 number is incorrectly informing ENs that they do not have to have a BPQY or they can't get one or they don't send them out any longer. They need to call the local social security office. A lot of the local social security offices don't even know what the BPQY is. We'll push that issue up to SSA because I understand, I thought it was a project going on at SSA with the BPQY, so she is issues, if you're seeing these issues.

Operator: Ladies and gentlemen, this is the operator. I apologize, there will be a slight delay in today's conference. Please hold for today's teleconference to resume.

Janet Cousin: Hey, guys, I apologize for the delay but we had a little snafu and we were dropped. If you have any other questions we will give you another opportunity but Debbra was responding to the chat question relating to BPQY it seems Judy and Misty both posted comments about the BPQY process. We're going to push that up and we can follow-up on that particular issue.
If any additional calls please call in before we wrap up. Lashonda

Operator: There are no additional questions at this time and we did have one just come in -- well, no, no additional questions at this time.

Janet Cousin: Okay, I see a comment in the chat and George you are requesting it would be nice to have beneficiaries to call regarding BPQY instead of the incorrect info. We're with you, George, we'll pass that information on. I think at this time we're going to go ahead and wrap up the call. Thanks again, everyone, for joining us today, we appreciate your feedback and participation. There were a lot of great questions and again the presentation is available on our web site and will be part of the archive link for today's call.
Happy holidays to everyone, however you may celebrate it. If you don't celebrate it just enjoy the next 4 weeks until we have this opportunity again and you will hear Shawn's manly voice as he takes on the call hosting duties starting in January. Thanks again, everyone, that January call, I’m trying to look for the date to just give you a quick reminder, we certainly have it posted on our calendar on our your ticket to work dot com web site, but it would be Tuesday, January 26. Again, enjoy your holidays and thanks again for joining us today. Have a good day.

Operator: Ladies and gentlemen, that does conclude today's webinar. You may now disconnect your lines.

[End of webinar]