* OKAY, SOMEBODY ASKED DEBBRA, SO IF A NEW TICKET IS AWARDED JANUARY 6, 2016, WE LOOK AT FEBRUARY TO PRESENT FOR THE 18 MONTH LOOK BACK? MARY, THE ANSWER IS YOU LOOK AT FEBRUARY TO THE TICKET ASSIGNMENT DATE. IF THE TICKET ASSIGNMENT DATE IS THIS MONTH, YES, IT WOULD BE THE PRESENT. IF IT WAS LAST MONTH IT WOULD BE THROUGH JUNE. SO BASICALLY I THINK FROM WHAT YOU'RE ASKING, YOUR ANSWER IS YES.
* HOW DOES THE EN GET NOTIFIED IF A BOND PARTICIPANT HAS ASSIGNED THEIR TICKET TO THEM?
* MICHELLE, THE BENEFICIARY WOULD HAVE TO TELL YOU. SSA, AS FAR AS I KNOW, DOES NOT COMMUNICATION THAT INFORMATION TO AN EN AND AGAIN FOR THE BOND PARTICIPANT, A BOND PARTICIPANT CAN DO THAT, JUST PARTICIPATE IN THE PROGRAM, BUT THE BENEFICIARY DOES NOT BECOME A BOND BENEFICIARY UNTIL A WORK CDR IS PERFORMED AND THE OFFSET IS PERFORMED AND THE RECURING MONTHLY BENEFIT PAYMENT IS REDUCED. AT THAT POINT THE EN IS ENTITLED TO OUTCOME CLAIMS.
* OKAY, YOU GOT A DENIAL CODE THAT WAS INCORRECT. IT SAYS MISSING DOCUMENTATION FOR CERTIFICATION OF SERVICES. THAT IS NOT A VALID DENIAL CODE SO IF YOU GOT THAT, SEND SOMETHING OR A REQUEST IN TO OUR EN PAYMENTS HELP DESK AND WE WILL MAKE SURE THAT WE CORRECT THAT.
* I THINK THAT'S PRETTY MUCH IT. I WAS TRYING TO FIND -- OKAY, I THINK THAT'S ABOUT IT. OH, SOMEBODY, JENNIFER, I REMEMBER HER FROM LAST MONTH. I'M GOING TO READ HER WHOLE MESSAGE.
* JENNIFER WROTE, ON THE JUNE PAYMENTS CALL I NOTED THAT OUR BIGGEST CHALLENGE AS AN EN IS THAT SO MANY OF OUR BENEFICIARIES HAVE ERROR ON THEIR EARNINGS RECORD WITH SSA THAT PREVENTS US FROM REQUESTING A CORRECT PHASE I PAYMENT. I ASKED WHAT WE SHOULD OR COULD DO TO DEAL WITH THIS AND DEBBRA SAID TO FAX A MANUAL PAYMENT REQUEST TO MAXIMUS ALONG WITH PAY STUBS AND EVIDENCE TO PROVE EARNINGS IN ERROR WERE FROM BENEFITS SUCH AS SHORT TERM DISABILITY PAYMENT, NOT WORK EARNINGS. I'VE DONE THIS AND MAXIMUS STILL DENIED THE PAYMENTS. WE HAVE AN OVERWHELMING NUMBER OF CLIENTS WITH ERRORS ON THEIR RECORDS AND ARE AT A LOSS TO MANAGE THIS ISSUE AND STILL RECEIVE OUR CORRECT PAYMENTS. PLEASE ADVISE, THANK YOU.
* I WROTE BACK TO JENNIFER THAT I AM MANNING THE CHAT LINE, DEBBRA TENNESSEE, WHO RESPONDED TO THAT QUESTION BACK IN JUNE, THAT I AM MANNING THE CHAT LINE AND I COULD ANSWER THE QUESTION. I DID NOT SEE YOUR PAYMENT REQUEST THAT WAS SENT IN AND DENIED AND I'VE GIVIN YOU MY EMAIL ADDRESS TO SEND IT TO ME. MY NAME HAS TWO B'S, MIDDLE INITIAL E, LAST NAME TENNESSEE. YOPL IF IT WAS EMAIL SENT TO ME OR WHAT BUT THERE SHOULD NOT HAVE BEEN DENIED AS LONG AS THERE WAS SUPPORTING DOCUMENTATION TO SHOW THE MONEY WAS FROM BENEFIT AND NOT WORKER EARNINGS. YOU CAN SEND THAT TO ME AND I WILL DEFINITELY TAKE A LOOK AT IT.
* AND I DID SAY TO JENNIFER IN THE CHAT TO MAKE SURE THERE WAS NO PII IN THE EMAIL. IF SHE HAD WORK CASE NUMBER SHE COULD GIVE ME THAT, SHE COULD GIVE ME HER PHONE NUMBER AND WE COULD CHAT AND GET MORE INFORMATION OVER THE PHONE OR WHATEVER BUT DEFINITELY NOT TO PUT ANY PII IN THERE.
* KATIE, THIS MAY BE A QUESTION YOU CAN ANSWER. A LOT OF PAY STUBS DO NOT HAVE THE BEGINNING DATE DETERMINED ON THERM. IF THAT INFORMATION IS NOT ON THERE HOW DO YOU GET AROUND HAVING TO ENTER THIS DATE BECAUSE THE PORTAL DOES NOT ALLOW YOU TO CONTINUE WITHOUT THIS DATE ENTERED.
* >> HI, THIS IS KATIE. JUST USE YOUR BEST GUESS. ALL OF THE EARNINGS YOU ENTER IN THE PORTAL ARE VERIFIED BY SOMEONE AT MAXIMUS BEFORE IT GOES THROUGH TO SSA, JUST USE YOUR BEST GUESS OF THE DATE AND SOMEONE WILL COME BEHIND YOU AND PUT THE CORRECT DATE IF THE DATE YOU USE IS NOT CORRECT.
* >> OKAY, THANK YOU, KATIE.
* DO WE HAVE ANY OTHER QUESTIONS? WOW, JENNIFER SAID, OKAY, THANK YOU SO MUCH, DEBBRA. I HAD FAXED IT PREVIOUSLY, WE HAD OVER 50 BENEFICIARIES IN THIS SITUATION, THOUGH.
* AGAIN, JENNIFER, IF YOU DO FAX SOME OF THESE, YOU CAN EMAIL ME AS I TOLD YOU BEFORE, BUT ON YOUR FAX PLEASE ON FAX SHEET IF YOU'RE GOING TO SEND IT TO OUR FAX SERVER HERE AT MAXIMUS, NOT THROUGH THE PORTAL, PUT ON THE COVER OF THAT DELIVER TO DEBBRA TENNESSEE BECAUSE SOMEBODY MAY OVERLOOK THAT BUT I WANT TO MAKE SURE THAT I GET TO VIEW THESE CLAIMS WHEN YOU FAX THEM IN, TAKE A LOOK AT THEM. AND I CAN USE THEM AS AN EXAMPLE FOR TRAINING TO OUR STAFF AS WELL.
* OKAY, WILL DO.
* OKAY, ANYBODY ELSE? QUESTIONS?
* >> ALLISON, DO WE HAVE ANY QUESTIONS PRESENTED ON THE PHONE LINE?
* >> WE DO HAVE ONE AUDIO QUESTION. CALLER, YOUR LINE IS OPEN, PLEASE STATE YOUR NAME AND PROCEED WITH YOUR LAST.
* >> LARRY (INAUDIBLE) AND MY QUESTION IS THAT FROM MY UNDERSTANDING SDWRUFT -- JUST FROM BEING ON THE CALLS AN OVERPAYMENT WOULD NOT BE AN ISSUE SOMETIME IN THE NEAR FUTURE. WHEN WILL OVERPAYMENT NOT BE AN ISSUE OR NOT BE AN ON-GOING ISSUE THAT EN'S WILL NOT HAVE TO BE CONCERNED WITH? HELLO?
* >> I'M SORRY, DID YOU SAY SOMETHING ABOUT FIXING OVERPAYMENTS?
* >> NO, I SAID FROM BEING ON A FEW OF THESE CALLS I REMEMBER THEM SAYING THAT OVERPAYMENTS WILL NOT BE AN ISSUE ANY LONGER ONCE THEY ARE, THE SYSTEM IS STRAIGHTENED OUT IN TERMS OF THE PAYMENT SYSTEM. BUT WHAT I'M HEARING YOU TODAY SPEAKING THAT OVERPAYMENTS CAN OCCUR SO I'M WONDERING WHEN WILL IT BE OCCURRING WHERE EN'S DO NOT HAVE TO BE CONCERNED WITH OVERPAYMENTS.
* >> LET ME SAY THERE WILL ALWAYS BE OVERPAYMENTS, ALWAYS. THE REASON FOR THAT, I'M GOING TO TELL YOU A COUPLE SITUATIONS THAT OCCUR.
* SOCIAL SECURITY WILL RETROACTIVELY EITHER UPDATE EARNINGS INFORMATION OR PAY STATUS INFORMATION. SSA DOES NOT CHARGE YOU FOR OVERPAYMENT IF THE PAYMENT STATUS IS RETROACTIVELY UPDATED. AND LET ME EXPLAIN TO YOU WHAT THAT IS.
* FOR EXAMPLE, WE COULD HAVE PAID YOU SOME PHASE I AND A PHASE II MILESTONE. FOR US TO PAY YOU FOR PHASE I AND PHASE II MILESTONE, THE REQUIREMENTS THAT HAVE TO BE MET ARE THE BENEFICIARY NEEDS TO BE IN A CURRENT PAY PAY STATUS AND THEY HAVE TO HAVE EARNINGS AT TRIAL WORK LEVEL OR ABOVE FOR ONE MONTH WITH PHASE I MILESTONE 1 AND 3 MONTHS FOR PHASE I MILESTONE 2.
* SOCIAL SECURITY MAY DO A REVIEW OF THE RECORDS AND DETERMINE THAT THE BENEFICIARY SHOULD NOT HAVE BEEN IN A CURRENT PAY STATUS DURING THOSE MONTHS THAT WE MADE THE PAYMENT FOR PHASE I MILESTONE 1 AND 2 THAT IT SHOULD HAVE BEEN, WORKER EARNINGS WHICH IN THAT CASE IF THERE WERE EARNINGS OUT THERE AT SGA LEVEL WE WOULD HAVE MADE AN OUTCOME PAYMENT. BECAUSE IT WAS AN ISSUE SOCIAL SECURITY HAD TO MAKE, SOCIAL SECURITY DOESN'T CHARGE YOU AN OVERPAYMENT FOR THAT.
* HOWEVER, FOR EARNINGS IF THE EARNINGS CHANGE AT ANY TIME IF WE FIND OUT WHEN WE WORK THE CASE I KNOW EN'S DO MEET WITH BENEFICIARIES AND YOU HAVE, YOU KNOW, YOU HAVE A SESSION WITH THEM, AN INTERVIEW WITH THEM, YOU WORK WITH THE IWP, THERE'S CERTAIN INFORMATION THAT YOU HAVE TO INCLUDE IN YOUR IWP, BUT ONE QUESTION EN'S SHOULD ASK THE BENEFICIARY IS HAVE THEY WORKED PREVIOUSLY WITHIN THE LAST 18 MONTHS, FOR EXAMPLE. SOME BENEFICIARIES DON'T REMEMBER, SOME DO, SOME ARE NOT REALLY CLEAR ON IT. BUT IN A NUMBER OF OCCASIONS WE DON'T GET ANY REQUESTS FROM EN'S REQUESTING LIKE A PHASE I MILESTONE 3 OR PHASE I MILESTONE 4 DUE TO THE FACT THE BENEFICIARY IS NOT ELIGIBLE FOR PHASE I MILESTONES 1 AND 2 BECAUSE THE BENEFICIARY HAS TOLD THE EN THAT THEY HAD EARNINGS WHICH KLUEDD.
* SO ONE THING YOU CAN CONTINUOUSLY DO IS CHECK WITH THE BENEFICIARY ABOUT HIS OR HER EARNINGS PRIOR TO HAVING THEIR TICKET ASSIGNED BECAUSE WHEN WE HAVE THE EARNINGS RECORDS RETROACTIVELY UPDATED, THAT MAY RESULT IN AN OVERPAYMENT. SOMETIMES WE MAY EVEN GET CLOSURE INFORMATION. WE DON'T DO THAT ANY MORE, BUT IN THE PAST WE WERE GETTING SOME SUCCESSFUL CLOSURES UPDATED A LITTLE BIT LATER BUT WE'RE PRETTY UP TO DATE ON THAT. BUT THERE'S ALWAYS GOING TO BE OVERPAYMENTS, JUST TRYING TO BE AS CAREFUL AS POSSIBLE AND WITH THE PORTAL, THE PORTAL TRIES TO PERFORM (INAUDIBLE) THAT WILL ELIMINATE THESE IMPROPER OR OVERPAYMENTS BUT YOU COULD NEVER DO THAT BECAUSE THERE'S SO MANY DIFFERENT SCENARIOS AND REQUIREMENTS FOR THE PAYMENTS THEMSELVES AND THE DIFFERENT TYPES OF PAYMENTS.
* >> WHAT SITUATION, BASICALLY YOU'RE SAYING IS THERE'S NOT REALLY ANY SITUATION THAT A PAYMENT CAN BE NOT CONSIDERED TO BE AN OVERPAYMENT. IS THAT CORRECT?
* >> NO, I SAID THE ONE SITUATION THAT WE WOULD NOT CONSIDER AN OVERPAYMENT IF WE HAD PAID YOU FOR A PARTICULAR TYPE OF PAYMENT, TICKET TO WORK PAYMENT, AND THE RECORD CHANGES FOR THE BENEFICIARY'S PAYMENT STATUS THAT MADE YOU ELIGIBLE FOR THAT PAYMENT AT THE TIME THAT WE WORKED THE CLAIM BUT IT CHANGED LATER ON TO SOMETHING ELSE. WE DON'T CHARGE YOU FOR OVERPAYMENTS IN THAT SITUATION.
* >> OKAY. I JUST NEEDED TO GET A LITTLE BIT MORE INSIGHT ON THAT, OVERPAYMENT ISSUES THAT MAY ARISE OR MAY NOT ARISE. THANK YOU SO MUCH.
* >> YOU'RE WELCOME. ANYONE ELSE?
* >> DO WE HAVE ANY ADDITIONAL QUESTIONS, ALLISON?
* >> THERE ARE NO FURTHER AUDIO QUESTIONS.
* >> AND WE ARE CURRENTLY CHECKING THE CHAT LINE.
* >> OKAY, WE HAVE SOMETHING FROM MARY LYNN DUBOIS AND KATIE, I THINK YOU WILL BE HAPPY TO HEAR THAT. KUDOS TO THE TEAM, THERE WAS A PORTAL FOR THE FIRST TIME I SUBMITTED PAYCHECK STUBS AND IT ALL WORKED SLICK! SO THE PORTAL IS GREAT.
* HOWEVER, WEEFR ANOTHER INQUIRY ABOUT THE PORTAL, MAYBE ONE OF THE FUTURE ENHANCEMENTS. TAEZ NATIONAL EMPLOYMENT NETWORK THE NEW PORTAL IS GREAT. HOWEVER, IS IT POSSIBLE FOR SSA TO PUT BACK THE STATE COLUMN NEXT TO THE BENEFICIARY? WE ARE ABLE TO SORT THE ASSIGNMENT REPORTS BY STATE BUT WE ARE NOT ABLE TO SORT THE PAYMENTS ALREADY MADE BY STATE.
* OKAY, KATIE, DID YOU GET THAT?
* >> YEAH, WE CAN TAKE THAT UNDER CONSIDERATION WHEN WE GO ENHANCEMENTS. NEITHER HAS THE STATE, JUST THE ASSIGNMENT LIST .
* >> MARY G. HAD A QUESTION, IS THERE A ROBO CALL THAT WENT OUT REGARDING THE JOB FAIR? WE'VE HAD SOME INQUIRIES ABOUT IT. I'M NOT 100 PERCENT SURE NOW. WE CAN CHECK THAT AND RESPOND TO THAT IN A NOTE WE'RE GOING TO POST. I KNOW THERE WAS SUPPOSED TO BE SOME MESSAGING TO GO OUT AND NOW SEEING THE VIRTUAL JOB FAIR BUT I DON'T BELIEVE OR I DON'T KNOW OF ANY ROBO CALLS THAT WENT OUT. SO WE'LL JUST CHECK ON THAT .
* OKAY, SO THERE'S NOTHING ELSE IN THE CHAT AND ALLISON, NOTHING ELSE ON THE PHONE?
* >> NO, MA'AM.
* >> OKAY.
* >> I GUESS THAT BRINGS US TO AN END.
* AS A REMINDER THE TPN PROVIDES AN OPPORTUNITY TO ALL EN'S TO DISCUSS PAYMENT-RELATED ISSUES ON THE LAST THURSDAY OF EACH MONTH. THE FULL TRANSCRIPT AND AUDIO FOR ALL EN PAYMENTS CALLS 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 ALL EN PAYMENTS CALL IS SCHEDULED FOR TUESDAY, AUGUST 30, AT 3:00 PM
* THIS WILL KUPB -- CONCLUDE OUR PRESENTATION FOR TODAY. PLEASE HAVE A GREAT EVENING AND WE LOOK FORWARD TO OUR NEXT PRESENTATION ON AUGUST 30. HAVE A GREAT DAY.
* (END OF ALL).