# All EN payments Call

 Transcript

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May 24, 2016

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Operator: Ladies and gentlemen thank you for standing by and welcome to the all EN payments call.
During the presentation all
participants will be in a "listen-only" mode. Afterwards we will have a question and answer session. Press the star followed by a one on your telephone. If you need to reach an operator at any time press star six th. Is being recorded Tuesday may 24, 2016. I would like to turn the conference over to Shawn Walcott.

Shawn Walcott: Shawn Walcott: thank you and welcome to joining the all EN payments call today Tuesday, may, 24, 2016. I'm Shawn Walcott EN payments manager and your host for the call today. I am joined by Debbra Tennessee on the line. She's a ticket program manager. And I have Kim payment supervisor and manning our chat room is senior payments specialist. Joining me also on the line is Marcellus senior analyst for TPM and on behalf of the social security administration I have Katie Streibinger and Natalie Sendldorfer on the line as well.
I would like to start the call as soon as possible so today we will be discussing the following agenda topics. It will be the e-pay status update, payment basics, most common denial reasons then our question and answer forum. So let's get started. Our current e-pay processing began on April 25, 2016. Claims are processed by social security number instead of duns. The current e-pay file contains a little over 14,000SSNs and as of Monday, may 23 our EN payment staff processed 14507 total claims.
As a reminder you may submit your payment requests through the ticket portal instead of waiting on an e-pay file.
Ensure your EN payment contact information is current. We reference it for payment outreach messages and confirmation of possible split payments. When submitting information to ENSB about payments please have your contact information for payments. To add a payment contact please send a request to en service at ssa.gov and specify the name of the person and indicate the title you want them to have. All payments contacts must have completed suitability. Let's begin with a review of different payment
methods available. We will start with payment basics. The first method is outcome only method. Here you provide the services needed and once the beneficiary reaches a certain consistent earnings level of substantial gainful activity and no longer receives federal cash benefits due to work earnings you become eligible to receive outcome payments. The second is the milestone outcome payment method. You can receive milestone payments. While the beneficiaries is achieving certain trial work level earnings but still receiving federal cash benefits. Once the beneficiary is able to earn higher levels of income and no longer receives federal cash benefits due to work earnings you can then begin to receive outcome payments. Trial work level is a metric social security uses to determine the earnings level required for an en to earn phase one milestone payments. The trial work level is a set amount provided by social security which may increase yearly. The term substantial gainful activity describes a level of work activity that is both substantial and gainful towards employment. Please bare us as the information is transposing on to the screen. Thank you for your patience. Now that we've discussed the difference between the SGA trial work level earnings let's take a look at how these relate to the two different payment types for employment networks beginning with the outcome only payment method. Under the outcome only payment method an en will not receive any form of payment until a beneficiary reaches the gross SGA earnings level and no longer receives federal cash benefits due to work earnings.
Under this method the outcome payment amounts your en may receive vary depending on the type of benefits that the beneficiary had been receiving.
If the beneficiary had been receiving SSI then your en is eligible to receive up to 60 payments of $451 per month which would total $27,060. If the beneficiary had been receiving ssdi your en is eligible to receive up to 36 payments of $781 per month for a total of $28,116. The second payment method is the milestone outcome method. The milestone outcome payment method allows for the en to be compensated during various journey towards self-sufficiency.
This means that the en does not have to wait until the beneficiary's disability p payments have completely stopped. Instead it is still while they are receiving benefits. As shown here there are three different types of payments you can receive under this method.
Phase one milestone payments, phase two milestone payments and outcome payments. We'll take a closer look at these payments on the following slides. Now let us focus on phase one milestone payments. There are four possible milestones under phase one. In order to receive these payments the ticket holder must earn the trial work level amount. Phase one milestone one can be paid once the ticket holder has earned a trial work level amount for one month.
This payment may also be available if the beneficiary did not work the entire month but was earning enough that it would have equaled trial work level.
If that person had worked the entire month the beneficiary should have earned no less than 50 percent of trial work level.
Phase one milestone two can be paid once the ticket holder has earned the trial work level amount for three months within a six month period. Phase one milestone three can be paid once the ticket holder has earned the trial work level amount for six months within a 12 month period.
Phase one milestone four can be paid once the ticket holder has earned trial work level amount for nine months within an 18 month period. Phase two milestones are paid when the ticket holder reaches substantial gainful active but still receives benefits from social security. All phase two milestone payments are based on SGA earnings and single calendar months. Unlike phase I milestones each month is treated individually. With phase iii milestones for SSI beneficiaries ens are eligible for up to 18 pailts of $242 per month. For ssdi beneficiaries ens are eligible for up to 11 payments of $419 per month. Please note that a ticket holder may not spend this many months at SGA while still receiving benefits.
It is possible the benefits will cease prior to the payment of all phase ii and the en will receive a reconciliation payment for any missed phase I or phase ii payments after outcome number 12. The en does not need to request this payment. It is made automatically. Once a ticket holder earns enough money to stop receiving benefits he or she is said to be in zero federal cash benefits status.
At this point the en is no longer eligible to receive milestone payments. Instead the en can begin requesting and receiving outcome payments. As shown here if the ticket holder was receiving SSI the en can receive up to 60 payments of $242 each. If the ticket holder was receiving ssdi payments the en can receive up to 36 payments of $419 each. Exclusions. As we discussed the fiements en recent divided into two phases.
Phase one has four possible milestones and phase two has several milestone payments depending on the value of the ticket. Phase one milestone payments are made to those ens that provide services to ticket holders that enable them to reach certain earning levels such as trial work level. Prior earnings rule f a beneficiary has trial work earnings during some or all the 18 months prior to the first ticket assignment to the en and after the date of disability onset some or all of the phase one milestones may not be available to the en. The 18 month look back tool is available to assist en toss determine if or which phase one milestones are available. State vocational rehabilitation involvement. No phase one milestones will be available to the EN if the state vocational rehabilitation agency previously served the beneficiary and the VR successfully closed the most recent case. This rule applies to all successful closure since January, 2002. When a phase one milestone is not available.
Phase one milestone payment trial work level achieved in one month prior to the ticket assignment. Phase one milestone two is when trial work is achieved in three of six months prior to the ticket assignment.
Phase one milestone three payment the trial work level is achieved in six of 12 months prior to the ticket assignment and phase one milestone four trial work is achieved six of 12 months prior to the ticket assignment. The 18 month look back tool allows ENs or TPM EN payment staff to enter a ticket assignment date, month and year.
The tool then calculates 18 months prior to the ticket assignment date, month and year, and loads the tool with these months. Staff then annotates x's under each month to indicate if each earnings are greater than or equal to trial work level. The spreadsheet will post a yes or no for each phase one milestone in the chart below to indicate whether or not a phase one milestone payment is available. The new 18 month look back tool now has the functionality to enter the date of disability onset and make calculations. With this new future the 18 month period between the date of disability onset and the ticket assignment date is calculated accurately.
Instructions on how to use the tool is included in the downloadable form under information center resource documents then tools at the
ticket to work website. Most common payment denial reasons.
Here we have the most common denial reasons listed for fiscal year 2015. On the next slide we'll provide an explanation of the top four denial reasons listed. The first most common payment denial is beneficiary receiving federal cash benefits.
Beneficiary is in current pay status, outcome payments cannot be paid when a beneficiary is receiving federal cash benefits or demonstration offset beneficiary is in current pay status. An outcome payment cannot be processed. The second most payment -- common payment denial is not eligible due to look back earnings. Earnings above trial work level exist prior to nine ticket assignment date, the EN is not entitled to receive any phase one milestone payments. The third most common payment denial is due to VR services phase one milestones cannot be paid. Ticket assignment to State VR agency was closed successfully. No phase one milestones can be made. And may p submit a payment request for phase two milestones or outcomes. The fourth most common payment denial is when earnings amounts do not meet criteria for payment. Evidence of earnings submitted or below substantial gainful activity, earnings on SSA records are listed as pension, time of earnings, these are not considered work earnings. Self-employment earnings are not posted to SSA records at this time. You would have to submit at a later date for processing or quarterly evidence of earnings were not posted to the SSA record at this time and you would have to submit at a later date for processing. Employer prepared earnings statement versus supplemental earnings statement.
The supplemental earning statement and the employer prepared earnings statement asks for similar information but are used for two different purposes.
Do you know when to use one versus the other? Often times we will receive one form when we really need to have the other.
Let's take a closer look at each document. The supplemental earnings statement. Let's take a closer look. The primary reason you may want to use this form is if the pay stubs provided by the beneficiary are missing required information or they are illegible. As a reminder all evidentiary evidence must include the pay period beginning and ending date and pay date and total gross earnings. That's in the yourtickettowork.com website available in the forms section.
If you are not able to obtain documents from the beneficiary and earnings information is not available via the work number, you received earnings documentation that are not legible because they have been
faxed or copied repeatedly and the beneficiary no longer that is the original. You can complete and submit the signed form as a source of primary evidence. It provides confirmation from the employer that all withholdings were made.
Like the ses form the employer prepared earnings statement all employee information and payment details including the beginning and ending pay period dates, pay date, hours worked, withholding and gross earnings. However this form must be completed by the employer and must include the employer's representative's name, employer names and address and signature of the employer's representative. The employer must also check the box that says by checking this box and signing below the employer attests that all withholdings required by law have been made from the employee's earnings.
This will complete the presentation portion of our call and I would like to start our question and answer session. Do we have any questions presented during the chat room session?

TPM: Yes we do have one. When will the new 18 month look back tool with the disability onset date be available on the resource document.

Shawn Walcott: We are actually working to apply that form to the website. We will let you know as soon as it is available. We'll send correspondence out to the ens once it's available. Next question?

TPM: Some pay stubs do not have the end date.

Debbra Tennessee: Hello this is d Debbra. Can you hear me? If it doesn't have an end date it should have other information on it. It should have the pay date if you have a beginning. The beginning of a pay period and maybe not the end of the pay period then a pay date that's good. Or if you just have just the beginning and ending pay period that's good.
What we need to have something where we can figure out what that -- you know, what that pay period covers. Whether it was ten days, whether it was weekly pay period. We just can't figure out what the earnings are with no information at all.

Shawn Walcott: Thank you Debbra. I would like to open up the phone lines.
Please advise our audience our phone lines are open for any payment related topics they would like to discuss.

Operator: Thank you. Ladies and gentlemen if you would like to ask a question you may do so by pressing star and the number one on your telephone keypad. That is star one if you have any questions or comments. And questions are compiling. Thank you. The first question comes from ryan. Ryan your line is open. You may be on mute. Okay we will move on to the next question. Your next question comes from Anne Austin.

Anne Austin: Hi everyone. Would it be possible to repeat the e-pay update, please? And today I was not also just as a technical issue I was not able to get into the on-line portion of the meeting but I was totally able to dial in.

Shawn Walcott: Anne thank you for the feedback. We've had some technical issues today and we apologize in advance for that. And I most certainly can repeat the e-pay update to you.
The current e-pay file processing began on April 25th. Claims were processed by social security number instead of duns.
The current file contains over 14,000SSNs and as of Monday our EN payment staff processed 14507 total claims.

Anne Austin: Is the process then complete? Is that what you're saying?

Shawn Walcott: No. Not as of yet.

Anne Austin: Okay thank you.

Shawn Walcott: We're still in the midst of processing the file.

Anne Austin: Thank you that's what I wanted to know. Thank you.

Shawn Walcott: You're welcome.

Operator: Next question comes from Mary.

Mary: Good afternoon. I actually have a couple questions. In regards to the 18 month look back is my understanding that initially the intent that required an en to include the 18 months look back is on the IWP.
I think that had to do something with maybe -- maybe if it's a payments team or somebody, you know that paid, there was some past earnings before they assigned a ticket but now that everything is moved to an e-pay system and things have changed over the years can you give a reasoning why the EN is still required to put the 18 month look back on the IWP?

Debbra Tennessee: Actually we don't see all the 18 month look back placed on a iwp. A lot of times it's blank p we are working on it now so there may be changes to the iwp process and it could be eliminated but let me tell you there are ens who are still putting information on that 18 month look back and sometimes it's information that ssa does not have on its records and we are supposed to use if the en submits information we can use that information. So what it actually does is prevents an over payment if down the road we do get that information posted.
So sometimes we don't get all the earnings information as we would like to have it.

Shawn Walcott: Okay thank you Debbra. Then the next one is in the announcement section of the SSA portal would SSA ever consider communicating to the ens like you did today that posting that date when that e-pay -- the most
current e-pay file was made. Eens would know versus having to wait for the calls like we have like today.

Debbra Tennessee: Katie Streibinger who is the it person who normally sits on the call, she's not on the call today but we can submit that. Is Katie on the call?

Katie Striebinger: Yes I'm here.

Debbra Tennessee: I'm sorry. I was going to say we would submit that as a recommendation to place whenever we got the e-pay file. Do you think that's something that could possibly be done?

Katie Striebinger: Yeah, that's not a problem to add as an announcement. We started the file and update it when we completed it?
>> that would be fantastic.
>> Katie striebinger: sure.

Mary: Okay thank you. Thanks Katie. My last one is, you know, there are times when the iwp date is older than 14 days and therefore when you guys receive it you will tag a receipt date for the purpose of EN payments, not for ticket assignment but for ticket assignments. Another thought because i'm in the portal all the time, did you ever consider that under tickets -- under tickets assigned if -- there's assignment date right now which is the date of the iwp. Perhaps if there would be consideration to add another column that would say like iwp receipt date if different than the assignment date. Then record a date if that column is applicable. That way when you process payments it doesn't throw you off to have an assignment date versus a receipt date. Does that make sense?

Debbra Tennessee: I guess you're saying that for the benefit of the EN?

Mary: Yeah.

Debbra Tennessee: Okay. Because we do know the difference. We do see that receipt date versus the actual ticket assignment date. The beneficiary ticket assignment date and the en ticket assignment date and the two are more than 14 days apart and not equal. But you would like to see it too so you would have an idea when the first payment would be available?

Mary: Yes that's exactly right Debbra. That might avoid an en putting in a payment request. I know it will shoot out a pop up screen that says you're not eligible to ask for that month due to the delay of ticket date or whatever. I just thought it would save everybody time if we added one more column. Just something for down the road.

Debbra Tennessee: Okay. You get that Katie?

Katie Striebinger: I do.

Debbra Tennessee: Okay thank you.

Katie Striebinger: If we did something it would probably be on the excel file that you have to download. We ran out of space on the screen so we couldn't really put it there.

Mary: The download would be fine, excel download. That would be nice. Yeah. Yeah.

Katie Striebinger: We have more room to work with there.

Mary: Sure that makes sense. Thank you for taking those ideas under consideration. That's all my questions.

Debbra Tennessee: Debbra Tennessee: thank you.

Operator: Your next question comes from [indiscernible]

Caller: Hi. I'm in North Carolina and I have a question. We started as a new en so we had to submit the first pin in order to be considered for e-pay. I filled out all the information and sent everything in but I don't know if they received it or when it's going to start.
There is no phone number I can ask anybody. There's only operations, department manager and with the documentation and we have signed it and fax ted it in but I have no idea where to get my information about it.

Debbra Tennessee: for e-pay you don't have to send us anything. E-pay we make the determination whether or not a payment is available based on a run that social security performed looking at their records, looking at earnings information for your particular duns for beneficiary ies assigned to your duns. What did you send in and where did you send it?

Caller: I’m sorry. Universal auto pay uap request form.

Debbra Tennessee: That form has been obsolete for over a year now.

Caller: I'm sorry. Somebody gave me that form.

Debbra Tennessee: That's okay. E-pay replaced that process and you're correct under the universal auto pay process you did have to submit a request and it had to be approved. That process is obsolete now so you don't -- ens don't have to sign up for e-pay anymore. You don't have to be approved for e-pay anymore. If we have earnings information for your beneficiaries we will automatically pay you.

Caller: oh, lord. I'm so behind in the world.

Debbra Tennessee: That's okay. That's the purpose of this call. That's not a problem.

Caller: So I submitted everything on the portal. Now I just wait until I get any information. I just log in and see where the payments -- what is needed.
That's it?

Debbra Tennessee: Well let me say this. On the portal you can submit payment requests through the portal on your own if you have earnings information from any of the beneficiaries. You can submit that through the portal. If we find any of those payments are available for you all the requirements are met, we will make a payment. if you don't have earnings information and ssa does have earnings information we should catch up on any of those payments due to e-pay

Operator: Your next question comes from Teresa.

Teresa: Yes my question is about payments that I submit odd line that we have not been paid for and I have no outstanding information.

Debbra Tennessee: When did you submit the payment request?

Teresa: The third of the month.

Debbra Tennessee: The third of month?

Debbra Tennessee: The third of may, fifth of may and ninth of may.

Debbra Tennessee: We're working on e-pay and submission payments at the same time. As Shawn mentioned earlier we have more than 14,000SSNs to review for e-pay so we're trying to balance that load and some days we assign all the staff to e-pay and there are other days that we assign the staff to payment subsubmissions but nothing is really late until after 30 days.

Teresa: I'm just wondering because most of my payments come through submission rather than e-pay.

Debbra Tennessee: As long as -- if you check the portal and you will see it's pending that means we stefd and it's still outstanding for us to work on.

Teresa: okay. Thank you.

Operator: Thank you. The next question comes from cassandra.

Cassandra: hi. I kind of -- my question was the same question. How long does it take to get -- like what's the turnaround time from submitting a payment to receiving it

Debbra Tennessee: if it's not e-pay it could be several days. (when the video ends, please minimize it to your bottom taskbar we're working 14,000 claims in addition t it's going to take longer. But it should not take longer than 30 days.

Cassandra: Thank you.

Operator: Thank you. Your next question comes from Laura Williams. Laura you may be on mute. Okay. We will move along for the next question. Your next question comes from sally b.

Sally: Yes, good afternoon. I just want to comment that I was not able to view the on-line portion of this training so is it going to be made available to us to review?

Debbra Tennessee: Shawn is this –

Shawn Walcott: it's going to be posted on the events archive information center.

Debbra Tennessee: okay thank you.

Shawn Walcott: you're welcome.

Operator: Your next question comes from Jennifer.

Jennifer: Hello. I just -- hi. I just wanted to ask if there's been any change or update to I think previously having requested it's in the portal when we're paid a payment by the e-pay file if it could be noted with an asterisk or some sort of designation to let the en know this was an e-pay payment and not one that we had ourselves re

Debbra Tennessee: Requested. Can you give us an update on that?

Katie Striebinger: this is a payment enhancement. I did not do the portal myself so I cannot do it today. It is pending.
It's in the works. It's something we requested from our system staff so...

Jennifer: Okay thank you.

Operator: Thank you. Next question comes from john. John your line is open. You may be on mute.
Okay we'll move along to the next question. Your next question comes from Joyce w. >> hi. I thought we did that a couple times so you will probably see my name on there again. I only have one question though. Can you hear me?

Debbra Tennessee: yes we can.

Shawn Walcott: yes we can.

Joyce: okay. And it's really not quite about the payment but I need you to help me with another process and I thought maybe you can point me in the right direction. We need to add people to suitability. They created a new suitability call center line. We called that line and we're told the recording said no one was available and we had to leave a message which we did. And then we got -- they said to email your content and we hit the email right then and it bounced back and said that it wouldn't go through. Do you have any idea how we -- we've been in this about three months trying to add some people. Who is my best person to call?

Debbra Tennessee: I would email the en service email then whoever that is designated to your state will respond to you if you're not getting any response back from the 800 number.

Joyce: okay I appreciate that.

That's what I just did. Okay.
Thank you. If the thing pops up again I don't have any other questions.

Operator: The next question is from john.

John: Yes I’m sorry my phone was muted unfortunately. I have a question here. We have a consumer that actually had their ticket assigned to another employment network that was done three days ago and the employment network was not able to provide financial assistance they needed to get the employment. So we determined that we were going to be assistant beneficiary with the financial assistance they needed. However that could cause a problem when we assigned the ticket today and we tried to assign that to us. So is there a way or are we allowed to be able to assign that consumer to us or we have to wait a certain time period? Because this consumer is in serious need of financial assistance. So we want to help them to m maintain their employment.

Debbra Tennessee: is there a limitation?

Katie Striebinger: nope. On assignment and assignments are in real-time. You can unassign it and assign it a minute later.

Debbra Tennessee: okay. The answer to that is you don't have to wait. You can assign it through the portal.

John: We went to the portal and tried to assign it -- assign that consumer to our employment network and for some reason it did not allow us to do that.

Debbra Tennessee: did you get a message the ticket was already assigned?

John: no. It didn't mention it was already assigned. The other employment network actually unassigned the person today. We went in today as well and tried to assign them to our employment network.

Debbra Tennessee: if it's gone through the desk -- through the portal successfully I would just wait a little bit later today and try the assignment again.

John: Okay. Worst case scenario if we can't should we call maximus or what should we do?

Debbra Tennessee: you can call maximus on it, yes. Because we can check it out.

John: Okay super. Thank you.

Operator: Thank you and there are no further questions.

Shawn Walcott: Thank you Teresa. As a reminder the TPM provides an opportunity to all en toss discuss payment related topics on the last Tuesday of each month during the all ens payments call at 3:00 p.m. eastern standard time. The full transcript and audio for all EN payments calls are available on the ticket to work website under the events and archives section.
We encourage our en community to take part in the call sessions.
The next all ens payments call is scheduled Tuesday, June 28, 3:00 p.m. eastern standard time.
This will conclude our presentation today. Thank you all for listening, your participation during the call.

Operator: Ladies and gentlemen thanks for joining today's conference.
That does conclude today's conference. You may now disconnect.

END OF CALL