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| **Title:** All EN Payments Call   **Start:** 9/27/2016 3:00 PM EDT |
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TODAY IS TUESDAY, 27 SEPTEMBER, 2016.

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

• SHAWN .

• >> LADIES AND GENTLEMEN, THIS IS THE OPERATOR. TODAY'S CONFERENCE IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON MUSIC HOLD. THANK YOU FOR YOUR PATIENCE.

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• >> LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE NATIONAL PAYMENT NETWORK CALL. DURING THE PRESENTATION ALL PARTICIPANTS MANY BE IN LISTEN ONLY MODE. AFTERWARDS IF YOU HAVE A PLEASE PRESS THE STAR FOLLOWED BY 1 ON THE TELEPHONE. IF YOU NEED TO REACH AN OPERATOR AT ANY TIME PLEASE PRESS STAR ZERO. AS A REMINDER THIS CALL IS BEING RECORDED TUESDAY, SEPTEMBER 27, 2016. I WOULD NOW LIKE TO TURN THE CALL OVER IT SHAWN WALCOTT, EN PAYMENTS MANAGER.

• >> THANK YOU, ALISON. GOOD AFTERNOON, EVERYONE, THANK YOU FOR JOINING THE ALL EN PAYMENTS CALL TODAY TUESDAY, SEPTEMBER 27, 2016. I AM SHAWN WALCOTT AND YOUR HOST FOR THE CALL TODAY. I AM JOINED OTD LINE, I HAVE DEBBRA TENNESSEE, TPN MANAGER ALONG WITH MARCELLA SMITH AND ON THE LINE FOR SOCIAL SECURITY ADMINISTRATION I HAVE KATIE STRIEBINGER AND JANICE EDWARDS. THANK YOU ALL FOR JOINING THE CALL .

• TODAY WE ARE GOING TO DISCUSS THE FOLLOWING TOP I OBJECTS. WE ARE GOING TO HAVE ANNOUNCEMENTS, THE E PAY STATUS UPDATE, FULL RETIREMENT AGE, FRA, HOW TO SUBMIT PAYMENT REQUESTS IF YOUR EN IS TERMINATED AND TICKET PORTAL TIPS AND TRICKS. SO LET'S GET STARTED WITH OUR PRESENTATION FOR TODAY.

• FOR THE ANNOUNCEMENTS, WE HAVE THE HOLIDAY SCHEDULE. OFFICES ARE CLOSED ON MONDAY, OCTOBER 10TH, COLUMBUS DAY. OFFICES WILL REOPEN ON TUESDAY, OCTOBER 11TH .

• E PAY STATUS UPDATE. OUR CURRENT E PAY FILE PROCESSING BEGAN ON JULY 26, 2016. CLAIMS ARE PROCESSED BY SOCIAL SECURITY NUMBER INSTEAD OF DUNS. THE CURRENT E PAY FILE CONTAINS A LITTLE OVER 21,000 SSN'S AND AS OF MONDAY, SEPTEMBER 26, OUR EN PAYMENT STAFF PROCESSED THE FOLLOWING: WE HAD A TOTAL CLAIMS PAID WAS 34,350 CLAIMS. AS A REMINDER YOU MAY SUBMIT YOUR PAYMENT REQUEST THROUGH THE TICKET PORTAL INSTEAD OF WAITING FOR THE E PAY PROCESS TO RUN. PLEASE ENSURE THAT YOUR EN CONTACT INFORMATION IS CURRENT. WE SEND EMAILS TO THE EN PAYMENT CONTACT FOR EN PAYMENT MESSAGES AND CONFIRMATION OF POSSIBLE SPLIT PAYMENTS.

• FULL RETIREMENT AGE. THE FIRST PORTION OF OUR PRESENTATION IS RELATED TO FULL RETIREMENT AGE, ALSO KNOWN AS FRA.

• WHAT IS FRA FULL RETIREMENT AGE IS THE EARLIEST AGE AT WHICH WORKERS CAN CLAIM FULL UNREDUCED SOCIAL SECURITY RETIRED WORKERS BENEFITS. FRA IS NOT THE SAME AGE FOR EVERYONE AS IT IS DETERMINED BY YOUR MONTH AND YEAR OF BIRTH. FRA IS NOT THE SAME AGE FOR EVERYONE AS IT IS DETERMINED BY YOUR MONTH AND YEAR OF BIRTH. REGARDING THE FOLLOWING BIRTH DATES WILL GIVE INFORMATION RELATIVE TO THE RETIREMENT AGE.

• IF YOUR BIRTH DATE IS JANUARY 1ST, 1938 OR EARLIER, FRA FOR RETIREMENT OR SPOUSE'S BENEFITS IS AGE 65. BIRTH DATE JANUARY 2ND, 1938 OR LATER, THE FOLLOWING CHART DISPLAY IS USED TO DETERMINE FRA FOR RETIREMENT OR SPOUSE'S BENEFITS.

• HOW LONG CAN EN'S RECEIVE TICKET PAYMENTS? FOR SSI TITLE 16, EN'S CAN RECEIVE TICKET PAYMENTS UP TO AGE 65 FOR SSI ONLY BENEFICIARIES. SSI BENEFICIARIES MOVE FROM DISABILITY STATUS TO AGED STATUS AT AGE 65. FOR SSDI TITLE II, EN'S CAN RECEIVE TICKET PAYMENTS UP TO FRA FOR SSDI BENEFICIARIES. SSDI BENEFICIARIES MOVE FROM DISABILITY STATUS TO NON-DISABILITY OR RETIREMENT STATUS.

• FOR THE NEXT PORTION OF OUR PRESENTATION, WE WILL REVIEW HOW TO SUBMIT PAYMENT REQUESTS IF YOUR EN IS TERMINATED.

• TERMINATED EN'S WILL NO LONGER HAVE ACCESS TO THE TICKET PORTAL. TERMINATED EN'S MUST SUBMIT PAYMENT REQUESTS WITH EVIDENCE OF EARNINGS. PAYMENT REQUESTS FOR TERMINATED EN'S ARE ONLY ACCEPTED BY FAX OR U.S. MAIL.

• TICKET PORTAL TIPS AND TRICKS. AUTOMATIC EARNINGS CHECK. WHEN YOU SUBMIT A PAYMENT REQUEST VIA THE PORTAL, THE SYSTEM AUTOMATICALLY CHECKS TO SEE IF THERE ARE SUFFICIENT ALLEGED OR PROVEN EARNINGS IN SSA'S RECORDS TO ALLOW THE PAYMENT. THIS EARNINGS CHECK DOES NOT GUARANTEE THAT YOU WILL NOT BE ASKED FOR ADDITIONAL DOCUMENTATION. IN THIS EXAMPLE, ENOUGH EARNINGS WERE FOUND FOR THE CLAIM MONTH THAT MET THE TRIAL WORK LEVEL REQUIREMENT. NO FURTHER ACTION IS NEEDED AT THIS TIME. AT THIS PORTION YOU WOULD CLICK SUBMIT TO CREATE THE REQUEST.

• EXISTING PAYMENT CHECK. WHEN YOU SUBMIT A PAYMENT REQUEST VIA THE PORTAL, THE SYSTEM AUTOMATICALLY CHECKS TO SEE IF THERE IS STILL EXISTING WORK CASES FOR THAT CLAIM MONTH. IF THE WORK CASE HAS A PAYMENT DECISION OF PAID, YOU WILL NOT BE ABLE TO RESUBMIT A PAYMENT FOR THAT CLAIM MONTH. IF THE WORK CASE HAS ANY OTHER PAYMENT STATUS YOU CAN CREATE AN ADDITIONAL PAYMENT FOR THAT CLAIM MONTH. IN THIS EXAMPLE, A PAYMENT HAS ALREADY BEEN MADE FOR THE CLAIM MONTH SELECTED AND THE PORTAL WON'T ALLOW YOU TO SUBMIT IT AGAIN. FOR ADDITIONAL INFORMATION CLICK CLOSE AND ACCESS THE LIST OF PAYMENTS ALREADY MADE TO ME.

• THIS SCREEN TO REVIEW PAYMENT HISTORY FOR THE SSN

• GENERATING AN ADDITIONAL FAX COVER SHEET. NAVIGATE TO THE VIEW ALL PENDING PAYMENTS FOR ME OPTION ON THE MAIN MENU. CLICK ON THE ACTIONS LINK NEXT TO THE APPROPRIATE PAYMENT REQUEST. FROM THE PENDING PAYMENT ACTIONS MENU, SELECT FAX ADDITIONAL INFORMATION. THE FAX ADDITIONAL INFORMATION SCREEN WILL APPEAR. SELECT THE DOCUMENT TYPE AND CLICK SUBMIT. ANOTHER FAX COVER SHEET WILL GENERATE THAT WILL AUTOMATICALLY ATTACH ANY EVIDENCE FAXED WITH THAT COVER SHEET TO THE WORK CASE CREATED IN SSA'S SYSTEM. YOU CAN NOW USE THIS COVER SHEET TO FAX ADDITIONAL EVIDENCE TO SSA

• SHOW FAX STATUS. FROM THE ACTION SCREEN, CHOOSE SHOW FAX STATUS. FAX STATUS SCREEN DISPLAYS ALL FAXES GENERATED IN THE TICKET PORTAL FOR THAT SPECIFIC PENDING PAYMENT. THE DATE FAX REQUESTED, NAME OF FAX REQUESTOR, FAX RECEIPT DATE AND DOCUMENT TYPE WILL APPEAR FOR THIS PARTICULAR MEASURE. THIS SCREEN DOES NOT SHOW THE STATUS OF FAXES SENT TO TPN

• THE TICKET OPERATION HELP LINE IS AVAILABLE MONDAY THROUGH FRIDAY, 9:00 AM TO 5:00 PM EASTERN STANDARD TIME. BOTH THE PAYMENT HELP DESK AND THE SYSTEM SUPPORT DESK ARE ACCESSIBLE BY CHOOSING OPTION 1 AND 2, RESPECTIVELY. THE PAYMENT HELP DESK IS AVAILABLE TO ANSWER ALL YOUR QUESTIONS REGARDING PAYMENTS 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 QUESTIONS.

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

• >> WE HAVE NO QUESTIONS AT THIS TIME.

• >> OKAY, THANK YOU VERY MUCH.

• ALISON, AT THIS TIME I WOULD LIKE TO OPEN UP OUR PHONE LINES FOR OUR QUESTION AND ANSWER FORUM. PLEASE ADVISE OUR AUDIENCE OUR PHONE LINES ARE OPEN FOR ANY PAYMENT-RELATED TOPICS THEY WOULD LIKE TO DISCUSS.

• >> LADIES AND GENTLEMEN, IF YOU HAVE A QUESTION PLEASE PRESS THE STAR FOLLOWED BY THE 1 ON YOUR TELEPHONE KEY PAD. ONE MOMENT PLEASE WHILE WE COMPILE THE Q AND A ROSTER.

• YOUR FIRST QUESTION COMES FROM THE LINE OF STACY HEART.

• >> YES, HELLO.

• >> GOOD AFTERNOON.

• >> HI, HOW ARE YOU? YES, I WORK AS AN EN AND I HAVE A QUESTION. I AM ABLE TO UTILIZE THE PORTAL AND IT'S WORKING REALLY WELL. ONCE I LOOK INTO THE SECTION THAT STATES THAT THE PAYMENT HAS BEEN CHANGED FROM ALLOWED TO THE PAID STATUS, HOW LONG SHOULD IT TAKE TO ACTUALLY BE SENT TO OUR BANK ACCOUNT TO THE COMPANY? DO YOU KNOW TYPICALLY IS THAT, DEPEND ON DIFFERENT THINGS, DIFFERENT FACTORS, THE TIMING ONCE IT'S MARKED AS PAID?

• >> THANK YOU FOR THAT QUESTION.

• KATIE, ARE YOU ABLE TO ASSIST WITH THAT QUESTION?

• >> HI, THIS IS KATIE STRIEBINGER. ONCE WE SEND IT TO TREASURY IT TAKES 7 TO 10 DAYS FOR THAT PAYMENT TO POST TO TREASURY, SO IT TAKES 7 TO 10 DAYS FROM ALLOWED TO PAID. WHEN IT DOES YOU WILL HAVE A CHECK.

• >> REALLY? USUALLY IT'S NOT THAT IMMEDIATE. TODAY WE HAD SEVERAL HIT TODAY ON THE 27TH SO WE DON'T HAVE, IT'S USUALLY SENT DIRECTLY TO OUR CHECKING ACCOUNT. SO MAYBE THAT'S THE DELAY, MAYBE OUR BANK IS A DAY OR TWO BEFORE THEY POST IT .

• >> I'M HOPING IT'S DID HE EVER TONIGHTLY A CLOSE TIME FRAME. IF YOU HAVE DIRECT DEPOSIT I WOULD EXPECT YOU TO HAVE IT IMMEDIATELY.

• >> THAT'S WHAT I THOUGHT AND IT WOULDN'T. I WAS TALKING TO OUR MANAGER, SHE'S THE ONE WHO ACTUALLY VERIFIES WHEN IT HITS THE ACCOUNT AND IT IS NOT DONE THE SAME DAY AND THIS IS ON-GOING. THAT'S WHY I WANTED TO ASK IF IT WAS A TYPICAL TWO-DAY TURN AROUND. IT'S AROUND 7 DAYS, YOU'RE RIGHT, BUT ONCE THE PAY HITS I PRESUMED IT WOULD BE BY THE 7TH DAY. THAT'S SOMETHING I NEED TO FIGURE OUT FROM HOW OUR BANK RECEIVES IT. IT SEEMS LIKE MAYBE IT'S AN INTERNAL QUESTION.

• >> YES, UNLESS ANYONE ELSE ON THE CALL HAS SOMETHING SIMILAR BECAUSE WE REALLY DID THINK IT WAS THE SAME DAY.

• >> HELLO, THIS IS DEBBRA. NORMALLY WHEN TREASURY ISSUES ARE PAID RESPONSE THAT MONEY IS POSTED OR IF IT'S A CHECK THAT CHECK IS DELIVERED ON THAT DATE. IF IT'S A DIRECT DEPOSIT ACTION THAT MONEY HAS ALREADY BEEN SENT TO THE BANK.

• SO I AGREE WITH KATIE KATIE, IT SOUNDS TO ME LIKE IT'S THE WAY PERHAPS YOUR BANK RECEIVES AND POSTS THAT MONEY.

• >> YES, THAT -- I WILL PURSUE THAT WITH THAT, I JUST WANTED TO ASK YOU GUYS THAT FIRST BEFORE I WENT ON AND ASKED THEM HOW THEY HANDLE IT. SO THAT DOES HELP. THANK YOU.

• >> OKAY.

• >> AND YOUR NEXT QUESTION COMES FROM THE LINE OF LISA PURDY

• >> HI, EVERYONE. I WAS JUST WONDERING IF ANYONE ELSE HAS HAD ANY PROBLEMS IN THE PORTAL RECENTLY. I'VE BEEN CHECKING ON THE CONSUMERS WHOSE TICKETS ARE CURRENTLY ASSIGNED TO US AND THE STATUS OF THEIR TICKET RECENTLY SAID ON QUITE A FEW OF THEM THAT THEIR TICKET IS NOT IN USE AND I WAS JUST WONDERING, I MEAN, IF WE DON'T AS AN EN UNASSIGN THEIR TICKET OR ANYTHING HOW DOES IT COME, YOU KNOW, COME UP NOT IN USE AND IS THERE ANYTHING WE CAN DO ABOUT THAT OR SOCIAL SECURITY OR ANYONE?

• >> HI, THIS IS KATIE. I CAN TAKE IT. WHEN YOU GET TO THE TICKET ASSIGNABILITY SCREEN. THAT IN USE STATUS IS REFERRING TO THEIR CDR PROTECTION. THAT IN USE IS NOT SAYING THE TICKET IS ASSIGNED. THE ASSIGNMENT IS THE MIDDLE BOX ON THE SCREEN. IF IT SAYS CURRENTLY ASSIGNED TO YOU AND THERE'S NO UNASSIGNMENT DATE, IT'S ASSIGNED. THE REASON THE TICKET WOULD NOT BE IN USE IS BECAUSE THE BENEFICIARY FAILED THEIR TIMELY PROGRESS REVIEW. IN ORDER TO GET IT BACK YOU WOULD HAVE TO RE-ENTER.

• >> I KIND OF FIGURED IT HAD SOMETHING TO DO WITH THE TIMELY PROGRESS REVIEW AND I CALLED THE LOCAL SOCIAL SECURITY FIELD OFFICE AND THEY COULDN'T TELL ME ANY WAY WHATSOEVER IF IT HAD TO DO WITH TIMELY PROGRESS OR NOT SO THAT WAS KIND OF CONCERNING. SHOULD THEY BE ABLE TO TELL ME IF IT HAD SOMETHING TO DO WITH IT?

• >> SO IN THE TICKET PORTAL YOU HAVE A LIST OF BENEFICIARIES CURRENTLY ASSIGNED TO ME. ON THE ACTIONS MENU FOR A PARTICULAR BENEFICIARY THERE IS THE TPR STATUS LINK. THAT WILL ALLOW YOU TO CHECK THE TPR STATUS AND THE PAST HISTORY FOR A BENEFICIARY'S TPR YOU SHOULD SEE THAT THE BENEFICIARY FAILED TPR, IT WILL BE ON THAT SCREEN.

• >> IT SHOULD SAY CURRENTLY FAILED.

• >> FAILED TPR, YES, IT SHOULD.

• >> THEN IS THERE ANYTHING THAT I CAN DO TO HELP THE CONSUMER ALONG WITH THIS?

• >> SO IF YOU KNOW AND THEY KNOW THEY HAVE HAD ENOUGH EARNINGS TO MEET THE TPR REQUIREMENTS FOR THE LEVEL THEY FAILED, HAVE THEM CONTACT THE TICKET HELP LINE, I DO NOT HAVE THAT FUPLER OFF THE TOP OF MY HEAD, WE CAN PUT THAT IN THE CHAT WINDOW FOR YOU, BUT HAVE THE BENEFICIARY CALL THE TICKET HELP LINE AND THEY WILL (INAUDIBLE) ENTERING.

• >> THANK YOU VERY MUCH.

• >> YOU'RE WELCOME.

• >> AND THERE ARE NO FURTHER QUESTIONS AT THIS TIME.

• >> CHARLES, DO WE HAVE ANY QUESTIONS PRESENTED DURING OUR CHAT? I TAKE THAT AS A NO AT THIS TIME.

• .

• >> OKAY, I'M SORRY. ONE QUESTION IN THE CHAT ROOM IS ARE WE ALLOWED TO GET PAYMENTS FOR A TERMINATED TICKET? HELLO?

• >> CORRECT. KATIE, WOULD YOU LIKE TO ANSWER THAT QUESTION, PLEASE?

• >> SURE. YOU CAN GET PAID FOR A TICKET UP UNTIL THE TICKET TERMINATION DATE. AFTER THE TICKET IS TERMINATED YOU CANNOT RECEIVE ANY MORE PAYMENTS .

• >> THANK YOU, KATIE. CHARLES, DID YOU OBTAIN THAT INFORMATION?

• >> YES.

• >> THANK YOU.

• >> CHARLES, THIS IS NATALIE, SSA THEY CAN GET PAYMENTS FOR UP TO THE MONTH BEFORE THE TERMINATION DATE. SO IF THEY ARE TERMINATED IN NOVEMBER, 2015, THE LAST PAYMENT THEY CAN RECEIVE WOULD BE OCTOBER OF 2015.

• >> THANK YOU, NATALIE.

• ALISON, DO WE HAVE ANY QUESTIONS FOR, ON THE LINE AT THIS TIME?

• >> WE HAVE ONE QUESTION FROM MELISSA CRAWFORD SMITH.

• >> HI, I JUST WANTED TO CLARIFY. WHEN YOU SAID WE CAN'T GET PAYMENTS AFTER THEY'RE TERMINATED, THAT'S AFTER TERMINATED FROM BENEFITS. WE CAN STILL GET PAYMENTS FOR OUR AGENCY AS LONG AS THEY ARE STILL GETTING PAYMENTS, IS THAT CORRECT?

• >> HELLO, THIS IS DEBBRA. LET ME BE CLEAR ON THE QUESTION. ARE YOU TALKING ABOUT THE EN TERMINATED OR THE BENEFICIARY'S TICKET IS TERMINATED.

• >> THE EN TERMINATED THEIR TICKET BUT THEY ARE NOT TERMINATED WITH SSA

• >> I'M NOT SURE WHAT YOU MEAN BY THE EN HAS CLOSED THE TICKET. UNASSIGNMENT, NO, THAT'S SOMETHING DIFFERENT. UNASSIGNMENT THOSE TWO -- OKAY, WHEN A TICKET IS UNASSIGNED, AN EN IS ELIGIBLE TO RECEIVE PAYMENTS AS LONG AS ELIGIBILITY IS MET BY THE BENEFICIARY. YOU CAN CONTINUE TO RECEIVE PAYMENTS ALL THE WAY UP UNTIL THE BENEFICIARY ASSIGNS THEIR TICKET AGAIN TO ANOTHER EN AT THAT POINT IT MAY BECOME A POSSIBLE SPLIT PAYMENT BETWEEN YOUR EN AND THE NEW EN, BUT UP UNTIL THAT FURNISH FISH REASSIGNS THEIR TICKET TO A NEW EN, YOU CAN CONTINUE TO RECEIVE PAYMENTS.

• >> OKAY, AWESOME. THANK YOU.

• >> UH-HUH.

• >> THERE ARE NO FURTHER QUESTIONS AT THIS TIME.

• >> HELLO RTION CHARLES, ARE THERE ANY OTHER QUESTIONS PRESENTED DURING THE CHAT ROOM?

• >> THE MOST RECENT QUESTION IS FROM SARI, WHEN YOU RECEIVE PAY STUBS FROM AN EN FOR A BENEFICIARY SHOWING HE HAS EARNED OVER SGA FOR SSDI OR ZERO CASH BENEFIT AMOUNT FOR SSI AND HE IS IN THE OUTCOME PERIOD BUT HIS SSA FIELD OFFICE SHOWS HIM IN CURRENT PAY, DO YOU DO ANYTHING TO NOTIFY THE FIELD OFFICE?

• >> HELLO, THIS IS DEBBRA. NO, WE DO NOT. BENEFICIARIES AND SOMETIMES EN'S DO SUBMIT PAY STUB INFORMATION TO FIELD OFFICE. IT IS THE ROLE OF THE FIELD OFFICE TO ENTER THOSE EARNINGS AND AT THE POINT WHERE THEY SEE THAT THE BENEFICIARY IS IN SGA OR OUTCOME STATUS TO BEGIN A WORK CDR FIELD OFFICES ARE BACKED UP WITH THAT PARTICULAR WORKLOAD BUT IT IS NOT EITHER CENTRAL OFFICE WHERE KATIE AND THE OTHERS, IT IS NOT THEIR RESPONSIBILITY NOR IS IT MAXIMUS' TO SUBMIT ANYTHING TO THE FIELD OFFICE. THEY DO GET THAT NOTIFICATION BUT IT'S A REALLY BIG WORKLOAD FOR THEM SO IT TAKES A WHILE FOR THE FIELD OFFICE SOMETIMES TO PLACE THE BENEFICIARY IN THAT OUTCOME STATUS.

• BUT WHAT WE DO HERE AT MAXIMUS IN THE EVENT THAT THE BENEFICIARY HAS NOT SUBMITTED THEIR PAY STUBS DREGTLY TO THE FIELD OFFICE, IF WE RECEIVE THE PAY STUB WE KEEP THOSE EARNINGS AND THAT SENDS AN ALERT TO THE SOCIAL SECURITY OFFICE THAT THE EARNINGS ARE OVER SGA LEVEL AND THAT A WORK CDR SHOULD BE PERFORMED TO DETERMINE IF THE BENEFICIARY SHOULD BE PLACED IN OUTCOME STATUS.

• >> THANK YOU, DEBBRA.

• >> YOU'RE WELCOME.

• >> ALISON, DO WE HAVE ANY QUESTIONS PRESENTED IN THE QUESTION AND ANSWER FORUM?

• >> THERE ARE NO QUESTIONS AT THIS TIME.

• >> CHARLES, DO YOU HAVE ANY ADDITIONAL QUESTIONS AT THIS TIME?

• >> YES, I DO, SHAWN. IF A BENEFICIARY DOES NOT PASS TIMELY PROGRESS REVIEW AND THE TICKET BECOMES NOT IN USE STATUS, CAN THE EN STILL MAKE PAYMENT REQUESTS?

• >> YES, THE EN CAN CONTINUE TO MAKE PAYMENT REQUESTS AND CAN RECEIVE PAYMENTS .

• >> THANK YOU, DEBBRA.

• >> UH-HUH.

• >> ALISON, ARE THERE ANY OTHER QUESTIONS IN THE QUEUE TO BE PRESENTED?

• >> THERE ARE NO QUESTIONS AT THIS TIME.

• >> THIS IS DEBBRA AGAIN. LET ME JUST CLARIFY THAT LAST INQUIRY. THE EN CAN CONTINUE TO RECEIVE PAYMENTS IF THE BENEFICIARY FAILS TPR THE FAILURE OR THE STATUS OF THE TPR PASS OR FAIL ACTUALLY AFFECTS THE BENEFICIARY, NOT THE EN IT AFFECTS WHETHER OR NOT THE BENEFICIARY LOSES THEIR CDR PROTECTION OR MAINTAINS THEIR CDR PROTECTION, BUT THE EN STILL CAN CONTINUE TO WORK WITH THAT BENEFICIARY AND THE EN STILL IS ELIGIBLE TO RECEIVE PAYMENTS.

• >> THANK YOU FOR THAT CLARIFICATION, DEBBRA.

• >> OKAY.

• >> CHARLES, DO WE HAVE ANY ADDITIONAL QUESTIONS IN THE CHAT FORUM?

• >> YES, SHAWN, WE HAD A FOLLOW-UP BY TWO EN'S RELATED TO THE SOCIAL SECURITY ADMINISTRATION FIELD OFFICES ASKING WHAT IF A BENEFICIARY NEGLECTS TO REPORT HIS EARNINGS AND THE SECOND QUESTION WAS WHAT DO WE DO WHEN WE SUBMIT PAY STUBS TO THE FIELD OFFICE AND THEY DON'T UPDATE THE RECORDS?

• >> WHAT WAS THE FIRST QUESTION AGAIN, SHAWN? I WANTED TO ANSWER THEM IN ORDER. WHAT WAS THE FIRST QUESTION?

• >> WHAT IF THE BENEFICIARY NEGLECTS TO --.

• >> OKAY. IF THE BENEFICIARY NEGLECTS TO REPORT THEIR EARNINGS, ONE OF TWO THINGS HAPPENS. IF THEY NEVER REPORT THEIR EARNINGS TO ANYONE, INCLUDING THE IRS, THEY WON'T BE POSTED ANYWHERE AND WE WON'T KNOW UNLESS THE BENEFICIARY'S EMPLOYER HAPPENS TO REPORT THEIR EARNINGS TO THE SOCIAL SECURITY. IF THEY DON'T REPORT THEM TO THE FIELD OFFICE, OF COURSE THE FIELD OFFICE WON'T HAVE THEM BUT WHEN WE WORK OUR CLAIMS WE ARE ABLE SOMETIMES TO EXTRACT INFORMATION WHERE EARNINGS ARE REPORTED BY ANOTHER ENTITY. THAT'S NOT ALL THE TIME.

• THE OTHER QUESTION YOU ASKED WAS ABOUT THE FIELD OFFICE, BENEFICIARIES SUBMIT THEIR EARNINGS TO THE FIELD OFFICES AND THEY DON'T POST THEM, WE HAVE NO CONTROL OVER THAT. BUT, AGAIN, EN'S CAN CONTINUE TO RECEIVE COPIES OF BENEFICIARY'S PAY STUBS AND SEND THEM IN TO MAXIMUS AND WE WILL KEY THOSE EARNS, POST THOSE EARNINGS AND THEY WILL GENERATE ALERTS FOR THE FIELD OFFICE TO PERFORM CDR DETERMINATIONS, WORK DETERMINE NAISES, AND IF THEY MEET CERTAIN CRITERIA THE BENEFICIARY WILL BE PLACED IN OUTCOME STATUS.

• >> THANK YOU, DEBBRA.

• CHARLES, DO WE HAVE ANY ADDITIONAL QUESTIONS?

• >> YES, IF A CONCURRENT BENEFICIARY IS WORKING OVER SGA AND DETERMINED TO BE IN OUTCOME STATUS AND GOES INTO A REDUCED SSI PAYMENT OF ABOUT $10 CAN AN EN REQUEST PAYMENT FOR A PHASE II?

• >> OKAY, SO THE BENEFIT -- WAIT A MINUTE. IT DEPENDS ON WHETHER THE BENEFICIARY WAS IN CURRENT PAY WITH SSI FIRST AND THEN -- WERE THEY EVER IN OUTCOME OR SGA STATUS WITH SSI, IS THAT WHAT YOU'RE TALKING ABOUT, AND THEN RECEIVED THE REDUCED BENEFIT? BECAUSE IT MAKES A DIFFERENCE.

• >> YEAH, THE QUESTION WAS IF A DUAL BENEFICIARY IS WORKING OVER SGA AND DETERMINED TO BE IN OUTCOME STATUS, THEN GOES INTO A REDUCED SSI PAYMENT OF ABOUT $10 CAN --.

• >> OKAY, THE ANSWER IS NO. AND THE REASON FOR THAT IS ONCE A BENEFICIARY IS IN OUTCOME STATUS THEY CANNOT RECEIVE ANY MILESTONE PAYMENTS. THAT'S WHY I WANTED TO BE CLEAR ON THE QUESTION. SO IF THE BENEFICIARY ON THE BOAT IS BOTH IN OUTCOME STATUS AND EARNINGS WERE BELOW THE CASHED OUT OR REDUCED TO A POINT WHERE WE COULD NOT MAKE OUTCOME PAYMENTS THEN, NO, WE WOULD NOT. WE WOULD NOT EVER MAKE OUTCOME PAYMENTS AND GO BACK TO MAKE ANY TYPE OF MILESTONE PAYMENTS. AND THAT'S IN THE REGS.

• >> THANK YOU, DEBBRA.

• IS THERE ANY ADDITIONAL QUESTIONS, CHARLES?

• >> JUST ADDITIONAL QUESTIONS RELATED TO SUPPORTING PAY STUBS TO THE FIELD OFFICE. IS THERE ANYTHING ELSE AN EMPLOYMENT NETWORK CAN DO?

• >> AGAIN, THE EN'S CAN SUBMIT THOSE PAY STUBS TO MAXIMUS. THEY CAN SUBMIT THEM WITH A PAYMENT REQUEST OR THEY CAN SUBMIT THEM WITHOUT A PAYMENT REQUEST. WE WILL KEY THOSE EARNINGS AND THAT'S A BACK WAY OF GETTING THAT INFORMATION INTO THE FIELD OFFICES BUT IT WILL GET THERE. IT WILL BE POSTED .

• >> THANK YOU, DEBBRA.

• ALISON, DO WE HAVE ANY ADDITIONAL QUESTIONS?

• >> THERE ARE NO AUDIO QUESTIONS.

• >> CHARLES, DO WE HAVE ANY ADDITIONAL QUESTIONS USING THE CHAT FEATURE?

• >> NO.

• >> ALL RIGHT, THANK YOU VERY MUCH. I GUESS THAT WILL CONCLUDE OUR PRESENTATION FOR TODAY. 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 FULL TRANSCRIPT AND AUDIO FOR THE EN PAYMENTS CALL ARE AVAILABLE ON THE TICKET TO WORK WEB SITE UNDER THE EVENTS AND ARCHIVES SECTION. WE ENCOURAGE OUR COMMUNITY TO TAKE PART IN ALL SESSIONS. THE NEXT ALL EN CALL IS SCHEDULED FOR TUESDAY, OCTOBER 25, AT 3:00 PM THIS WILL CONCLUDE OUR PRESENTATION FOR TODAY. THANK YOU ALL FOR PARTICIPATING AND YOUR ATTENTION DURING THE CALL. PLEASE HAVE A GREAT EVENING AND WE LOOK FORWARD TO YOUR PARTICIPATION ON OCTOBER 25TH.

• (END OF CALL)