TODAY IS TUESDAY, 25 APRIL, 2017. PLEASE STAND BY, YOUR WEBINAR WILL BEGIN WHEN SCHEDULED. WE APPRECIATE YOUR PATIENCE.
AT THIS TIME YOU ARE CURRENTLY ON HOLD. WE PLAN TO BE UNDERWAY AND APPRECIATE YOUR PATIENCE. PLEASE REMAIN ON THE LINE.
WE APPRECIATE YOUR PATIENCE AND PLEASE REMAIN ON THE LINE.
PLEASE STAND BY, WE ARE ABOUT TO BEGIN. GOOD DAY, WELCOME TO THE NATIONAL ALL PAYMENTS CALL. TODAY'S CONFERENCE IS BEING RECORDED. AT THIS TIME I WOULD LIKE TO TURN THE CONFERENCE OVER TO SHAWN WALCOTT, PAYMENTS MANAGER.
>> THANK YOU FOR ATTENDING THE ALL PAYMENTS CALL TODAY. I AM SHAWN WALL CUT, EN PAYMENTS MANAGER, HOST OF THE CALL. JOINING ME IN OUR OFFICE IS DEBBRA TENNESSEE, AND ON BEHALF OF THE SOCIAL SECURITY ADMINISTRATION I HAVE KATIE STRIEBINGER, NATALIE AND THE PURPOSE OF TODAY'S CALL IS TO PROVIDE INFORMATION BY PROVIDING INSIGHT IN THE PAYMENTS PROCESS EN PAYMENTS STATUS UPDATE, EARNINGS ALREADY [PRAO-FRPB/]EN, HOW TO OBTAIN REPORTS VIA THE TICKET PORTAL, HOW TO OBTAIN A MISSING PAYMENTS PROCESSING REPORT, HOW TO AVOID PAYMENT PROCESSING DELAYS ASSOCIATED WITH DENIALS, INCORRECT PAYMENTS, 2017 TRIAL WORK LEVEL AND SGA RATES, AND THE 2017 PAYMENT RATES.
LET'S GET STARTED.
YOU CAN CHECK THE STATUS OF E PAY BY VIEWING THE ANNOUNCEMENT SCREEN IN THE PORTAL. THE [PO-ERPLGTS/] WILL DISPLAY THE ANNOUNCEMENT THAT E PAY HAS STARTED AND A MESSAGE WHEN WE COMPLETE PROCESSING AN E PAY FILE. STARTING IN JANUARY, 2017, THE ALL EN PAYMENTS CALL MOVED TO A QUARTERLY SCHEDULE. IN 2017 OUR REMAINING CALLS WILL BE HELD APRIL 25TH, JULY 25TH AND OCTOBER 31ST. THE TICKET PROGRAM AVAILABLE RESOURCES SECTION OF THIS PRESENTATION HIGHLIGHTS THE SERVICE ACCOMMODATIONS AVAILABLE TO YOU AT ANY TIME TO REINFORCE PRINCIPLES AND GET OTHER RELEVANT PAYMENT INFORMATION IN BETWEEN CALLS.
OUR CURRENT E PAY FILE PROCESSING ENDED ON MARCH 31, 2017. THE TOTAL CLAIMS PAID WAS 24,689. TOTAL SSN'S PAID WAS 7,034, TOTAL AMOUNT PAID WAS 15,388,388. AS A REMINDER YOU MAY SUBMIT YOUR PAYMENT REQUEST INSTEAD OF WAITING FOR THE E PAY PROCESS TO RUN. ADDITIONALLY PLEASE BE SURE YOUR EN PAYMENT INFORMATION IS CURRENT. WE EMAILED PAYMENT CONTACT FOR PAYMENT OUTREACH MESSAGES AND CONFIRMATION OF POSSIBLE SPLIT PAYMENTS. WHEN SUBMITTING INFORMATION TO THE ENST ABOUT PAYMENTS, PLEASE AKNOW AT A TIME PAYMENT INFORMATION FOR CONTACTS. PLEASE SEND A REQUEST TO EN SERVICE.GOV AND SPECIFY THE NAME OF THE PERSON AND INDICATE THE TITLE YOU WANT THEM TO HAVE. ALL PAYMENTS CONTACTS MUST HAVE PASSED SUITABILITY.
RECENTLY WE HAVE RECEIVED QUITE A FEW INQUIRIES REGARDING THE PORTAL MESSAGE, EARNINGS ALREADY PROVEN. IN THIS SEGMENT OF THE PRESENT [PA-EUGS/] WE WILL PROVIDE CLARIFICATION OF THIS MESSAGE.
THE TICKET PORTAL CHECKS TO SEE IF THERE ARE SUFFICIENT EARNINGS IN SSA'S RECORDS. THE SYSTEM AUTOMATICALLY CHECKS IF THERE ARE ALLEGED PROVEN EARNINGS IN SSA'S RECORDS TO ALLOW THE PAYMENT. THIS EARNINGS CHECK DOES NOT GUARANTEE THE PAYMENT. YOU MAY BE ASKED FOR ADDITIONAL EARNINGS 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. CLICK SUBMIT TO CREATE THE PAYMENT REQUEST. IF YOU SUBMIT A PAYMENT REQUEST AND THEN ARE INSTRUCTED TO PROVIDE ADDITIONAL EARNINGS DOCUMENTATION, PLEASE MAKE CERTAIN THAT THE EVIDENCARY EARNINGS ARE USED. FOR EXAMPLE, PAY STUBS, THE WORK NUMBER AND THE EMPLOYER EARNINGS STATEMENT. WE CAN ONLY APPROVE PAYMENTS USING EVIDENTIARY AREAS. EN'S HAVE 9 BUSINESS DAYS TO SUBMIT THE EARNINGS EVIDENCE. IF NOT SUBMITTED WITHIN THIS TIME PERIOD THE CLAIM IS DENIED WITH THE REASON, INSUFFICIENT DOCUMENTATION.
WE WILL NOW PROCEED TO THE NEXT PORTION OF THE PRESENTATION, HOW TO OBTAIN A PAYMENT PROCESSING REPORT FROM THE TICKET PORTAL. DURING THIS SEGMENT WE WILL DISCUSS REQUIRED STEPS TO PROCESS A PAYMENT REPORT FROM THE TICKET PORTAL.
THERE ARE TWO OPTIONS TO VIEW PAYMENT STATUS FROM THE PAYMENT SECTION OF THE MAIN MENU. THE FIRST IS THE VIEW PAYMENTS ALREADY MADE TO ME. THIS INCLUDES ALL PAYMENTS THAT ARE CLOSED AND ALSO INCLUDES BOTH PAID AND DENIED REQUESTS. THE SECOND OPTION, VIEW ALL PENDING PAYMENTS FOR ME, INCLUDES ALL PAYMENTS THAT ARE STILL OPEN, PENDING PAYMENTS WILL INCLUDE ALL PAYMENTS THAT HAVE NOT BEEN SENT TO TREASURY YET.
FROM THE MAIN MENU SELECT THE VIEW ALL TICKET PAYMENTS ALREADY MADE TO ME LINK AND THE LIST ALREADY MADE TO ME SCREEN WILL DISPLAY. YOU MAY SEARCH HERE FOR TICKET PAYMENTS ALREADY MADE TO YOUR EN OR STATE VIEW R AGENCY FOR ALL BENEFICIARIES BASED ON DATE AND YOU CAN INCLUDE DENIALS. ENTER THE DATES YOU WISH TO RETRIEVE AND SELECT SEARCH. THE START AND END DATES CANNOT BE MORE THAN A YEAR APART. HOWEVER, YOU CAN SEARCH FOR PRIOR YEARS.
THE RESULTS WILL DISPLAY AS SHOWN HERE. CLAIMS LISTED ON THIS SCREEN ARE ONES WHERE TPM HAVE COMPLETED YOUR PAYMENT REQUESTS, PAID MEANS TPM PROCESSED THE CLAIM AND IT CLEARED TREASURY. DENIED MEANS TPM ASSESSED THE CLAIM AND DETERMINED IT WAS NOT PAYABLE. ALLOWED MEANS TPM ASSESSED AND PAID A CLAIM AND HAS NOT YET CLEARED TREASURY. EN'S SHOULD WAIT 30 DAYS BEFORE CONTACTING. TO LEARN MORE ABOUT WHY THIS PAYMENT WAS DENIED.
YOU CAN CREATE A REPORT BY DOWNLOADING ALL YOUR COMPLETED PAYMENTS TO EXCEL, SELECT THE DOWNLOAD THE ENTIRE LIST TO EXCEL OPTION HIGHLIGHTED HERE.
FROM THE MAIN MENU, SELECT THE VIEW ALL PENDING TICKET PAYMENTS FOR ME LINK AND THE PENDING PAYMENTS FOR ME SCREEN WILL DISPLAY. HERE YOU WILL BE ABLE TO SEE ALL YOUR ORGANIZATION'S PENDING TICKET PAYMENTS. THESE ARE PAYMENTS THAT HAVE NOT YET BEEN PROCESSED. EACH PAYMENT REQUEST YOU SUBMIT THROUGH THE PORTAL IS DISPLAYED HERE IMMEDIATELY AFTER IT IS CREATED. THESE CLAIMS COULD BE OUTSTANDING RECEIPTS NOT YET WORKED OR CLAIMS PLACED IN DIARY AWAITING INFORMATION SUCH AS EVIDENCE OF EARNINGS OR RENEWAL OF SAM REGISTRATION. FOR EXAMPLE, IF YOUR CASE IS DIRIZED YOU WILL SEE A Y IN THE DIARY COLUMN. CLICKING ON ACTIONS WILL BRING YOU TO ANOTHER MENU WHERE YOU CAN SEE THE REASON YOUR CASE IS DIRIZED AND PRINT AN ADDITIONAL COVER SHEET IF NEEDED. YOU CAN ALSO VIEW PENDING PAYMENTS FOR AN INDIVIDUAL BENEFICIARY BY GOING TO THE MAIN MENU AND GOING TO BENEFICIARIES CURRENTLY ASSIGNED TO ME LINK. YOU WOULD SELECT THE ACTIONS LINK ON THE PAGE FOR AN INDIVIDUAL BENEFICIARY. THIS WILL TAKE YOU TO THE MORE ACTIONS MENU. YOU WOULD THEN SELECT SHOW PENDING PAYMENTS. THE DIFFERENCE BETWEEN THE VIEW PENDING PAYMENTS FOR ME AND THE SHOW PENDING PAYMENTS FUNCTIONS IS ONE SHOWS ALL PENDING PAYMENTS FOR YOUR ORGANIZATION, WHILE THE OTHER SHOWS ALL PENDING PAYMENTS FOR THE ONE BENEFICIARY THAT YOU SELECTED.
YOU CAN CREATE A REPORT BY DOWNLOADING ALL YOUR PENDING PAYMENTS TO EXCEL, SELECT A DOWNLOAD ENTIRE LIST TO EXCEL OPTION HIGHLIGHTED HERE.
WHILE YOU CAN VIEW YOUR COMPLETED AND PENDING PAYMENT REQUESTS IN THE PORTAL, THE PAYMENT PROCESSING REPORT IS A NOTICE THAT IS MAILED TO YOUR EN AN EXAMPLE OF THAT REPORT IS ON THE NEXT SLIDE.
THE PAYMENTS PROCESSING REPORT IS AN ACCOUNTING OF EACH PAYMENT SOCIAL SECURITY MAKES TO AN EMPLOYMENT NETWORK. SOCIAL SECURITY FORWARDS A PAYMENT PROCESSING REPORT TO THE EN'S DESIGNATED PAYMENTS CONTACT EACH TIME. SOCIAL SECURITY NOTIFIES THE U.S. DEPARTMENT OF TREASURY TO MAKE A DIRECT DEPOSIT TO THE EN'S DESIGNATED BANK ACCOUNT. EN'S WHO DID NOT RECEIVE THE EMPLOYMENT NETWORK PAYMENT PROCESSING REPORT FOR A SPECIFIC PAYMENT CAN SEND AN EMAIL TO THE EN AT HELP DESK AT SSA DOT GOV EMAIL ADDRESS. YOU MUST INCLUDE YOUR DUNS, THE CORRECT EMAIL ADDRESS, AND THE DATE OF THE MISSING PAYMENT.
THE NEXT PORTION OF OUR PRESENTATION WILL ILLUSTRATE HOW TO AVOID PAYMENT DENIALS.
HOW TO AVOID DENIALS. MANAGER AND MONITOR THE PAYMENT HISTORY OF YOUR TICKET HOLDERS. ASK THE BENEFICIARY PRIOR TO THE INTAKE OFFICE TO CONTACT THEIR MAIN SSA OFFICE OR THE MAIN SSA NUMBER TO REQUEST A BENEFITS PLANNING INQUIRY OR PBQY AN EN MAY REQUEST A BPQY BY SUBMITTING TWO SSA CONSENT FOR RELEASE OF INFORMATION THAT HAVE BEEN SIGNED BY THE BENEFICIARY. ONE IS TO AUTHORIZE THE RELEASE OF SOCIAL SECURITY RECORDS AND THE OTHER TO AUTHORIZE THE RELEASE OF INTERNAL REVENUE SERVICE EARNINGS RECORDS. BOTH RELEASES MUST CONTAIN THE BENEFICIARY'S SOCIAL SECURITY NUMBER OR CLAIM NUMBER. YOU CAN ALSO REQUEST EVIDENTIARY EARNINGS DOCUMENTATION FROM THE BENEFICIARY, THE FOLLOWING ARE CONSIDERED EVIDENTIARY. PAY STUBS, EMPLOYER EARNINGS STATEMENT, OR THE WORK NUMBER. REQUEST PREVIOUS PAY STUBS, EMPLOYER EARNINGS STATEMENTS OR THE WORK NUMBER AS PART OF THEIR INTAKE OR ONCE THE TICKET IS ASSIGNED. THIS WILL GIVE YOU AN IDEA OF WHICH, IF ANY, MILESTONES TO SUBMIT. YOU CAN ALSO MAKE CERTAIN THE PAYMENT DOCUMENTATION SUBMITTED HAVE ACCURATE EARNINGS INFORMATION LISTED. IF YOU ARE SUBMITTING EARNINGS EVIDENCE MAKE SURE THAT YOU ARE PROVIDING THE MOST APPROPRIATE DOCUMENTATION TO MEET THE REQUIREMENTS OF THE PAYMENT REQUEST. WE MAY ALSO PERFORM AN OUTREACH TO AN EN ASKING TO SUBMIT ADDITIONAL DOCUMENTATION OR CLARIFICATION TO SUBMIT THE ORIGINAL REQUEST. THERE IS A 9-DAY DIARY PERIOD TO RESPOND AND WE TYPICALLY SEND OUTREACH REQUESTS BEFORE DENYING THE REQUEST. BUT THERE IS A CUT-OFF POINT AND IT'S IMPORTANT TO PAY ATTENTION TO THOSE OUTREACH REQUESTS. WE SEND FOR DOCUMENTATION AND PLEASE RESPOND QUICKLY.
THE DENIAL CODE REFERENCE TABLE IS A COMPILED LIST OF PAYMENT DENIAL REASONS AND ASSOCIATED CODES IN THE PORTAL. EVALUATE THE REASON CODES AND HAVE AN OPPORTUNITY TO PREVENT FUTURE SITUATIONS THAT MAY RESULT IN DENIALS. ORGANIZATIONS CAN BEEN TONIGHT BY IMPROVING THEIR COMPANY EFFICIENCY AND PREVENTING DENIALS BY HAVING A BETTER INSIGHT OF PAYMENT-RELATED PROCEDURES WHICH WILL IN TURN REDUCE PAYMENT REQUEST REVISIONS AND INCREASE COMPANY CASH FLOW.
AT THIS TIME WE WILL DISCUSS THE PROCESS OF INCORRECT PAYMENTS, HOW IT CAN NEGATIVELY IMPACT EN'S AND DIFFERENT METHODS OF REIMBURSEMENT. INCORRECT PAYMENTS OCCUR WHEN INFORMATION BECOMES AVAILABLE TO SOCIAL SECURITY THAT A PAYMENT MADE PREVIOUSLY IT AN EN WAS NOT VALID. A PAYMENT TO AN EN CAN BE INVALIDATED BY THE DISCOVERY OF EARNINGS INFORMATION OR SUCCESSFUL STATE VR AGENCY CASE CLOSURES. ONCE SOCIAL SECURITY STAFF DETERMINES THE INCORRECT PAYMENT EXISTS THEY WILL SEND AN EMAIL TO THE EN THE COMMUNICATION WILL STATE THE REASON FOR THE INCORRECT PAYMENT AND OPTIONS AVAILABLE TO THE EN TO REPAY THAT MONEY. THE REIMBURSEMENT [A-UPLGS/]S ARE IMMEDIATE PAYMENT BY CHECK, MAKE AN ARRANGEMENT TO PAY IN INSTALLMENTS OR HAVE FUTURE PAYMENTS WITHHELD UNTIL THE BALANCE IS COVERED. IF SOCIAL SECURITY DOES NOT RECEIVE A RESPONSE FROM THE EN TO THE INCORRECT PAYMENT NOTICE, THEY WILL WITHHOLD ANY FUTURE PAYMENTS TO THE EN UNTIL THE INCORRECT PAYMENT HAS BEEN RECOUPED. SOCIAL SECURITY DOES NOT RECOUP PAYMENTS SPECIFICALLY FROM THE SSN THAT WAS IMPROPERLY PAID. SOCIAL SECURITY CAN RECOUP MONEY FROM ANY PAYMENT FOR ANY BENEFICIARY ASSIGNED TO THE ES UNTIL THE INCORRECT PAYMENT HAS BEEN CLEARED. RECOUPMENT OF THE INCORRECT PAYMENTS ARE HANDLED BY SOCIAL SECURITY. THE EN MUST RESPOND TO SOCIAL SECURITY'S INCORRECT PAYMENT NOTICE BUT IF YOU REACH OUT TO THE EN PAYMENTS HELP DESK, PLEASE FORWARD THE COMMUNICATION THAT YOU RECEIVED FROM SOCIAL SECURITY TO EXPEDITE A RESPONSE.
EN'S CAN HELP BENEFICIARIES BY DOING THE FOLLOWING: EN[KW-URPBLG/]ING BENEFICIARIES TO REPORT THEIR EARNINGS IN A TIMELY MANNER, ENCOURAGING ALL BENEFICIARIES THAT ARE SELF-EMPLOYED TO FILE THEIR INCOME TAXES BY APRIL 15TH, FOR EXAMPLE, FAMILIARIZING BENEFICIARIES WHO ARE SELF-EMPLOYED WITH PERTINENT TAX FORMS SUCH AS THE 1040, SCHEDULE C, SCHEDULE F AND SCHEDULE SE ENCOURAGING BENEFICIARIES TO SCHEDULE DIRECTLY TO THEIR REPRESENTATIVES AND REQUEST WRITTEN DOCUMENTATION OF EARNINGS AS REPORTED EACH MONTH. INFORMING BENEFICIARIES THAT THEY MAY CONTACT THE SOCIAL SECURITY FIELD OFFICE AND VOLUNTARILY REQUEST SUSPENSION OF BENEFITS TO AVOID OR REDUCE A POSSIBLE OVERPAYMENT. THIS IS DIFFERENT THAN JUST REPORTING EARNINGS. A VOLUNTARY REQUEST FOR SUSPENSION MAY BE PROCESSED WHEN THE BENEFICIARY HAS COMPLETED THE GRACE PERIOD AFTER TRIAL WORK PERIOD OR IS NOT ENTITLED TO A TRIAL WORK PERIOD OR IS IN THE EXPEDITED REINSTATEMENT PERIOD. IF A BENEFICIARY THINKS HE OR SHE SHOULD NO LONGER GET [PHRO-/]LY BENEFITS, ANOTHER ALTERNATIVE IS FOR THE BENEFICIARY TO SIMPLY KEEP ALL FUTURE CHECKS OR DEPOSIT THEM IN A SEPARATE BANK ACCOUNT TO COLLECT INTEREST UNTIL IT IS CLEAR WHETHER OR NOT BENEFITS SHOULD HAVE BEEN SUSPENDED.
I'D LIKE TO MOVE ON AND DRAW OUR ATTENTION TO THE NEXT TOPIC OF THE PRESENTATION, THE 2017 TICKET PAYMENT RATES. TO BE ELIGIBLE FOR DISABILITY BENEFITS, A PERSON MUST BE UNABLE TO ENGAGE IN SUBSTANTIAL GAINFUL ACTIVITY OR SGA A PERSON WHO IS EARNING MORE THAN A CERTAIN MONTHLY AMOUNT IS ORDINARILY CONSIDERED TO BE ENGAGING IN SGA THE AMOUNT OF MONTHLY EARNINGS CONSIDERED AS SGA DEPENDS ON THE NATURE OF A PERSON'S DISABILITY. THE SOCIAL SECURITY ACT SPECIFIES A HIGHER SGA AMOUNT FOR STATUTORILY BLIND INDIVIDUALS. FEDERAL REGULATIONS SPECIFY A LOWER SGA AMOUNT FOR NON-BLIND INDIVIDUALS. THE MONTHLY SGA AMOUNT FOR STATUTORILY BLIND INDIVIDUALS FOR 2017 IS $1,950. FOR NON-BLIND INDIVIDUALS THE AMOUNT FOR 2017 IS $1,700. APPLIES TO SOCIAL SECURITY AND SSI BENEFITS. TRIAL WORK PERIOD IS AFTER A PERSON BECOMES ELIGIBLE FOR DISABILITY BENEFITS THE PERSON MAY ATTEMPT TO RETURN TO THE WORK FORCE. AS AN INCENTIVE WE PROVIDE A TRIAL WORK PERIOD IN WHICH BENEFICIARY MAY HAVE EARNINGS AND STILL COLLECT BENEFITS. THE TRIAL WORK LEVEL AMOUNT FOR 2017 IS $840.
THE MILESTONE OUTCOME PAYMENT SYSTEM OFFERS TWO SETS OF MILESTONE PAYMENTS IN ADDITION TO A SET OF OUTCOME PAYMENTS. MILESTONE PAYMENTS OFFER EMPLOYMENT NETWORKS SOME FINANCIAL COMPENSATION PRIOR TO BENEFIT CESSATION. THIS CREATES FINANCIAL INCENTIVE FOR EN'S TO WORK WITH BENEFICIARIES WHO MIGHT TAKE LONGER TO ACHIEVE EARNINGS HIGH ENOUGH TO RESULT IN THE CESSATION OF DISABILITY BENEFITS. THIS MEANS THE FIRST MONTH OF THE TRIAL WORK EARNINGS NEEDED TO QUALIFY FOR PHASE I MILESTONE 1 COUNTS TOWARDS THE 3 MONTHS OF TRIAL WORK LEVEL EARNINGS NEEDED TO QUALIFY FOR PHASE I MILESTONE 2. THE THREE MONTHS OF TRIAL WORK LEVEL EARNINGS NEEDED TO QUALIFY FOR PHASE I MILESTONE 2 COUNTS TOWARDS THE 6 MONTHS OF EARNINGS NEEDED TO QUALIFY FOR PHASE 1 MILESTONE 3 AND SO ON. THE PAYMENT [RA-EUPLT/]S LISTED ARE PAYMENT TO THE EN UNDER BOTH THE MILESTONE ADD OUTCOME PAYMENTS SYSTEM AND THE OUTCOME ONLY PAYMENT SYSTEM. THE MILESTONE OUTCOME PAYMENT SYSTEM OFFERS TWO SETS OF MILESTONE PAYMENTS, PHASE I AND PHASE II, AS WELL AS SUBSEQUENT OUTCOME PAYMENTS. PHASE I MILESTONES, SOCIAL SECURITY ESTABLISHES THE SAME RATE FOR ALL PHASE I MILESTONES REGARDLESS OF THE DISABILITY PROGRAM TO WHICH THE TICKET HOLDER IS ENTITLED. OUTCOME PAYMENTS ARE AVAILABLE TO AN EN IF THE TICKET HOLDER CONTINUES TO HAVE MONTHLY EARNINGS THAT MEET OR EXCEED SGA AMOUNTS AND HIS OR HER ABILITY BENEFITS HAVE CEASED. IF THESE CRITERIA ARE MET AND AS LONG AS THE TICKET HOLDER CONTINUES TO WORK AND EARN AT THIS LEVEL, THE EN CAN SUBMIT FOR TICKET PAYMENTS 36 MONTHS FOR SSDI BENEFICIARIES. IF THE TICKET HOLDER IS AN SSI BENEFICIARY IT IS UP TO 60 MONTHS. UNDER THE OUTCOME PAYMENTS SYSTEM, AN EMPLOYMENT NETWORK CAN SUBMIT A REQUEST FOR PAYMENT WHEN A TICKET HOLDER'S EARNINGS MEET OR EXCEED THE AMOUNT. SOCIAL SECURITY DESIGNATES ANNUALLY AS SUBSTANTIALLY GAINFUL ACTIVITY AND THE TICKET HOLDER ANSWERS THE ZERO CASH BENEFITS, IE, IS NO LONGER FOR FEDERAL MONTHLY DISABILITY CHECK. AS WITH THE MILESTONE OUTCOME PAYMENT SYSTEM, SOCIAL SECURITY USES TWO MONTHLY SGA AMOUNTS DEPENDING ON THE TYPE OF DISABILITY.
WE'LL NOW PROCEED TO THE 2017 PAYMENTS AT A GLANCE DOCUMENT. THESE ARE DOLLAR AMOUNTS ALLOWED FOR MONTHLY PAYMENTS FOR ANY YOUR TICKET TO WORK CLIENTS ACHIEVE IN JANUARY THROUGH DECEMBER OF 2017. SOCIAL SECURITY RELEASED 2017 PAYMENT AMOUNTS WHICH INCLUDE THE AVERAGE MONTHLY BENEFIT FOR INCOME WITH SSI AND SSDI BENEFICIARIES. THE MONTHLY EARNINGS THAT WILL BE USED TO DETERMINE THE TRIAL WORK LEVEL AND SUBSTANTIAL GAINFUL ACTIVITY AND THE TICKET PAYMENT RATES FOR EMPLOYMENT NETWORKS. NOW THIS IS IMPORTANT INFORMATION AVAILABLE IN THE ATTACHED 2017 PAYMENTS AT A GLASS DOCUMENT. IN ADDITION TO THE EN PAYMENT RATES, OF PARTICULAR INTEREST TO EN'S IS THE ANNUAL EARNINGS INCREASES FOR SGA AND TRIAL WORK LEVEL WHICH ARE LISTED. THE SGA AMOUNT FOR 2017 IS $1,170 FOR BENEFICIARIES WITH DISABILITIES OTHER THAN BLINDNESS AND $1,950 FOR BENEFICIARIES WHO ARE BLIND OR VISUALLY IMPAIRED. THE TRIAL WORK AMOUNT FOR 2017 IS $840. TO VIEW THE 2017 PAYMENTS AT A GLANCE YOU CAN GO TO YOUR TICKET TO WORK FORWARD SLASH INFORMATION CENTER FORWARD SLASH RESOURCE DOCUMENTS.
WE WILL FINISH THIS DISCUSSION WITH A REVIEW OF WHAT RESOURCES ARE AVAILABLE TO YOU IF YOU HAVE FURTHER QUESTIONS OR NEED ADDITIONAL DETAILS ABOUT ANYTHING WE PRESENTED TODAY. THE PORTAL AUTOMATES MANY OPERATIONAL FUNCTIONS YOU DO THROUGHOUT THE DAY. BESIDES UPLOADING PAYMENT REQUEST FORMS AND VIEWING THE EN PAYMENT STATUS REPORT AS WE REVIEWED PREVIOUSLY, SOME ADDITIONAL AUTOMATED FEATURES THAT THE PORTAL OFFERS INCLUDE CHECKING FOR TICKET ASSIGNABILITY, ASSIGNING OR UNASSIGNING [T-EUGT/]S AND UPLOADING FORMS. TPM 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 ALSO INCLUDES POWERPOINT PRESENTATIONS FROM PAST TICKET TRAINING TUESDAY CALLS. TO ACCESS THE TICKET TO WORK WEB SITE, PLEASE GO TO YOUR TICKET TO WORK.COM.
THE SECURE TRAINING 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 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 ANY QUESTION. FOR NEW EN'S INFORMATION ON HOW TO ACCESS TRAINING AND THE RESOURCES SITE WAS INCLUDED IN THE WELCOME LETTER YOU RECEIVED FROM CONFIRMATION OF YOUR COMPLETED ENROLLMENT INTO THE TICKET PORTAL PROGRAM.
THE PREFERRED METHOD OF TRACKING THE STATUS OF SUBMITTED PAYMENT REQUESTS IS TO USE THE TICKET PORTAL AND TAKE ADVANTAGE OF REALTIME UPDATES. HOWEVER, IF AN EN IS UNABLE TO USE THE TICKET PORTAL FOR ANY REASON IT ALSO HAS THE OPTION TO SEND MANUAL PAYMENTS AND STATUS INQUIRIES TO THE EN PAYMENTS HELP DESK AT THE EN PAYMENTS HELP DESK AT YOUR TICKET TO WORK.COM OR YOU CAN CALL THE TOLL FREE NUMBER DISPLAYED ON THE SCREEN. EN'S CAN ALSO OBTAIN CLARIFICATION ON PAYMENT RELATED ISSUES OR EXPLANATIONS OF EN PAYMENT STATUS, APPLY TICKET POLICIES AND PROCEDURES TO MAKE PAYMENT AND PAYMENT DENIAL ASSESSMENTS, ANSWER EN PAYMENT INQUIRIES RECEIVED THROUGH THE EN PAYMENTS HELP DESK PHONE LINE, SUBMIT REQUESTS TO THE EN PAYMENT STAFF FOR PAYMENT RECONSIDERATION FOR FOR PAYMENT SUPERVISOR TO REVIEW A PAYMENT ISSUE. OUTREACH TO EN'S TO OBTAIN PAYMENT RELATED DOCUMENTATION WHEN EN PAYMENT STAFF REPORT MISSING OR INCOMPLETE INFORMATION FROM PAYMENT REQUESTS EN'S SUBMIT. YOUR TICKET OPERATIONS HELP LINE IS AVAILABLE MONDAY THROUGH FRIDAY 9:00 TO 5:00 PM EASTERN STANDARD TIME. BOTH THE PAYMENT HELP DESK AND THE SYSTEM SUPPORT DESK ARE ACCESSIBLE BY CHOOSING OPTION 2 AND 3, 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 THE TICKET ASSIGNMENTS OR TPR QUESTIONS.
THIS WILL COMPLETE THE PRESENTATION PORTION OF OUR CALL AND I WOULD LIKE TO START OUR QUESTION AND ANSWER SESSION AT THIS TIME. DEBBRA, DO WE HAVE ANY QUESTIONS PRESENTED IN THE CHAT ROOM AT THIS TIME?
>> YES, THERE IS ONE QUESTION I JUST RECEIVED. THIS IS FROM [OFF MIC] WILL SSA EVER CONSIDER EXTENDING THE TIME AN APPROVED PERSON CAN WORK IN THE SSA BEFORE BEING PROMPTED TO EXTEND THEIR ACCESS? THE ALLOWED TIME IS VERY SHORT PERIOD TO CONDUCT WORK, EVEN 5 MORE MINUTES WOULD BE GREATLY APPRECIATED.
KATIE, THIS MAY BE A QUESTION FOR YOU. I THINK SHE'S ASKING WOULD SSA CONTINUE EXTENDING THE TIME TO ACTUALLY WORK IN THE PORTAL ITSELF I GUESS BEFORE TIMING OUT IS THE QUESTION.
>> HI, THIS IS KATIE. YOU CAN, AS LONG AS YOU KEEP MOVING AROUND IN THE PORTAL, AS LONG AS YOU KEEP CLICKING, YOU WILL NOT GET KICKED OUT OF THE PORTAL. IT'S A TIME OUT ISSUE. IF IT SENSES THAT YOU HAVEN'T DONE ANY ACTION IN THE PORTAL IT'S MAKING THE ASSUMPTION YOU ARE NOT THERE IN FRONT OF [KPWR-UR/] COMPUTER AND IF YOUR NOT THERE IN FRONT OF YOUR COMPUTER IT'S A SECURITY RISK SO IT'S A SECURITY REQUIREMENT THAT SSA HAS TO FOLLOW THAT IF YOU ARE NOT MOVING AROUND IN THE PORTAL AND CLICKING OR SCROLLING THAT IT WILL KICK YOU OUT. SO WE CAN'T EXTEND THAT TIME, WE ARE REQUIRED TO FOLLOW THAT TIME. SO MY ADVICE TO YOU IS JUST TO MAKE SURE IF YOU START NOTICING YOU ARE DOING A CERTAIN ACTION EVERY TIME YOU ARE KICKED OUT, MAYBE YOU NEED TO -- IF YOU ARE STUDYING PAYMENTS OR PAYMENT REQUESTS. SORRY, SO WE HAVE THE FUNCTION WHERE YOU CAN DOWNLOAD YOUR PENDING PAYMENTS OR YOUR COMPLETED PAYMENTS TO AN EXCEL SPREADSHEET BECAUSE THEN YOU CAN SIT AND LOOK AT IT OFF THE PORTAL WITHOUT YOU BEING IN THE PORTAL HAVING TO STAY ACTIVE BECAUSE THAT IS WHAT THAT DOES.
>> THANK YOU, KATIE.
>> UH-HUH.
>> ANY FURTHER QUESTIONS, DEBBRA, IN THE CHAT ROOM?
>> THIS IS A COMMENT, KATIE, MAYBE SOMETHING YOU CAN CHECK INTO. ONE EN HAS STATED THEY HAVE BEEN IN THE MIDDLE OF -- SEVERAL EN'S HAVE LISTED THEY HAVE BEEN IN THE MIDDLE OF SUBMITTING A REQUEST, PAYMENT REQUEST, AND THEY GOT BOOTED OUT AT THE END. SO IT MAY BE SOMETHING GOING ON THERE.
THEN KEVIN HAS ASKED, HOW LONG DOES IT TAKE FROM THE POINT A BENEFICIARY IS AWARDED A DISABILITY DETERMINATION UNTIL THEY ARE ELIGIBLE FOR TICKET TO WORK SERVICES? THERE SEEMS TO BE A 45 DAY DELAY.
I KNOW THAT -- I DON'T KNOW THE EXACT TIME FRAME. I DO KNOW THAT ONCE AN AWARD IS MADE FOR DISABILITY THAT, YOU KNOW, THE SYSTEM KNOWS THE DATE THAT THAT AWARD IS APPROVED AND AUTOMATICALLY WILL SEND OUT NOTIFICATION OR MAIL A TICKET TO SHOW THE TICKET IS MAILED. FROM THAT PERIOD, ONCE THAT TICKET IS MAILED AND THE BENEFICIARY IS ASSIGNED A TICKET OF COURSE THEY CAN RECEIVE SERVICES RIGHT AWAY, BUT I'M NOT SURE WHAT THE TIME FRAME IS AS FAR AS SOCIAL SECURITY SENDING OUT NOTIFICATION OR MAILING THE TICKET AFTER THE AWARD .
LISA HAS ASKED WHEN EARNINGS HAVE PROCESSED ALREADY FOR SELF-EMPLOYED CONSUMERS WHO HAVE FILED THEIR TAXES SO THEY CAN BILL FOR THE FIRST QUARTER OF 2016. I'M GOING TO JUST SAY THE EARNINGS SHOULD BE THERE. THE FIRST QUARTER OF 2016, THAT'S NOT THE WAY THE EARNINGS FOR IRS WORK. IT'S EITHER THE EARNINGS ARE GOING TO BE THERE FOR THE WHOLE YEAR, YOU KNOW, FOR 2016, IT DEPENDS ON WHEN THE BENEFICIARY FILED THEIR TAXES WHEN THAT INFORMATION CLEARS SOCIAL SECURITY. SO THE ANSWER COULD BE YES OR NO FOR THAT ONE .
>> THANK YOU, DEBBRA.
>> KIMBERLY HAS STATED THIS, AGAIN, KATIE, THIS IS JUST AN ISSUE FOR YOU TO CONSIDER. I SCREEN SHOT MY ENTRIES BEFORE HITTING SAVE BECAUSE SOMETIMES IT WILL DROP OFF THE INCOME ENTRY. HOLD ON A MINUTE, I'M GETTING SO MANY QUESTIONS IN HERE. IT WILL DROP ME OFF THE INCOME PAYMENT PAGE. THEY HAD TWO JOBS AND I HAD A LOT OF INFORMATION TO ENTER. I GUESS THEY WEREN'T WORKING, THEY HAD A LOT OF INFORMATION BUT IT STILL TIMED OUT.
WILL HAS ASKED HOW CURRENT ARE THE EARNINGS IN THE PORTAL? IN ANSWER TO THAT, IT ALL DEPENDS. IT DEPENDS ON WHETHER THE BENEFICIARY HAS SUBMITTED THAT INFORMATION [TKR-ET/]LY TO SOCIAL SECURITY AND WE MAY HAVE SOME MONTHLY EARNINGS POSTED. WE MAY HAVE SOME QUARTERLY EARNINGS. IT ALL DEPENDS ON HOW QUICKLY THE BENEFICIARY REPORTS THEIR EARNINGS TO SOCIAL SECURITY.
AND AGAIN THE QUESTION HOW CURRENT ARE THE EARNINGS IT'S POSSIBLE WE'RE IN THE MONTH OF -- WELL, WE'RE ALMOST IN MAY. IT MAY BE ONCE WE GET TO MAY YOU MAY HAVE EARNINGS IN THERE FOR MARCH, AS EARLY AS MARCH. SO AGAIN IT'S HOW OFTEN BENEFICIARIES REPORT THEIR EARNINGS DIRECTLY TO SOCIAL SECURITY AND SOCIAL SECURITY GETS THAT INFORMATION IN THE SYSTEM.
SOMEONE [SK-ED/], OTHER THAN DURING THE GRACE PERIOD, WHAT OTHER REQUESTS WOULD BE CONSIDERED FOR PHASE II PAYMENTS? ONE THING ABOUT TICKET PAYMENTS, THEY HAVE TO BE MADE IN ORDER. YOU CAN SUBMIT A REQUEST FOR A PHASE II PAYMENT ANY TIME AFTER ALL AVAILABLE PHASE I MILESTONE PAYMENTS ARE MADE. SO -- WHEN I SAY AVAILABLE, I MEAN AVAILABLE PHASE I MILESTONE PAYMENTS, I'M TALKING ABOUT PAYMENTS THAT ARE NOT EXCLUDED FROM LOOK BACK EARNINGS OR VR CLOSURES. IF NONE OF THOSE EXCLUSIONS EXIST, THAT MEANS ALL 4 PHASE I MILESTONE PAYMENTS HAVE TO BE PAID BEFORE WE GO TO PHASE II MILESTONE PAYMENTS AND AGAIN FOR PHASE II MILESTONE PAYMENTS THE BENEFICIARY HAS TO BE RECEIVED A FEDERAL MONTHLY BENEFIT PAYMENT AND THE EARNINGS MUST BE AT SGA LEVEL OR ABOVE.
OKAY, CAT HILGER HAS LISTED THIS STATEMENT. I'M LOOKING AT THE PAYMENTS AT A GLANCE AND I'M JUST SAYING THAT UP TO 60 PAYMENTS OF $160 A MONTH AND UP TO 36 PAYMENTS OF $782 A MONTH, ARE THOSE THE AMOUNTS MY EN GETS? I ONLY KNOW ABOUT THE $242 AND $420 FOR OUTCOMES.
OKAY, THE 450 A MONTH -- LET ME JUST SAY THE FIRST TWO DOLLAR AMOUNTS ARE FOR OUTCOMES WHO HAVE SELECTED THE OUTCOME ONLY PAYMENT METHOD. OUTCOME ONLY PAYMENT METHOD MEANS YOU ARE NOT GETTING ANY MILESTONES AT ALL AND PAYMENT RATES FOR OUTCOME ONLY EN'S IS A LARGER RATE, A HIGHER RATE, THAN IT IS FOR MILESTONE OUTCOME PAYMENTS. THE $242 AND $420 FOR OUTCOMES, THAT'S SAYING IT ME YOUR EN HAS SIGNED UP FOR THE MILESTONE OUTCOME AND THE DOLLAR AMOUNT IS LOWER HERE BECAUSE MILESTONE OUTCOMES, UNDER THE MILESTONE OUTCOME PAYMENT METHOD THE EN IS ELIGIBLE FOR PHASE I MILESTONES AND FOR PHASE II MILESTONES IN ADDITION TO THESE OUTCOME PAYMENTS.
OKAY, THOSE WHO HEARD THE QUESTION ASKED HOW SOON COULD THEY START LOOKING FOR SELF-EMPLOYMENT EARNINGS FOR 2016, I GUESS THEY ARE 2016 INCOME TAXES THAT WERE FILED, SOMEONE FROM SSA, IN CASE ALL OF YOU ARE NOT IN THE CHAT ROOM, SOMEONE FROM SSA HAS LISTED YOU CAN START LOOKING FOR EARNINGS POSTED FOR 2016 IN OCTOBER FOR SELF-EMPLOYMENT. THAT SOUNDS JUST ABOUT RIGHT BECAUSE I DO KNOW THAT MOST OF SELF-EMPLOYMENT EARNINGS MAY BE POSTED AROUND JULY OF THE NEXT YEAR, SOME OF THEM ARE POSTED THERE BUT MOST OF THEM ARE POSTED AROUND OCTOBER.
JAMIE HAS WRITTEN THIS: WE HAVE BEEN GIVEN THE DENIAL CODE OF 61 AND WE WERE NEVER NOTIFIED BY THE EN PAYMENTS HELP DESK WHAT INFORMATION IS NEEDED. I HAD TO CALL THE HELP DESK TO FIND OUT WHAT DOCUMENTATION THEY WERE NEEDING. CAN YOU SEND AN EMAIL TO EN'S IN THAT INSTANCE? THERE ARE TIMES WE GET EMAILS AND TIMES THAT WE DO NOT. AND IT ALL DEPENDS, I'M NOT SURE, I DON'T HAVE THE CODES IN FRONT OF ME BUT I DON'T KNOW WHAT A CODE 61 IS. HOWEVER, IF YOU CLICK IN THE PORTAL WHEN YOU WERE IN THE PORTAL AND SAW THAT DENIAL CODE OF 61, IT MAY HAVE GIVEN YOU THE REASON WHY IT WAS DENIED AND MAYBE WHAT YOU NEEDED. YOU KNOW, WHEN YOU SAID YOU HAD TO CALL THE HELP DESK, IT ALL DEPENDS. PERHAPS YOU WERE NOT SURE WHAT INFORMATION WAS NEEDED SO YOU CALLED THE HELP DESK TO FIND THAT OUT. THAT'S PRETTY MUCH WHAT MOST PEOPLE DO WHEN THEY ARE NOT SURE, BUT WE DO SEND OUTREACH EMAILS TO SOME EMAILS IN SITUATIONS IF ADDITIONAL INFORMATION IS NEEDED BUT HERE AGAIN I'M NOT SURE WHAT THE CODE 61 WAS SO I'M NOT SURE WHAT ELSE YOU WERE NEEDING AND THEN SOMETIMES AS A COURTESY OUR EN PAYMENTS STAFF WILL SUBMIT A REQUEST TO OUR HELP DESK TO DO AN OUTREACH FOR CLARIFICATION OR WHATEVER INSTEAD OF JUST DOING A STRAIGHT UP DENIAL IF THE DOCUMENTATION RECEIVED IS NOT SUFFICIENT. SO, YES, THERE ARE TIMES THAT WE DO SEND IT OUT. IT IS OKAY FOR YOU TO SEND A REQUEST IN TO OUR EN PAYMENTS HELP DESK IF YOU DON'T KNOW EXACTLY WHAT TYPE OF INFORMATION IS REQUIRED.
SOMEONE HAS ASKED THE QUESTION --.
>> DEBBRA, THIS IS KATIE. CAN I SAY SOMETHING REAL QUICK?
>> SURE.
>> I DO WANT TO SAY ABOUT THE TIMING OUT TRYING TO ENTER THE PAY STUB INFORMATION, WE APPRECIATE IT AND OUR STAFF APPRECIATES IT WHEN YOU KEY IN THE PAY STUB INFORMATION BUT IN ORDER TO GET THE INFORMATION OVER TO US, YOU REALLY ONLY HAVE TO KEY IN THE FIRST ONE AND AS LONG AS YOU SUBMIT THE PAY STUBS WITH IT, YOU KNOW, YOU FAX IN THE ADDITIONAL PAY STUBS AS THE EVIDENCE, YOU ONLY HAVE TO KEY IN THE FIRST PAY STUB IF YOU HAVE EVIDENCE OF EARNINGS. IF YOU FIND THAT YOU HAVE A LOT TO ENTER AND IT'S TIMING OUT ON YOU, THEN MAYBE ENTER A COUPLE AND SUBMIT THE REST TO US. THAT MIGHT HELP YOUR ISSUE INSTEAD OF YOU TIMING OUT AND HAVING TO PUT THAT ALL IN AGAIN. THEN DEBBRA, THAT DENIAL REASON IS OTHER. THE COMMENT DOES NOT SHOW UP IN THE PORTAL.
>> OKAY, AND I CAN UNDERSTAND THAT NOW. FOR THE PORTAL YOU MAY GET AN EXPLANATION FOR CODE, IT'S NORMALLY A PHRASE LIKE BENEFICIARY RECEIVING FEDERAL MONTHLY BENEFIT PAYMENT OR SOMETHING LIKE THAT OR OTHER. WHEN WE WORK THESE CASES HERE AT TPM WE MAY CHOOSE THAT DENIAL CODE THAT SSA HAS IDENTIFIED FOR THE PARTICULAR DENIAL REASON AND WE ALSO WILL INPUT IN OUR SYSTEM HERE MORE INFORMATION AS A COMMENT. FOR EXAMPLE, THEY WAS MISSING INFORMATION OR YOU MAY NEED ANOTHER PAY STUB OR WHATEVER. HOWEVER, AS KATIE JUST SAID THAT INFORMATION DOES NOT APPEAR IN THE PORTAL. SO YOU WOULD HAVE TO REQUEST THAT INFORMATION IF YOU SAW OTHER, YOU WILL HAVE TO CONTACT OUR HELP DESK. WE HAVE A NUMBER OF DENIALS THAT ARE OTHERS AND WE DO NOT SEND SOMETHING OUT FOR EACH OF THOSE. IF YOU RECEIVE SOMETHING LIKE THAT AND YOU DON'T KNOW WHAT THE REASON IS, PLEASE CONTACT THE HELP DESK.
I GUESS THIS QUESTION CAME FROM THE SAME PERSON WHO HAS A QUESTION ABOUT THE DIFFERENT AMOUNTS FOR THE OUTCOME PAYMENTS UNDER THE OUTCOME ONLY AND THE MILESTONE OUTCOME PAYMENT METHOD. THEY ASKED THE QUESTION IS THIS OUTCOME PAYMENT METHOD THE SAME AS THE VR OUTCOME METHOD? I DON'T THINK IT IS. I'M NOT SURE WHAT VR PAYMENTS ARE BUT I KNOW THEY ARE A LOT DIFFERENT THAN WHAT EN TICKET PAYMENTS ARE.
NOW, UNDER THE VR YOU MAY HAVE TO BE AT A SGA LEVEL BUT I REALLY CAN'T ANSWER THAT. KATIE, WOULD YOU KNOW THE ANSWER TO THAT, OR ANYONE AT SSA
>> THIS IS KATIE. I CAN CHIME IN. THEY ARE NOT CALLED OUTCOME PAYMENTS UNDER VR, BUT VR CAN RECEIVE ONE LUMP SUM PAYMENT FOR GETTING A BENEFICIARY TO WORK AND ACHIEVING SGA FOR 9 OUT OF 12 MONTHS IN A CONSECUTIVE, SO IF THAT'S WHAT YOU ARE REFERRING TO, BUT THE OUTCOME PAYMENT MET YOU HAD IS FOR TICKET ASSIGNMENTS, ONE OF OUR TWO TICKET PAYMENT SYSTEMS AND IT IS NOT THE SAME AS THE VR COST REIMBURSEMENT PAYMENT SYSTEM.
>> OKAY, THEN JAMIE HAS THIS QUESTION. ARE YOU SAYING THAT FOR SO MANY MONTHS WE CAN RECEIVE A PHASE II PAYMENT AND THEN AN OUTCOME PAYMENT FOR EACH INDIVIDUAL WORKING? JAMIE, THIS IS THE WAY, YOU KNOW, THE PROCESS GOES UNDER MILESTONE OUTCOME PAYMENTS. YOU CAN RECEIVE A PHASE II MILESTONE -- IF YOU ARE UNDER THE MILESTONE OUTCOME PAYMENT METHOD, AN EN IS ELIGIBLE FOR ALL PHASE I MILESTONES THAT ARE AVAILABLE. THEY ARE ELIGIBLE, DEPENDING ON THE PROGRAM, UP TO 11 PHASE II MILESTONES AND UP TO 18 -- SORRY, GETTING CONFUSED MYSELF. THEY ARE ELIGIBLE FOR UP TO 11 PHASE II MILESTONE PAYMENTS FOR THEIR SSDI BENEFICIARY AND UP TO 18 PHASE II MILESTONE PAYMENTS FOR THEIR SSI BENEFICIARIES.
HOWEVER, REMEMBER THE REQUIREMENT FOR ANY TYPE OF MILESTONE PAYMENT, THE BENEFICIARY HAS TO BE IN CURRENT PAY OR RECEIVING A FEDERAL BENEFIT PAYMENT MONTHLY AND THEY MUST HAVE EARNINGS AT SGA
SOMETIMES BEFORE WE GET TO THE 11TH PHASE II MILESTONE PAYMENT OR THE 18TH PHASE II PAYMENT BECAUSE THE PROGRAM THE BENEFICIARY IS ELIGIBLE UNDER, THE BENEFICIARY MAY GO INTO SUSPENSE OR NONPAY STATUS. AT THAT POINT THEY WOULD NO LONGER BE ELIGIBLE FOR PAYS 2 BECAUSE THEY ARE NO LONGER IN CURRENT PAY. AT THAT POINT THE OUTCOME WOULD BE ENTERED AND THE EN WOULD START RECEIVING OUTCOME PAYMENTS AS LONG AS THE BENEFICIARY IS IN A NONPAY OR SUSPENSE OF PAYMENT STATUS AND HAS EARNINGS AT OR ABOVE SGA
NOW, THE THING IS THAT SOME EN'S MAY NOT HAVE RECEIVED ALL OF THE PHASE 2 MILESTONE PAYMENTS FOR THE PARTICULAR PROGRAM THE BENEFICIARY WAS ENTITLED TO. LET'S SAY THEY STOPPED AT PHASE II MILESTONE 5 AND IT WAS AN SSDI BENEFICIARY. UNDER THAT PARTICULAR PROGRAM, AN EN WAS ENTITLED TO 11 PHASE II MILESTONES, SO 6 OF THE PHASE II MILESTONES THEY DIDN'T GET. AFTER THE EN HAS RECEIVED THE 12TH OUTCOME PAYMENT ON A BENEFICIARY, THE EN IS ENTITLED TO RECEIVE WHAT WE CALL A RECONCILIATION PAYMENT. THE RECONCILIATION PAYMENT WILL BE A LUMP SUM PAYMENT TO THE EN FOR THE ALL MILESTONE PAYMENTS THEY WERE ELIGIBLE FOR AND DID NOT RECEIVE SO THOSE 6 PHASE II OUTCOME PAYMENTS THAT THEY DID NOT GET BECAUSE THE BENEFICIARY WENT INTO THE OUTCOME PERIOD PRIOR TO THE EN GETTING ALL 11 AT THE RECONCILIATION PAYMENT THE EN WOULD GET THAT. IN ANSWER TO YOUR QUESTION, YES, FOR EACH BENEFICIARY AS LONG AS THE BENEFICIARY MEETS THE REQUIREMENT FOR A CERTAIN TYPE OF PAYMENT UNDER THE MILESTONE OUTCOME PAYMENT METHOD, THE EN'S WOULD BE ENTITLED TO GET PHASE II AND OUTCOME PAYMENTS FOR EACH OF THEIR BENEFICIARIES.
JAMES HAS THIS QUESTION. WE HAVE BOND CONSUMERS WHO WE ARE DENIED PAYMENTS FOR D2 THE BOND OFFSET PROGRAM. THE BOND PROGRAM COMING TO AN END WILL WE RECEIVE PAYMENT FOR THESE BOND CONSUMERS AND WHEN CAN WE EXPECT TO RECEIVE PAYMENT? I'M NOT SURE WHAT CONFLICT YOU ARE TALKING ABOUT, BUT THESE ARE THE RULES FOR PAYMENTS UNDER TICKET FOR BOND BENEFICIARIES. FOR THOSE WHO ARE -- I'M TRYING TO MAKE SURE I DON'T USE THE WRONG WORD. THEY ARE A BOND PARTICIPANT AND THERE ARE BOND BENEFICIARIES. THERE ARE TWO DIFFERENT THINGS. BOND PARTICIPANT IS SOMEONE WHO IS INVOLVED IN THE BOND, IN THE PROGRAM, AND AT SOME POINT THE OFFSET IS GOING TO OCCUR WHERE THEY WILL RECEIVE A REDUCED FEDERAL BENEFIT PAYMENT MONTHLY AND CONTINUE TO WORK AT SGA WITHOUT THEIR BENEFITS STOPPING COMPLETELY THEY WILL GET A REDUCED AMOUNT.
HOWEVER, UNTIL THAT OFFSET OCCURS AND THE WAY THE OFFSET OCCURS, A WORK CDR HAS TO BE PERFORMED JUST LIKE A WORK CDR HAS TO BE PERFORMED FOR BENEFICIARIES WHO ARE IN CURRENT PAY BEFORE THEY CAN GO INTO THE OUTCOME PERIOD AND, YOU KNOW, STOP THEIR BENEFIT PAYMENTS, A BOND BENEFICIARIES A WORK CDR HAS TO BE PERFORMED. ONCE THAT HAPPENS A BOND BENEFICIARY WE CAN START PAYING OUTCOME PAYMENT TO THE EN EVEN THOUGH THE BENEFICIARY IS IN CURRENT PAY.
NOW, I'M NOT SURE WHEN THIS PROGRAM IS GOING TO END BUT ANY PARTICIPANT WHO HAS, WHO IS A PARTICIPANT AND THERE IS AN OUTSTANDING WORK CDR THAT NEEDS TO BE CONDUCTED, ONCE THAT IS CONDUCTED WE WILL MAKE THOSE OUTCOME PAYMENTS TO THE EN
OKAY, JAMIE SAID THE SAME THING AS KATIE FOR THAT CODE 61, IT DOESN'T PROVIDE A REASON IN THE PORTAL, I TRIED LOOKING IT UP, IT'S A MISCELLANEOUS CODE AND IT'S OTHER.
THEN ERNTHA SAID, KATIE, ARE YOU SAYING FOR EACH MONTH WE ONLY NEED TO ENTER INFORMATION FOR ONE CHECK STUB? THE ANSWER IS YES. HOWEVER, YOU CAN ENTER THAT INFORMATION FROM THE ONE CHECK STUB BUT YOU MUST PRINT OFF A COVER SHEET AND TAX IN THE REST OF YOUR PAY STUBS SO THAT MAXIMUS STAFF CAN ENTER THOSE EARNINGS INTO THE SOCIAL SECURITY SYSTEM.
THEN BERTHA SAID CAN YOU PLEASE ANSWER THE FIRST PART OF MY QUESTION AND I DON'T KNOW WHAT THAT IS. I SEE ABOUT THE FIRST PAY STUB, I DON'T SEE ANYTHING ELSE FROM BERTHA SORRY, BUT I DON'T SEE YOUR FIRST QUESTION, BERTHA IF WE HAVE ENOUGH TIME YOU CAN SEND IT IN AGAIN, BUT I DON'T SEE THAT IN CHAT .
ARE THERE ANY MORE [KPW-E/]S FROM THE PHONE WHILE I'M TRY .
>> IF YOU'D [HRAO-EUBLG/] TO ASK A QUESTION, PLEASE SIGNAL NOW BY PRESSING STAR 1 ON YOUR TELEPHONE KEY PAD. IF YOU ARE USING A SPEAKER PHONE, PLEASE BE SURE YOUR MUTE FUNCTION IS TURNED OFF TO ALLOW YOUR SIGNAL TO REACH OUR EQUIPMENT. PLEASE STATE YOUR NAME BEFORE POSING YOUR QUESTION. AGAIN, THAT'S STAR 1 TO ASK A QUESTION AND WE'LL TAKE OUR FIRST QUESTION.
.
>> HI, THIS IS KIM KARNLY, I DON'T KNOW IF EVERYONE IS SHOCKED BUT DEBBRA AND JAIMIE, WHO SAID YOU CAN JUST ENTER ONE PAY STUB, YOU SAVED ME SO MUCH TIME AND I CAN'T HELP BUT ASK HOW LONG HAS IT BEEN OKAY TO JUST PUT IN ONE PAY STUB? I COULD HAVE JUST -- THAT QUESTION CAME UP SO RANDOMLY, IT CAME UP BECAUSE PEOPLE ARE GETTING TIMED OUT. IF NO ONE HAD SAID THEY WERE GETTING TIMED OUT, WE WOULD NEVER KNOW WE COULD ENTER ONE PAY STUB. THAT'S MY QUESTION.
>> OKAY, IT'S ALWAYS BEEN THAT WAY AND, YOU KNOW, ON THESE CALLS WE'VE SAID IT A NUMBER OF TIMES TO EN'S WHO HAVE HAD THE SAME QUESTION OR SIMILAR QUESTIONS THAT YOU ONLY HAVE TO KEY IN JUST ONE PAY STUB, THE FIRST PAY STUB. BUT IT'S ALWAYS BEEN BE THAT WAY.
>> REALLY? SO HOW DOES THAT WORK --.
>> ALSO IN THE USER GUIDE, THE USER GUIDE DOES SAY YOU ONLY NEED TO ENTER ONE PAY STUB AND IT'S IN BOLD.
>> EVEN THOUGH THEY HAVE TWO DIFFERENT JOBS? IF THEY HAVE TWO DIFFERENT JOBS IT'S OKAY TO JUST ENTER ONE?
>> YEAH, THE KEY REALLY IS THAT YOU GET US THAT COPY OF THAT PAY STUB. YOU KNOW, IF YOU ARE SENDING US A PAY STUB IT'S BECAUSE WE DON'T HAVE THE EARNINGS IN OUR SYSTEM. IN ORDER FOR US TO GET THAT PAYMENT, THE KEY IS YOU ARE SENDING US THAT EVIDENCE WE DON'T HAVE. WHETHER YOU TYPE IT IN THE SCREEN OR NOT, YOU SENDING US THE EVIDENCE IS WHAT COUNTS. WHEN YOU GO AND KEY IT ALL IN, WHICH WE APPRECIATE THAT BECAUSE IF YOU'RE NOT KEYING IT IN, THE STAFF HERE HAS TO KEY IT IN, BUT OUR STAFF ALSO DOES VALIDATE EVERYTHING YOU KEY. YOU ARE SAVING US TIME BY DOING IT AND WE APPRECIATE YOU FOR IT, BUT KNOW IT'S NOT REQUIRED, ESPECIALLY IF YOU ARE HAVING THESE PROBLEMS GETTING TIMED OUT.
>> WHAT ABOUT THE WORK NUMBER REPORTS, SAME THING, JUST ONE LINE OF THE WORK NUMBER REPORT? HELLO?
>> RIGHT, JUST ONE LINE, CORRECT .
>> WAS SOMEBODY SPEAKING?
>> YES, I ASKED SOME MORE TO THAT QUESTION. CAN YOU HEAR ME?
>> YES. YOU ASKED ABOUT THE WORK NUMBER REPORT, IF YOU CAN DO ONE LINE. PLEASE MAKE SURE THAT ONE LINE YOU PUT IN IS FOR THE CLAIM MONTH YOU ARE REQUESTING PAYMENT. THE WORK NUMBER REPORT HAS EARNINGS THAT COULD GO BACK FOR YEARS SO JUST MAKE SURE THAT FIRST MONTH YOU ARE ENTERING EARNINGS IS FOR THE CLAIM MONTH OR AT LEAST ONE OF THE CLAIM MONTHS THAT YOU ARE SUBMITTING. WELL, EACH REQUEST IS FOR ONE CLAIM MONTH, BUT MAKE SURE IT'S FOR THE CLAIM MONTH THAT YOU ARE SUBMITTING A PAYMENT REQUEST. YES, YOU ONLY HAVE TO SUBMIT ONE MONTH.
>> WOW. OKAY, GREAT. GLAD TO KNOW. THANK YOU.
>> AND WE'LL TAKE OUR NEXT QUESTION.
>> YES, MY NAME IS CEDRIC JEFFERY. I WAS CALLING IN REGARDS TO THE IWP TERMS AND CONDITIONS WHERE IT INDICATES THE TICKET HOLDER SHALL REPORT ALL EARNINGS TO THE EN, I REALLY, A LOT OF MY CLIENTS I THINK ONCE I HELP THEM WITH THE SERVICE OF FINDING THEM OPPORTUNITIES A LOT OF THEM DON'T TAKE THAT PART SERIOUS. AND I WAS JUST WONDERING IF WE LET SOCIAL SECURITY KNOW COULD THAT HAVE AN IMPACT ON THEIR BENEFITS WHICH MIGHT INFLUENCE THEM TO DO THE RIGHT THING?
>> EVENTUALLY SOCIAL SECURITY WILL KNOW. SOCIAL SECURITY RECEIVES EARNINGS INFORMATION FROM MULTIPLE SOURCES. IF YOU ARE AN EN AND YOU HAVE RECEIVED PAYMENTS BY WAY OF E PAY, IT'S BECAUSE OF THE FACT THAT SOCIAL SECURITY HAS EARNINGS INFORMATION IN THEIR DATA BASE THAT YOU MAY NOT HAVE HAD EVIDENCE FROM THE BENEFICIARY. SO SOCIAL SECURITY WILL GET THAT INFORMATION ANYWAY AT SOME POINT AND DEPENDING ON THE LEVEL OF EARNINGS, SOCIAL SECURITY WILL MAKE THE DECISION TO DO A WORK CDR TO STOP THEIR BENEFIT PAYMENTS OR, YOU KNOW, DEPENDING ON WHAT THE EARNINGS LEVEL IS. BUT WE DO -- NOT WE, BUT SOCIAL SECURITY WILL EVENTUALLY GET THOSE EARNINGS. AS LONG AS A BENEFICIARY, AS LONG AS THE BENEFICIARY, YOU KNOW, REPORTS THE TAXES AND AS LONG AS THE EMPLOYERS REPORT TO THEIR STATE, TO THE OFFICE OF CHILD SUPPORT AND ENFORCEMENT, DIFFERENT STATE AGENCIES, THERE ARE OTHER WAYS THAT SOCIAL SECURITY CAN GET EARNINGS. SO EVENTUALLY WE WILL KNOW HERE AT MAXIMUS WHETHER OR NOT YOU COULD BE ELIGIBLE FOR A PAYMENT EVEN THOUGH YOU DON'T HAVE EARNINGS EVIDENCE TO SUBMIT.
>> WELL, DO YOU THINK THAT IF I WAS ABLE -- IF I KNOW ALMOST FOR A FACT THAT MY CLIENT IS WORKING AT A PARTICULAR LOCATION AND I DO CONTACT YOU TO LET YOU KNOW, CAN A HELP WITH THE WORK OF TRYING TO LOCATE THE SITUATION?
>> YOU CAN REPORT IT TO US, WE WOULDN'T DO ANYTHING WITH THAT. WE DON'T DO THAT TYPE OF INVESTIGATION AT ALL.
>> OKAY. AND I'VE USED THE WORK NUMBER BUT IN THIS CASE WHERE THERE'S A CERTAIN LOCATION WHERE I KNOW THIS CLIENT IS, THIS BENEFICIARY IS WORKING AT, THE WORK NUMBER IS NOT UPDATED AT THAT LOCATION AND I CONTACTED THE WORK NUMBER AND I CONTACTED THE EMPLOYER AND THE EMPLOYER DOES NOT WANT TO COOPERATE.
>> RIGHT.
>> SO I WAS TOLD BY THE WORK NUMBER, IT'S UP TO THE COMPANY TO UPDATE IT WHEN THEY ARE READY. SO I WAS REALLY SHOCKED WITH THAT. BUT I WAS JUST WONDERING IF AT LEAST DOES A LETTER GO OUT TO THE BENEFICIARY TO LET THEM BE AWARE THAT WE WERE INFORMED BY THE EMPLOYMENT NETWORK SERVICE THAT YOU HAVE NOT COOPERATED IN SUBMITTING THE INFORMATION TO THEM?
>> I'M NOT AWARE OF ANY LETTER THAT GOES OUT.
>> OKAY, BECAUSE I THOUGHT MAYBE THAT MIGHT HELP INFLUENCE THEM TO DO THE RIGHT THING BECAUSE I'M SURE IF SOCIAL SECURITY SENT THEM A LETTER INDICATING THEY NEED TO SUBMIT THE INFORMATION, THEY WILL. BUT TO THE EMPLOYMENT NETWORKS, YOU KNOW, SOME OF THEM -- WHERE MYSELF ARE IT DOESN'T SEEM LIKE IN A LOT OF CASES THEY GO ON THEIR WAY. WE DO HAVE SOME THAT DOES THE RIGHT THING, BUT A LOT OF THEM DON'T. ONCE WE HELP THEM FIND WORK THEY MIA, MISSING IN ACTION. AND THE SEARCH IS ON AND THAT'S WHY I WAS JUST WONDERING IF THERE WAS ANOTHER WAY COULD HELP PUT PRESSURE FOR THEM TO DO THE RIGHT THING.
>> OKAY.
>> THANK YOU FOR THE INFORMATION.
>> AT THIS TIME THERE ARE NO MORE QUESTIONS IN THE QUEUE.
>> THANK YOU, JOHN. DEBBRA, ARE THERE ANY OTHER QUESTIONS PRESENTED IN THE CHAT ROOM?
>> THERE WERE TWO, I JUST THINK THIS WAS A LITTLE CONFUSION ABOUT THE WAY WE MAKE PAYMENTS. THERE WAS A QUESTION SOMEONE ASKED, TRYING TO FIND IT, IF A PERSON STOPS WORKING DO WE STILL GET OUTCOME PAYMENTS? WHAT DO YOU MEAN BY SUSPENSION?
AND I RESPONDED TO THAT SAYING, IF A PERSON STOPS WORKING, NO, YOU WILL NOT RECEIVE PAYMENTS FOR CLAIM MONTHS FOR BENEFICIARIES NOT WORKING. FOR EXAMPLE, THEY COULD BE COLLECTED UNEMPLOYMENT. SO YOU ARE ONLY GOING TO GET PAYMENTS FOR MONTHS, FOR CLAIM MONTHS WHERE THE BENEFICIARY HAS EARNINGS FROM WORK.
HOWEVER, YOU MAY RECEIVE PAYMENTS FOR PREVIOUS MONTHS A BENEFICIARY WORKED IF THE BENEFICIARY IS NOT WORKING NOW. WHAT I MEANT BY THAT IS WE ARE IN APRIL. BENEFICIARY IS NOT WORKING NOW. HOWEVER, THEY WORKED JANUARY, FEBRUARY, MARCH, THEY WORKED SEPTEMBER THROUGH DECEMBER AND YOU DIDN'T SUBMIT ANY TYPE OF REQUEST, PAYMENT REQUEST, WE WILL PAY YOU FOR THOSE MONTHS THAT YOU DID NOT RECEIVE AN OUTCOME PAYMENT AND THE BENEFICIARY WAS WORKING AND MET THE REQUIREMENTS. BUT FOR ANY CLAIM MONTH THE BENEFICIARY IS NOT WORKING, DOES NOT HAVE EARNINGS FROM WORK, NO, WE DO NOT PAY YOU. THEN YOU ASKED, WHAT DO YOU MEAN BY SUSPENSION? SUSPENSION OR NONPAY IS A TERM USED WHEN THE BENEFICIARY , SOCIAL SECURITY STOPS SENDING FEDERAL BENEFIT PAYMENTS TO A BENEFICIARY. IN OTHER WORDS, THEY ARE NO LONGER GETTING FEDERAL PAYMENTS.
THEN THE LAST ONE IS HOW CURRENT ARE THE EARNINGS IN THE PORTAL AND I TAKE IT BACK FROM A QUESTION THAT WAS ASKED ABOUT EARNINGS, PORTAL EARNINGS COULD BE MONTHLY DEPENDING ON HOW THE BENEFICIARY REPORTS TO SOCIAL SECURITY. QUARTERLY EARNINGS MAY BE SIX MONTHS OLD. IT ALL DEPENDS ON HOW THE EARNINGS WERE REPORTED AND THE METHOD THEY WERE REPORTED .
KATIE, DO YOU KNOW THE DATES OF THE MONTH UPDATED TICKET PORTAL USER GUIDE?
>> THE MOST RECENT USER GUIDE JUST CAME OUT FOR THE NEW VR PAYMENTS SO IT WOULD BE MARCH OF THIS YEAR.
>> AND DO YOU KNOW THE ONE BEFORE THAT?
>> GIVE ME ONE SECOND, I CAN LOOK IT UP.
>> OKAY, SOMEONE ASKED THE FEBRUARY 26, 2016 THE MOST UPDATED TICKET PORTAL USER GUIDE BUT THE ANSWER IS NO BECAUSE THE NEW ONE IS OUT NOW.
>> WE HAVE BEEN DOING SOME SMALL TWEAKS TO TICKETS BECAUSE WE RENAMED SOME SECTIONS OF THE PORTAL, WE RECLARIFIED AND MADE A COUPLE CHANGES TO A FEW SCREENS BUT NOTHING IS MAJOR. FEBRUARY IS STILL ACCURATE, THERE'S NOTHING OUTDATED GUIDANCE WISE IN THAT VERSION, BUT THERE IS A NEW VERSION AVAILABLE.
>> DOES IT GO OUT TO GOV DELIVERY? HOW DOES IT GO OUT TO THE EN'S?
>> THEY SHOULD HAVE GOT DELIVERY MESSAGE LETTING THEM KNOW THAT A NEW USER GUIDE WAS AVAILABLE AND THEY HAVE TO GO TO THE SECURE SITE.
>> THAT WAS THE QUESTION FROM THE LAST EN, WHERE DO WE GET THE USER GUIDE? KATIE SAID A GOV DELIVERY MESSAGE DID GO OUT.
>> TO CLARIFY, WE DON'T SEND THE USER GUIDE OUT BECAUSE IT CONTAINS TICKET PORTAL SCREEN SHOTS. WE DON'T ACTUALLY DISTRIBUTE THE TICKET PORTAL USER GUIDE. WHEN YOU WERE ENROLLED IN THE TICKET PORTAL YOU RECEIVED A WELCOME EMAIL AND THAT EMAIL INCLUDES A LINK TO THE SECURE TRAINING WEB SITE AND YOU WERE GIVEN A USER NAME AND PASSWORD TO ACCESS THAT SECURE SITE. IF YOU DON'T REMEMBER OR HAVE NEVER ACCESSED THAT SECURE SITE, YOU CAN EMAIL, I BELIEVE IT'S THE EN SYSTEM HELP DESK AND THEY WILL GET YOU SET UP TO GET BACK TO THAT SECURE WEB SITE TO DOWNLOAD THE USER GUIDE.
>> RIGHT. RIGHT.
>> THANK YOU, KATIE. JOHN, DO WE HAVE ANY QUESTIONS PRESENTED VIA PHONE?
>> WE DO HAVE ONE MORE QUESTION.
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>> YES, THIS IS JOHN. MY QUESTION IS, WHEN YOU HAVE THE E PAY IS EVERY EMPLOYMENT NETWORK FILES ARE ACTUALLY RUN RETURNS OF CONSUMERS THAT MAY BE EMPLOYED OR IT'S JUST A SELECT FEW OR ONLY A CERTAIN AMOUNT OF NUMBER OF FILES ARE ACTUALLY RUN? HOW DOES THAT WORK?
>> UNDER E PAY, ALL EN'S ARE INCLUDED UNLESS YOU ARE TERMINATED OR IF YOU ARE ON HOLD FOR ANY REASON AND SOCIAL SECURITY WOULD TELL YOU IF YOU ARE ON HOLD FOR ANY REASON. THE WAY THE SELECTION -- AND KATIE CAN GO INTO MORE DETAIL, BUT IT'S BASED ON EARNINGS THAT WE HAVE FOR BENEFICIARIES THAT ARE ASSIGNED TO YOU. AND THEIR PAY STATUS, THEIR STATUS, IT'S A NUMBER OF RULES FOR THAT SELECTION OR DIFFERENT CRITERIA BUT FOR THE MOST PART IF THE BENEFICIARY IS ASSIGNED TO YOU, IF THEY ARE WORKING, IF THEY HAD EARNINGS, THAT'S THE BASIC PART OF IT. BENEFICIARIES YOU MAY HAVE WORKED WITH WHO ARE NOW DECEASED OF COURSE WE GIVE YOU THAT INFORMATION, BUT AS LONG AS YOUR BENEFICIARIES ARE WORKING, AS LONG AS THE TICKET IS NOT TERMINATED, AS LONG AS THE EN IS NOT TERMINATED OR ON HOLD AT A HIGH LEVEL YOU WILL BE SELECTED SO THOSE BENEFICIARIES WILL BE SELECTED FOR YOU. IF WE DON'T HAVE ANY EARNINGS FOR YOU THEN THERE'S NO PAYMENTS THERE. YOU KNOW, THAT'S BASIC RULES FOR E PAY.
>> THE QUESTION ACTUALLY, IS THAT E PAY ON EVERY CONSUMER THAT I HAVE, IS THAT FILE RUN ON EVERY CONSUMER OR ONLY THOSE CONSUMERS THAT HAD, THAT ARE WORKING IS ACTUALLY ONES THAT THEY, THE FILES ARE REPORTING?
>> AS LONG AS WE HAVE EARNINGS IN SOCIAL SECURITY'S DATA BASE AND ALL BENEFICIARIES ARE CONSUMERS BUT AS LONG AS THE BENEFICIARY HAD EARNINGS, THEY HAD TO BE WORKING, HAD TO HAVE EARNINGS, THE EARNINGS HAVE TO BE AT A CERTAIN LEVEL. SOME BENEFICIARIES WORK BUT, YOU KNOW, THEIR EARNINGS ARE NOT AT A CERTAIN LEVEL TO EVEN MAKE YOU ELIGIBLE FOR A PAYMENT. SO, YOU KNOW, WE HAVE TO FOLLOW THE RULES FOR THE REQUIREMENTS FOR A PAYMENT SO, I MEAN, THE ANSWER TO YOUR QUESTION IS PRETTY MUCH YES, THEY WOULD ALL BE SELECTED AS LONG AS THEY MEET THE REQUIREMENTS FOR EARNINGS AND THE STATUS, SOCIAL SECURITY STATUS. BENEFICIARIES WHO HAD, FOR EXAMPLE, IN SUSPENSE PROBABLY WOULD NOT BE THERE IF THEY WERE IN SUSPENSE NOT FOR WORK OR EARNINGS BUT FOR EXAMPLE MAYBE THEIR ADDRESS, MAYBE IT'S AN ADDRESS SITUATION. WE HAVE TO HAVE A VALID ADDRESS AND THAT RECORD HAS TO BE CORRECTED. SO I CAN'T GO INTO ALL THE DETAILS HERE BUT AT A HIGH LEVEL, IF THEY ARE WORKING, THEY WERE ASSIGNED TO YOU, THEY MEET THE EARNINGS REQUIREMENT, THEY DON'T HAVE A TERMINATED TICKET, YES, THEY WILL BE SELECTED.
NOW, THIS DOESN'T NECESSARILY MEAN YOU WILL GET A PAYMENT BECAUSE WE STILL HAVE TO MANUALLY WORK THOSE CASES TO SEE IF THERE ARE OTHER THINGS WITH THAT BENEFICIARY'S STATUS OR WHATEVER SO I'M JUST SAYING THAT YOU COULD HAVE HAD BENEFICIARIES SELECTED FOR THAT E PAY FILE ONLY BECAUSE OF THEIR EARNINGS BUT THERE MAY BE OTHER REASONS WHY WE DIDN'T MAKE THE PAYMENT.
ONE OF THE MAIN REASONS THAT WE DON'T MAKE PAYMENTS THAT I'VE SEEN FOR THE E PAY FILE IS THAT THERE ARE EARNINGS OUT THERE AND THE BENEFICIARY IS IN CURRENT PAY, LET'S SAY, BUT THEY DON'T HAVE ENOUGH EARNINGS TO MEET A PHASE I MILESTONE REQUIREMENT. FOR EXAMPLE, THEY MAY HAVE ENOUGH EARNINGS, YOU KNOW FOR PHASE I MILESTONE 1 BUT THEY DON'T HAVE ENOUGH EARNINGS FOR THE NEXT PHASE I MILESTONE, THEY MAY ONLY HAVE TWO MONTHS OF EARNINGS AT TRIAL WORK LEVEL AND WE NEED THREE. OR THEY MAY HAVE GOTTEN A PHASE I MILESTONE 1 AND 2, THEY HAVE 3 MONTHS OF EARNINGS BUT THEY ONLY HAVE 5 MONTHS OF EARNINGS AND YOU NEED 6 MONTHS FOR THE NEXT PHASE I MILESTONE. SO IT'S THINGS LIKE THAT WE LOOK AT. JUST BECAUSE THERE'S EARNINGS THERE DOES NOT MEAN THAT A PAYMENT SHOULD BE AUTHORIZED.
>> THANK YOU, DEBBRA.
>> YOU'RE WELCOME.
>> JOHN, DO WE HAVE ANY ADDITIONAL PHONE LINE QUESTIONS PRESENTED?
>> THERE ARE NO OTHER QUESTIONS IN THE QUEUE.
>> AND DEBBRA, NO QUESTIONS PRESENTED VIA CHAT, CORRECT?
>> CORRECT.
>> OKAY, AS A REMINDER, TPM PROVIDES AN OPPORTUNITY TO ALL EN'S TO DISCUSS PAYMENT RELATED TOPICS DURING THE ALL EN PAYMENTS CALL. 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. THIS WILL CONCLUDE OUR PRESENTATION FOR TODAY. THANK YOU ALL FOR YOUR LISTENING, YOUR ATTENTION AND PARTICIPATION DURING THE CALL. PLEASE JOIN US FOR OUR NEXT CALL SCHEDULED FOR JULY 25TH, 2017. TO ALL, HAVE A GREAT EVENING AND THANK YOU.
>> THAT CONCLUDES TODAY'S CALL. THANK YOU FOR YOUR PARTICIPATION, YOU MAY NOW DISCONNECT.