* TODAY IS TUESDAY, 25 OCTOBER, 2016.
* PLEASE STAND BY, YOUR WEBINAR WILL BEGIN SHORTLY. PLEASE REMAIN CONNECTED. WE APPRECIATE YOUR PATIENCE.
* .
* >> LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE NATIONAL EN NETWORK TRAINING 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 1 ON YOUR TELEPHONE KEY PAD. IF YOU NEED TO REACH AN OPERATOR AT ANY TIME PLEASE PRESS STAR ZERO. AS A REMINDER THIS CONFERENCE IS BEING RECORDED TUESDAY, OCTOBER 25, 2016. I WOULD NOW LIKE TO TURN THE CONFERENCE OVER TO SHAWN WALCOTT.
* >> THANK YOU, WELCOME AND THANK YOU FOR ATTENDING THE ALL EN PAYMENTS CALL TODAY TUESDAY, OCTOBER 25, 2016. IF YOU ARE A NEW EMPLOYMENT NETWORK WE WELCOME YOU AND THANK YOU FOR WORKING WITH THE SOCIAL SECURITY BENEFICIARIES. I WOULD LIKE TO THANK ALL 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.
* I AM SHAWN WALCOTT, EN PAYMENTS MANAGER, AND YOUR HOST FOR THE CALL. JOINING US IS DEBBRA TENNESSEE, TICKETS OPERATIONS MANAGER AND ON THE LINE ON BEHALF OF THE SOCIAL SECURITY ADMINISTRATION WE HAVE KATIE STRIEBINGER AND SHAWNA DIXON
* TODAY WE ARE GOING TO DISCUSS E PAY STATUS UPDATE, END OF YEAR STATS, FREQUENCY OF THE ALL EN PAYMENTS CALL, TICKET PROGRAM AVAILABLE RESOURCES AND THEN OUR QUESTION AND ANSWER FORUM.
* LET'S BEGIN WITH A REVIEW OF THE E PAY STATUS UPDATE FOR OUR RECENT E PAY FILE COMPLETED. WE HAVE COMPLETED THE LATEST E PAY FILE, 33,732 TOTAL CLAIMS PAID TOTALING $21,158,161. OVER 8,000 SOCIAL SECURITY NUMBERS WERE REVIEWED, A LITTLE OVER 400 EN'S WERE PAID. OUR NEXT E PAY FILE IS DUE MID-NOVEMBER.
* OUR E PAY STATS FOR THE FISCAL YEAR 2016. 74,369 TOTAL CLAIMS PAID TOTALING OVER 46 MILLION DOLLARS. OVER 18,000 SOCIAL SECURITY NUMBERS WERE REVIEWED AND OVER 400 EN'S WERE PAID FOR THE FISCAL YEAR.
* NOW WE WILL PROCEED TO OUR FISCAL YEAR 2016 END OF YEAR STATS. THE PAYMENTS DEPARTMENT MONITORS CLAIMS SUBMITTED BY EN'S AND THE STATE VOCATIONAL REHABILITATION AGENCIES ACTING AS EN'S AND ENSURES THAT THESE CLAIMS ARE PROCESSED WITHIN 30 DAYS. THE 30 DAYTIME FRAME IS THE CONTRACTUAL METRIC SET BY THE SOCIAL SECURITY ADMINISTRATION. THE NUMBER OF PAYMENT REQUESTS RECEIVED VERSUS THE NUMBER OF PAYMENT REQUESTS PROCESSED IS REFLECTED EACH MONTH IN OUR PRODUCTIVITY REPORT.
* END OF YEAR STATS PAYMENT INFORMATION. THERE ARE 3 PROCESSES BY WHICH AN EN MAY OBTAIN TICKET PAYMENTS: ONLINE VIA THE TICKET PORTAL, COMPLETING A TICKET REQUEST FORM AND FAXING AN EMAIL TO TPN AND THE AUTOMATED E PAY PROCESS. THE NUMBER OF PAYMENT REQUESTS PROCESSED IS 175,310. THE NUMBER OF CLAIMS PAID IS 122,898. TOTAL DOLLARS PAID IS $85.79 MILLION. THE TOTAL DOLLARS FOR FISCAL YEAR 2016 WAS A 72 PERCENT INCREASE OVER FISCAL YEAR 2015 DOLLAR AMOUNTS. THE ACCURACY RATES FOR THE END MUCH YEAR STATS IS 99 PERCENT.
* END OF YEAR STATS DENIAL INFORMATION. FOR FISCAL YEAR 2016, 27,174 PAYMENT DENIALS WERE IDENTIFIED, THAT IS INCLUSIVE OF (INAUDIBLE) DENIALS AND EN RELATED DENIALS.
* END OF YEAR STATS TOP DENIAL REASONS. THIS PORTION OF THE CALL IDENTIFIES THE TOP 4 REASONS FOR PAYMENT DENIALS FOR FISCAL YEAR 2016 THAT EN POSSIBLY COULD HAVE BEEN PREVENTED. THE TOP 4 ARE NOT ELIGIBLE FOR PAYMENT DUE TO LOOK BACK EARNINGS, DUE TO VR SERVICES PHASE I MILESTONES CAN'T BE PAID, BENEFICIARY RECEIVING FEDERAL CASH BENEFITS, DUPLICATE REQUEST, PAYMENT ALREADY MADE. ALL THE OUTLINED REASONS ARE DUE TO SUBMITTING INFORMATION THAT DID NOT SATISFY PAYMENT CRITERIA. A NUMBER OF DENIALS COULD BE ATTRIBUTED TO EN'S NOT REVIEWING SPECIFIC INFORMATION WHEN PREPARING AND SUBMITTING A PAYMENT REQUEST. FREQUENCY OF THE ALL EN PAYMENTS CALL. A SURVEY IS OFTEN THE BEST WAY TO GET INFORMATION AND FEEDBACK TO USE IN PLANNING AND PROGRAM IMPROVEMENT. OFTEN SURVEYS ARE USED SIMPLY TO GET FEEDBACK FROM A SPECIFIC GROUP OF PEOPLE AND/OR LEARN ABOUT THEIR WANTS AND NEEDS. THE PURPOSE OF THIS SURVEY IS TO GAUGE THE RESPONSE OF OUR EN COMMUNITY. WHEN YOU CALLED IN AND REGISTERED FOR THE PAYMENTS CALL YOU WERE ASKED TO PROVIDE SOME FEEDBACK REGARDING THE FREQUENCY OF THE ALL EN PAYMENTS CALL. YOU WERE ASKED TO PARTICIPATE IN THE SURVEY AND PROVIDE FEEDBACK TO THE FOLLOWING QUESTION: WHAT FREQUENCY DO YOU PREFER THE ALL EN PAYMENTS CALL, MONTHLY OR QUARTERLY? ONCE ALL VOTES ARE ACCOUNTED FOR SURVEY RESULTS WILL BE ANNOUNCED AT A LATER DATE.
* WE WILL NOW PROCEED TO TICKET PROGRAM 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 INCLUDE CHECK IN 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 CENTER 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. THE TRAINING SECTION WITHIN THE INFORMATION CENTER INCLUDES POWERPOINT PRESENTATIONS FROM PAST TICKET TRAINING TUESDAY CALLS. TO ACCESS THE TICKET TO WORK WEB SITE, GO TO YOUR TICKET TO WORK DOT COM.
* TICKET PORTAL TRAINING AND RESOURCES. THE SECURE TRAINING 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 THE WELCOME LETTER YOU RECEIVED VIA EMAIL WITH YOUR LOG IN INFORMATION FOR THE PORTAL. THE TICKET PORTAL USER GUIDE IS A RESOURCE TO HAVE AT YOUR FINGERTIPS WHEN USING THE TICKET PORTAL. THE REFERENCE TO CONSULT BEFORE CONTACTING US WITH A QUESTION, INFORMATION ON HOW TO ACCESS THE TRAINING AND RESOURCES FIGHT WAS INCLUDED IN THE WELCOME LETTER YOU RECEIVED WITH CONFIRMATION OF YOUR COMPLETED ENROLLMENT IN THE TICKET PORTAL.
* THE PREFERRED METHOD OF TRACKING THE STATUS OF SUBMITTED PAYMENT REQUESTS IS TO USE THE TICKET PORTAL AND TAKE ADVANTAGE OF THE REALTIME UPDATES. HOWEVER, IF AN EN IS UNABLE TO USE THE TICKET PORTAL FOR ANY REASON, IT ALSO HAS THE OPTION TO SEND MANUAL PAYMENT STATUS INQUIRIES TO THE EN PAYMENTS HELP DESK. EN'S CAN OBTAIN PIN DETAILS FROM THE SOCIAL SECURITY ADMINISTRATION ANNOUNCEMENT DATED ON JULY 15, 2015. EMAIL INQUIRIES MUST INCLUDE THE EN'S DUNS NUMBER, BENEFICIARY'S SSN AND THE CLAIM MONTHS. EN'S MUST ALLOW 5 OR MORE BUSINESS DAYS FOR A RESPONSE. EN'S CAN ALSO OBTAIN CLARIFICATION ON PAYMENT-RELATED ISSUES OR SMRAPB HOW EN PAYMENT STAFF CAN APPLY EN PROCEDURES TO MAKE PAYMENTS AND PAYMENT DENIAL ASSESSMENTS.
* THE STAFF PERFORMS THE FOLLOWING TASKS TO ASSIST EN'S WITH PAYMENT RELATED ISSUES, ANSWER QUESTIONS RECEIVED THROUGH THE EN PAYMENT HELP LINE, OUTREACH TO EN'S TO OBTAIN PAYMENT RELATED DOCUMENTATION WHEN EN PAYMENT REPORT MISSING OR INCOMPLETE INFORMATION ON EN PAYMENT REQUEST.
* TPN RESOURCES, THE TICKET INFORMATION HELP LINE IS AVAILABLE MONDAY THROUGH FRIDAY 9 AM TO 3:00 PM THEY ARE ACCESSIBLE BY CHOOSING OPTION 1 AND OPTION 2. 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 TECHNOLOGICAL 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 FORUM. DEBBRA, DO WE HAVE ANY QUESTIONS FROM THE CHAT ROOM AT THIS TIME?
* >> WE HAVE A LOT OF EN'S ASKING ABOUT THE PRESENTATION SO I CAN LET YOU KNOW NOW, WE DO NOT HAVE SLIDES. YOU KNOW, WE JUST HAVE A NUMBER OF QUESTIONS WHERE ARE THE SLIDES, IT'S MENTIONING THAT THE AGENDA IS NOT MOVING FORWARD. SO I JUST WANT TO LET ALL THE EN'S KNOW THAT THIS MONTH WE DO NOT HAVE A PRESENTATION, THERE ARE NO SLIDES OTHER THAN THE AGENDER.
* >> THANK YOU, DEBBRA.
* >> SOMEONES WANTS YOU TO REVISIT THE E PAY STATUS UPDATE. I GUESS, SHAWN, FOR YOU TO GET THOSE STATS AGAIN FOR E PAY.
* >> CERTAINLY. WE HAVE COMPLETED THE LATEST E PAY FILE, TOOK 33,732 TOTAL CLAIMS PAID TOTALING 21,158,161 DOLLARS. OVER 8,000 SOCIAL SECURITY NUMBERS WERE REVIEWED, A LITTLE OVER 400 EN'S WERE PAID AND OUR NEXT E PAY FILE IS DUE MID-NOVEMBER.
* >> OKAY, I HAVE A QUESTION FROM MAY. IT SAYS WE RECEIVED OUTCOME PAYMENTS FOR BENEFICIARIES BUT HAVE NEVER RECEIVED MILESTONE PAYMENTS. WHAT COULD BE THE REASON WE DID NOT SUBMIT A REQUEST FOR PAYMENT.
* >> IF YOU DID NOT SUBMIT A REQUEST FOR PAYMENT, YOUR OUTCOME EARNINGS MAY HAVE PAID BY WAY OF THE FILE. THE REASON YOU MAY NOT HAVE BEEN PAID FOR MILESTONES THERE WERE EITHER EXCLUSIONS FOR THE PHASE I OR THE BENEFICIARY WENT INTO SUSPENSE STATUS EARLY AND HAD EARNINGS AT SGA LEVEL.
* OKAY, THERE ARE A NUMBER OF EN'S WHO HAVE NOT BEEN ABLE TO GET ON, GET PAST THE -- WHOEVER IS ON THE LINE TAKING THE CALLS AND THE PASS CODE. I DON'T KNOW WHAT THE PROBLEM IS BUT A COUPLE OF THEM SAID THEY COULDN'T GET PAST THE OPERATOR. SO I DON'T KNOW WHAT TO TELL YOU, JUST KEEP ON TRYING BECAUSE THERE IS AUDIO WITH THIS CALL BUT YOU HAVE TO CALL IN FOR IT. IT'S NOT PART OF THE BLACKBOARD COLLABORATE, YOU HAVE TO CALL ACTUALLY INTO AUDIO .
* OH, CHRIS HAS THIS STATEMENT. THE OPERATOR HAS QUESTIONS THAT I'VE NEVER BEEN ASKED BEFORE. WHAT FREQUENCY DO YOU WANT? I'VE NEVER BEEN ASKED THAT QUESTION EITHER, SO SOMETHING IS GOING ON WITH THIS CALL. WE'RE GOING TO HAVE TO CHECK INTO THAT LATER. YOU SHOULD ONLY BE, YOU SHOULD ONLY BE ASKED YOUR NAME, THE SPELLING OF YOUR NAME, AND THE CODE, THE PASS CODE, YOU KNOW, FOR THIS CALL. THAT'S ALL.
* >> EXCUSE ME, THIS IS THE OPERATOR.
* >> PARDON?
* >> THIS IS THE OPERATOR. SOMEONE IS TELLING ME TO ASK WHICH FREQUENCY THEY WANT.
* >> CORRECT.
* >> OH, FREQUENCY OF THE CALL. IT WAS NOT CLEARLY STATED. WHAT WE MEAN FOR THE FREQUENCY OF THE CALLS IS WOULD YOU LIKE TO SEE THE CALLS CONTINUE MONTHLY OR AT A QUARTERLY BASIS. THAT'S THE QUESTION THAT SHOULD BE ASKED.
* >> HI, DEBBRA, THIS IS SSA CALLING. WE WERE ALSO ASKED TO GIVE OUR EMAIL ADDRESS WHICH GIVEN NIGH NAME TOOK A WHILE FOR US TO GET THROUGH, SPELLING OUR NAME AND OUR EMAIL ADDRESS. THAT MIGHT BE WHAT THE OTHERS HAD CONCERNS ABOUT.
* >> YEAH, I JUST THINK IT WAS JUST SOME CONFUSION OVER THAT QUESTION OF FREQUENCY. SOME EN'S SAID THEY WERE CLEAR WITH THE QUESTION THAT WAS ASKED AND OTHERS SAID THEY WERE NOT CLEAR. JUST TO CLEAR IT ALL UP, WHEN THE OPERATOR ASKED ABOUT THE FREQUENCY OF THE CALL, THEY WANTED TO KNOW WHAT WAS YOUR PREFERENCE, WOULD YOU LIKE TO CONTINUE WITH A MONTHLY CALL OR GO TO A QUARTERLY CALL?
* AND THAT'S ABOUT IT, JUST ASKING FOR SLIDES, WHERE'S THE PRESENTATION, WHEN IS IT GOING TO BE POSTED AND THAT'S PRETTY MUCH IT THAT'S IN THE CHAT LINE.
* >> OKAY. AT THIS TIME I'D LIKE TO OPEN UP OUR PHONE LINES FOR OUR QUESTION AND ANSWER FORUM. NONDI, WOULD YOU PLEASE ADVISE OUR AUDIENCE OUR PHONE LINES ARE OPEN FOR ANY PAYMENT-RELATED TOPICS THEY WOULD LIKE TO DISCUSS.
* >> AT THIS TIME IF YOU WOULD LIKE TO ASK AN AUDIO QUESTION, PLEASE PRESS STAR 1 ON YOUR TELEPHONE KEY PAD. IF YOU WOULD LIKE TO WITHDRAW YOUR QUESTION, PLEASE PRESS POUND.
* YOU DO HAVE A QUESTION FROM THE LINE OF MARY LYNN EFLOR
* >> HI, MARY LYNN . MARY, YOUR LINE IS OPEN .
* >> OKAY, YOUR NEXT QUESTION COMES FROM THE LINE OF ELAINE BOGEY
* >> HELLO, ELAINE.
* >> YES, THIS IS ELAINE.
* >> GOOD DAY, WHAT QUESTION DO YOU HAVE FOR US TODAY?
* >> WELL, THE QUESTION I HAVE IS I HAVE 3 PAYMENTS PENDING RIGHT NOW AND I HAVE NOT RECEIVED ANYTHING YET AND I HAVE BEEN TRYING TO WORK ON THIS SINCE JUNE. BUT RIGHT NOW I LOOKED IN MY PORTAL AND I HAVE 3 PENDING PAYMENTS. WHEN CAN I EXPECT TO RECEIVE THOSE?
* >> DID YOU SUBMIT YOUR PAYMENT REQUEST?
* >> NO, I SENT THE PAYMENT REQUEST IN AND I HAVE 3 OF THEM IN PENDING RIGHT NOW.
* >> WHEN DID YOU SEND YOUR PAYMENT REQUESTS IN WITH THESE 3 PENDING PAYMENTS.
* >> I SENT THEM IN WITHIN THE LAST MONTH.
* >> OKAY, IF IT'S PAST 30 DAYS, CALL THE HELP DESK TO SEE WHAT'S GOING ON BECAUSE, BASED ON OUR METRICS AND THE NUMBERS THAT WE GET FROM SSA'S SYSTEM, WE DON'T HAVE ANYTHING THE 30 DAYS AND IT CAN TAKE UP TO 30 DAYS. BUT SHAWN, CORRECT ME, AREN'T WE PRETTY MUCH CAUGHT UP IN OUR QUEUES?
* >> WE ARE. AND I WOULD BE INTERESTED IN FINDING OUT ABOUT THIS INFORMATION SO COULD YOU PLEASE CONTACT OUR PAYMENT HELP DESK AND I WILL LOOK INTO THIS MATTER PERSONALLY FOR YOU.
* >> THANK YOU VERY MUCH. I WILL DO THAT.
* >> THANK YOU.
* >> YOUR NEXT QUESTION COMES FROM THE LINE OF DEBRA REARDON.
* >> HI, I JUST KEEP GOING BACK TO THE SAME QUESTION, I'M SORRY TO KEEP BUGGING YOU ABOUT IT, BUT THE PAYMENTS END OF YOUR STATUS REPORT, I'M SURE THAT IT HAS A LOT OF REALLY INTERESTING INFORMATION AND I WOULD LIKE TO BE ABLE TO SHARE THAT WITH SOME OF THE PEOPLE, SOME OF MY BOARD MEMBERS TO HAVE IT MORE IN A REPORT TYPE FORM. I WOULD IMAGINE THIS IS PUBLIC INFORMATION AS TO JUST SORT OF LIKE A COST ANALYSIS OF, YOU KNOW, HOW WELL THE PROGRAM IS DOING, THE NUMBER OF PEOPLE COMING OFF OF BENEFITS, THAT TYPE OF INFORMATION. PEOPLE ASK ALL THE TIME AND I DON'T HAVE THAT DATA SO I'D JUST REALLY LIKE TO KNOW WHERE CAN I FIND THAT?
* >> MOST OF OUR PRESENTATIONS ARE LISTED ON THE TICKET TO WORK WEB SITE AND THAT INFORMATION IS FOUND ON OUR EVENTS AND ARCHIVES SECTION.
* >> THERE'S A DIFFERENCE THIS MONTH, HOWEVER, SHAWN, BECAUSE WE DON'T HAVE A PRESENTATION.
* WHAT WE COULD DO, WE DO HAVE A RECAP, RIGHT, EVERY MONTH?
* >> CORRECT.
* >> WE HAVE A RECAP SO WE COULD POST THOSE NUMBERS ON THE RECAP BECAUSE WAE DON'T HAVE A PRESENTATION SO YOU CAN'T GO IN AND REVIEW A PRESENTATION LIKE YOU NORMALLY WOULD, SO WE WILL FIGHT THE STATS THAT WE GAVE OUT TODAY.
* >> GREAT, THANK YOU SO MUCH, DEBBRA.
* >> OKAY, JANEY HAS THIS QUESTION. I WAS WONDERING IF PAYMENTS ARE PROCESSED FROM AN SSA PAYMENT CENTER THROUGH THE LOCAL TICKET OFFICE OR THROUGH MAXIMUS.
* >> TICKET PAYMENT REQUESTS ARE PROCESSED THROUGH MAXIMUS. ONLY PROBLEMATIC REQUESTS ARE PROCESSED BY THE PAYMENTS PROCESSING CENTER OR PAYMENT CENTER. AGAIN, I WANT TO REITERATE THAT THERE IS NO PRESENTATION. SOMEONE JUST SAID, I SPENT THE WHOLE CALL TRYING TO GET INTO THE PRESENTATION. WE DON'T HAVE A PRESENTATION THIS MONTH .
* >> THANK YOU, DEBBRA, DO YOU HAVE ANY ADDITIONAL QUESTIONS PRESENTED IN THE CHAT ROOM?
* >> LET'S SEE, THERE'S NOT A QUESTION. LINDA HAS A STATEMENT -- WAIT A MINUTE, IT'S MARCEL I PLACED A BENEFICIARY NOVEMBER 2014 AND I STILL HAVE NOT RECEIVED ANY PAYMENT. WE WOULD NEED MORE INFORMATION FROM YOU ON THIS. WE WOULD NEED TO KNOW IF THEY ARE EARNING, DID YOU SNIT A PAYMENT REQUEST, DID YOU SUBMIT EARNINGS WITH THAT PAYMENT REQUEST, IF YOU BELIEVE THAT A PAYMENT SHOULD HAVE BEEN ISSUED FOR THAT BENEFICIARY YOU CAN CALL OUR PAYMENTS HELP DESK BUT YOU WOULD HAVE TO GIVE A LITTLE BIT MORE INFORMATION .
* OKAY?
* >> THANK YOU, DEBBRA.
* >> SHAWN, DO YOU WANT TO START WITH THE QUESTIONS THAT WE RECEIVED BY WAY OF EMAIL?
* >> CORRECT. WHILE WE'RE WAITING I WOULD LIKE TO READ QUESTIONS SUBMITTED TO US VIA EMAIL. THE FOLLOWING QUESTIONS WERE SUBMITTED BY THE NINA OPS COMMITTEE BY VARIOUS INDIVIDUALS. THE FIRST QUESTION, IF AN ERROR IS DETERMINED BY AN EN AFTER SUBMITTING A PAY REQUEST, IS THERE A PROCESS FOR DELETING THE PAY REQUEST FROM THE PENDING LIST? IF SO, HOW IS THIS DONE?
* THERE IS NOT A PROCESS FOR DELETING A PAYMENT REQUEST FROM THE PENDING LIST. ONCE A PAYMENT REQUEST IS SUBMITTED, PPN WILL REVIEW AND IF THERE IS AN ISSUE WITH REGARD TO THE PAYMENT REQUEST, PLEASE CALL THE HELP DESK AND TELL THEM OF THE PAYMENT ERROR.
* OUR SECOND QUESTION, IF AN EN IS NOT ELIGIBLE FOR PHASE I MILESTONE 4 DUE TO LOOK BACK EARNINGS, BUT THE TICKET HOLDER HAS EARNINGS ABOVE SGA FOR WHAT WOULD HAVE BEEN PHASE STONE MILESTONE 4 MONTHS, IS THE EN ELIGIBLE FOR PHASE II OR OUTCOME PAYMENTS FOR THOSE MONTHS? THE ANSWER IS YES. IF THE EARNINGS MEET CRITERIA FOR PAYMENT FOR PHASE II OR OUTCOME PAYMENTS THE EN IS ELIGIBLE FOR THAT PARTICULAR PAYMENT AND THE PAYMENT WILL BE MADE.
* OUR NEXT QUESTION, SOME PAYMENTS REFLECTED IN THE PORTAL APPEAR TO BE PROCESSED BACKWARDS AND IT CAUSES THE LAST MONTH PAID TO BE INACCURATELY REFLECTED AS THE LAST PAYMENT IN THE PORTAL. NOT ONLY DOES THIS MAKE IT CONFUSING FOR AN EN TO QUICKLY VIEW THE LAST MONTH PAID, IT CAN ALSO CAUSE AN EN TO MISS OUT ON PHASE II MILESTONES BECAUSE THE OUTCOME PAYMENTS ARE MADE FIRST. FOR EXAMPLE, FOR A SITUATION WHERE SGA EARNINGS WERE ACHIEVED IN JANUARY, FEBRUARY, MARCH AND APRIL, WITH CASH PAYMENTS STOPPING IN FEBRUARY, PAYMENT HISTORY MIGHT REFLECT OUTCOME 1 FOR APRIL, OUTCOME 2 FOR MARCH, AND OUTCOME 3 FOR FEBRUARY. AND NO PAYMENT IN JANUARY BECAUSE OUT YUM PAYMENTS HAVE NOT MADE. IN THIS CASE THE PORTAL WOULD REFLECT THE LAST PAYMENT AS OUTCOME 3 IN FEBRUARY, WHICH IS NOT CORRECT. THE MONTH OF APRIL SHOULD BE REFLECTED ON THE BENEFICIARY'S MAIN SCREEN. WE HAVE BEEN ADVISED THIS IS A PROGRAM ISSUE, NOT THE WAY THE MONTHS ARE ENTERED. CAN THIS ARE FIXED?
* AS LONG AS THERE ARE SGA EARNINGS, PHASE II CAN BE PAID AS LONG AS THERE WAS NO OUTCOME PERIOD PRIOR TO JANUARY. ADDITIONALLY IN REGARD TO HOW SOME PORTAL PAYMENTS DOES NOT REFLECT IN SEQUENTIAL ORDER, WE ARE WORKING ON RESOLVING THIS ISSUE.
* BEAR WITH ME, PLEASE.
* >> WHILE WE'RE WAITING FOR YOU, WE HAVE ANOTHER QUESTION.
* >> SURE.
* >> SOMEONE, KATIE, THIS IS A QUESTION FOR YOU. I HAVE EXPERIENCED TIME OUT IN THE SSA PORTAL WHEN REQUESTING A PAYMENT AND INCOMPLETE INFORMATION ENDED UP BEING SUBMITTED. IS THERE ANY WAY TO ENTER PAY STUB INFORMATION ON THE PAYMENT SCREEN BE LESSENED? THE TIME OUT HAS CAUSED DUPLICATE REQUESTS FOR ME AND IT MAKES IT CONFUSING TO TRACK REQUESTS.
* KATIE, IS IT POSSIBLE TO EXTEND THAT TIME?
* >> IS THIS RECENT? BECAUSE WE ARE CURRENTLY HAVING PROBLEMS WITH THE PORTAL IN PRODUCTION WHERE IT WILL TIME OUT, IT WILL KICK THINGS OUT, IT'S BEEN HAPPENING TO EVERYONE AND IT HAS NOTHING TO DO WITH WHAT TRANSACTION YOU ARE PERFORMING AND THAT IS HAPPENING TO SSA SYSTEMS SYSTEM-WIDE AND IT IS AFFECTING THE TICKET PORTAL. ALL RIGHT, LAST 6, 8 MONTHS? ARE YOU KEYING EVERY SINGLE PAY STUB IN YOUR PAYMENT REQUEST, LINDA? BECAUSE IF YOU ARE HAVING PROBLEMS I WOULD SUGGEST JUST KEYING THE FIRST PAY STUB IF YOU HAVE A GROUP OF PAY STUBS THAT YOU ARE SUBMITTING TOGETHER AND SEE IF THAT HELPS. BECAUSE IT DOES, THE WAY THE PORTAL WORKS IS YOU DO, YOU KNOW, ENTER, KEY ALL THE PAY STUBS ON THE SCREEN, IT LETS YOU ENTER QUITE A FEW, THE LIMIT IS PRETTY HIGH. BUT YOU CAN'T SUBMIT THEM UNTIL YOU HAVE IT ALL ENTERED. IF YOU ARE HAVING PROBLEMS PERSONALLY WITH WHAT YOU ARE DOING I WOULD SUGGEST TRYING TO -- YES, YOU CAN KEY IN THE FIRST PAY STUB. SO KEY IN THE FIRST PAY STUB, ALWAYS KEY -- IF YOU'RE GOING TO KEY ONE IN, KEY THE FIRST ONE FIRST IN SEQUENTIAL ORDER THEN MAKE SURE YOU FOLLOW UP WITH ALL THE REST OF THE PAY STUBS IN THE FAX, BUT YOU ONLY NEED TO KEY THE FIRST ONE .
* >> THAT MIGHT HELP YOU WITH YOUR PROBLEM.
* >> THANK YOU, KATIE.
* >> YEP.
* >> I HAVE ADDITIONAL QUESTIONS THAT WERE SUBMITTED VIA EMAIL AS WELL. THE FOURTH QUESTION SUBMITTED BY THE NINA OPS COMMITTEE BY VARIOUS INDIVIDUALS FOLLOWS AS, IS THIS A CORRECT STATEMENT: IF A TICKET TERMINATES AT AGE 65 BUT THE BENEFICIARY'S REGULAR RETIREMENT AGE IS GREATER THAN 65, THE BENEFICIARY WOULD BE UNABLE TO REASSIGN THEIR TICKET. BUT THE TICKET PROVIDER TO WHOM THE TICKET IS ASSIGNED WOULD STILL BE ABLE TO PROVIDE VFSES AND RECEIVE PAYMENTS FOR THAT TICKET UNTIL THE BENEFICIARY OBTAINS THEIR REGULAR RETIREMENT AGE. IF THIS IS TRUE, WHY DOES THE PORTAL REFLECT TERMINATED FOR SOME BENEFICIARIES WHO FALL INTO THE AGE 66 RETIREMENT AGE, WHIL OTHERS DO NOT?
* SECOND PORTION OF THE QUESTION, DOES E PAY AUTO-PROCESS APPLICATIONS FOR THOSE INDIVIDUALS 65 AND OVER? YES, E PAY WILL REVIEW PAYMENT REQUESTS THAT HAVE NOT BEEN PROCESSED AND MAKE A DETERMINATION BASED ON PAYMENT CRITERIA IF A PAYMENT CAN BE PROCESSED IN THIS INSTANCE. IN RELATION TO THE TERMINATED TICKET, IF YOU BELIEVE THE TICKET IS TERMINATED IN ERROR, NOTIFY THE PAYMENT HELP DESK AND SUBMIT AN QUESTION SO WE CAN REVIEW THIS CASE IN DETAIL .
* THERE IS A FIFTH QUESTION.
* >> AND I'LL PICK UP ON THE NEXT TWO QUESTIONS, SHAWN.
* >> CERTAINLY.
* >> THIS IS DEBBRA TENNESSEE. THIS IS A VERY, VERY LONG GROUP OF QUESTIONS UNDER ONE NUMBER SO PLEASE BEAR WITH ME.
* WE HAVE BEEN TOLD THE OT DENIAL CODE IS THE DENIAL CODE MOST OFTEN USED. I BELIEVE THE OT DENIAL CODE IS BENEFICIARY IN CURRENT PAY. FROM A SERVICE PROVIDER STANDPOINT WE ONLY REQUEST OUTCOME PAYMENTS FOR MONTHS WE KNOW THE REQUIRED EARNINGS WERE ACHIEVED AND WE ARE OFTEN THE ONES WHO HAVE REPORTED THE EARNINGS TO SSA
* THE PORTAL ALSO REFLECTS EARNINGS ARE AT OR ABOVE SGA AT THE TIME THE PAYMENT REQUESTS ARE SUBMITTED. IN SOME SINCE STANCES WE HAVE BEEN GETTING O 2-D NILE CODES FROM THE SAME PERSON FOR YEARS. WHEN AND HOW CAN WE REKUEP THOSE PAYMENTS FOR THOSE MONTHS WHEN WE WERE NOT PAID BECAUSE THE BENEFICIARY REMAINED IN PAY STATUS? AND I'M GOING TO GO AHEAD WITH THE SECOND QUESTION BEFORE I ANSWER THE FIRST ONE. WITH THE PAYMENT BE AUTOMATICALLY PICKED UP BY E PAY AT SOME POINT?
* THE ANSWER TO THE FIRST QUESTION IS THE ANSWER TO THE SECOND QUESTION. THOSE PAYMENTS OR THOSE CLAIMS THAT HAVE BEEN SILTING IN CURRENT PAY FOR YEARS AND WE HAVE SEEN THEM IN OUR E PAY FILES, THEY WILL BE PICKED UP IN E PAY. E PAY'S FILES ARE DETERMINED BY EARNINGS SO THOSE EARNINGS WILL BE DETERMINED BY THE FILES WE GET FOR PROCESSING. YOU KNOW ONE OF THE REQUIREMENTS FOR PAYMENT IS THE PAYMENT STATE TUESDAY FROM OUTCOMES CLAIMS, THE BENEFICIARY MUST BE IN SUSPENSE DUE TO WORK OR EARNINGS.
* WHAT WE HAVE SEEN OVER YEARS IS JUST WHAT YOU SAY HERE. BS CONTINUOUSLY HAVE SUBMITTED OUTCOME CLAIMS AND THEN AT SOME POINT THEY JUST GAVE UP BECAUSE THEY WERE DENIED OFFER AND OVER AGAIN BECAUSE THE BENEFICIARY WAS IN CURRENT PAY.
* THE BEAUTY OF E PAY, AT SOME POINT, THOSE SSA WILL ALWAYS REMAIN ON OUR FILES AND AT SOME POINT SOCIAL SECURITY MAY RETROACTIVELY PLACE THE BENEFICIARY IN THAT NONPAY OR SUSPENSE PAY STATUS DUE TO WORK OR EARNINGS.
* THE REASON BE WHY WE PAY SOIPL DLAIPLS ON E PAY IS BECAUSE WE ARE PAYING SO MANY RETROACTIVE CLAIMS WHERE THE BENEFICIARY (INAUDIBLE) RETROACTIVELY AND WE'LL GO BACK AND FINE EACH ONE OF THOSE PAYMENTS AND PROCESS THEM.
* THE NEXT QUESTION WAS, WHEN AND HOW CAN IT BE AND RECOUP THE BENEFITS FOR THOSE MONTHS THAT WERE NOT PAID? WHEN WILL THE PAYMENT BE AVAILABLE? AND THIS QUESTION IS IN ADDITION TO SOMETHING ELSE IN THE SAME SENTENCE. THEY ARE ASKING WHEN WILL THE PAYMENT BE AVAILABLE WHEN THE BENEFICIARY IS DUE TO BE IN OVERPAYMENT OR AFR THE OVERPAYMENT IS PAID BACK. LET ME MAKE ONE THING CLEAR ABOUT BENEFICIARIES AND OVERPAYMENTS. BENEFICIARIES' OVERPAYMENTS DO NOT AFFECT TICKET TO WORK OVERPAYMENTS TO THE UN SO WHENEVER WE RECOGNIZE THAT A PAYMENT CAN BE MADE IN OTD TO YOUR QUESTION, WILL THE THE PAYMENT BE AVAILABLE, AS SOON AS WE RECEIVE INFORMATION THAT THAT INFORMATION NEEDS ALL THE PAYMENT CRITERIA. SO IMMEDIATELY ONCE WE FIND OUT CHL BUT AGAIN THE BENEFICIARY'S INDIVIDUAL PROGRAM OVERPAYMENT HAS NO IMPACT ON TICKET TO WORK PAYMENT.
* AND THE NEXT PART OF THIS, I'M JUST READING EVERYTHING THE EN HAS SUBMITTED. AND IF SO DOES SSA UPDATE THE RECORDS AND (INAUDIBLE) DUE BUT NOT PAID OR IS IT OVER AFTER THE OVERPAYMENT MONTH IS PAID BACK OR SOME OTHER GUIDELINE?
* E PAY DOES NOT PICK UP MONTHS DUE BUT NOT PAID. TICKET TO WORK PAYMENTS ARE NOT LIKE PROGRAMMATIC RECORDS AT SSA THAT POST DUE AND COMPARES DUE TO PAID RECORDS AND THEN COMPUTE AN OVERPAYMENT OR UNDERPAYMENT. AGAIN, IF IT'S A PROGRAMMATIC OVERPAYMENT, THE EN IS NOT AFFECTED BY THAT AS LONG AS THE BENEFICIARY HAS MET THE REQUIREMENT BY EARNINGS AND PAY STATE TUESDAY WE WILL MAKE THE PAYMENT. THEN THE NEXT PART OF THIS IS, SOMETIMES THOSE TICKETS ARE TERMINATED WHICH ALSO ELIMINATES SERVICE PROVIDED TO EVER GET PAID FOR THOSE MONTHS WHICH SEEMS UNFAIR, NOT ONLY WERE THE EARNINGS REPORTED, WHAT DUSZ A SERVICE PROVIDER NEED TO DO TO GET PAID FOR THESE MONTHS?
* WELL, IF A TICKET WAS TERMINATED YOU CAN SUBMIT A PAYMENT REQUEST BY WAY OF FAX, THE MANUAL PROCESS, ALONG WITH THE EARNINGS AND WE WILL PAY ALL CLAIMS UP UNTIL THE MONTH BEFORE THE TICKET WAS TERMINATED. I HOPE THAT ANSWERED THAT LEFTY QUESTION THERE.
* NO. 6, HAS THERE BEEN A CHANGE TO THE WAY EN'S CAN REQUEST PAYMENT FOR A PERSON WHO IS SELF-EMPLOYED? IF SO, WHAT IS THE CHANGE? WHAT IS THE FASTEST WAY FOR AN EN TO RECEIVE PAYMENT?
* THOSE OF YOU INVOLVED IN THE TICKET PROGRAM FOR A LONG TIME KNOW THAT WE HAD PAYMENT CERTIFICATION REQUESTS AND WE CALLED IT THAT BECAUSE WE DID NOT HAVE CONFIRMATION THAT THOSE EARNINGS, WE DID NOT HAVE CONFIRMATION OF EARNINGS. SO WE NO LONGER HAVE A CERTIFICATION PAYMENT REQUEST SO WHAT'S THE BEST WAY OF GETTING PAID FOR A SELF-EMPLOYED BENEFICIARY? SUBMIT YOUR PAYMENT REQUEST THROUGH THE PORTAL. IF THOSE SELF-EMPLOYMENT EARNINGS HAVE BEEN POSTED TO SOCIAL SECURITY'S RECORDS AND IF THOSE EARNINGS SATISFIED A CERTAIN TYPE OF PAYMENT, WE'RE GOING TO MAKE THE PAYMENT. SO YOU STILL CAN GET PAID BUT THE BEST WAY TO DO IT IS TO DO THE PAYMENT REQUEST THROUGH THE POERGTS AND THIS IS HOW YOU WOULD KNOW. IF YOU HAD A CLAIM MONTH, FOR EXAMPLE, FEBRUARY 2015 AND YOU SUBMITTED THAT, LET'S SAY IT WAS AN OUTCOME PAYMENT THROUGH THE PORTAL. WELL, THE PORTAL WOULD GIVE, IF THOSE EARNINGS WERE POSTED IN SOCIAL SECURITY'S DATA BASE SOMEWHERE IT WILL GIVE YOU A MESSAGE THAT THOSE EARNINGS ARE ALREADY BEEN PROVING. SO YOU KNOW THE PAYMENTS ARE THERE AND YOU CAN CONTINUE WITH THE PAYMENT REQUEST. IF YOU DO NOT GET THAT MESSAGE YOU SHOULD NOT CONTINUE BECAUSE YOU HAVE TO PROVIDE EVIDENCE OF SELF-EMPLOYMENT AND THERE IS NO WAY FOR YOU TO DO THAT. SELF-EMPLOYMENT EARNINGS ARE POSTED TO SOCIAL SECURITY'S SYSTEM AND IS BASED ON WHEN THE BENEFICIARY FILES THEIR TAXES AND THAT INFORMATION COMES FROM IRS. SO WE CAN ONLY PROCESS SELF-EMPLOYMENT CLAIMS OR PAY SELF-EMPLOYMENT CLAIMS WHEN THOSE EARNINGS ARE POSTED TO SOCIAL SECURITY'S RECORDS. OKAY?
* >> THANK YOU, DEBBRA.
* DO WE HAVE ANY OTHER OR ADDITIONAL QUESTIONS PRESENTED DURING THE CHAT? OKAY, WHILE WE ARE WAITING I WOULD LIKE TO READ QUESTIONS SUBMITTED TO US VIA EMAIL. THE FOLLOWING CALL TOPIC SUGGESTION WAS MADE BY PETER MEAD OF KOREA CONNECT LLC IN EUGENE, OREGON. THE QUESTION IS THE NEW APPROACH TO TRACKING EARNINGS FOR SSDI, NOW EARNINGS WILL BE CREDITED AS BEING IN THE MONTH RECEIVED AS FOR SSI WILL THIS AFFECT THE WAY WE REQUEST PAYMENT?
* NO, THIS NEW APPROACH WILL NOT AFFECT THE MANNER IN WHICH A PAYMENT REQUEST IS MADE IF THE EARNINGS RECEIVED, WHETHER SSI OR SSDI, ARE VALID EARNINGS AND MEET THE CRITERIA FOR PAYMENT THE PAYMENT REQUEST WILL BE FULFILLED. I BELIEVE EN'S SHOULD CONTINUE TO REQUEST PAYMENT AND PPN WILL EVALUATE THE CASE AND MAKE A DETERMINATION IF PAYMENT CAN BE MADE.
* THE SECOND QUESTION, ARE WE AT RISK FOR LOSE AGO MONTH -- LOSING A MONTH OF PAYMENT ON THIS? THIS PROCESS SHOULD ELIMINATE DELAYS IN OBTAINING EARNINGS DOCUMENTATION, THEREFORE YOU ARE ELIGIBLE TO RECEIVE PAYMENTS FASTER NO MATTER WHERE WE IDENTIFY EARNINGS THAT MEET PAYMENT CRITERIA WE WILL MAKE THE PAYMENT.
* THE NEXT QUESTION, DOES THAT MEAN IN MOST PAYMENT REQUESTS WHEN WE HAVE ADEQUATE PAY STUBS PROVIDING ALL THE INFORMATION INCLUDING PAY PERIOD, THE OLD SSDI RULES WERE STILL APPLY .
* >> I JUST WANTED TO KNOW DID YOU WANT ME TO PICK UP ON THIS AND ANSWER?
* >> SURE.
* >> FOR THOSE QUESTIONS ABOUT EARNINGS, YES, THE OLD SSDI RULES APPLY. LET ME TELL YOU THE REASON FOR THIS, WHY THIS MAKES IT MUCH EASIER FOR EN'S TO GET PAID. THERE ARE TIMES WHEN EN'S SUBMIT PAYMENT REQUESTS AND A BENEFICIARY MAY BE ELIGIBLE FOR A TYPE OF PAYMENT UNDER ONE PROGRAM, BUT NOT THE OTHER. FOR EXAMPLE, A BENEFICIARY MAY BE IN CURRENT PAY UNDER SSI HOWEVER, THEY ARE IN SUSPEND UNDER SSDIN THERE ARE NO PAYMENTS ON THE RECORD SO WE CAN MAKE MILESTONE PAYMENTS.
* HUEFR, IF ALWAYS WE DID THIS BECAUSE THEY WERE ELIGIBLE UNDER THE SSI PROGRAM BECAUSE THE BENEFICIARY WAS IN THE RIGHT PAID STATUS TO GET A MILESTONE REQUIREMENT , WE WOULD CHECK TO SEE IF UNDER THE SSI PROGRAM EARNINGS WERE POSTED. IF THEY WERE POSTED, WE WILL PAY. IF THEY WERE NOT POSTED UNDER THE SSI PROGRAM OR ANY PROGRAM WE WOULD NOT MAKE THE PAYMENT, WE WILL WAIT TO SEE THE EARNINGS COME IN. A LOT OF TIMES WE WILL SEE SSDI EARNINGS POSTED. THE POINT IS WE CAN USE EITHER ONE. WHICHEVER ONES WE HAVE, WE MAKE IT ADVANTAGEOUS TO YOU. IF YOU QUALIFY FOR SOMETHING THAT WAS EARNED IN LET'S SAY FEBRUARY BUT PAID IN MARCH, WE WILL PAY YOU FOR FEBRUARY BECAUSE AS LONG AS YOU MADE ALL THE EARNINGS OR ENOUGH EARNINGS TO SATISFY A REQUEST IN FEBRUARY, SO IN MOST INSTANCES YOU GET PAID FASTER.
* I HOPE THAT ANSWERS THE QUESTION. BUT THERE IS NO CHANGE TO THE RULES AS FAR AS HOW SSA TREATS PAYMENTS. THIS IS HOW WE ARE TREATING EARNINGS ONLY FOR TICKET TO WORK.
* >> THANK YOU, DEBBRA. WE HAVE AN ADDITIONAL QUESTION. HAVE ALL FIELD OFFICES BEEN INSTRUCTED ABOUT THIS NEW RULE AND WILL THEY APPLY IT IN THE SAME WAY OR WILL WE SEE VAIRIBLES ON HOW THE FIELD OFFICE INTERPRET THIS NEW RULE?
* >> BEGIN, AS I'VE SAID BEFORE, THERE'S NO CHANGE IN THE WAY SSA HANDLES YOUR EARNINGS. THEY HANDLE THEM THE SAME WAY THEY ALWAYS HAVE. THIS ONLY APPLIES HOW WE LOOK AT EARNINGS WHEN WE ARE PROCESSING TICKET TO WORK CLAIMS.
* >> THANK YOU, DEBBRA, AND THAT WOULD CONCLUDE ALL THE EMAIL SUBMITTED, THE QUESTIONS SUBMITTED VIA EMAIL.
* DO WE HAVE ANY ADDITIONAL QUESTIONS IN THE CHAT ROOM AT THIS TIME, DEBBRA? SOMEBODY WROTE THIS -- LINDA, HOW WOULD I SUBMIT A PAYMENT REQUEST FOR SOMEONE WHO IS SELF EMPLOYED WHILE THEY WERE ASSIGNED TO US BACK IN 2015. THEY ARE NO LONGER ASSOCIATED. IF YOU SUBMIT A PAYMENT REQUEST FORESCI BENEFICIARY BY WAY OF FAX, YOU WOULD HAVE HAD TO ALSO SUBMIT EVIDENCE OF EARNINGS. SINCE THERE IS NO EVIDENCE OF EARNINGS YOU CAN SUBMIT THROUGH SSI BENEFICIARY.
* THE BENEFICIARY MAY NO LONGER BE ASSIGNED TO YOU BUT YOU STILL COULD BE ELIGIBLE FOR PAYMENTS, MAYBE FOR THE FULL PAYMENT IF THE BENEFICIARY HAS NOT REASSIGNED HIS TICKET TO ANOTHER EN IF HE'S REASSIGNED HIS TICKET TO ANOTHER EN THAT MIGHT RESULT IN A SPLIT PAYMENT, BUT IF THE BENEFICIARY HAS NOT REASSIGNED HIS TICKET AND YOU WILL GET A MESSAGE THAT MORE THAN LIKELY THIS IS THE WAY FOR YOU TO GO TO GET PAID.
* >> THANK YOU, DEBBRA. NADIA, DO WE HAVE ANY QUESTIONS SUBMITTED VIA PHONE?
* >> YES, YOU DO. YOU HAVE A QUESTION FROM THE LINE OF JEANINE SILVER.
* >> HELLO, CAN YOU HEAR ME?
* >> YES, WE CAN.
* >> FANTASTIC. OKAY, I HAVE A BENEFICIARY THAT I'VE BEEN WORKING WITH WHO WORKS FOR THE SCHOOL DISTRICT. AND THE PAY STUBS THAT HE SUBMITTED, THE DATES ON THEM ARE REALLY NOT REFLECTING THE MONTH IN WHICH THE PAY IS SUPPOSED TO BE REFLECTING ON THE PAY STUB. AND SO A LETTER HAS BEEN SUBMITTED BY THE SCHOOL DISTRICT IN ORDER FOR ME TO SEND IN WITH THE PAY REQUESTS. THEY HAVE ACTUALLY WORKED UNTIL THE LAST MONTH, WHICH IS AUGUST. THE PAY STUB FOR AUGUST REFLECTS JUNE'S DATE BOTHER IT'S OVER THE SUMMER MONTHS AND SO I AM WONDERING DO I HAVE TO PAY IN ORDER FOR THAT INFORMATION TO BE SUBMITTED TO SOCIAL SECURITY IN ORDER TO GET THE PAYMENT REQUEST? IT'S BEEN DENIED BUT HOW WILL I KNOW WHEN TO SEND IT. I LOST CONTACT WITH THE PERSON WHO JUST DROPPED OFF THE RADAR SO I'M NOT SURE WHAT TO DO WITH DID?
* >> ANY QUESTIONS.
* >> THIS IS A BENEFICIARY WHO PAID THROUGH THE SCHOOL SYSTEM BUT YOU'RE SAYING THE PERFORMANCE BOARD -- HE WAS PAID THROUGH AUGUST BUT THE PAY STUBS ARE FOR JUNE? IS THAT WHAT YOU ARE SAYING?
* >> YES, THEY ARE REFLECTING THE LAST DATE AND THEY HAVE ALL BEEN DOING THAT BECAUSE THAT'S THE LATE DAY OF SCHOOL.
* >> THEY SPREAD IT ALL OVER THE YEAR.
* >> THERE'S 3 PAY STUBS OVER THE SUMMER MONTHS BUT THEY REFLECT REALLY WEIRD DATES.
* >> YOU SAID YOU HAVE SOMETHING FROM THE SCHOOL SYSTEM EXPLAINING THAT?
* >> I HAVE A LETTER THAT EXPLAINS HOW THE PAYS ARE LAID OUT, BUT IT WAS DEA NIGHED AND I'M NOT SURE HOW TO READDRESS IT.
* >> DID YOU SEND A LETTER ALONG WITH YOUR PAYMENT REQUEST?
* >> YES.
* >> RESEND IT. WE WILL HAVE TO REALLY LOOK AT THAT LETTER AND SEE IF WE CAN SIT DOWN, ONE THICK YOU CAN TRY TO DO IS DO A SUPPLEMENTAL PAYMENT PERIOD. YOU CAN FIGURE THOSE PERIODS OUT YOURSELF ALONG WITH THE LETTER WE CAN TAKE ANOTHER LOOK AT THAT. IT SOUNDS LIKE IT WAS SOMETHING VERY COMPLEX AND SOMEONE LOOKED AT IT AND JUST DIDN'T REALLY UNDERSTAND IT.
* I HAVE ANOTHER QUESTION. I HAVE A QUESTION WHO IS SELF-EMPLOYED. IS THERE A FORM ON YOUR TICKET TO WORK DOT COM THAT A PERSON CAN FILL OUT TO REFLECT THEIR GROWTH, MINUS THEIR BUSINESS EXPENSES, IN ORDER TO SUBMIT FOR PAYMENTS AND DO I HAVE TO WAIT UNTIL THEY FILE FOR INCOME TAX IN ORDER TO SEND THAT REQUEST.
* >> WE USED TO HAVE A FORM BEFORE WE WOULD REQUEST WHAT WERE CALLED -- WE HAVE HAD EVIDENCE VERSUS WHAT WAS THE OTHER ONE MENTIONED EARLIER? I FORGOT.
* >> WE HAVE EVIDENTIARY CLAIMS, I HAVE A SENIOR MOMENT HERE. CERTIFICATION. WE USED TO ACCEPT THAT FORM WHEN WE HAD QUERTION REQUESTS. WE NO LONGER HAVE THOSE SO WE NEVER (INAUDIBLE) SUMMER LANE AROUND BECAUSE, LET ME TELL YOU THE REASON WE DO SELF-EMPLOYMENT THE WAY WE DO SELF-EMPLOYMENT.
* A BENEFICIARY CAN PUT ANYTHING ON THAT FORM. WHEN THEY FILE, LET'S SAY THEY PUT DOWN GROSS $3,000, EXPENSES $TWIEF00, WHEN THEY GO FILE THEIR INCOME TAX FOR THE YEAR THEY MAY SHOW SOMETHING LIKE THEY MADE 15,000 FOR THE YEAR AND THEIR EXPENSES WERE 14,500, NET 500. NO NET TAXES. THE WAIT UNTIL THE BENEFICIARY FILES THEIR INCOME TAX TO SEE WHAT THE LIABILITY IS, WHAT THEIR NET INCOME IS, WHAT THEY FILED TO IRS AND THAT IS WHAT IS POSTED TO SOCIAL SECURITY RECORDS. YOU WILL HAVE TO WAIT UNTIL THE INDIVIDUAL FILES HIS SOCIAL SECURITY AND WE WOULD EVENTUALLY GET THE SOCIAL SECURITY TAXES.
* >> IF WE WAIT UNTIL THEN HOW DO WE REFLECT A MONTHLY AS OPPOSED TO WHAT I'M TRYING TO SAY SO IT MAKES SENSE. YOU KNOW HOW WE DO A MONTHLY IF THEY MEET SGA
* >> UH-HUH.
* >> HOW WOULD WE DO KNOW FROM MONTH TO MONTH IF THEY HAVE MET SGA MONTHLY, IS THAT SOMETHING REFLECTED IN THE STATEMENTS TO SOCIAL SECURITY, THEIR MONTHLY EARNINGS?
* >> NO.
* >> SO WHICH MONTHS WOULD WE CLAIM FOR THE OUTCOME OR FOR THE EPE
* >> OKAY, IF A NUMBER OF TIMES BECAUSE NORMALLY WHAT WE SEE IS THEY ARE FOLLOWING THE TAXES FOR A WHOLE YEAR. AND SOCIAL SECURITY HAS ITS OWN WAY OF DETERMINING MONTHLY AMOUNTS, THEY MAY DO AN ESTIMATE GUIDED BY 12:00, IF THEY DO A WORK ON THE BENEFICIARY, THEY CAN DO THAT TO TRY TO FIND OUT WHAT THE MONTHLY RESULTS ARE. BUT UNLESS THE AND MONTHS OF A YEAR, WE DIVIDED THEIR EARNINGS BY 12 SO THEY DIDN'T QUITE MAKE SGA THE BENEFICIARY COULD GO INTO THE FIELD OFFICE AND HAVE THAT QUEKED.
* >> OKAY, SO IT'S BASICALLY UP TO THE INDIVIDUAL TO GO IN TO SOCIAL SECURITY AND MAKE SURE THAT --.
* >> YEAH, YEAH, YOU ARE ABSOLUTELY CORRECT, TO MAKE SURE THAT SOCIAL SECURITY POSTS THEIR EARNINGS ACCURATELY.
* >> OKAY, OKAY. SO IT WOULDN'T DO ANY GOOD TO ASK THE INDIVIDUAL TO SUBMIT A MONTHLY PAYMENT TO ME TO HELP ME GET THE IDEA?
* >> NO, BECAUSE YOU DON'T KNOW WHAT THEY ARE GOING TO FILE THE END OF THE YEAR. HE WAS ASKING ME, WELL, I TAKE OFF MY FOOD AND I TAKE OFF MY -- WELL, THAT'S NOT A BUSINESS EXPENSE. IT'S JUST A COST OF RUNNING YOUR BUSINESS. YEAH, I CAN UNDERSTAND WHY THAT WOULD BE A PROBLEM. OKAY, THAT PRETTY MUCH ANSWERS MY QUESTION. THANK YOU SO MUCH.
* >> YOU'RE WELCOME.
* >> THANK YOU, DEBBRA. NONDI, DO WE HAVE ANY SUBMISSIONS OF QUESTIONS VIA THE PHONE LINE?
* >> YES, YOU HAVE A QUESTION FROM THE LINE OF JUDY ANDERSON.
* >> HI, CAN YOU HEAR ME? I WANTED TO QUICKLY NOTE WHEN I CALLED IN TODAY I WAS NOT ASKED ANY SURVEY QUESTIONS, SO I DON'T KNOW WHETHER OR NOT IT WAS JUST A LOT OF CALLS COMING IN AT ONCE OR IF THERE WAS SOMETHING ELSE GOING ON. THAT WAS IT, I JUST WANTED TO LET YOU KNOW THAT POTENTIALLY NOT EVERYBODY GOT THE SURVEY QUESTIONS.
* >> THANK YOU VERY MUCH FOR PROVIDING THAT INFORMATION.
* >> YOUR NEXT QUESTION COMES FROM THE LINE OF ERIN PARKS.
* >> HI, CAN YOU HEAR ME?
* >> YES.
* >> OKAY, AT THE BEGINNING OF THE PHONE CALL I HEARD SOMETHING AND I WASN'T SURE, I JUST WANTED TO ASK A QUE. YOU HAD MENTIONED SOMETHING ABOUT THE EN REPORTING WHEN WE SUBMIT OUR FAXES OF INFORMATION, BUT I THOUGHT I HEARD THAT YOU ALSO, YOU SAID SOMETHING ABOUT EMAILING INFORMATION. SO I WASN'T AWARE THAT THAT WAS AN OPTION, I ALWAYS THOUGHT WE HAD TO FAX IN THE INFORMATION.
* >> NO, ARE YOU REFERRING TO THE EN PAYMENTS HELP DESK?
* >> I'M NOT SURE. AT THE IT WAS BEGINNING OF THE PHONE CALL. I WROTE IT DOWN BECAUSE I THOUGHT I HEARD WHEN YOU FAX OR EMAIL THE INFORMATION IN. I JUST WANT TO FOLLOW-UP TO SEE IF THAT WAS A POSSIBILITY WHEN WE SUBMIT PAY STUB INFORMATION OR MAYBE I DID NOT HEAR IT CORRECTLY.
* >> WELL, YES, YOU HAVE THE OPTION OF EMAILING INFORMATION TO THE EN PAYMENTS HELP DESK AT YOUR TICKET TO WORK.COM.
* >> I NEVER KNEW THAT. WE DON'T HAVE TO SUBMIT EVERYTHING BY THE PORTAL , WE CAN ACTUALLY SEND PAY STUBS?
* >> IT'S PREFERABLE TO SUBMIT THE INFORMATION VIA THE INFORMATION BUT IF YOU HAVE ANY DISRUPTION COST AT ANY GIVEN TIME YOU ARE FREE TO EMAIL THAT INFORMATION TO US AS WELL.
* >> OKAY, I NEVER KNEW THAT. BUT HOW DO YOU SECURE THE INFORMATION, DO YOU DO IT PASSWORD PROTECTED OR SOMETHING?
* >> CORRECT. EMAIL INQUIRIES SHOULD BE PASSWORD PROTECTED AND EN'S CAN OBTAIN THEIR INFORMATION FROM THE SOCIAL SECURITY ADMINISTRATION ANNOUNCEMENT DATED SEPTEMBER 15, 2015. IT MUSS INCLUDE THE DUNS AND CLAIM MONTH SPECIFIED, BUT IF YOU HAVE ANY QUESTIONS IN RELATION TO YOUR PIN NUMBER IT WOULD BE BEST TO CONTACT YOUR ENSB CONTACT PERSON AND OBTAIN THAT INFORMATION.
* >> OKAY, I UNDERSTAND THAT. BUT JUST ONE MORE QUESTION TO FOLLOW-UP. SO IF WE DON'T HAVE ACCESS TO A FAX, FOR WHATEVER REASON, AND WE NEED TO EMAIL PAY STUBS WE CAN DO THAT AND IF SO DO YOU PUT IT IN A FILE AND DO PASSWORD PROTECTION ON THE FILE? I WAS JUST WONDERING HOW TO SUBMIT PAY STUBS BECAUSE THEY ARE USUALLY PDF'S OR JPEG'S.
* >> YOU SHOULD REALLY SUBMIT YOUR DOCUMENTATION BY FAX OR MAIL. YOU CAN EMAIL OTHER INFORMATION THAT YOU MIGHT HAVE WHEN YOU ARE MAKING AN INQUIRY, BUT IF YOU HAVE DOCUMENTATION YOU SHOULD FAX IT OR MAIL IT.
* >> OKAY. SO THAT'S WHAT I WAS TRYING TO CLARIFY, WHETHER WE COULD EMAIL PAY STUBS. OKAY. THAT MAKES SENSE .
* >> WE HAVE A QUESTION FROM THE LINE OF STACEY CLARK.
* >> HELLO, CAN YOU HEAR ME? THIS IS STACEY.
* >> YES, WE CAN HEAR YOU, STACEY.
* >> I HAD YOU ON MUTE.
* I HAVE A QUESTION AND IT WAS, IT'S BASED ON A BENEFICIARY I DID SUBMIT THROUGH THE PORTAL TO GET PAID AND HE HAD JUST BASED ON I KNEW HIS WORK SCHEDULE FOR THE MONTH BECAUSE SOMEONE WAS MENTIONING BEFORE SOMETIMES PAY STUBS, YOU KNOW, RUN FROM PARTIAL MONTHS TO THE NEXT, WHICH WAS EXACTLY HIS CASE. HE HAD SOME OF AUGUST, RAN THROUGH SEPTEMBER AND SEPTEMBER RAN THREW A LITTLE BIT OF OCTOBER. SO I SENT IN, YOU KNOW, ENOUGH TO SHOW THAT I WAS TRYING TO PUT IN A CLAIM FOR SEPTEMBER. SO WHAT HAD HAPPENED, HE HAD WORKED CERTAIN DAYS WITHIN THAT MONTH AND I KNEW HE HAD REACHED TRIAL WORK LEVEL FOR SEPTEMBER. I THINK HE MADE AROUND -- I DON'T HAVE IT IN FRONT OF ME -- 868.70, TRIAL WORK LEVEL BEING 810, BUT BASED ON CALCULATIONS THE DEPARTMENT, THEY EXPLAINED TO ME HOW THEY PULLED IT, HOWEVER THAT CALCULATION GOES, THEY BASED IT ON DAYS SO IT ENDED UP HE GOT 806 BUT I WASN'T ABLE TO GET PAID ON THAT BUT I KNOW HE ACTUALLY EARNED, BASED ON THE TIME HE WORKED, HE DID OVER 810, AROUND 860 FOR SEPTEMBER, GROSS. IS THAT SOMETHING I COULD SEND SOMETHING IN TO, YOU KNOW, OVERRIDE THAT? HOW WOULD I APPROACH THAT?
* >> KATIE, COULD YOU CORRECT ME ON THAT? IT'S THE WAY OUR SYSTEM IS SET UP, IT CALCULATES --.
* >> DAILY, I THINK.
* >> I THINK IT CALCULATES DAILY BUT I DON'T THINK IT INCLUDES SATURDAYS AND SUNDAYS, OR DOES IT?
* >> THIS IS KATIE.
* >> IT SEEMS LIKE THAT THAT PERSON COULD GET THOSE EARNINGS IS IF HE WORKED ON A WEEKEND OR SOMETHING LIKE THAT.
* >> CORRECT.
* >> SO, AGAIN, TALKING OVER THE PHONE WE ACTUALLY HAVE TO SEE SOMETHING. COULD YOU SUBMIT --.
* >> UH-HUH.
* >> IF YOU HAVE THE WORK CASE NUMBER WHERE IT WAS DENIED --.
* >> I COULD GET THAT, UH-HUH.
* >> SEND THE INQUIRY TO THE PAYMENT HELP DESK AND WHEN YOU TALK TO THEM, ASK THEM TO SUBMIT THAT, THAT INQUIRY, TO THE PAYMENTS SUPERVISOR SOY WE CAN TAKE A LOOK AT THAT AND ANALYZE IT.
* >> YEAH, AND IF I HAD TO I COULD GET HIS EXACT SCHEDULE. THAT'S WHAT I WAS TRYING TO TELL THE PAYMENT HELP DESK AND THEY SAID, NO, IT'S COUNTED DAILY AND IT'S NOT GOING TO WORK. HE ACTUALLY DID EARN OVER 810 I KNOW FOR SURE DURING THAT CALENDAR MONTH. HE'S PART-TIME SO HE COULD WORK, HOWEVER, I KNEW FOR SURE THAT IT WAS. SO IF I HAVE TO PROVIDE THE DAILY HOURS HE WORKED EVERY DAY FOR THE MONTH FROM HIS EMPLOYER I MIGHT BE ABLE TO DO THAT? SHOW, YOU KNOW?
* >> THERE'S SOMETHING CALLED A SUPPLEMENTAL EARNINGS STATEMENT.
* >> OH, OKAY.
* >> IT HELPS US TRY TO FIGURE OUT WHEN WE ARE CONFUSED OR IF SOMETHING IS NOT REALLY REALLY CLEAR TO US.
* >> RIGHT.
* >> EN'S FILL THAT OUT AND WE TAKE A LOOK AT THAT, WE TAKE A LOOK AT THE DOCUMENTATION, WE LOOK AT EVERYTHING AND TRY TO FIGURE IT OUT.
* >> YEAH, THEY DIDN'T GIVE ME THAT OPTION SO I'M GLAD I'M ASKING IT NOW BECAUSE IT WAS BASICALLY TOO BAD, YOU KNOW, IT CALCULATES IT THIS WAY, THERE'S NO GETTING AROUND IT. I'M GLAD I'M PRESENTING THIS. LET ME WRITE THAT DOWN, IT'S CALLED SUPPLEMENTAL WHAT?
* >> EARNINGS STATEMENT. ALL RIGHT, I WILL SEND THIS WITH THE -- YEAH, I UNDERSTAND WHAT YOU ARE SAYING, WITH THE NUMBER AND WE'LL TAKE A LOOK AT IT. AND THEN IF I DO, IN FACT, CAN GET HIS WHOLE SCHEDULE OF EACH DAY HE WORKED AND HOW MANY HOURS A DAY FOR THE MONTH I MIGHT BE ABLE TO DO THAT, WHICH WOULD DEFINITELY HELP YOUR PAYMENT DEPARTMENT. OKAY, THANK YOU .
* >> THERE ARE NO FURTHER AUDIO QUESTIONS AT THIS TIME.
* >> THANK YOU. DEBBRA, DO WE HAVE ANY ADDITIONAL QUESTIONS DURING THE CHAT AT THIS TIME?
* >> THERE IS THIS QUESTION. HI, I THOUGHT WE WERE UNDER NEW DISABILITY CALCULATIONS WHERE EARNINGS ARE NOW CALCULATED BY PAY DATE ANY MORE. I AM CONFUSED.
* THERESA, WE WILL CALCULATE EARNINGS UNDER BOAT. -- BOTH. IT DOES NOT MATTER IF THE SSI RECIPIENT OR TITLE II BENEFICIARY, WE WILL LOOK AT EARNINGS OF EITHER ONE AND WHICHEVER ONE WILL MEET THE REQUIREMENT, PAYMENT REQUIREMENT, WE WILL USE THOSE EARNINGS. IF WE ARE ABLE TO PAY YOU EARLIER BECAUSE EARNINGS WERE, THE PAY DATE WAS BEFORE, YOU KNOW, THE PERIOD THAT IT SHOWED THE EARNINGS, FOR EXAMPLE, IF WE CLOSE OUT THE MONTH OF SEPTEMBER BUT THE EARNINGS WERE EARNED IN SEPTEMBER BUT PAID IN OCTOBER, WE WILL LOOK AT SEPTEMBER EARNINGS. WE WILL PAY YOU A LITTLE BIT EARLIER. IT ALL DEPENDS ON, YOU KNOW, WHAT WE SEE. BUT WE USE BOTH. BUT IT'S NOT, IT'S ONLY FOR TICKET TO WORK IN PROCESSING THESE CLAIMS, IT IS NOT THE WAY FIELD OFFICES OR THE REST OF SSA LOOKS AT EARNINGS. THE REST OF SSA CALCULATES SSI EARNINGS BY PAY DATE AND SSDI BY WHEN THE WAGES WERE EARNED, PERIOD THEY WERE EARNED.
* >> THANK YOU, DEBBRA.
* NANDI, DO WE HAVE ANY ADDITIONAL QUESTIONS PENDING VIA PHONE?
* >> THERE ARE NO AUDIO QUESTIONS AT THIS TIME.
* >> OKAY, ALL RIGHT, AS A REMINDER, THE TPN PROVIDES AN OPPORTUNITY TO ALL EN'S TO DISCUSS PAYMENT RELATED TOPICS ON THE LAST TUESDAY OF EACH MONTH AT 3:00 PM EASTERN STANDARD TIME. THE FULL TRANSCRIPT AND AUDIO FOR THE ALL EN PAYMENTS CALL ARE AVAILABLE ON THE TICKET TO WORK WEB SITE UNDER THE EVENTS AND ARCHIVES SECTION. OUR NEXT ALL EN PAYMENT CALL IS SCHEDULED FOR TUESDAY, NOVEMBER 29. THIS WILL KUPB -- CONCLUDE OUR PRESENTATION FOR TODAY. THANK YOU FOR PARTICIPATING, YOUR ATTENTION AND PARTICIPATION DURING THE CALL. PLEASE HAVE A GREAT EVENING.
* (CALL CONCLUDED).