**All EN Payments Call**

**3 – 4 p.m. EDT**

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Operator: Ladies and gentleman thank you for standing by. Welcome to Employment Network Payment 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 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, March 29th, 2016. I would now like to turn the conference over to Mr. Sean Walcott. Please go ahead sir.

Sean Walcott: Thank you Nicole and welcome every one. Thank you for attending the All E and payments call today, Tuesday, March 29th, 2016. I'm Sean Walcott, the EN Payments Manager and your host for the call. Joining me in our McClain office is Debbra Tennessee, Ticket Operations Manager and joining us on the line in behalf of the Social Security Administration I have Desiree Fitzgerald, Katie Striebinger, and Natalie Sendledorfer.

Let's begin with our call and we'll start with our agenda topics for today. We're going to review SCI claims via the portal. The work number when EM should submit supplemental earning statement, Code of Federal Regulations, spilt payments, ticket portal tips and tricks, payment request, days when milestones, view payments and our question and answers forum.

So as we begin we'll start with the self-employment income, SEI. Recently we have received several inquiries from EM's requesting information about payments related to the FEI beneficiaries. So we are providing you an overview of the SEI payment procedures. A type of earning that can affect how a payment is processed is self-employment income or SEI.

We accept and process payments based on SEI earnings only once SSA post earnings to their databases. Beneficiary -- excuse me, beneficiaries are considered self-employed if they meet the following criteria. Generate income directly from goods or services they provide customers, clients or other organizations as supposed to being an employee of a business or person.

Do not have tax withholdings from their regular wages and do not pay Social Security taxes, are the sole owner of their own business or trade or an independent contractor.

SEI earnings are usually available to SSA between July and December following the close of the tax year. Please do not submit an SEI payment request for SSA to hold until earnings are available. You can submit payment request via the ticket portal as shown on the upcoming slides only if the portal indicates that earnings have been established with the claim months for which an EN is requesting payment.

If you do not request SEI payments for your ticket clients, SSA will make SEI payments through e-pay as the earnings become available. There are two ways to request a payment. Only evidentiary payment request are being accepted through the portal.

Each payment request you submit creates a work case in SSA FISCA. In this example the payment request is made by SSN. EN's can now submit their SCI claims via the portal. Now the portal can access earnings for SCI claims. If EN's receive a message earnings already proven the claims will be assessed. If there are no earnings established in the portal please do not proceed any further.

Only one claim month can answered at a time because each payment request automatically creates a work case in SSA system. If you submit more than one claim month by mistake the additional months will be deleted and you will not see them in pending payments. The following messages visible to the EN once the established earnings are identified in the database.

Please remember if there are no earnings established in the portal do not proceed any further.

The work number when EN should submit supplemental earnings statement. This is the next portion of our presentation. A number of EN's use the service of the work number, a third party service which provides verification of employment and income. In some situations the service is free.

The work number allows requesters to receive immediate confirmation of individuals’ employment and salary for verification purposes. The work number collects week by week salary information which is as up to date as the last pay period and go back many years. It also collects the length of employment, job titles, location information and other kinds of human resources related information.

This service is a useful tool to locate earnings for individuals participating in the ticket to work program to provide documentation when required which verifies an employee’s income and length of employment when that information is not otherwise available. Our next slide shows an example of when a supplemental earnings statement is requested from the EN. Regarding this example we are not aware of what the date of pay beginning, pay end or pay date.

Without this information we are prohibited from processing a payment request due to insufficient documentation. As we proceed to the next slide, example number two, no pay period and end date is listed. This is another example of when supplemental earnings statement would be requested from the EN and we are unable to process the payment request. For example number three in this particular instance a supplemental earning statement is not required because the pay period end date and pay date are documented. The information supplied is suitable for verification of earnings to process payment.

Our next part of the presentation is effective SSI beneficiary’s subsequent entitlement to SSDI and EN's payment rate. The Code of Federal Regulations, 441.552, what affect will the subsequent entitlement to title 2 benefits have on EM payments for title 16 beneficiaries after they assign their ticket.

The regulatory policy clarifies under which program payment rate and EN will receive payments when a beneficiary is entitled initially under SSI and later becomes entitled under both SSI and SSDI also known as concurrent status. The rule is as follows.

If a beneficiary is eligible for SSI only when we authorized the first EM payment we will continue to make EM payments at the SSI rate for the remainder of the ticket. If a beneficiary is eligible for SSI and SSDI before we authorize the first EM payment we will make all payments on the ticket at the SSDI rate.

This policy enables staff members to identify the number and the rate of qualifying payments under title 2 or title 16 rules when a beneficiary is concurrent with the maximum number of phase 2 milestones and outcome payments. None compliance of this policy affects the value of the ticket so it's imperative for payments staff to understand and adhere to this policy.

Our next presentation is on the topic of split payments. In a typical situation the beneficiary works with a service provider and provider gets paid a standard milestone outcome for outcome payment based on the service providers initial selection of payment method. If a beneficiary worked with two employment networks the payments maybe shared among the ENs. This is commonly referred to as a split payment.

It is important to note that payments do not increase because they are shared between multiple ENs. State vocational rehabilitation VR agencies that are not acting ENs are not included in the split payment process. There are a few rules to remember when discussing split payments. First the EM is eligible for payment.

For example, EMA is an outcome only EN and EMB is milestone outcome EM. EMA had the ticket and EMB now has the ticket. EMB submits a request for a milestone payment. This will not become a split payment until the outcome period is reached because EMA is only entitled to outcome payments.

Second, if the beneficiary worked with the state VR agency the VR agency would have to be acting as EM. Therefore the only way a VR Agency would get a split payment is if it was VM paid as an EM using the outcome only or milestone outcome payment method.

How is a split payment generated? Once the case for a split payment has been determined based on Social Security policy a senior payment specialist will send a possible split payment notice along with SSA 14014. To all EMs that maybe involved the possible split notice will also request ENs that elect to participate in a spilt payment. To submit service records identifying services EMs provided the beneficiary. Any EN that wants to be considered for a portion of the payment must also submit a payment request. The EN that initially requested a payment does not need to submit a new payment request. The completed EM payment request, EMs payment split form SSA 1401 submitted to Maximus indicates you are interested in participating in a possible spilt payment situation and would also let us know whether you would like to have the TPM, determine the split allocation for whether you or other EMs involved in the split make the determination.

The forms must be completed and submitted to TPM within 30 days or you will forfeit participation in the split payment process. If the TPM is determining the split the service records will be reviewed and a split payment allocation letter will be sent to be signed and returned by all EMs also within 30days. When all required documentation is received the senior payment specialist will process the case for payment.

If you disagree with the with the TPMs determination you may file an appeal. You can do this simply by returning the split allocation letter to TPM and annotate on the letter you'd like to file an appeal. Social Security staff review and make decisions on split payment appeals.

Social Security decision is final and will send their final decision on the split payment allocation determination to the participant ENs. Payment specialist involved in the case will also receive Social Security final decision.

We're going to proceed now to ticket portal tips and tricks. There are two was to request the payment. Only evidentiary payment request are being accepted through the portal. Each payment request you submit creates a work case in SSA system and automatically goes into a payment specialist queue. If you know the SSN navigate to the request payment by SSN listed from the main menu screen.

Only claim month can be entered at a time because each payment request automatically creates a work case in SSA system. If you submit more than one claim month for a phase one milestone for instance milestone 2, 3 or 4 by mistake the additional months will be deleted and you will not see them in your pending payments. Select the appropriate radio button for the type of payment you are requesting and then click submit.

If phase 1 milestones are not available for the ticket you will not see the option to request a phase 1 milestone payment as shown. If the ticket portal has not identified sufficient earnings to support phase 1 milestone payments this maybe an instance where payment request was prohibited based on signings that phase 1 milestone restrictions exist for the following reasons.

The first would be look back earnings and these earnings prior to the ticket assignment date and the other instance is the successful SDR closure. If by chance these milestone restrictions are associated in error with the EN. It is the responsibility of the ENs to supply information that refutes the claim of phase 1 milestone restrictions in this case.

You will not be prompted to select a phase 2 or outcome payment number.

The system will automatically create a payment request with the next available milestone or outcome. The portal will check to see if there are sufficient earning SSAs records to pay this case. If there are sufficient earnings you do not need to provide evidence In the example listed there are not enough earnings and this will align with reviewing information related to phase one milestone exclusions. If the portal determines that there are sufficient earnings in SSAs records to pay this case only evidentiary payment request allowed in the portal.

If there are not enough earnings in SSAs systems to pay the claim you must submit evidence that the beneficiary is working at the level required for the payment type you requested in the claim month you entered.

If you do not have earnings evidence select the close button to cancel the creation of a payment request. If you do have earnings evidence select the yes radio button under add earnings. The ticket holder earnings box will appear. You must complete all fields marked with think asterisk.

You can enter up to 25 separate entries. Special characters are not allowed in the employers name. You do need to enter earnings more than once. If a pay period overlaps two months for example January and February and you have already entered earnings for the first month then you do not need to re-enter them for the second month. The earnings will already be in the SSA system.

If you have finished entering the earnings information review payment request to make sure it's complete and correct. When you click on the submit button you are automatically creating a case in Social Security System. You cannot edit or delete your payment requests once it's submitted and there is no additional are you sure screen.

You will notice there is a check box next to the proof of earnings will be faxed in. This automatically generates a fax cover sheet that will associate your earnings evidence that the payment request you are creating in the portal. If you uncheck this box a cover sheet will not generate. You will need to generate an additional cover sheet to attach the earnings evidence to work the case you created.

When you fax in your earnings evidence either fax or e-fax your documentation is automatically linked to work case created in SSAs system. The coversheet must be on the first page of your fax. The coversheet is for one time use only. If you re-use your fax your fax will not go to SSA system. If you loose or misplace your coversheet you may go to the pending payment list and request another coversheet.

You can fax multiple payment requests at the same time as long as each cover sheet is followed by the associated evidence. SSAs automated process will associate the evidence to the correct payment request for example cover sheet 1 will be with evidence 1. Coversheet 2 with evidence 2 so on and so forth. If you do not fax your earnings evidence within 9 business days of your payment request it will be denied with the reason insufficient documentation.

If your e-fax software automatically appends a business cover sheet you must disable this feature to ensure the bar coded fax cover sheet is the first page of your transmission. The ticket operation help line is available Monday through Friday 9:00 a.m. to 5:00 p.m. Eastern Standard Time.

Both the payment help desk and the system support desk are accessible by choosing option one and two respectively. The payment help desk is available to answer all your questions regarding payments, policy or status under the ticket program while the system support desk has represented and is available to assist you with any technological issues you encounter using the ticket portal, questions about ticket assignments or TRP related questions.

This will complete the presentation portion of our call and would like to start our question and answer session. Debbra, do we have any questions presented during the chat room feature?

Debbra Tennessee: Yes, we have. This is Debbra Tennessee. We have quite a few questions on the chat. Let's see. For those of you who are not using the chat today let me see if I can go back and answer some of these questions. The first question we had whether or not we were processing auto pay. We no longer have auto pay. It was replaced with e-pay. And we completed our last e-pay file I believe was in February. We hope to get a new e-pay file within the next week or two.

Someone else asked the question could they submit with the work member multiple claim months or multiple periods of earning with the work member after the fax cover sheet? You can submit I believe if (Katie's) on the line she can confirm this. I believe you can submit with that fax cover sheet as many documents as you have as long as that fax cover sheet is the first document.

So that when we scan it and we can attach it to your work case that was established when you submitted your payment request. We have someone who made the statement, a couple of people who has even confirmed that this has happened to them that they have the denied payments even though when they submitted their claims through the portal the portal gave them a response that earnings were established but we later denied the payment. That can happen.

Let me tell you something about these earnings, there are earnings from many sources. Some of them are monthly earnings that are verified and those are true earnings for a particular month. Sometimes we have quarterly earning. Those quarterly earnings, you know, are divided by three to come up with a monthly estimate.

Let's say it was $3,000 or we got the indicator that was like three times -- it was SGA for a quarter. Well let's say a beneficiary could have started working the third month of a quarter. Let's say it was March of the first quarter. They could have earned $3,000 just in that one month.

So if we were looking for claims, the pay claims for January and February we would deny those because there were no earnings for that because Social Security monthly earnings would have been verified for one month for the total amount that was posted for a quarter. We also have what looks like it could be earnings but we do have indicators sometime that what looks like wages or earnings from work could actually be benefit. A number of times we see money that are posted from the Department of I think it has to do with defense. There are benefits that are paid out by that organization.

And we try to identify those even within the portal so the portal won't pick up windows. But there's further analysis of those earnings so most of the time when the earnings are established they will be good earnings. But again further analysis may reveal that we cannot -- both earnings do not suffice.

Let me see. This question I think might be for (Katie) at SSA. This is coming from (Pamela). It states we have Windows 10 when attempting to get the fact sheet it doesn’t allow the fact sheet to be generated. We have to contact our IT person who showed us how to get around this. But we'd like to know if this is going to be corrected for Windows 10 users.

Katie: Hi, this is Katie. We at Social Security actually have not started testing with Windows 10 yet. They are I believe the last I heard they were going to start testing all of our applications with Windows 10 starting this week. So we are looking into it and if we have to make any adjustments for Windows 10 that will be made with the next opportunity with the release so we are looking into it.

You know we do try to keep on top of new technology but as you may know there are a lot of changes that come out and we try to keep the application working as the new changes come through. I will ask for another -- if I get the chance I'll ask them where they are with that. I'm actually curious if you can call in what is the work around.

Shawn Walcott: It was a chat question.

Katie: Or, you know, if you could just type in the chat I guess what was your work around from the IT person. That I think that would help everybody else letting them know.

Debbra Tennessee: (Pamela) could you -- OK.

Katie: Whatever is easier, typing or talking.

Debbra Tennessee: (Pam) has written back OK. I guess if she could give us that information at some later time she'll send it in. And we'll get to you (Katie).

Katie: Yes, I just -- if there is a work around then I would love to be able to share with every one.

Shawn Walcott: (Pamela) just stated she is about to look at that information and type it in.

Katie: OK.

Debbra Tennessee: Somebody asked the question does the fax cover sheet only work for the claim month requested. When you submit a payment request remember you can only enter one claim month. And with that a work case is created for that particular claim month. If we have multiple claim month for separate claims for example phase two or outcomes you need to submit a separate claims for each of those and then you would generate a separate fact sheet.

And the reason again for that is if you have to send in evidence the evidence that you send and with that fax cover sheet is associated with the work case member that goes with your fact sheet. If you send it in anything first of all, if you send something without defects cover sheet it will not come in to the portal, we won't get that. It will go somewhere else. So, for each claim that you submit and you are going to submit evidence later you need to do -- you need to do a separate claim and create a separate facts cover sheet if you're submitting any evidence behind it.

Sean Walcott: Anymore questions from the chat? We used the presentation.

Debbra Tennessee: Someone wanted to know where they can get a copy of the presentation. You could go to the Web site, yourtickettowork.com and go to the even ton calendar and you should see a copy of today’s presentation posted there. OK, anymore questions? OK, (Lisa) has a question about reference number manual payment. When you submit a payment request for a manual payment you do not get a reference number. You're sending in a fax where you're mailing it in.

Now if you’ve mail something or if you did -- if you did fax it in and you don’t get any response for that, I'm going to give you the number of the EN -- the provider help support help desk and the supervisors name because they do have a way of looking up a fact because they could be missing in our server.

Please contact (Janette Couzen) and her number is 703-336-8020.

(Sean Walcott): At this time I would like to open up our phone lines for our question and answer forum. (Nicole) please advice our audience on the phone lines are open for any payment related topics they would like to discuss.

Debbra Tennessee: (Katie) the person who had a question about windows 10 for the workaround. She’s responded -- we had to download to word and this generated the documents we used. Can that help you?

Female: I'm not sure exactly what that means.

Debbra Tennessee: Ok.

Female: Because the original issue was that the fact cover sheet wasn’t appearing it's not.

Debbra Tennessee: Yes.

Sean Walcott: Nicole are you on the line?

Operator: Yes I am.

Debbra Tennessee: Do we have any -- any questions, anybody calling in?

Operator: As a reminder in order to ask an audio question, please press star, one on your telephone keypad. Again, that’s star, one. We do have a question from the line of (John Felipe).

John: Hello, how you're doing today?

Sean Walcott: Hello.

John: OK, the question -- yes, hello. The question that I had was we have a consumer that was working and then all of a sudden he stopped working and they find another job to become employed again. Can we (immediately) start filing for payments on that (figure) consumer or is there a waiting period that we must wait before we could be compensated?

Female: When we should take and assign the date.

John: I think the assignment was -- was -- seven years ago as far back 2012, but the person was working we were filing a milestone for the person. And now (they have an) outcome with he had stop working and then they went back to work to were looking to start filing again for outcome where I'm wondering do we have to wait for a certain period, a time period before we can start receiving payments for this -- for someone?

Debbra Tennessee: No, there is not waiting period for that. The first month and (Ian) is eligible to file or receive any payments is the month after ticket assignment. So, anytime…

John: Ok.

Debbra Tennessee: … it could have -- any -- the month after the ticket filing you can file for claims any period after that.

(John): OK, all right I didn’t know but I thought at one time you had to wait an additional 30 days before you can continue to file again.

Debbra Tennessee: Yes.

(John): OK, thank you I appreciate that, that’s some (clarity on this). Thank you.

Debbra Tennessee: Anybody else?

Operator: Again, to ask an audio question please press star, one. There are no further audio questions at this time.

Sean Walcott: While we're waiting are there any further -- further questions during the chat feature?

Debbra Tennessee: This is Anne who said something as far as the -- the clarification for the other call. But I don't know if this situation existed or not. But what (Anne) has said is the clients cash benefits will need to stop to start receiving outcome payments. And that is true when you know the gentleman asked the question I -- I assume that he was eligible for outcome payments.

But yes, you have to be a non-beneficiary, has to be a non-pay was spent pay status due to work or earning in order for (Anne) to be eligible for outcome payments. So, for the last caller, if the beneficiary is still receiving a monthly federal cash payment then no you cannot receive any outcome payments. (May) has asked a question. We were receiving automated payments for field out beneficiaries but it's been a while and we have not received any payments and they continue to work. How can we check status on this? Well what you can do is you can send a payment request through the portal if you don’t have evidence of earnings. If you know with the last payment -- type of payment you received was filed for the next one. If they're earning -- if the portal tells you that they're earnings -- they're earnings available or that we have records of earnings, I'm not sure right now, it's on the top of my head with the terms is, you could go ahead and submit that.

The only time you would not be able to submit or you should not submit that payment request without any evidence is if you don’t get that (comment) back from the portal that the earnings are available. Because if -- if that (happens) then you must at some point enter earnings information, plan out a cover sheet and submit earnings as evidence, so I'm taking it that you don’t have the evidence. So, in a case that -- in case that you don’t, just try to submit the next payment -- available payment that you think it's due to you through the portal. Let's see, (Jennifer Boyer) asked if the client was still (on phase one) payments and stopped working for a period of time then starts working again as the payment pick up the next milestone payment where we left off. When I comes to phase one milestone payment it's tricky, we have a -- there's a timeframe for each phase one milestone.

Phase one milestone is one month of earnings at (trial work) level and the beneficiary concurrent pay status. For phase one milestone two, the beneficiary must have three months of earnings -- excuse me, yes three months of earnings within a six month period.

So, if we pay a phase one milestone in January and they're -- now work earnings beneficiaries and a current pay, the next phase one milestone two, the earnings requirement is three months but it has to be three months within a six month period.

If we pay the first milestone in January, six months would be June.

So, if the trial work levels at earnings in February and we don’t see them again in to August, you will have to start a recount all over again for your phase one milestone two where August would be your first month and it will then six months if -- if the beneficiary earns solid work level for three months within a six month period then yes would pick up there.

The role of phase one milestone three, it has to be six months of earnings in a 12 month period. If it goes outside of 12 month period we have to start all over again and you would need six months of trial work level. For phase one milestone four it's nine months of earnings within an 18 month period.

OK, (Linda) wrote if the client send pay-stub in to SSA and not to EN for a client and did not keep copy how can an EN claim payment for that phase two milestone without evidence.

Again you could submit that request through the portal if SSA received it those pay stub is in to those earnings and to the system we should have them. If -- you know, if it's pretty recent for example where in the months, get ready go in to the month of April and let's say at EN a beneficiary submitted to SSA, they're -- they're pay stops for march.

So, in April you're looking for a phase two milestone payment covering March and you don’t see anything. Well, if you wait a little while the quarterly earning should post and at some point we should get that earnings in the system so, you know, may not be right away but, you know, at least if you keep submitting your payment request after we update our quarterly information you may see it there.

Are there any ENs out there that had consumers who are on the bond project that I contact to ask some questions? No one seems to be able to tell us how we can get paid for those consumers. This came from (Lisa). This is how bond project works.

You have bond beneficiaries and you have bond participants. In order for you to get paid under the bond project it must be a bond beneficiary. And with that -- I mean by that is social security has performed a work CDR and has placed -- even though the beneficiary is getting a reduced benefit there's an offset that is processed.

And once we see that that offset is processed you will be eligible to receive outcome payments even though the beneficiary in current pay status with a reduced benefit. So, if not in to that offset is a fly or a work CDR it's processed that we can pay for these outcome claims. But again it must be a bond beneficiary.

Bond beneficiary versus bond participant, is there maybe a reduce benefit for bond participant or they may participate in a program but not until that work CDR is performed with ENB eligible for outcome payment. I'm looking at this question from (Lori). I want to read it out loud because I'm not sure if I understand it. I would like to confirm the process.

If we have a client who successfully completed through phase one milestone two but was unable to work within the 18 month for phase one milestone or parameters. He returned to work successfully but we are being denied as we did not deal for phase one milestone three nor phase one milestone four as he was clearly not eligible. Can we go ahead and build for these last few phase one milestones receive or deny or and then rebuild under phase two milestone?

We continue working with him throughout the time he was not working. OK, what I just said to you and we do I believe have something out there on the website which we call a payments checklist where this might make more sense. You have to do the recount and another important thing is that payment’s have to be made in quarter.

You cannot bill for phase one milestone four before you receive a phase one milestone three only if that phase one milestone three which is an exclusion due to look back earnings.

So, if it wasn’t an issue of look back earnings you must be built for phase one -- get paid for phase one milestone one, phase one milestone two and then a phase one milestone three.

Now, I don’t know how long it was before the beneficiary returned to work because he may have gone past that time frame where he would have been eligible to receive a phase one milestone three which is six months within a twelve month period from when the first milestone was paid.

So, if you want to send that case to me, I can take a look at it and get back to you, this is (Debbra Tennessee) and you can send this to me at D-E-B-B-R-A, E, middle initial E, T-E-N-N-E-S-S-E-E@maximus.com and I will look in to that for you. OK, that’s all I see on the chat.

Does anybody else have anything on -- on the call.

Operator: We do have audio question, the first question comes from the line of (Jenny George).

Debbra Tennessee: Hi, (Jenny).

Jenny George: Hi there. I guess we're having fun. What I wanted -- I just really wanted to sort of express a concern in looking at this years funding compared to the last years funding through -- via ticket to work. It appears that we're going to be down quite a bit, I know it's just talking a question asking if there were going to be any reconciliation payments. I just -- it seems like the -- the payments are not coming in like they did in the last -- I've only been with this program three years and it just concerns me.

I mean I work for a workforce so you know, we have other funds coming in that can -- well pay for my position actually but it just concerns me that it looks like the money is not coming in as readily as of the past three years.

Debbra Tennessee: Are you talking about income payments?

Jenny George: Yes, ticket to work payments, yes.

Debbra Tennessee: And it makes sense and I can tell you why. Last year we stopped auto pay. Under the auto pay process we automatically pay EN based on (fiscal) earnings over a period of time, a prior period, not earnings that we're posted for the current (attainment mark).

So for example if we saw that a beneficiary had earnings and right now we're in April and I can see that for the last two quarters there were quarterly earnings that wouldn’t -- that were (of) trial work level if we did a monthly estimate.

And we didn’t have any information showing the beneficiary was getting unemployment and even thought that might have been six months ago we will pay current month under the new process we are making payments only if those earnings are established for the current payment month or any month in SSA system.

So, if there are no earnings in SSA systems and if you're not submitting evidence for whatever (attainment) months you -- you believe you should be getting, you're not getting paid.

(Jenny George): I do understand that, I really do.

Debbra Tennessee: And so you're getting less outcome payment then you're not going to get a reconciliation payment as -- as, you know, as since you were in the past. Because we were on a regular basis you were getting outcome payment for your beneficiary who were in suspense and who had -- had SGA consistent earning.

(Jenny George): OK, yes I do understand that I really do. OK, so you know I've had -- and it was on the chat somewhat instances where it says earnings to reestablish and DNR submitted a request for payment and…

Debbra Tennessee: Yes.

(Jenny George): Then I was -- got an e-mail saying, you know, I needed to submit the pay stub so I get -- you know I'm in a quandary, you know, I submit a request, it gets denied and I just, you know, concerned, I mean, we're -- like I say I'm with the workforce agency but a serious, you know, private non-profits out there and if there's similar kind of issues with money coming in then the long term picked are concerns me is, you know, how are they going to stay in float, so that’s, it was just a concern.

Debbra Tennessee: OK, thank you.

Jenny George: Thank you.

Operator: Again to ask an audio question please press star, one. We have another question from the line of (Lisa Hurdy).

Debbra Tennessee: Hi Lisa.

Lisa Hurdy: Hi, in regards to the question I asked about the bond consumers.

Debbra Tennessee: Yes.

Lisa Hurdy: Our local social security office will not even touch the work CDRs and say most of them that we talk to could we have about five or six field offices here that we deal with. And every single one of them, you know, tell us, you know, we don’t touch any of those, go to bonds then bond tells us go to (Maximus) -- (Maximus) tells us to go to social security.

So, we had conflicting answers on how to -- and it's mostly, I mean obviously when they're trial work period get -- have any problems getting paid.

It's the ones when they go in to the offset part. And they're still receiving, you know, like you said, half of that, you know, money still.

Debbra Tennessee: Well, actually I see why this local social security offices may, you know, give you the information because they don’t work to bond CDRs. There's a special component that works the -- Maximus does not work for CDRs. (Maximus) takes payment based on the information that’s supposed to go to social security systems. So, we have to wait to see that those offset indicators also the people we can actually make the payment. But the field offices aren’t the ones who worked those CDRs so I understand, you know, why -- why they are referring it to someone else.

Lisa Hurdy: Well, is there someone at bond that you know of that we could -- that I could call and contact regarding these and -- I mean because also now that we're -- now we're, you know, worrying about, you know, the bond project is going to be ending soon. So, like for example I have a consumer who’s on the bottom project, we haven't gotten paid for in three years.

Debbra Tennessee: OK, (Desiree) could you answer that?

Desiree: Well, it may working in your favor that the bond project is ending because it will require folks to have a work CDR coming out if they didn’t have one while they were in bond. If the work CDR hadn’t been done and you we're waiting for it, them coming out of bond will cause the work CDR to happen.

Lisa Hurdy: OK, so all of those cases when the bottom project ends they will be transferred to, you know, the local SSA offices to catch up on all those benefits.

Desiree: I don't know all the details but I do know that, yes, more than likely it will go to the local place but the, you know, the policy is that they will have to get a work CDR.

Lisa Hurdy: OK, so we'll just -- we just have to wait until that work CDR is completed and all local office then.

Desiree: Yes. And once it is then we'll be able to see in our system and, you know, if your payments are due under e-pay they would even be processed under that where you would continue to go to the portal. If you have work, if of course you would do that initially if you had the earnings for the outcome payments but, you know, at any rate it sounds like you may get some relief with the work CDR coming up.

Lisa Hurdy: OK, sounds good, we'll just hold tight I guess a little longer then thank you.

Debbra Tennessee: Theresa had a question in the chat, can you repeat that about the reconciliation payments again? What I basically said in response to one of the callers questions the same and so who (with work force), it seems that they're getting less outcome payment than while we're still processing reconciliation payments and actually within the E-Pay process we're really making payments on time now.

Whereas before we were prematurely making payments with the earnings we're not in as the base system for particular payment (model). So now we're waiting for those earnings either to be posted there or for evidence to come in, so you're not getting your outcome payments every month like you were when we were under the auto pay process, because you were getting them faster every month then you got you got your -- you got the outcome 12 a lot faster and you got your reconciliation pay that’s faster. Now because we are waiting until the earnings is there really doing basically with the regs they were pay -- making the payments when the earnings are there. It's going to take a while because I think we stopped auto payback in May or June last year and we may have paid you up until May last year, outcome payment based on earnings since this is earnings from let's say to be separate before that. So, we had to catch up to any (like) either the quarterly earnings or whatever it for the current period before we can actually, you know, make those payments. So, right now we're in April, then if the quarterly earnings is six months behind us what we're paying you and that's some other evidence that come in, in some of the way. OK, I think -- anymore callers?

Operator: I'm showing no further audio questions at this time.

Sean Walcott: OK, I like to thank Debbra, (Katie), (Desiree) and (Natalie) for providing insight and clarity for ht questions presented today. And I'll also like to know as a reminder the TPM provides an opportunity to all EMs to discuss payment related topics on the last Tuesday of each month during the all EM payments call at 3:00 p.m., Eastern Standard Time.

The full transcript and audio for the all EM -- all EM payments call are available on the ticket to work Web site under the events and archives section. We encourage our EN community to take part in the call sessions. The next call EN payments call is scheduled for Tuesday, April 26th at 3:00 p.m., Eastern Standard Time.

This will conclude our presentation for today, thank you all for listening. Your attention and participation during the call, please have a great evening and we look forward to our next presentation on April 26.

Operator: And this concludes today’s presentation. We thank you for participation and ask that you please disconnect your line.