Title: EN Pay Call Start: 11/29/2016 3:00 PM EST

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TODAY IS TUESDAY, 29 NOVEMBER, 2016. PLEASE STAND BY, YOUR WEBINAR WILL BEGIN SHORTLY. WE APPRECIATE YOUR PATIENCE.

PRRP.

>> LADIES AND GENTLEMEN, THIS IS THE OPERATOR. YOUR CALL IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON HOLD. THANK YOU.

LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE NATIONAL EMPLOYMENT NET WRK PAYMENTS 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 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, NOVEMBER 29TH, 2016.

I WOULD NOW LIKE TO TURN THE CONFERENCE OVER TO MR. SHAWN WALCOTT. PLEASE GO AHEAD.

>> THANK YOU, JILL. WELCOME AND THANK YOU FOR ATTENDING THE ALL EN PAYMENTS CALL TODAY TUESDAY, NOVEMBER 29, 2016. I AM SHAWN WALCOTT, EN PAYMENTS MANAGER AND YOUR HOST FOR THE CALL. IF YOU ARE A NEW EMPLOYMENT NETWORK WE WELCOME YOU AND THANK YOU FOR WORKING WITH SOCIAL SECURITY BENEFICIARIES. I WOULD ALSO LIKE TO THAIPB ALL OUR RETURNING EN'S WHO JOIN US EACH MONTH. WE HOPE THIS CALL SERVES YOU IN UNDERSTANDING THE INTRICACIES OF THE PAYMENT PROCESS FOR THE TICKET TO WORK PROGRAM.

JOINING ME IN OUR OFFICE IS DEBBRA TENNESSEE, TICKET OPERATIONS MANAGER AND ON THE LINE ON BEHALF OF THE SOCIAL SECURITY ADMINISTRATION WE HAVE KATIE STRIEBINGER AND SHANNON MORGAN. TODAY WE ARE GOING TO DISCUSS MOST COMMON DIARY REASONS, EARNINGS RULES FOR THE TICKET TO WORK PROGRAM, TICKET PROGRAM AVAILABLE RESOURCES AND THEN OUR QUESTION AND ANSWER FORUM.

SO LET'S GET STARTED. IN TERMS OF OUR ANNOUNCEMENTS I'D JUST LIKE TO LET YOU KNOW YOU CAN CHECK THE STATUS OF E PAY BY VIEWING THE ANNOUNCEMENTS SCREEN IN THE PORTAL. THE PORTAL WILL DISPLAY THE ANNOUNCEMENT THAT E PAY HAS STARTED AND A MESSAGE WHEN WE COMPLETE PROCESSING AN E PAY FILE.

ADDITIONALLY THERE WAS A GOV DELIVERY MESSAGE SENT ON NOVEMBER 21 INFORMING OF A PORTAL TECHNICAL ISSUE. THE MESSAGE READ PLEASE REFRAIN FROM UPLOADING NEW FILES TO CHECK TICKET ASSIGNABILITY, OPEN AND CLOSE VR CASES AND ASSIGN AND UNASSIGN TICKET CASES UNTIL FURTHER NOTICE. WE WILL ADVISE WHEN YOU CAN RESUME PROCESSING YOUR FILES.

OUR CURRENT E PAY FILE PROCESSING BEGAN BACK ON NOVEMBER 17TH. CLAIMS ARE PROCESSED BY SOCIAL SECURITY NUMBERS INSTEAD OF DUNS. THE CURRENT E PAY FILE CONTAINS A LITTLE OVER 14,000 SSN'S. AS OF MONDAY, NOVEMBER 28, OUR EN PAYMENT STAFF PROCESSED 3900 TOTAL CLAIMS PAID. AS A REMINDER YOU MAY SUBMIT YOUR PAYMENT REQUESTS THROUGH THE TICKET PORTAL INSTEAD OF WAITING FOR THE E PAY PROCESS TO RUN. ADDITIONALLY PLEASE ENSURE THAT YOUR EN PAYMENT CONTACT INFORMATION IS CURRENT. WE EMAIL THE PAYMENT CONTACT FOR PAYMENT OUTREACH MESSAGES AND CONFIRMATION OF POSSIBLE SPLIT PAYMENTS.

WE WILL NOW PROCEED TO OUR NEXT PORTION OF THE PRESENTATION, MOST COMMON DIARY REASONS EXPLAINED. THERE ARE SEVERAL DIFFERENT DIARY REASONS USED WHEN PAYMENT REQUESTS SUBMITTED REQUIRE ADDITIONAL INFORMATION. TODAY WE WILL REVIEW THE DIARY REASONS MOST COMMONLY USED. THIS INFORMATION IS LISTED TO PROVIDE AN EXPLANATION AS TO WHY THE PAYMENT REQUEST WAS PLACED IN DIARY AND DIFFERENT EXAMPLES OF WHEN THESE INSTANCES MAY TAKE PLACE.

DIARY REASON AWAITING PROOF OF EARNINGS, IN THE FIRST SCENARIO REQUIRED DATES NOT ON DOCUMENTATION. IN THIS SCENARIO EARNINGS EVIDENCE HAS A SINGLE DATE OR DATES NOT CLEARLY MARKED. YOU MAY WANT TO USE SUPPLEMENTAL EARNINGS STATEMENTS FORM IF THE PAY STUBS PROVIDED ARE MISSING REQUIRED INFORMATION. ALL EVIDENCE MUST INCLUDE THE PAY PERIOD BEGINNING, PAY ENDING AND PAY DATE. THE SUPPLEMENTAL EARNINGS STATEMENT FORM IS LOCATED IN THE FORM SECTION OF THE YOUR TICKET TO WORK WEB SITE.

IN THIS EXAMPLE, THE EMPLOYER PREPARED STATEMENT LISTS EVIDENCE THAT DOES NOT INCLUDE A START AND END DATE. IT IS DIFFICULT TO DETERMINE THE PAY BEGINNING AND END DATES BASED ON THE ONLY DATE PROVIDED, WHICH IS THE CHECK DATE. THE REQUIRED PAY PERIOD START AND END DATES MUST CLEARLY BE MARKED ON THE EARNINGS EVIDENCE SUBMITTED. THIS REQUEST WOULD BE PLACED IN DIARY AWAITING PROOF OF EARNINGS AS A RESULT.

HERE'S ANOTHER EXAMPLE OF THE SAME PROBLEM. EVIDENCE THAT DOES NOT INCLUDE START AND END DATES. IN THIS EXAMPLE THE EARNINGS EVIDENCE SUBMITTED IS A PAY STUB AND ONLY THE CHECK DATE IS INCLUDED. THE PAY PERIOD START AND END DATES ARE NOT LISTED. THIS REQUEST WOULD ALSO BE PLACED IN DIARY AWAITING PROOF OF EARNINGS.

IN THIS SCENARIO IT'S WORK NUMBER VERSION. THE WORK NUMBER AS OF DATE REQUIRES A SUPPLEMENTAL EARNINGS STATEMENT TO PROVIDE DATES AS OF COULD BE PAY, BEGINNING, PAY ENDING OR PAY DATE. IT IS RECOMMENDED TO USE THE WORK NUMBER REPORT VERSION WITH LABELED DATES THAT CLEARLY DEFINE OR SUBMIT A SUPPLEMENTAL EARNINGS STATEMENT.

IN THE EXAMPLE ABOVE, THE CASE IS IN DIARY BECAUSE A PAYMENT REQUEST WAS SUBMITTED THROUGH THE PORTAL AND A CORRESPONDING FAX COVER SHEET HAS NOT BEEN RECEIVED BY SSA WHEN THE DIARY EXPIRES IN 9 DAYS THE PAYMENT WILL BE DENIED FOR THE REASON INSUFFICIENT DOCUMENTATION. THE DIARY STATUS SCREEN IS POPULATED IN REALTIME. YOU CAN CHECK THE FAX STATUS BY GOING TO THE PENDING PAYMENTS FOR ME LINK FROM THE MAIN MENU, PROCEED TO CLICK THE ACTIONS MENU AND OPTION TO SHOW FAX STATUS WILL APPEAR. IT IS RECOMMENDED THAT YOU FAX THE REQUIRED DOCUMENTATION AS SOON AS POSSIBLE. YOU WILL THEN BE ABLE TO SEE THE DIARY STATUS ON YOUR PENDING PAYMENT CHANGE AS SOON AS YOU FAX IN YOUR EVIDENCE USING THE FAX COVER SHEET.

DIARY REASONS IF EARNINGS DOCUMENTATION IS ILLEGIBLE. WHEN DOCUMENTATION SUBMITTED IS COMPLETELY ILLEGIBLE IT MAY BE DIFFICULT TO READ. WHEN YOU ENCOUNTER A SITUATION WHERE THE EVIDENCE IS NOT LEGIBLE OR PAY STUB INFORMATION IS MISSING, YOU SHOULD USE THE SUPPLEMENTAL EARNINGS STATEMENT FORM. IF THE EVIDENCE IS NOT LEGIBLE TO THE EN, THE EVIDENCE IS NOT LEGIBLE TO US. PLEASE TRY AND SEND ONLY CLEAR COPIES OF DOCUMENTS.

AN ADDITIONAL DIARY REASON THAT IS MOST COMMONLY USED IS NEED FICA WITHHOLDING. THIS DIARY REASON IS USED BECAUSE FICA WITHHOLDINGS ARE REQUIRED. AN EMPLOYER PREPARED EARNINGS STATEMENT OR AN EMPLOYMENT NETWORK SUPPLEMENTAL EARNINGS STATEMENT CAN BE USED IF WITHHOLDINGS ARE MADE BUT NOT CLEARLY SHOWING ON THE EVIDENCE PROVIDED. THE EMPLOYER MUST ALSO CHECK THE BOX THAT SAYS, BY CHECKING THIS BOX AND SIGNING ABOVE THE EMPLOYER ATTESTS THAT ALL WITHHOLDINGS REQUIRED BY LAW HAVE BEEN MADE FROM THE EMPLOYEE'S EARNINGS. THIS PROVIDES CONFIRMATION FROM THE EMPLOYER THAT ALL WITHHOLDINGS WERE MADE. THESE WITHHOLDINGS CONFIRM THE BENEFICIARY IS NOT SELF-EMPLOYED AND THE EMPLOYEE IS DEDUCTING ALL REQUIRED WITHHOLDINGS AT TIME OF PAYMENT.

AWAITING STATE VR CLOSURE CODE. THIS DIARY REASON IS USED WHEN EN'S SUBMIT PHASE II MILESTONES PRIOR TO REQUESTING PHASE I MILESTONES. IT MUST BE CONFIRMED IF ALL 4 PHASE I MILESTONES HAVE BEEN PAID OR DENIED. IF THE EN FAILS TO PROVIDE PROOF OF CLOSURE IF THE TICKET WAS PREVIOUSLY ASSIGNED TO A STATE VOCATIONAL REHABILITATION AGENCY OR VALID CLOSURE CODE IS NOT LISTED WITH SSA, IT IS RECOMMENDED EN'S CHECK THE HISTORY OF A TICKET IN THE PORTAL (INAUDIBLE) BY ACCESSING THE (INAUDIBLE) FROM THE MAIN MENU.

A CONCURRENT BENEFICIARY HAS BOTH A TITLE II AND TITLE 16 RECORD. PRIOR TO THE RECENT EARNINGS RULE CHANGE, THIS POLICY ENABLED STAFF MEMBERS TO IDENTIFY THE NUMBER AND RATE OF QUALIFYING PAYMENTS UNDER TITLE II OR TITLE XVI AND ONLY USE EARNINGS RULES FOR THE PROGRAM IF THE BENEFICIARY MET TICKET REQUIREMENTS. TITLE II EARNED IN A MONTH AND TITLE XVI PAID IN A MONTH. AFTER THE RULE CHANGE EITHER TITLE II OR TITLE XVI CAN BE USED TO MAKE A PAYMENT.

IN THIS EXAMPLE, THE EN SUBMITS A PAYMENT REQUEST FOR PHASE I MILESTONE CLAIM FOR AUGUST, 2016. THE BENEFICIARY IS IN CURRENT PAY FOR TITLE II AND IN SUSPENSE DUE TO WORK AND EARNINGS FOR TITLE XVI THE EN WOULD BE ELIGIBLE FOR A MILESTONE PAYMENT UNDER TITLE II SINCE THE BENEFICIARY IS IN CURRENT PAY UNDER TITLE II IF THE EARNING REQUIREMENTS ARE MET. THE PAY STUBS SUBMITTED AS FOLLOWS: PAY BEGINNING DATE AT JULY 25TH, 2016, THE PAY END DATE IS AT AUGUST 7TH, 2016, AND END OF PAY DATE IS AUGUST 10, 2016. THE GROSS PAY AMOUNT IS $815. THE EARNED IN THE MONTH TITLE II AMOUNT FOR JULY AND AUGUST IS BELOW TRIAL WORK LEVEL. THE PAID IN THE MONTH FOR TITLE XVI FOR AUGUST IS ABOVE TRIAL WORK LEVEL. THE PAYMENT CAN BE MADE FOR AUGUST, 2016, BASED ON THE TITLE XVI EVEN THOUGH THAT RECORD IS IN SUSPENSE.

WE WILL FINISH THE DISCUSSION WITH A REVIEW OF WHAT RESOURCES ARE AVAILABLE TO YOU IF FURTHER QUESTIONS OR NEED ADDITIONAL DETAILS ABOUT ANYTHING WE PRESENTED TODAY.

TICKET PORTAL AVAILABLE RESOURCES, THE PORTAL AUTOMATES MANY OPERATIONAL FUNCTIONS YOU DO THROUGHOUT THE DAY. BESIDES UPLOADING PAYMENT REQUEST FORMS AND VIEWING THE EN PAYMENT STATUS REPORT AS REVIEWED PREVIOUSLY, SOME ADDITIONAL AUTOMATED FEATURES THAT THE PORTAL OFFERS INCLUDES CHECKING FOR TICKET ASSIGNABILITY, ASSIGNING OR UNASSIGNING TICKETS AND UPLOADING FORMS. TPN PROVIDES WEB SITE RESOURCES FOR SERVICE PROVIDERS. EN'S CAN ALSO VISIT THE INFORMATION SECTION OF THE WEB SITE TO OBTAIN ADDITIONAL INFORMATION, RESOURCE DOCUMENTS AND TRAINING MATERIALS ON A WIDE VARIETY OF TOPICS. THE INFORMATION CENTER ALSO INCLUDES A LISTING OF UPCOMING EVENTS INCLUDING CONFERENCE CALLS THAT SERVICE PROVIDERS CAN ATTEND. TO ACCESS THE TICKET TO WORK WEB SITE GO TO THE YOUR TICKET TO WORK DOT COM.

THE SECURE TRADING AND RESOURCES SITE WAS CREATED TO ENSURE THE HIGHEST LEVEL OF SECURITY FOR YOU AND THE BENEFICIARIES YOU SERVE. YOU CAN ONLY ACCESS THE SITE BY USING THE LINK INCLUDED IN YOUR WELCOME LETTER YOU RECEIVE VIA EMAIL WITH YOUR LOG IN INFORMATION FOR THE PORTAL. THE TICKET PORTAL USER GUIDE IS A RESOURCE THAT YOU HAVE AT YOUR FINGERTIPS WHEN USING THE TICKET PORTAL. THE REFERENCE TO CONSULT BEFORE CONTACTING US WITH A QUESTION. FOR NEW EN'S INFORMATION ON HOW TO ACCESS THE TRAINING AND RESOURCE SITE WAS INCLUDED IN THE WELCOME LETTER YOU RECEIVED WITH CONFIRMATION OF COMPLETED ENROLLMENT IN THE TICKET PORTAL.

THE EN PAYMENTS HELP DESK IS THE PREFERRED METHOD OF TRACKING THE STATUS OF SUBMITTED PAYMENT REQUESTS IS PRIMARILY THE TICKET PORTAL AND ACTUALLY TAKES ADVANTAGE OF THE REALTIME UPDATES. HOWEVER, IF AN EN IS UNABLE TO MAKE OR USE THE TICKET PORTAL FOR ANY REASON IT ALSO HAS THE OPTION TO SEND MANUAL PAYMENT STATUS INQUIRIES TO THE EN PAYMENT HELP DESK. EN'S CAN ALSO OBTAIN CLARIFICATION ON PAYMENT RELATED ISSUES, EXPLANATION OF HOW EN PAYMENT STAFF APPLIED TICKET POLICIES TO MAKE PAYMENT AND PAYMENT DENIAL ASSESSMENTS. THEY ALSO ANSWER EN PAYMENT INQUIRIES RECEIVED THROUGH THE EN PAYMENTS PHONE LINE. YOU CAN ALSO SUBMIT REQUESTS THROUGH THE EN PAYMENT STAFF FOR PAYMENT RECONSIDERATION OR PAYMENT SUPERVISOR TO REVIEW A PAYMENT ISSUE. OUTREACH TO EN-RELATED DOCUMENTATION WHEN EN PAYMENT STAFF REPORT MISSING OR INCOMPLETE INFORMATION FROM PAYMENT REQUESTS THAT EN'S SUBMIT .

THE TICKET OPERATIONS HELP LINE IS ALSO AVAILABLE MONDAY THROUGH FRIDAY, 9 AM TO 5 PM EASTERN STANDARD TIME. BOTH THE PAYMENT HELP DESK AND THE SYSTEM SUPPORT DESK ARE ACCESSIBLE BY CHOOSING 1 AND 2 RESPECTIVELY. THE PAYMENT HELP DESK IS AVAILABLE TO ANSWER YOUR QUESTIONS REGARDING PAYMENT POLICY OR STATUS UNDER THE TICKET PROGRAM WHILE THE SYSTEM SUPPORT DESK HAS REPRESENTATIVES AVAILABLE TO ASSIST YOU WITH ANY TECHNICAL ISSUES YOU ENCOUNTER USING THE TICKET PORTAL, QUESTIONS ABOUT TICKET ASSIGNMENTS OR TPR RELATED QUESTIONS.

THIS WILL COMPLETE THE PRESENTATION PORTION OF OUR CALL AND I WOULD LIKE TO START OUR QUESTION AND ANSWER SESSION. DEBBRA, DO WE HAVE ANY QUESTIONS PRESENTED DURING THE CHAT ROOM AT THIS TIME?

>> WE HAVE ONE QUESTION, I HAVE TWO QUESTIONS HERE. THE FIRST ONE IS DO THE NEW EARNINGS RULES APPLY ONLY TO CONCURRENT BENEFICIARIES AND THE ANSWER TO THAT IS YES. IF A BENEFICIARY IS NOT CONCURRENT HE OR SHE IS IS ONLY ELIGIBLE FOR TITLE XVI OR TITLE II. SO YOU WILL HAVE TO USE THE EARNING RULES UNDER THAT PARTICULAR PROGRAM. FOR EXAMPLE, IF THERE'S A TITLE XVI ONLY BENEFICIARY I'M THINKING ABOUT HOW WE POST EARNINGS INFORMATION. IF IT'S TITLE XVI ONLY BENEFICIARY THEN YOU WOULD HAVE ONLY TITLE 16 THERE SO YOU WILL HAVE TO USE THE TITLE 16 GOALS. IF KAYLEE IS ON THE LINE IF YOU HAVE SOMETHING TO ADD TO THAT YOU CAN PIPE IN, BUT OUR BENEFICIARIES, WE HAD A BENEFICIARY WHO WAS ELIGIBLE BASED ON THE PAY STATUS IN THE EXAMPLE THAT WAS GIVEN HERE, THEY WERE IN CURRENT PAY. BUT WE DID NOT HAVE EARNINGS POSTED UNDER THE PROGRAM WHERE THE BENEFICIARY WAS LISTED UNDER CURRENT PAY. AN EXAMPLE HERE, IT WAS TITLE II THEY WERE UNDER CURRENT PAY SO IN THE PAST WHAT WE WOULD DO WAS WAIT TO SEE AT WHAT POINT THE BENEFICIARY HAD EARNINGS THAT WERE EARNED WITHIN A PARTICULAR CLAIM MONTH AND THEN AT THAT TIME WE WOULD MAKE THE PAYMENT. BUT NOW IF THE BENEFICIARY IS IN CONCURRENT, HAS TITLE II AND TITLE XVI ELIGIBILITY, WHATEVER MONTH THAT WE HAVE EARNINGS THAT MAKES THE BENEFICIARY OR THE EN ELIGIBLE FOR A PAYMENT THE EARLIEST WE WILL USE THOSE EARNINGS. SO IF THE BENEFICIARY EARNED TRIAL WORK LEVEL WITHIN A PARTICULAR MONTH, LET'S SAY IT WAS MARCH BUT THE PAY EARNINGS AT TRIAL WORK LEVEL WAS IN THE NEXT MONTH, APRIL, WE WOULD USE THE EARLIER MONTH OF MARCH. I TRIED TO GET THIS CONFUSING BUT THIS IS JUST THE WAY WE APPLIED EARNINGS BEFORE WHEN WE PROCESSED CASES. BUT NOW REGARDLESS OF WHICH RULES EARNINGS WERE POSTED UNDER, WHETHER THEY WERE POSTED UNDER THE MONTH EARNED OR THE MONTH PAID, WHICHEVER EARNINGS ARE POSTED THAT QUALIFIES THE EN FOR PAYMENT, WE WILL USE THOSE EARNINGS.

>> THANK YOU, DEBBRA.

>> LET'S SEE, HERE'S A QUESTION FROM LINDA POTINO SHE WANTS TO KNOW CAN YOU EXPLAIN TO ALL ON THIS CALL ABOUT THE 18 MONTH LOOK BACK AND BENEFICIARY DATE OF ONSET?

OKAY, THIS IS THE ISSUE HERE. I'LL GIVE YOU AN EXAMPLE OF THE PARTICULAR INQUIRY I RECEIVED. THE RULES FOR LOOK BACK TO BEGIN WITH, LOOK BACKS, FIRST OF ALL, THE BENEFICIARY, WE ONLY USE THE LOOK BACK RULES FOR BENEFICIARIES WITH TICKET ASSIGNMENTS 2008 AND LATER WHEN WE HAVE THE NEW REGS. IF THE BENEFICIARY'S FIRST TICKET ASSIGNMENT DATE WAS PRIOR TO 2008 WE DON'T EVEN USE THE LOOK BACK RULES AT ALL. IT ONLY STARTS WITH BENEFICIARIES WHOSE FIRST TICKET ASSIGNMENT WAS JULY, 2008 AND LATER.

AS FAR AS LOOK BACK IS CONCERNED WE HAVE TO BE CONSCIENTIOUS OF THE TICKET NUMBER. LOOK BACK RULES APPLY TO EARNINGS BETWEEN THE DATE OF DISABILITY ONSET AND THE FIRST TICKET ASSIGNMENT DATE. SO IF THE DATE OF DISABILITY ONSET WAS JULY, 2014, AND THE FIRST TICKET ASSIGNMENT WAS IN SEPTEMBER, 2016, WE WOULD LOOK AT EARNINGS BETWEEN THE 2014 DATE AND 2016 DATE. OF COURSE THAT'S MORE THAN 18 MONTHS BUT WE WOULD LOOK AT, WE USE PRETTY MUCH THE SAME RULES FOR 18 MONTH LOOK BACK AS WE DO FOR PHASE I MILESTONES. IF THEIR EARNINGS ONE MONTH PRIOR TO THE TICKET ASSIGNMENT DATE THEN IT WILL NOT BE EXCLUDED. IF IT'S 3 MONTHS OUT OF 6 MONTHS PRIOR TO THE TICKET ASSIGNMENT DATE THEN -- THIS IS ONLY IF YOU HAVE EARNINGS ABOVE TRIAL WORK LEVEL.

NOW LET'S SAY THIS BENEFICIARY HAS ONE TICKET BUT IN NOVEMBER OF 2016 THE BENEFICIARY GOT A NEW TICKET AND THE NEW TICKET, TICKET 2. THE RULES FOR EVERY TIME A BENEFICIARY GETS A NEW TICKET PRETTY MUCH EVERYTHING STARTS OVER. THERE'S A NEW DATE OF DISABILITY ONSET AND WE DO NOT LOOK AT EARNINGS, ANYTHING THAT WAS PRIOR TO THAT NEW DATE OF DISABILITY ONSET. IN OTHER WORDS, WE WOULD NOT LOOK AT ANY EARNINGS PRIOR TO THAT NEW DATE OF DISABILITY ONSET AND LOOK BACK EARNINGS WOULD NOT BE INCLUDED FOR THAT NEW DATE OF DISABILITY ONSET.

SO IF WE HAD A NEW TICKET THAT WAS ISSUED IN SEPTEMBER OF 2016 AND THE EN SUBMITTED A PAYMENT REQUEST FOR NOVEMBER, 2016, REGARDLESS OF WHAT WAS PAID ON TICKET NO. 1 IT COULD HAVE BEEN 12, 15, 17 OUTCOME PAYMENTS, TICKET NO. 2 STARTS ALL OVER. IT HAS ITS OWN VALUE. IT STARTS AT THE BEGINNING. SO WHAT WILL BE THE FIRST AVAILABLE PAYMENT WILL POSSIBLY BE A MILESTONE CLAIM UNLESS THERE WAS EARNINGS PRIOR TO THAT NEW TICKET ASSIGNMENT DATE. HERE WE'RE TALKING ABOUT IT WOULD HAVE TO BE EARNINGS FOR OCTOBER BECAUSE THE BENEFICIARY'S NEW DATE OF DISABILITY ONSET WOULD BE SEPTEMBER. WE CANNOT LOOK AT ANY EARNINGS BEFORE SEPTEMBER AND FOR THE NEW LOOK BACK PERIOD IT WOULD BE ANY EARNINGS BETWEEN THE NEW DATE OF DISABILITY IN SEPTEMBER AND THE TICKET ASSIGNMENT DATE WHICH WOULD BE NOVEMBER. THE ONLY EARNINGS THAT WOULD BE APPLICABLE TO AN 18 MONTH LOOK BACK WOULD BE OCTOBER. THAT'S THE ONLY MONTH BETWEEN THE NEW DATE OF DISABILITY ONSET AND THE TICKET ASSIGNMENT DATE. SO WE CAN ONLY LOOK AT THAT. THAT WOULD BE THE ONLY EXCLUSION. THE SAME THING APPLIES TO CASE CLOSURES. IF THERE WAS A SUCCESSFUL CASE CLOSURE UNDER PHASE I MILESTONES WERE EXCLUDED, WHEN THERE'S A BRAND NEW TICKET WE WOULD NOT LOOK AT THOSE CASE CLOSURES FOR THAT PERIOD ON THE FIRST TICKET. THE BENEFICIARY WOULD HAVE TO HAVE RECEIVED SERVICES FROM THE VR AFTER THEY RECEIVE ADD NEW TICKET AND WAE WOULD LOOK AT THAT PERIOD TO SEE WHETHER OR NOT IT WAS A SUCCESSFUL OR UNSUCCESSFUL CLOSURE AFTER THE NEW TICKET WAS ASSIGNED. SO JUST KEEP IN MIND THAT WHENEVER A NEW TICKET IS ASSIGNED IT HAS ITS OWN VALUE, WE DO NOT CONTINUE WITH PAYMENTS FROM THE PRIOR TICKET AND EVERYTHING IS JUST LIKE IT'S A BRAND NEW TICKET, MEANING THERE'S A NEW DATE OF DISABILITY ONSET, LOOK AT THAT DATE, LOOK AT THE TICKET ASSIGNMENT DATE AND YOU CAN KIND OF JUDGE WHETHER OR NOT THERE ARE ANY EARNINGS FOR LOOK BACK IF THE BENEFICIARY HAS WORKED BETWEEN THE NEW DATE OF BUSINESS DELTA, THE TIBLGT ASSIGNMENT DATE, THERE'S SOME POSSIBLE MILESTONE INCLUSION. I HOPE THAT HELPED TO ANSWER YOUR QUESTIONS.

>> THANK YOU. DO YOU HAVE ANY ADDITIONAL QUESTIONS PRESENTED DURING THE CHAT?

>> SOMEONE ASKED, IS THERE ANY CORRELATION WITH THE ONSET DATE AND THE TICKET MAILING DATE LISTED IN THE PORTAL? I CAN'T TELL YOU YES OR NO, IT JUST -- WHAT I DO KNOW IS THAT WHENEVER A BENEFICIARY RECEIVES A DISABILITY AWARD THEY IMMEDIATELY BECOME ELIGIBLE FOR THE TICKET PROGRAM. SO I WOULD THINK THOSE DATES ARE VERY CLOSE .

SOMEONE WANTED TO KNOW, LINDA PATINO HAS WRITTEN YOU CAN FIND A NEW DATE OF DISABILITY ONSET ON THE BENEFICIARY'S BPQY, SO IF THEY ARE IN AND DON'T KNOW WHETHER OR NOT THERE'S A MULTIPLE TICKET OR WHAT THE DATE OF DISABILITY ONSET IS, THEY CAN GET THAT INFORMATION FROM THE BPQY

SARAH HAD WRITTEN A QUESTION, WHERE DO I PUT CASE NUMBERS IN FOR MY MEETINGS WITH MY CUSTOMERS. I'M NOT SURE IF THIS IS A PORTAL QUESTION SO COULD YOU BE A LITTLE BIT CLEARER ON THAT? KATIE, ARE YOU STILL ON THE LINE?

>> YES, I'M STILL HERE.

>> OKAY, ONE OF THE EN'S HAS ASKED WHERE DO I PUT CASE NUMBERS IN FOR MY MEETINGS WITH MY CUSTOMERS. I'M NOT SURE THAT THAT WHERE YOU WILL PUT A CASE NUMBER FOR MEETINGS OR NOT. COULD YOU ANSWER THAT?

>> SURE. SO THE PORTAL HAS CASE NOTES WHICH YOU CAN USE AND WE HERE AT SSA AND THERE AT TPN, WE CANNOT SEE THE NOTES YOU PUT IN THERE. THAT IS FREE TO USE AT YOUR OWN CASE MANAGEMENT SYSTEM. NOTE THE ALL THE SAUDI ARABIA SAUDI ARABIAS IT IS AN OPTION OFF THE MAIN MENU AND IT'S TOWARDS THE BOTTOM. THAT'S WHERE YOU WOULD FIND THE CASE NOTES IF YOU WERE TALKING ABOUT SOMETHING FROM THE PORTAL.

>> SANDRA WROTE BACK, I KEEP MY NOTES IN MY DATA BASE, IS THAT OKAY? THE ANSWER TO THAT IS YES.

OKAY, THIS IS FROM KENDRA, WHAT DO YOU ADVISE FOR US TO DO WHEN THE PAYMENT IS DENIED BECAUSE BENEFICIARY BENEFITS ARE NOT SUSPENDED YET FOR EN'S TO RECEIVE PAYMENTS FOR THE OUTCOME MILESTONES AND BENEFICIARIES CLAIM THAT THEY ARE NOT RECEIVING ANY CASH BENEFITS? I'M NOT SURE ABOUT THAT BECAUSE IF THE BENEFICIARY IS NOT RECEIVING CASH BENEFITS THEY SHOULD BE IN A SUSPENSE OR NONPAY STATUS DUE TO WORK AND EARNINGS AND OUTCOME WOULD BE AVAILABLE THEN. THIS EVEN SAYS YOUR BENEFICIARY BENEFITS ARE NOT SUSPEND NED. IF THE BENEFICIARY IS NOT RECEIVING ANY CASH BENEFITS, THE BENEFICIARY IS NOT RECEIVING CASH BENEFITS THEY WILL BE SUSPENDED. CASH BENEFITS WILL BE PAID ONLY IF THE BENEFICIARY IS IN CURRENT PAY STATUS.

SOMEBODY ASKS HOW DOES THE DEATH BENEFIT RELATE TO TICKET TO WORK. I DON'T BELIEVE IT AFFECTS TICKET TO WORK AT ALL. BY BENEFIT YOU MEAN THE PAYMENT OF THE DEATH BENEFIT, THE $355 I DON'T BELIEVE IT AFFECTS THE BENEFICIARY -- I MEAN THE TICKET TO WORK PAYMENT AT ALL.

>> THANK YOU, DEBBRA.

AT THIS TIME I WOULD LIKE TO OPEN UP OUR PHONE LINES FOR OUR QUESTION AND ANSWER FORUM. JOLEE, COULD YOU PLEASE ADVISE OUR AUDIENCE OUR PHONES ARE OPEN FOR ANY PAYMENT RELATED TOPICS OR QUESTIONS THEY'D LIKE TO DISCUSS?

>> YES, SIR, AS A REMINDER IF YOU'D LIKE TO ASK AN AUDIO QUESTION, PLEASE PRESS STAR RUN 1. AGAIN, PLEASE PRESS STAR 1 TO ASK A QUESTION. WE WILL PAUSE FOR JUST A MOMENT TO COMPILE THE ROSTER.

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>> WHALE WE'RE WAITING, DEBBRA, ARE THERE ANY OTHER QUESTIONS PRESENTED DURING THE CHAT FEATURE?

>> KAREN ANN, I HOPE I HAVEN'T JUST TOTALLY MUTILATED YOUR NAME, BUT ONE EN ASKED I AM EXPERIENCING THE SAME ISSUE WITH A BENEFICIARY STATING THEY ARE NOT RECEIVING CASH BENEFITS BUT I AM NOT ELIGIBLE FOR PAYMENT WITH THE PORTAL. NOW, I DON'T KNOW WHY. IT ALL DEPENDS ON THE REASON FOR YOUR NOT BEING ELIGIBLE FOR THAT PAYMENT. THIS IS A SPECIFIC ISSUE. I WOULD ADVISE YOU TO CALL THE HELP DESK ON THIS WHERE YOU CAN GIVE SPECIFICS ABOUT THE BENEFICIARY, YOU KNOW, THE SSN SO OUR EN PAYMENTS HELP DESK CAN LOOK UP THE INFORMATION ON THAT PARTICULAR BENEFICIARY TO SEE WHAT'S GOING ON WITH THAT AS FAR AS WHY YOU ARE NOT ELIGIBLE FOR PAYMENT. BECAUSE FOR THIS I DON'T KNOW THE REASON. IT MAY NOT BE BECAUSE YOU ARE NOT RECEIVING CASH BENEFITS, MAYBE IT'S SOMETHING ELSE. SO YOU WOULD HAVE TO SUBMIT THAT SPECIFICALLY THROUGH THE PORTAL AND THAT YOU CAN TELL ME THE REASON, IF THERE IS A REASON, WHY YOU ARE DENIED THE PORTAL -- I MEAN DENIED THE PAYMENT THROUGH THE PORTAL.

SOMEONE, LINDA PATINO, ASKED THIS QUESTION. COULD BE THE BENEFICIARY IS STILL RECEIVING -- I GUESS THIS IS THE QUESTION WHERE THEY'RE SAYING THE BENEFICIARY IS NOT GETTING A CASH PAYMENT BUT THEY ARE NOT IN SUSPENSE. COULD BE THE BENEFICIARY IS STILL RECEIVING, YOU KNOW, JUST BECAUSE THEY ARE ELIGIBLE FOR A PAYMENT. HOWEVER, SSA IS HOLDING AMOUNTS FOR OVERPAYMENT, WHICH MEANS THE BENEFICIARY IS NOT GET AGO CHECK, HOWEVER NOT YET IN SUSPENSE. I IT AM TRY TO GO THINK NOW, I HAVE TO THINK ON THAT AND MAYBE COME BACK WITH ANOTHER CALL ON THAT BECAUSE I'M THINKING ABOUT THE CODING OF THE RECORDS. EVEN IF THERE IS A WITHHOLDING AMOUNT I'M THINKING ABOUT AN EPISODE QUESTIONS ANYWAY. THE RECORD SHOWS WHAT'S DUE AND WHAT'S PAID. SO IT COULD BE SOMETHING WAS DUE THAT MONTH, BUT NOT MONTH, THAT STILL WOULDN'T PUT THE BENEFICIARY IN SUSPENSE. I'M GOING TO HAVE TO LOOK AT THAT AND COME BACK TO YOU WITH AN ANSWER.

MARY LYNN HAD THIS QUESTION. IF A BENEFICIARY HAS A TICKET IN USE WITH VR AND VR CONTACTS THE VN FOR AN UPCOMING CASE CLOSURE HANDOFF BEFORE THE CASE WILL BE CLOSED WITHIN A 90 DAY PERIOD THE BENEFICIARY WILL NOT BE IN AN IN PAY STATUS. IF THE BENEFICIARY IS NOT IN PAY STATUS AFTER THE VR CASE CLOSURE THERE WOULD NOT BE ATICKET TO -- YOU ARE CORRECT, BEFORE THE CASE IS CLOSED I GUESS YOU ARE SAYING THERE WILL NOT BE AN IN USE PAY STATUS. HOWEVER, THERE'S THAT EXTENDED PERIOD OF 90 DAYS WHERE THE TICKET MAY NOT BE IN USE BUT YOU STILL HAVE THAT EXTENDED PERIOD FOR ASSIGNING A TICKET. I'M TRYING TO MAKE THE TICKET SHOULD BE AVAILABLE. THERE ARE SOMETIMES SOMETHINGS WHERE IT HAPPENS OR SOME OTHER REASON. IF YOU FIND A CASE WHERE IT WAS A SUCCESSFUL CASE CLOSURE AND THE EN IS NOT ABLE TO ASSIGNMENT AND IT'S WITHIN THAT 90 DAY PERIOD PERIOD, YOU SHOULD SUBMIT IT TO US AND WE'LL TAKE A LOOK AT THOSE CASES.

CHARE N SAID I CALLED THE CUSTOMER HEF DEPG AND THEY SAID THEY HAD TO COME IN PERSON. LET ME GIVE YOU MY EMAIL ADDRESS, DEBBRA E AS IN ELEPHANT. SEND ME AN INQUIRY ON THAT AND I'LL SEE WHAT I CAN FIGURE OUT AS FAR AS WHAT'S HAPPENING WITH THAT CASE THAUCH.

OKAY, JEANINE SAYS THE 2017TWT AND SGA EARNINGS CHANGE IN JANUARY? THE CHANGE MAKES IT WHERE THEY WILL NO LONGER EARN THAT AMOUNT SO THIS PAY REQUEST UNTIL THE PERSON EARNS THE NEW AMOUNT? LET ME TELL YOU ABOUT THE PAYMENT LEVEL HE IS. THE LEVELS ARE POSTED FOR EACH YEAR, SO IF YOU ARE SUBMITTING A PAYMENT REQUEST FOR A CLAIM MONTH IN 2017 THE EARNINGS HAVE TO BE AT TENT 17 RATES. IF YOU ARE SUBMITTING A PAYMENT REQUEST FOR 2015 THE EARNINGS HAVE TO BE WHATEVER THE REQUEST WAS. WHENEVER THE RATES GO UP EACH YEAR WHEN YOU SUBMIT A CLAIM FOR A PRIOR PERIOD, THOSE RATES DON'T APPLY. IT ONLY APPLIES FOR THE YEAR OF THE CLAIMS SO THE ANSWER IS, NO, WE WON'T STOP TO REQUEST UNTIL A EARN EARNINGS A NEW MAP, AS LONG AS THE CLAIM IS FOR THE APPRISED PERIOD. THEN YOU WOULD LOOK AT WHATEVER THOSE WEIGHTS ARE.

OKAY, MARY LYNN, IS THERE A DATE YOU EXPECT TO POST THE 2017 PAYMENT AT A GLANCE? AND I DIDN'T SAY THANK YOU, BRITAIN, I APOLOGIZE IF YOU HAVE ALREADY ANNOUNCED THIS. NO, WE DIDN'T MARY LYNN. WE HAVE TO WAIT FOR THE SOCIAL SECURITY ACTUARY AND AS SOON AS DO WE POST ON A WEB SITE 2017 PAYMENTS AT A GLANCE. FOR THE PERSON JEANINE WILL ASK THE QUESTION ABOUT 2017, TRIAL WORK LEVEL AND SGA EARNINGS, WHAT OTHER WEB SITE -- WE DO HAVE THOSE EARNINGS LEVELS FOR A PRIOR YEAR SO YOU CAN GO THERE AND CHECK WHAT THE EARNINGS LEVEL WERE FOR A PRIOR YEAR'S CLAIM, WHAT WAS SGA LEVEL, WHAT WAS IT FOR 2015 AND 2017.

SOMEONE WANTED TO KNOW CAN YOU PLEASE REPEAT YOUR EMAIL? WILL I DON'T KNOW. YES, I WILL REPEAT MY EMAIL. IF YOU ARE ACCOUNTING SOME ISSUES WITH A PAYMENT AND YOU NEED TO SEND ME SOMETHING, YES, YOU CAN EMAIL ME, EVEN THOUGH WE HAVE A KA\*EP CAPABLE STAFF BUT MY EMAIL, IT'S NICE FULL NAME, IT'S DEBBRA TENNESSEE, MIDDLE INITIAL E AS IN ELEPHANT AND TENNESSEE LIKE THE STATE @ MAXIMUS.COM.

THAT'S IT AS FAR AS I SEE FOR THE CHAT ROOM.

>> THANK YOU, DEBBRA. JO LEE, DO WE HAVE ANY AUDIO QUESTIONS AT THIS TIME?

>> YES, SIR, WAE DO. OUR FIRST QUESTION COMES FROM THE LINE OF OLIVIA KAUFMAN.

>> SO I MISSED, WAS HAVING SOME TECHNICAL DIFFICULTY AND I MET THE FIRST PART OF THE CALL. THEIR ASSET DATE FOR PAYMENT THAT NEED TO BE GENERATED .

>> WHAT TYPE OF PAYMENTS ARE YOU TALKING ABOUT? ARE YOU TALKING ABOUT E PAY?

>> YES, HOW WE GET PAID, YES.

>> WELL, IF YOU ARE TALKING ABOUT E PAY AND YOU ARE NOT SUBMITTING A PAYMENT REQUEST, WE ARE PROCESSING, WE HAVE RECEIVED THE E PAY FILE AND WE ARE PROCESSING THOSE PAINS NOW. WE JUST GOT STARTED ON THOSE CLAIMS.

>> OKAY, THANK YOU.

>> OKAY, I GUESS IT WAS A QUESTION IN THE CHAT. IT WAS FROM LINDA. THE 2017 LEVELS WERE POSTED AT THE SSA WEB SITE FOR THE ACTUARY. THOSE ARE EARNING TLOERB HOLDS, THEY ARE NOT PAYMENT RATES. YES, YOU CAN GO TO, WE HAD THE EARNINGS THRESHOLD SO MUCH A BENEFICIARY HAD MADE TRIAL WORK LEVEL IN 2017, WHAT SGA IS AND WHAT SGA WOULD BE LIKE, BLIND AND NON-BLINDED. WE DON'T HAVE THE PHASE I RR MILESTONE IS WHAT THOSE ARE.

KINDER HAS WRITTEN IF I ASSIGNED A TICKET LATER DATE WITHOUT PROVIDING SERVICES WILL THAT AFFECT THE PAYMENT? FOR EXAMPLE, IF I STARTED THE SERVICES IN OCTOBER BUT DESIGNED A AT THIS TIME AND PLACED THE BENEFICIARY IN EMPLOYMENT IN NEW YORK, CAN YOU SUBMIT THE CLAIM ON THE NOVEMBER IN THIS CASE? I HAVE TO WAIT FOR THE DEBATE IN THE DECEMBER CLAIM MONTH. YOU WOULD NEED TO WAIT FOR DECEMBER. THE FIRST AVAILABLE PAYMENT MONTH IS THE FIRST MONTH AFTER THE TICKET ASSIGNMENT DATE .

ANY OTHER QUESTIONS?

>> YES, MA'AM, YOUR NEXT QUESTION COMES FROM THE LINE OF KATIE ZACKRY.

>> HELLO, THIS IS KATIE ZACKRY. HI, HOW ARE YOU?

>> OKAY.

>> MY QUESTION IS PROBABLY A SIMPLE ONE BUT I HAVE A SITUATION WHERE I HAVE A BENEFICIARY WHO WORKED WITH OUR STATE VR AGENCY IN MASSACHUSETTS. HER CASE HAS BEEN CLOSED AND SHE CAN BE REASSIGNED. THE QUESTION IS IF SHE IS REASSIGNED TO OUR EN WHEN IT COMES TIME FOR A PAYMENT WOULD A BE A SPLIT PAYMENT OR WOULD IT BE TO OUR EN

>> BIT PAYMENTS ARE ONLY BETWEEN. N'S. IF THAT AGENCY WAS USING THE CALL SYSTEM ON THURSDAY, THEN, NO, IT WOULD NOT BE A SPLIT PAYMENT. IF THAT STATE VR AGENCY HAS SERVED ON THE YOU ARE AN DO YOU KNOW WHOEPB THAT FRB FISH, WHETHER OR NOT THAT STATE VR AGENCY WAS ACTING AS A EN FOR THIS BENEFICIARY IS NOT?

>> I DO NOT KNOW THAT, 94 DO I NOI HOW TO FIGURE THAT OUT.

>> WE SHOULD HAVE THAT CASE CLOSURE INFORMATION. YOU COULD EVEN ASK THE BENEFICIARIES IF THEY ASSIGNED YOUR TICKET. THEY MAY OR MAY NOT KNOW WHAT THAT MEANS, BUT WE SHOULD HAVE CASE CLOSURE IN OUR SYSTEM BUT YOU DIDN'T CONTACT THEIR VR AGENCY AND JUST CHECK WITH THEM TO FIND OUT WHETHER OR NOT THEY WERE ACTING AS AN EN BENEFICIARY IS NOT. NOW, IT WOULD BE A SUCCESSFUL CLOSURE. YOU WOULD NOT BE ELIGIBLE FOR ANY MILESTONES IF IT WAS A CASE CLOSURE. IF IT WAS UNSUCCESSFUL MAY BE AVAILABLE, THE ONLY THING THAT MAY NOT BE AVAILABLE WOULD BE MAYBE SOME FIEZ 1 MILE STOEPBS. THAT'S SOMETHING WE WILL HAVE TO CHECK WHEN YOU SUBMITTED THE PAYMENT REQUEST. SO THE ANSWER WOULD BE YOU NEED TO FIND OUT WHAT THE CASE CLOSURE IS AND IF YOU FIND IT WAS SUCCESSFUL THEN YOU CAN SUBMIT A PAYMENT REQUEST FOR PHASE II MILESTONES IF THE BENEFICIARY MEETS THAT LEVEL OF EARNINGS, WHICH WOULD BE AT SGA

>> OKAY, GOT IT. THANK YOU.

>> YOU'RE WELCOME.

>> YOUR NEXT QUESTION COMES FROM THE LINE OF JAMIE SCHMIDT

>> HI. I HAVE A QUESTION. LAST MONTH ON THE PAYMENTS CALL IT WAS BROUGHT UP THAT SOMEBODY HAD A TICKET THAT WAS TERMINATED IN ERROR AND YOU SAID THAT WE COULD SUBMIT SOMETHING THROUGH THE PAYMENTS HELP DESK TO TRY TO HAVE THAT RECTIFIED. WELL, I DID SOME OF THAT, I SUBMITTED OUR INFORMATION WITH AN SSA 821 AND OTHER SUPPORTING DOCUMENTATION PROVING THEIR KHIEL WORK PERIOD MONTH AND ALL OF THAT AND THEY CREATED A WORK CASE LIKE I WAS REQUESTING A QUESTION, EVEN THOUGH I DIDN'T USE THE MANUAL PAYMENT REQUEST FORM AND THE NIKT STATING THE TICKET WAS TERMINATED. I KNOW IT WAS TERMINATED, I WOULD LIKE TO HAVE US GO ABOUT THIS.

>> THE REASON YOU GOT THE ENSTRUXES TO DO THAT BECAUSE BOTH OF THE TIME WE DID AN XHER. I SUBMITTED A PAYMENT REQUEST THROUGH THE MORTAL AND I WASN'T ANOTHER TO BECAUSE IT SAID THE TICKET HAS TERMINATED. HOWEVER SHOULD I GET PAID. IN THIS CASE YOU WANTED SOMEONE -- WELL, YOU WANTED SOMEONE, I GUESS. YOU WANTED HER NAIPLT MORE SO THAN YOU WANT TO CHECK OUT THE DIKT TERMINATION.

>> I WAS GOING TO DO IT IN STEPS, THEN REQUEST A PAYMENT. I JUST ASSUMED KIND OF THAT WE JUST WANTED PAYMENT.

>> YEAH.

>> I MEAN, CAN I SUBMIT IT AGAIN?

>> YES, IT WOULD HAVE TO BE ENCRYPTED THOUGH, BUT IF YOU COULD SEND THAT TO ME, DEBBRA TENNESSEE AND PUT SOMETHING IN AN EMAIL OR WHATEVER, IT WOULD HAVE TO BE ENCRYPTED. YOU NEED TO LEARN TO INVESTIGATE AFTER TICKET TERMINATION. WE CAN TAKE FROM THERE BECAUSE WE'LL LOOK TO SEE IF THAT WAS THE CASE, IF IT WASN'T AK LAT WE WILL TALK TO THE SSA STAFF WHO CAN GET THAT CORRECTED AND IF THERE ARE ANY PAYMENTS AVAILABLE TO MAKE SURE YOU GET PAID.

>> I THANK YOU SO MUCH.

>> YOUR NEXT QUESTION COMES FROM THE LINE OF LINDA PATINO

>> HI, LINDA.

>> HI, HOW ARE YOU? JUST A CLARIFICATION. THERE WAS A COUPLE THINGS YOU HAD MENTIONED ABOUT INDIVIDUALS IF THEY SUBMIT THEY WEREN'T RECEIVING ANY BENEFITS OR ANY CASH BENEFITS AT THE TIME. BUT YOU ARE TRYING TO GET PAYMENTS AND YOU CAN'T GET AN OUTCOME.

THE THING IS WE HAVE THAT SITUATION, WE HAVE HAD IT IN THE PAST, MAYBE THAT INDIVIDUAL WAS WORKED, THEY HAD AN OVERPAYMENT AMOUNT THAT THEY ARE FOOT BACK. THEY ENDED UP LOSING A PORTION ON ALMOST ALL OF THEIR FARB PAYMENTS, HE'S NOT PAYING, AND BECAUSE OF THAT THEY ARE NOT GETTING A CHECK BUT THE THING IS WE CAN'T GET PAID.

>> YOU NEED TO SEND THOSE IN, WHEN YOU HAVE THAT SITUATION, SEND THEM TO ME.

>> THAT WAS AN INTERESTING ONE. ANOTHER ONE WE HAD FOUND OUT, THE PERSON HAD REDUCED OURS AND HAVE NOT REPORT EDS EARNINGS CHANGED TO SELF-CARE EVEN THOUGH WE HAD AND THEY ARE NOT GET AGO CHECK AND THEY SHOULD HAVE BEEN ELIGIBLE. IT CAUSED US TO HAVE THOSE KIND OF ISSUES. WE HAVE QUESTION HOW MUCH THAT PERSON'S RECEIVING OR IF THEY HAVE AN OVERPAYMENT, IT'S ALWAYS BETTER TO INFORMATION THAN AN OVERPAYMENT OR ANY INDIVIDUAL TO HAVE AN OVERPAYMENT BECAUSE IT HASN'T BEEN PROPERLY HANDED.

>> AGAIN, IT WOULD BE BECAUSE YOU ARE SAYING IT'S THE CASE WHERE THERE'S AN OVERPAYMENT AND THE BENEFICIARY WANTED YOU TO EARN YOUR ERK ,, BECAUSE THE BENEFICIARY'S OVERPAYMENT HAS TAX ON TICKET TO WORK PAYMENTS FOR AN EN: STILL, THE POINT IS THIS: IT'S ALMOST TWO ACTIONS THAT'S HANDLED IN ONE, ALMOST. THERE IS A PAYMENT BUT IT'S SNATCHED BACK, OKAY FOR WITHHOLDING. OH I'M INTERESTED IN SEEING NO OF THOSE IN YOU HAVE ANY SCENT OF PIANO AND WOULD LIKE TO SEE WHAT PAYS AND THE RECORD THAT WE LOOK AT PRETTY MUCH MUCH BASED ON YOU DEPENDS ON WHAT WE MAKE OUR ASSESSMENT ON. THE WAY THE RECORD LOOKS IT WILL SHOW, FOR EXAMPLE, A $TWOUR00 IS DUE FOR A MONTH AND THE PAYMENT WILL SHOW ME THEY WERE ELIGIBLE FOR A PAYMENT THAT MONTH. SO I'D JUST LIKE TO SEE WHAT A RECORD LOOKS LIKE, WHEN THAT SITUATION HAPPENS WE CAN KIND OF INVESTIGATE. I DON'T KNOW THAT I'VE SEEN ANY RECORDS LIKE THAT, YOU KNOW, EVERY DEFINABLE, THE STAY STATS TUESDAY BECAUSE I CAN'T MAKE A STATEMENT. IT HAS BEEN A WHILE SINCE WE'VE HAD A COUPLE. AND I KNOW IN THE PAR OFT . IT'S BEEN A WHILE FOR ME, MAYBE THAT'S SOMETHING THAT MIGHT BE THE SITUATION WITH HER CLIENT. I WILL LOOK AND SEE AND THEN I'LL SHARE THAT WITH YOU IF I FUEPBD IT. BUT I WANTED PEOPLE TO KNOW THAT WAS AN EXPERIENCE THAT WE COUNTERED IN THE PAST.

>> IF THAT'S SOOG WE CAN SEE AND STAY WARMER.

>> ALL RIGHT, THANK YOU.

>> AND YOUR NEXT QUESTION COMES FROM THE LINE OF ERIN MAR

>> YES, SO MY EN USES THE MILESTONE OUTCOME PAYMENT SYSTEM AND I HAVE HAD A QUESTION ABOUT OTHER EN'S DO WHO ARE USING THAT SYSTEM WHEN SOMEONE HAS BEEN WORKING FOR A WHILE AND THEY ARE IN THE YACHT SUMS STATUS, THEY ARE NOT RECEIVING BENEFITS AND, YOU KNOW, IT'S PROBABLY AN EXPERIENCE OF MANY SONS, SOME PEOPLE HAVE REALLY HARD TO GET AWE'D OF BUNCH. THEY PROMISE TO SEND INFORMATION AND THEN THEY DON'T. SHULD I KEEP PURSUING THEM TO SEND IN THE PAY STUBS TO ME OR SHOULD I GO AHEAD AND LET IT GO TO EN STATUS AND WAIT IT OUT. I WAS WONDERING WHAT THE DIFFICULT CLIENTS WHO DON'T SEND IN THEIR PAY STUBS, EVEN THOUGH THEY ARE WORKING.

>> LIKE I SAID, IT ALL DEPENDING OTD EN, THE EN HIMSELF AND HOW MUCH IT LOOKS -- WE WILL EVENTUALLY GET THAT INFORMATION BUT SOME EN'S CAN WORK THAT LONG.

>> CERTAIN OF MY CLIENTS AREN'T WORKING AT A PLACE THAT IS LISTED THROUGH THE WORK NUMBER SO I CAN'T USE THAT SYSTEM. BUT THEY ARE WORKING, WHICH IS GREAT.

>> YOU ARE NOT GETTING A CASH BENEFIT SO WE KNOW IT'S A NICE BENEFIT.

>> I'M HAPPY FOR THEM BUT I DON'T WANT TO KEEP BUGGING THEM WHEN THEY DON'T SEND THE INFORMATION AFTER PROMISING THAT.

>> I DON'T SEE ANY OTHER RESPONSES IN THE CHAT LINES, I'M NOT SURE WHAT THEY WILL DO, HE IS SESSIONLY IF YOU WANT TO GET PAID BACK WITHIN A COUPLE MONTHS AND SO. IT ALL DEPENDS ON HOW THE EARNINGS ARE RELIABLE BY THE TIME WE GET THEM. THOSE LIMITS ARE, SSI THEY SEEM TO POST THOSE EARNINGS PRETTY FAST. IT'S A YES PAIN HELPFUL.

>> I THINK ALL MY CLIENTS ARE GOOD A SCRIM. SSA, THAT'S NOT GOING TO BE -- IT'S GOING TO BE HARD IS ALL I CAN SAY.

>> OKAY, I JUST WANTED TO CHECK AND SEE IF ANYTHING GETS ANY TIPS.

I DO HAVE SOME COMMENTS IN THE CHAT AS FAR AS WHAT OTHER EN'S HAVE DONE. ONE EN SAID, I HAVE BACKED THE COMMISSION FROM THE CLIENT TO GET INFORMATION FROM THE PLIERS. ONLY ONE SAID COLLECTING PAY STEP STUBS HAS BEEN MORE AND MORE, WE CONTINUE TO FOLLOW, WE DON'T WAIT FOR THE E PAY AND ANOTHER SAID, I DO THIS QUARTERLY AND SOMETIMES SEMIANNUALLY. SO I GUESS THEY ARE AT DIFFERENT INTERVALS PROBABLY NOT AND TRYING TO GET THE NEW INFORMATION.

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>> JO LEE --.

>> I'M SORRY, SHAWN.

>> GO AHEAD.

>> LINDA HAD WRITTEN YOU CAN ALSO USE THE SPORT NETWORK IF YOU HAVE AN ACCOUNT, SO THE EN SAID THE EMPLOYER DOESN'T USE THE WORK NUMBER.

SOME SAID THEY ARE JUST WAITING IT UET FOR THE EN IT'S GETTING HARDER AND HARDER TO GET THE PAY STUBS SO IT JUST VARIES BETWEEN EN'S AND WHAT THEY DID.

>> THANK YOU, DEBBRA.

JO LEE, DO WE HAVE ANY OTHER AUDIO QUESTIONS PRESENTED AT THIS TIME?

>> NO, SIR, AT THIS TIME WE DO NOT HAVE ANY FURTHER QUESTIONS.

>> THANK YOU . ANY OTHER STATEMENTS OR QUESTIONS IN THE CHAT ROOM, DEBBRA?

>> YEAH, I HAVE THIS STATEMENT FROM DEB REARDON AND I THINK WAE NEED TO PUSH THIS TO SSA IT STATES I HAVE TRIED TO HAVE MY CLIENTS OBTAIND BFQY FROM THE LOCAL OFFICE. THE LOCAL OFFICE STATES IT'S OVER A HUNDRED DOLLARS TO GET OUT TO. I THINK DEB READING, CAN YOU TELL ME ANY SOEF YEAH IN THE FAT COULD YOU LET US KNOW WHAT THE LOCAL FIELDS OOFSES ARE, WHAT OFFICES THEY ARE AND IF SOMEONE WANTS TO FOLLOW UP WE HAVE TO GET THEM THIS INFORMATION .

OKAY, I'M GETTING ALL KINDS OF STUFF NOW BASED ON THAT ONE PARTICULAR COMMENT ABOUT THE BPQY, SO I'M NOT SURE WHAT THEY ARE SAYING. IT'S DIFFERENT RESPONSES.

OH, MARILYN SAID OUR EN HAS ALSO ENCOUNTERED WHERE THE BENEFICIARY IS BEING INFORMED THERE IS A COST. SO THIS JUST SEEMS TO BE A PROBLEM FOR A NUMBER OF EN'S AND WE WILL MAKE SURE THAT SSA GETS THIS MESSAGE .

>> ANY ADDITIONAL QUESTIONS, DEBBRA?

>> NO, THAT'S IT.

>> JO LEE, DO WE HAVE ANY AUDIO QUESTIONS THAT ARE BEING PRESENTED AT THIS TIME?

>> NO, SIR, THERE ARE NO AUDIO QUESTIONS.

>> OKAY, AS A REMINDER TPN PROVIDES AN OPPORTUNITY TO ALL EN'S TO DISCUSS PAYMENT RELATED TOPICS ON THE LAST TUESDAY OF EACH MONTH DURING THE ALL EN PAYMENTS CALL AT 3:00 PM EASTERN STANDARD TIME. THE FULL TRANSCRIPT AND AUDIO FOR THE ALL EN PAYMENTS CALL ARE AVAILABLE IN THE TICKET TO WORK WEB SITE UNDER THE EVENTS AND ARCHIVES SECTION. OUR NEXT ALL EN PAYMENT CALL IS SCHEDULED FOR TUESDAY, DECEMBER 20. THIS WILL CONCLUDE OUR PRESENTATION FOR TODAY. THANK YOU ALL FOR LISTENING, YOUR ATTENTION AND PARTICIPATION DURING THE CALL, PLEASE HAVE A GREAT EVENING.

>> LADIES AND GENTLEMEN, THAT DOES CONCLUDE TODAY'S CONFERENCE CALL. WE THANK YOU FOR YOUR PARTICIPATION AND ASK THAT YOU PLEASE DISCONNECT YOUR LINE.