TODAY IS TUESDAY, 18 OCTOBER, 2016.

PLEASE STAND BY, YOUR WEBINAR WILL BEGIN SHORTLY. WE APPRECIATE YOUR PATIENCE. PLEASE REMAIN CONNECTED.

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>> LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE NATIONAL ALL VOCATIONAL CONFERENCE CALL. DURING THE PRESENTATION ALL PARTICIPANTS WILL BE IN LISTEN BE 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, OCTOBER 18, 2016. I WOULD NOW LIKE TO TURN THE CONFERENCE OVER TO MISS GINA BELTON.

>> WE FINISHED OFF LAST YEAR WITH A RECORD YEAR, A GREAT YEAR, WE INCREASED THE NUMBER OF CLAIMS THAT WERE CLEARED AND OUR RECEIPTS WERE UP AND WE ACTUALLY FINISHED OFF THE YEAR WITH ONLY A LITTLE OVER 300 CLAIMS PENDING, WHICH WAS BETTER THAN LAST YEAR. SO WE HAD A GREAT YEAR.

SOME OF YOU HAVE ASKED ABOUT HAVING SOMEONE SPEAK ON THE TOD, AND ALTHOUGH WE HAVE A FULL AGENDA TODAY, NEXT MONTH WE HAVE A SPECIAL GUEST FROM THE RESEARCH SIDE WHO WILL SPEAK ON THE TOD AND VARIOUS OTHER DEMONSTRATION PROJECTS. FOR TODAY'S AGENDA AGAIN WE HAVE A FULL AGENDA. DANIELLE WILL SPEAK TO YOU ABOUT ELECTRONIC CLAIMS PROCESSING AND THEN WE HAVE ROCHELLE ABOUT TICKETS BEING PLACED IN USE. WITHOUT FURTHER DELAY I AM GOING TO TURN THE CALL OVER TO DANIELLE AND BEFORE I DO I WANT TO REMIND YOU AT THE END OF OUR CALL WE WILL HAVE A QUESTION AND ANSWER SESSION BUT IF YOU HAVE QUESTIONS THAT ARE VERY CASE-SPECIFIC AND GETTING INTO THE WEEDS WE ASK THAT YOU HOLD THOSE QUESTIONS FOR THE HELP DESK, THE HELP DESK IS MANNED ALL THE TIME AND THEY WILL BE ABLE TO GO IN DEPTH AND ANSWER THOSE QUESTIONS AND ADDRESSING THE ISSUES WITH YOU. SO I WILL TURN IT OVER TO DANIELLE.

>> HELLO, EVERYONE, I JUST HAD A COUPLE UPDATES BEFORE WE MOVE THROUGH THE REST OF THE AGENDA. WE'VE GOTTEN A COUPLE QUESTIONS ABOUT THE ELECTRONIC CLAIMS PROCESSING. JUST TO UPDATE YOU GUYS, AS WE TOLD YOU, FUNCTIONALITY WOULD BE COMING IN FALL OF THIS YEAR. WE'RE STILL IN FALL AND WE'RE STILL WORKING AWAY WITH IT. WE HAVE HAD SEVERAL VR'S WORK WITH US TO GIVE US LIVE CASES TO PROCESS THROUGH THE NEW SYSTEM SO WE'RE WORKING THROUGH THAT. SO FAR, SO GOOD. WE DO HAVE A WAYS TO GO. WE WILL KEEP YOU ALL UPDATED ON THAT THROUGHOUT THE PROCESS. RIGHT NOW, AS I SAID, WE ARE PROCESSING CLAIMS THROUGH THE SYSTEM, TRIAL CLAIMS, AND WE ARE JUST WORKING THE KINKS OUT OF THOSE TO MAKE SURE THAT BEFORE WE TRANSITION TO THE NEW SYSTEM THAT EVERYTHING IS WORKING PROPERLY. MANY MORE UPDATES TO COME, WE WANT TO THANK THOSE VR'S THAT HAVE WORKED WITH US AND ALLOWED US TO USE THEIR LIVE CLAIMS FOR PAYMENT TO TEST OUT THE NEW PROCESS AS WELL.

WE'VE ALSO RECEIVED SOME QUESTIONS ABOUT THE COST REIMBURSEMENT HANDBOOK. IT IS STILL ON ITS WAY. IT'S JUST THERE ARE SEVERAL LEVELS OF REVIEW THAT IT NEEDS TO GO THROUGH BEFORE WE CAN GET IT OUT TO YOU GUYS. AS YOU ALL KNOW, A HUGE CHUNK OF THAT WAS JUST CHANGING THE FORMAT TO MAKE IT USABLE BUT ALL OF THAT HAS BEEN DONE AND WE'RE JUST UPDATING THE RULES AND THE REGULATIONS AND MAKING SURE THAT EVERYTHING IS IN LINE ALSO WITH THE NEW PROCESS THAT'S GOING TO BE USED FOR THE NEW SYSTEM. SO CURRENTLY IT IS AT THE MANAGEMENT REVIEW LEVEL SO DEPENDING ON THE COMMENTS AND UPDATES THAT COME BACK FOR THAT WE'LL DETERMINE WHEN WE GET IT OUT TO YOU. WE WILL KEEP YOU POSTED ON THAT AS WELL.

ONE THING I JUST WANT TO MENTION JUST TO KEEP IT ON EVERYBODY'S RADAR, REGINA MENTIONED A FEW MONTHS AGO, I BELIEVE, THAT WE WOULD TRANSITION OVER TO QUARTERLY CALLS. WE ARE NOT READY TO DO THAT JUST YET BUT YOU WILL BE RECEIVING MORE INFORMATION ABOUT IT IN THE COMING MONTHS. WE DO WANT TO KEEP THE MONTHLY FORM OPEN RIGHT NOW BECAUSE WE EXPECT TO HAVE TRAINING, KATIE IS GOING TO TELL YOU A LITTLE MORE ABOUT THE PORTAL, BUT WE JUST WANT TO KEEP THAT ON YOUR RADAR, THAT WE ARE LOOKING TO MOVE TO QUARTERLY JUST AS WE'VE DONE WITH THE EN CALLS. AND THAT'S ALSO BEEN BASED ON THE FEEDBACK THAT WE'VE GOTTEN FROM YOU ALL EVERY MONTH WHEN WE REACH OUT TO YOU FOR TOPICS FOR THIS CALL.

ONE THING THAT I WANT TO MENTION BEFORE I TURN IT OVER TO RAQUELLE IS JUST A TYPO THAT WAS ON THE AGENDA. WHEN YOU GET TO KATIE'S SECTION, SHE'S GOING TO GIVE YOU PORTAL UPDATES BUT IT'S NOT TPR PORTAL UPDATES. I JUST WANTED TO CLARIFY THAT BEFORE WE WENT ON BUT IF YOU HAVE PORTAL QUESTIONS SEND THEM ON TO YOUR HELP DESK AT TPR.COM. THEY WILL BE ABLE TO WALK YOU THROUGH ALL YOUR TPR QUESTIONS.

AT THIS POINT I'M GOING TO TURN IT OVER TO RAQUELLE

>> GOOD AFTERNOON, EVERYONE, YESTERDAY ALL MY SSA COORDINATORS SHOULD HAVE RECEIVED AN EMAIL FROM ME WITH REGARD TO COST (INAUDIBLE) IT IS THAT TIME FOR FISCAL YEAR 2017. YOU HAVE UNTIL MARCH OF NEXT YEAR, MARCH 16TH, I BELIEVE, IS THE DEADLINE TO SUBMIT IT. PLEASE FEEL FREE TO SUBMIT IT BEFORE THEN IF YOU HAVE IT READY. YOU CAN REACH OUT TO ME VIA THE LIVE HELP DESK OR VR HELP DESK, KEEP IN MIND WHEN YOU SEND IN YOUR INFORMATION ALSO INCLUDE A COPY OF YOUR RS A-1 13 AND YOUR RSA2 FROM LAST FISCAL YEAR. I BELIEVE IT MAY HAVE SAID FISCAL YEAR 15 ON MY EMAIL. YOU CAN MAIL IT, EMAIL IT OR FAX IT. I REALLY PREFER THAT YOU DON'T FAX THIS BECAUSE I WANT TO MAKE SURE THAT I DO RECEIVE EACH AND EVERY PAGE. EMAILING IS PERFECT, I AM ABLE TO RECEIVE IT IMMEDIATELY, REVIEW IT AND SEND IT BACK FOR RESPONSE TO YOU. I DO CC YOUR REGIONAL COORDINATOR AS WELL, YOUR APPROVAL LETTER, SO THEY HAVE THAT INFORMATION ALSO.

THAT'S IT FOR COSTS. YOU CAN EMAIL ME. FOR THE CURRENT EARNINGS WE HAVE RECEIVING SECOND QUARTER 2016 EARNINGS. THAT'S WHERE WE ARE WITH THAT.

ACTUALLY HAVE BEEN SEEING A LITTLE BIT OF THIRD QUARTER 2016 BUT NOT, IT REALLY DEPENDS ON THE EMPLOYEE.

ANY OTHER QUESTIONS AGAIN FEEL FREE TO EMAIL ME DIRECTLY OR THROUGH THE VR HELP DESK AND NOW I'M GOING TO TURN IT OVER TO SHAYDA ROWBURN.

>> GOOD AFTERNOON, EVERYONE, HAPPY NEW FISCAL YEAR. AS YOU MAY HAVE NOTICED YOU HAVE RECEIVED A LOT MORE C3 NOTICES HAVING TO DO WITH TRANSITIONAL WORK. WE RECEIVED QUITE A FEW QUESTIONS ON THE HELP DESK.

IN MAY WE DID A POWERPOINT PRESENTATION ON TRANSITIONAL WORK AND THE C3 NOTICE AND IF ANYONE NEEDS THAT POWERPOINT, WE'LL BE HAPPY TO EMAIL IT TO YOU IF YOU JUST SEND US SOMETHING TO THE HELP DESK. I'M GOING TO BRIEFLY GO OVER THE C3 NOTICES AND WHAT TRANSITIONAL WORK IS. AGAIN, JUST TO PREPARE SOME OF YOU, WE HAVE HAD A COUPLE VR'S THAT ACTUALLY THEY WERE ON THE MAY CALL AND THEY DO IN ADVANCE SEND US ANY INFORMATION RELATED TO THAT C3 NOTICE PRIOR TO SUBMITTING THEIR CLAIMS.

TRANSITIONAL WORK IS A CONTINUOUS PERIOD THAT WAS PRECEDED BY TRANSITIONAL WORK ACTIVITY WITH OR WITHOUT PERIODIC INTERRUPTION INTO SGA AND THE WORK ACTIVITY BEGAN LESS THAN A YEAR AFTER VR SERVICES ENDED. ANY VR SERVICES WHICH SIGNIFICANTLY MOTIVATED OR ASSISTED THE INDIVIDUAL IN RETURNING TO WORK OR CONTINUING IN SGA WILL BE CONSIDERED TO HAVE CONTRIBUTED TO CONTINUOUS PERIOD OF WORK.

IN A NUTSHELL, WHAT WE'RE LOOKING FOR WHEN WE SEE THESE CLAIMS AND THE CLAIMS ENDED IN A CERTAIN YEAR, WE ARE SEEKING WORK THAT HAD BEEN DONE IMMEDIATELY AFTER, DURING THAT YEAR OR THE YEAR IMMEDIATELY AFTER AND THEN THE YEARS CONTINUING.

HOWEVER, IN A CASE OF TRANSITIONAL WORK FOR WHATEVER REASON IF SOMEONE IS IN TRAINING, THEY ARE RECEIVING A DEGREE OF SORTS OR THEY ARE IN SOME KIND OF VOC PROGRAM THEY TEND NOT TO BE WORKING IMMEDIATELY AFTER VR CLOSURE. THEREFORE, IF THEIR VR CLOSURE WAS IN 2012 AND WE DO NOT SEE WORK FOR 2013, 2014, AND THEN ALL OF A SUDDEN IN 2015 WE SEE SGA, WE ARE QUESTIONING THAT. YOU WILL RECEIVE A C3 NOTICE WHERE WE'RE ASKING FOR THE IPE

NOW, ONE OF THE QUESTIONS WAS WHICH IPE TO USE BECAUSE I KNOW SOMETIMES THEY CHANGE IN THE MIDDLE OF IT WITH THEIR PROGRAM. WE WANT THE MOST CURRENT IPE IN ADDITION TO ANY CASE NOTES, AS MANY AS YOU HAVE AVAILABLE. I KNOW SOMETIMES YOU DON'T ALWAYS HAVE ALL THE INFORMATION, SO WE'RE ASKING THAT YOU PLEASE SEND IN A COPY OF THAT IPE AND AS MANY CASE NOTES AS YOU HAVE AVAILABLE AND THE IPE IS RELATED TO THE SGA AND IT'S THE MOST CURRENT ONE. SO IF THEY SWITCH IN THE MIDDLE OF THE PROGRAM AND SDIE THAT THEY WANT TO TRY A DIFFERENT GOAL THEN WE UNDERSTAND THAT, WE JUST WANT THE MOST CURRENT AND UP TO DATE IPE AND ANY CASE NOTES TO FOLLOW.

SO IF BY CHANCE YOU NEED MORE INFORMATION WE'LL BE HAPPY ONCE YOU EMAIL THE HELP DESK OR YOU CAN EMAIL ME PERSONALLY AND THEN WE'LL GET THAT POWERPOINT OUT TO YOU. WE'RE ASKING THAT IF 94 WHATEVER REASON YOU BELIEVE THAT YOUR CLIENT HAD SGA AND IT HAS SOMETHING TO DO WITH TRANSITIONAL WORK, IF YOU WOULD JUST SEND US THOSE DOCUMENTS AS YOU ARE DOING THE CLAIM THAT WAY IT SPEEDS UP YOUR CLAIMS PROCESSING AND THEN IT PREVENTS US FROM SENDING OUT A WHOLE BUNCH OF C3 NOTICES.

SO THAT'S ALL I WANTED TO SAY. THANK YOU.

>> OKAY, WE'RE GOING TO NOW TURN IT OVER TO KATIE STRIEBINGER.

HI, GOOD AFTERNOON, EVERYONE. I JUST WANTED TO REITERATE SOMETHING I SAID ON A PREVIOUS CALL TO MAKE SURE EVERYONE HAS HEARD IT.

SSA IS CURRENTLY INVESTIGATING AN ISSUE IN THE TICKET PORTAL WHERE IN SOME INSTANCES THE PORTAL IS INCORRECTLY ALLOWING VR'S TO OPEN CASES WHEN THE BENEFICIARY IS NOT IN CURRENT PAY STATUS. THESE ARE INSALAD ASSIGNMENTS AND SSA WILL BE REMOVING THESE ASSIGNMENTS FROM THE RECORD AFTER WE RESOLVE THE ISSUE. THIS MEANS YOU MAY CURRENTLY HAVE ASSIGNMENTS WHERE A TICKET WAS NOT IN CURRENT PAY AT THE TIME OF THE ASSIGNMENT. THIS IS A CURRENT PRODUCTION PROBLEM AND WE WILL NOTIFY YOU WHEN THE CLAIM IS FIXED. WHEN YOU SUBMIT YOUR CLAIMS OUR TECHNICIANS GIVE YOU THE CURRENT PAY STATUS AND IF THEY DISCOVER THE BENEFICIARY WAS NOT IN CURRENT PAY AT THE TIME OF THE ASSIGNMENT THEY WILL DENY THE CLAIM. SO I DO NOT HAVE AN UPDATE ON THIS, THE PROBLEM IS NOT CORRECTED. I WILL LET YOU KNOW AS SOON AS I HAVE MORE BUT JUST PLEASE BE AWARE THAT ON A CASE BY CASE BASIS YOU MAY FIND OUT SOME MONTHS THAT YOUR BENEFICIARY WAS NOT IN CURRENT PAY, EVEN THOUGH USUALLY THE FACT THAT YOU WERE ABLE TO ASSIGN A TICKET WOULD MEAN THAT THAT WAS TRUE AND THAT THIS IS A CURRENT PRODUCTION PROBLEM WE ARE WORKING ON.

THE SECOND UPDATE I HAVE IS ABOUT THE PORTAL. I SENT OUT A GOV DELIVERY TO EVERYONE ABOUT THE ELECTRONIC CLAIM SUBMISSION PROCESS. YOU SHOULD BE GETTING SOMETHING IN YOUR INBOX VERY SHORTLY FROM US. I'M GOING TO READ YOU THE MESSAGE AND, LIKE I SAID, YOU WILL HAVE SOMETHING IN YOUR INBOX. AS YOU MAY BE AWARE, SECURITY'S NEW VOCATIONAL REHABILITATION COST REIMBURSEMENT SYSTEM WILL INCLUDE SEVERAL IN HOUSE ENHANCEMENTS INCLUDING A DIRECT CONNECTION TO THE TICKET PORTAL. THE TICKET PORTAL WILL FEATURE A MESSAGE FOR YOUR AGENCY TO UPLOAD ONE FILE IN THE TICKET PORTAL FOR ALL OF YOUR COST REIMBURSEMENT CLAIMS. IN ORDER TO ENSURE THE NEW FUNCTIONALITY WILL MEET THE NEEDS, MRAES READ THE ATTACHED FILES AND PROVIDE FEEDBACK BY NEXT TUESDAY, OCTOBER 25. WE WILL HAVE A TECHNICAL MEETING ON THURSDAY, OCTOBER 27 TO DISCUSS YOUR FEEDBACK. PLEASE SEND YOUR RESPONSES TO THE VR HELP DESK.

SO IN THE BODY OF THE EMAIL ARE THE QUESTIONS WE HAVE. SO THE FILES THAT ARE INCLUDED IN THE GOV DELIVERY ARE TECHNICAL FILES, YOU WILL NOT BE ABLE TO OPEN THEM IN WORD OR NOTEPAD, IT'S NOT WRITTEN LIKE A USER PROCESS USE THE TECHNICAL FILES OF THE PROGRAMMING EXPERIENCE YOU NEED TO USE. PLEASE PASS THESE FILES ALONG TO THE APPROPRIATE PERSON IN THE AGENCY. ONE OF THE QUESTIONS WE ASK AT THE POINT OF CONTACT IS FOR YOUR AGENCY TO NAME AN EMAIL CAN TACT SO WE CAN DISCUSS YOUR FEEDBACK ON THE FILES AND YOUR ANSWERS TO THE QUESTIONS. THIS WILL BE USED DIRECTLY WITH THE DEVELOPERS HERE AT THE SOCIAL SECURITY ADMINISTRATION SO PLEASE KEEP THAT IN MIND. WE'RE TALKING PROGRAMMER TO PROGRAMMER CONVERSATIONS. THIS IS NOT GOING TO BE ANYTHING ABOUT WHEN THIS IS GOING TO HAPPEN, HOW IT'S GOING TO WORK, THIS IS LITERALLY THE PERSON WHO IS GOING TO BE MAKING THESE FILES AND CREATING THESE FILES, THE DEVELOPERS WANT TO TALK TO THEM TO BE SURE WE HAVE COVERED EVERYTHING THAT NEEDS TO BE DONE. I DO APOLOGIZE FOR THE SHORT NOTICE BUT WHEN THE DEVELOPERS WANT TO MEET WITH OUR TECHNICAL EXPERTS WE TRY TO MAKE THIS HAPPEN. PLEASE EMAIL THE -- PLEASE PUT KATIE IN THE ADDRESS. ANYTHING YOU SEND THE HELP DESK WILL BE SENT TO THE CORRECT PERSON AND THANK YOU FOR ALL YOUR HELP AND THE ELECTRONIC CLAIMS PROCESS IS COMING SOON AND WE'RE WORKING VERY HARD TO GET THIS NEW SYSTEM UP AND RUNNING FOR YOU SO WE CAN MAKE EVERYTHING SO MUCH EASIER FOR EVERYONE. AND THAT IS ALL I HAVE TO SAY. I'D LIKE TO OPEN UP NOW FOR QUESTIONS AND ANSWERS. OPERATOR?

>> LADIES AND GENTLEMEN, IF YOU WOULD LIKE TO REGISTER A QUESTION, PLEASE PRESS STAR FOLLOWED BY THE ONE ON YOUR TELEPHONE KEY PAD. IF YOUR QUESTION HAS BEEN ANSWERED AND YOU WOULD LIKE TO WITHDRAW YOUR REGISTRATION, PLEASE PRESS POUND.

YOUR FIRST QUESTION COMES FROM THE LINE OF EUGENIA COX

>> HELLO.

>> HI, EUGENIA, HOW YOU DOING?

>> GOOD. ONE THING I ASKED ON THE CHAT I ASKED TO BE PART OF ELECTRONIC CLAIMS TESTING AND I HAVEN'T HEARD ANYTHING AND YOU SAID YOU'VE BEEN WORKING WITH SOME OF THE STATES.

>> THE TESTING THAT YOU ARE SPEAKING OF IS FOR THE PORTAL. KATIE IS GOING TO REACH OUT TO THE PARTICIPANTS FOR THAT PORTION.

>> I'M TALKING ABOUT THE ELECTRONIC CLAIMS PROCESSING, RIGHT, THROUGH THE PORTAL.

>> NO, THEY ARE TWO DIFFERENT THINGS. ELECTRONIC CLAIMS PROCESSING THROUGH THE PORTAL IS WHAT KATIE IS WORKING UP TO THE PILOT FOR. WHAT SHE JUST SPOKE ABOUT, THAT CALL IS KIND OF THE FIRST STEP TO BEGINNING THAT PILOT.

>> OKAY, ALL RIGHT. I DID VOLUNTEER AND I HADN'T HEARD ANYTHING.

>> RIGHT, YOU WILL. THEY JUST HAVEN'T REACHED OUT TO THE VOLUNTEERS YET. YOU WILL HEAR ACTUALLY DIRECTLY FROM KATIE ON THAT.

>> OKAY. AND I DID WANT TO SAY SOMETHING ABOUT THE CURRENT EARNINGS. IN JUNE WE HAD 48 CLAIMS THAT WERE DENIED. HALF OF THOSE WERE EITHER INCORRECTLY DENIED OR THEY SENT THEM BACK 8 OR LESS WHEN WE HAD SENT THE QUARTERLY WAGES FOR SECOND QUARTER QUARTERLY WAGES. INSTEAD OF HOLDING THEM UNTIL THEY ACTUALLY WERE ABLE TO SEE SECOND QUARTER WAGES, THEY SENT THEM BACK AS DENIED. AND I HAD TO TURN AROUND AND DO AN INQUIRY AND THEN TURN AROUND AND RESUBMIT THEM. MY QUESTION IS, WHY ARE THEY NOT HOLDING THEM -- WHEN WE SEND THEM A QUARTER OF WAGES, OF INFORMATION, AND YOU HAVEN'T SEEN THOSE QUARTERS OF WAGES WHY ARE THEY TURNING AND AND DENYING THEM?

>> WHEN WE RECEIVE THE CLAIMS, EUGENIA, THE TECHNICIANS HAVE TO GO OFF WHAT WE SHOW IN OUR SYSTEM AS VERIFIED. SO IF THAT INFORMATION IS NOT RECEIVED IN OUR SYSTEM AS VERIFIED OR WE NOT HAVE IT AT ALL, RIGHT NOW WE ARE ON SECOND QUARTER 2015 WHICH WE JUST RECEIVED ON OCTOBER 13TH AND THAT INFORMATION WOULDN'T HAVE BEEN AVAILABLE NOERT TECHNICIANS SO THEY DENIED THE CLAIMS THEY FELT WITH WHAT WE HAD VERIFYVERIFIED.

>> EVEN THOUGH WE'RE SENDING YOU ACTUAL QUARTER WAGES.

>> THAT'S RIGHT BECAUSE IT HAS TO BE VERIFIED UNTIL SOCIAL SECURITY'S SYSTEM. THAT'S SOMETHING WE SATED MANY TIMES. YOU AND I JUST TALKED ABOUT THIS, I BLAEFRB. THAT'S WHY YOU HAD TO DO THE RESUBMITALS BECAUSE WE DIDN'T HAVE THAT INFORMATION AT THE TIME ?OO ?A SO HERE'S MY QUESTION. CAN YOU TELL WHEN YOU ACTUALLY RECEIVE A QUARTER OF WAIPBLTION? BECAUSE HAD I KNOWN THAT YOU DIDN'T HAVE WHAT WE HAVE, SECOND QUARTER WAGES, I WOULD HAVE HELD ON TO THOSE WAGES UNTIL YOU SAID, HEY, OKAY, WE HAVE THOSE WAGES NOW. IF YOU SEND OUT AN EMAIL SAYING WE HAVE FIRST QUARTER 2016 WAGES SO FUCH ANY QUESTIONS ON THAT, SEND THEM. THIS IS WHEN WE'RE GOING TO GET SECOND QUARTER, THIS IS WHEN WE'RE GOING TO GET THIRD QUARTER, THIS IS WHEN WE'RE GOING TO GET FOURTH QUARTER. INSTEAD OF SENDING IN ALL THAT INFORMATION BECAUSE WE DO HAVE THE INFORMATION --.

>> THIS IS DANIELLE BUT IT'S NOT A PROBLEM FOR US TO SEND OUT AN EMAIL WITH THE PROBLEM AS WELL. THAT'S NOT A PROBLEM.

ONE PART OF WHAT YOU SAID, WE'LL HAVE TO VERIFY WITH KATIE AS FAR AS SEEING IF THEY HAVE A SCHEDULE FOR THOSE COMMENTS. I DON'T BELIEVE THAT EXISTS BECAUSE THE CURRENT MONTH OF EARNINGS THAT WE GIVE YOU IN THE CALL, WE CAN SEND THAT OUT.

>> CAN WE HAVE A SCHEDULE WHEN OUR QUARTERLY EARNINGS COME IN AND THEY ARE ENTERED IN OUR TRACKING SYSTEM SO WE KNOW ON A PARTICULAR DAY IT'S GOING TO BE THERE BY THAT DATE. IF YOU SAID THIS IS THE SCHEDULE, IF THERE'S ANY CHANGES TO THE SCHEDULE WE WILL LET YOU KNOW. IF ANY OF THOSE CLAIMS ARE BASED ON ANY OF THOSE QUARTERS THEN WE WON'T SEND THEM UNTIL WE KNOW YOU HAVE THECHL.

>> WE CAN DEFINITELY DO THAT. THAT'S NOT A PROBLEM. AS FAR AS THE C3 LETTERS, I PERSONALLY WOULD PREFER TO WAIT UNTIL WE ACTUALLY GET THEM. IF ANYBODY OUT THERE NEEDS SOME ASSISTANCE ON HOW TO RESPOND TO THOSE, I HAVE SENT SAMPLES OUT AND I CAN SHOW YOU EXACTLY HOW TO RESPOND AND WHAT TO SEND. I CALL THEM CLAIM JUSTIFICATIONS FOR EVERYONE WE SEND IN, THAT'S NOT GOING TO HAPPEN BECAUSE THAT'S TOO MUCH WORK BECAUSE WE HAVE TO REQUEST THE FILE AND EVERYTHING. WE ARE ALLOWED TO WAIT UNLESS THE HANDBOOK IS CHANGED, WE ARE ALLOWED TO WAIT FOR THE REQUEST FOR INFORMATION.

>> I DON'T BELIEVE SHAYDA WAS SAYING YOU HAVE TO SEND IT IN, SHE WAS JUST MAKING A SUGGESTION BECAUSE ACTUALLY SOME OF THE VR'S, BASED ON THE DATES, THEY DO SEND US A LITTLE MORE INFORMATION BECAUSE THEY CAN GET IT BUT IT'S PERFECTLY FINE FOR YOU TO WAIT FOR THE LETTER, IT'S UP TO THE VR AGENCY. SO THAT'S NOT A PROBLEM.

>> YEAH, THEY ARE REALLY NOT THAT DIFFICULT. YOU ARE BASICALLY JUST JUSTIFYING THE WORK YOU DID AND IN ALL THE CASES WITH US WE SERVE THESE PEOPLE MULTIPLE TIMES SO AS FAR AS JUSTIFYING WHAT WE'RE DONE, THAT'S OKAY AND LIKE I SAID, I HAVE SAMPLES OF HOW TO DO THAT BECAUSE I'VE BEEN DOING THEM FOR YEARS SO IF ANYBODY NEEDS ASSISTANCE JUST LET ME KNOW.

>> THANK YOU.

>> ONE LAST THING TO KATIE. ON THE TICKETS THAT ARE BEING ASSIGNED TO US BUT THEY ARE NOT IN CURRENT PAY, LIKE I SAID THE ONLY TIME WE'RE NIEPBLDING OUT THIS IS WHEN WE SUBMIT A KLIPL AND IT'S DENIED BECAUSE THEY WEREN'T ON BENEFITS. AND I HAVE BEEN TURNING AROUND AND LETTING RAQUELLE KNOW THIS IS ONE WE DON'T WANT TO GET DINGED FOR THE DENIAL. SHE'S BEEN REALLY NICE TO TURN AROUND AND FIX IT FOR US SO WE AREN'T DINGED, EVEN THOUGH WE'RE NOT JUDGED ON OUR PERCENTAGE AS FAR AS SOCIAL SECURITY IS CONCERNED, A LOT OF THE STATES ARE JUDGED ON THE PERCENTAGE OF CLAIMS AND WE DON'T WANT TO HAVE A DENIAL ON THERE WHEN WE SHOULDN'T HAVE HAD A DENIAL IN THE FIRST PLACE BECAUSE THE TICKET WAS ASSIGNED TO US. SO ANYBODY OUT THERE WHO DOESN'T WANT THAB ON YOUR RECORD, THE SSA HELPED US. JUST LET THEM KNOW IT WOULDN'T HAVE BEEN A DENIAL UNTIL THE CLAIM, THE TICKET, WAS ASSIGNED TO US .

>> THANKS, EUGENIA

OPERATOR, WE'LL TAKE ANOTHER QUESTION.

>> YOUR NEXT QUESTION COMES FROM THE LINE OF MIKE SYNENGEN.

>> YEAH, I WAS WONDERING WHEN YOU TALKED ABOUT THAT WE SHOULD SEND THAT INFORMATION YOU ARE GOING TO BE SENDING TO THE PROGRAMMER, FOR THOSE OF US THAT USE TICKET TRACKER, WOULD THAT BE WHO WE SEND IT TO? BECAUSE THAT'S WHAT ENDS UP GENERATING WHAT WE'LL BE SENDING TO YOU.

>> HI, THIS IS KATIE. ALL I HAVE TO DO, I DO ASK IN THE EMAIL IF YOU USE A THIRD PARTY VENDOR, IN YOU WRITE I USE TICKET TRACKER WE'LL KNOW EXACTLY WHO TO CONTACT. WE JUST WANT TO BE SURE WE HAVE EVERY SINGLE TICKET ACCOUNTED FOR.

>> AS A REMINDER IF YOU WANT TO ASK A QUESTION, PLEASE PRESS STAR 1 .

AND THERE ARE NO FURTHER QUESTIONS AT THIS TIME.

>> VERY GOOD. OKAY, IF WE HAVE NO FURTHER QUESTIONS THEN WE WILL WRAP UP THIS CALL. BUT REMEMBER NEXT MONTH'S CALL WILL BE ON NOVEMBER THE 15TH. THANK EVERYONE FOR JOINING US TODAY AND REMEMBER NEXT MONTH WE'LL HAVE A SPECIAL GUEST TO COVER OUR DEMONSTRATION PROJECT. THANK YOU.

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

(END OF CALL FREPBS CALL).

(END OF CONFERENCE CALL)