TODAY IS TUESDAY, 31 JANUARY 2017. YOUR WEBINAR WILL BEGIN SHORTLY. PLEASE REMAIN CONNECTED; WE APPRECIATE YOUR PATIENCE.
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>> LADIES AND GENTLEMEN, THIS IS THE OPERATOR. TODAY'S CALL IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON MUSIC HOLD. THANK YOU.
LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE NATIONAL EMPLOYMENT PAYMENTS CALL. DURING THE PRESENTATION ALL PARTICIPANTS WILL BE IN LISTEN ONLY MODE. AFTERWARDS WE WILL CONDUCT A QUESTION AND ANSWER SESSION. AT THAT TIME IF YOU HAVE A QUESTION PLEASE PRESS STAR FOLLOWED BY THE 1 ON YOUR TELEPHONE. IF YOU HAVE A QUESTION AT ANY TIME PLEASE PRESS STAR ZERO. I WILL NOW TURN THE CONFERENCE OVER TO SHAWN WALCOTT, EN PAYMENTS MANAGER. PLEASE GO AHEAD.
>> THANK YOU VERY MUCH. WELCOME AND THANK YOU FOR ATTENDING THE ALL EN PAYMENTS CALL TODAY TUESDAY, JANUARY 31, 2017. I AM SHAWN WALCOTT, EN PAYMENTS MANAGER AND YOUR HOST FOR THE CALL TODAY AND I AM JOINED IN THE MCCLAIN OFFICE WITH DEBBRA TENNESSEE, AND ON BEHALF OF SOCIAL SECURITY I HAVE NATALIE [OFF MIC] THANK YOU FOR JOINING THE CALL.
TODAY WE ARE GOING TO DISCUSS THE FOLLOWING TOPICS: E PAY STATUS UPDATE. PAYMENT DENIALS, TICKET PORTAL TIPS AND TRICKS, THE WORK NUMBER, TICKET PORTAL AVAILABLE RESOURCES AND OUR QUESTION AND ANSWER FORUM.
YOU CAN CHECK THE STATUS OF YOUR E MAY BY VIEWING THE ANNOUNCEMENT SCREEN IN THE PORTAL. THE PORTAL WILL DISPLAY THE ANNOUNCEMENT THAT E PAY HAS STARTED AND A MESSAGE WHEN WE COMPLETE PROCESSING AN E PAY FILE. STARTING JANUARY, 2017, THE ALL EN PAYMENTS CALL WILL BE MOVING TO A QUARTERLY SCHEDULE. IN 2017 OUR CALLS WILL BE HELD ON THE FOLLOWING DATES: JANUARY 31, APRIL 25TH, JULY 25 AND OCTOBER 31ST. THE TICKET PROGRAM AVAILABLE RESOURCES SECTION OF THIS PRESENTATION HIGHLIGHTS THE SERVICE ACCOMMODATIONS AVAILABLE TO YOU AT ANY TIME TO REINFORCE PAYMENT PRINCIPLES AND OTHER PAYMENT RELEVANT INFORMATION BETWEEN CALLS.
E PAY STATUS UPDATE. OUR LAST E PAY FILE PROCESSING BEGAN ON NOVEMBER 18TH, 2016 AND WAS COMPLETED ON DECEMBER 20TH. CLAIMS WERE PROCESSED BY SOCIAL SECURITY NUMBER INSTEAD OF DUNS AND 16,550 TOTAL CLAIMS WERE PAID.
AS A REMINDER, YOU MAY SUBMIT YOUR PAYMENT REQUEST THROUGH THE TICKET PORTAL INSTEAD OF WAITING FOR THE E PAY PROCESS TO RUN. ADDITIONALLY, PLEASE ENSURE THAT YOUR EN PAYMENT CONTACT INFORMATION IS CURRENT. WE EMAIL THE EN PAYMENT CONTACT FOR PAYMENT OUTREACH MESSAGES AND CONFIRMATION OF POSSIBLE SPLIT PAYMENTS. WHEN SUBMITTING INFORMATION TO ENSB ABOUT PAYMENTS, PLEASE ANNOTATE YOUR EN PAYMENT INFORMATION FOR PAYMENTS. TO ADD A PAYMENT CONTACT, PLEASE SEND A REQUEST TO EN SERVICE AT SSA.GOV AND SPECIFY THE NAME OF THE PERSON AND INDICATE THE TITLE YOU WANT THEM TO HAVE. ALL PAYMENTS CONTACTS MUST HAVE COMPLETED SUITABILITY.
AS WE ADVANCE TO OUR NEXT PORTION OF THE PRESENTATION WE WILL DISCUSS CCS SAN REGISTRATION AND RENEWAL REQUIREMENTS. SAM REGISTRATION MUST BE RENEWED AND VALIDATED AT LEAST EVERY 12 MONTHS. THE EN MUST SIGN INTO SAM.GOV AND RENEW AND SALADATE THE INFORMATION AND IT WILL BE RENEWED FOR A YEAR. IT MAY TAKE A FEW DAYS FOR THE RENEWAL TO UPDATE, BUT THE EN CAN CONTACT THE EN PAYMENTS HELP DESK TO NOTIFY TPN THAT THE ACTION WAS COMPLETED.
NOTE: IF YOU NEED ASSISTANCE ON RENEWING OR UPDATING YOUR EXISTING SAM ENTITY REGISTRATION, PLEASE REVIEW THE QUICK START GUIDE FOR UPDATING RENEWING REGISTRATION. IF YOU NEED ASSISTANCE MIGRATING THE ROLLS FROM YOUR LEGACY ACCOUNT TO YOUR NEW ACCOUNT PLEASE REVIEW THE INFORMATION FOR MIGRATING ROLES.
WHAT ARE YEARLY RENEWAL REQUIREMENTS AND HOW TO KEEP ACTIVE. EN'S MUST RENEW REGISTRATION AT LEAST EVERY 12 MONTHS FROM THE DATE THE EN QUALIFIED OR SUBMITTED THE INFORMATION TO SAM. YOU ARE RESPONSIBLE FOR UPDATING SOONER IF YOUR INFORMATION CHANGES. YOU WILL RECEIVE A MESSAGE FOR EACH ENTITY THAT IS REGISTERED, PROVIDING AN ALERT FOR THE RENEWAL REQUIREMENTS AT 60, 30 AND 15 DAYS PRIOR TO EXPIRATION. IF EN'S DO NOT RENEW IT WILL EXPIRE. SSA CANNOT PROCESS PAYMENTS WITHOUT AN ACTIVE REGISTRATION.
HERE WE HAVE THE MOST COMMON DENIAL REASONS LISTED FOR FISCAL YEAR 2016. ON THE UPCOMING SLIDES WE WILL EXPLORE THE TOP 4 REASONS FOR DENIALS LISTED. NOT ELIGIBLE DUE TO LOOK BACK EARNINGS. THE SOCIAL SECURITY ADMINISTRATION TAKES INTO CONSIDERATION THE EARNINGS A TICKET HOLDER RECEIVES PRIOR TO TICKET ASSIGNMENT. AS IT STATES IN THE RFQ, PHASE I MILESTONE PAYMENTS MAY NOT BE AVAILABLE TO AN EN IF THE BENEFICIARY ACHIEVED THE MILESTONE WITHIN THE MOST RECENT 18 MONTH PERIOD PRIOR TO THE TICKET ASSIGNMENT. A COMMON PRACTICE TO RECOGNIZE A PRIOR EARNINGS DENIAL IS TO USE THE 18 MONTH LOOK BACK TOOL. PHASE I MILESTONE PAYMENTS MAY NOT BE AVAILABLE TO AN EN IF THE BENEFICIARY ACHIEVED THAT MILESTONE WITHIN THE MOST RECENT 18 MONTH PERIOD PRIOR TO THE TICKET ASSIGNMENT AND AFTER THE LAST DATE OF DISABILITY ONSET. THIS DENIAL REASON REPRESENTS 35 PERCENT OF TOTAL DENIALS.
THE 18 MONTH LOOK BACK TOOL ALLOWS EN'S OR TPNEN PAYMENT STAFF TO ENTER AN ASSIGNMENT DATE, MONTH AND YEAR. THE TOOL THEN CALCULATES 18 MONTHS PRIOR TO THE TICKET ASSIGNMENT DATE AND LOADS THE TOOL WITH THESE MONTHS. STAFF THEN PLUG IN X UNDER EACH MONTH TO INDICATE IF EARNINGS ARE ABOVE TRIAL WORK LEVEL. THE SPREADSHEET WILL POST A YES OR NO FOR EACH MILESTONE IN THE CHART BELOW TO INDICATE WHETHER OR NOT A PHASE I MILESTONE IS AVAILABLE. THE NEW 18 MONTH LOOK BACK TOOL NOW HAS THE FUNCTIONALITY TO ENTER THE DATE OF DISABILITY ONSET AND MAKE THE CALCULATIONS. WITH THIS NEW FEATURE, THE 18 MONTH PERIOD BETWEEN THE DATE OF DISABILITY ONSET AND THE TICKET ASSIGNMENT DATE IS CALCULATED ACCURATELY.
TO USE THE TOOL, YOU FIRST ENTER THE ASSIGNMENT DATE IN THE BOX ON THE FAR RIGHT OUTLINED IN RED. THIS WILL GENERATE THE 18 PREVIOUS MONTHS IN THE SPREADSHEET. NEXT YOU ENTER AN X IN EACH OF THE MONTHS WHERE THE BENEFICIARY HAD EARNINGS ABOVE TRIAL WORK LEVEL AMOUNTS FOR THAT YEAR. A CHART FOR TRIAL WORK LEVEL AMOUNTS IS PROVIDED ON THE SPREADSHEET FOR YOUR REFERENCE.
WHEN YOU'VE ENTERED THE APPROPRIATE X'S, THE SPREADSHEET WILL DISPLAY THE AVAILABLE MILESTONE PAYMENTS BASED ON THE RULES DESCRIBED EARLIER.
DUE TO VR SERVICES PHASE I MILESTONES CAN'T BE PAID. NO PHASE I MILESTONES WILL BE AVAILABLE TO AN EN IF THE BENEFICIARY PREVIOUSLY WAS SERVED BY A STATE VOCATIONAL REHABILITATION AGENCY AND IT WAS A SUCCESSFUL CLOSURE. DURING INTAKE, YOU SHOULD ASK BENEFICIARIES ABOUT ANY HISTORY PRIOR TO RECEIVING VR SERVICES AND WHETHER THEY WERE WORKING AT THE TIME OF THEIR VR CASE CLOSURE. EVEN IF A BENEFICIARY HAS A HISTORY OF PRIOR VR SERVICES, A SUCCESSFUL CASE CLOSURE, THE TICKET STILL HAS SIGNIFICANT VALUE. DUE TO VR SERVICE PHASE I MILESTONE CAN'T BE PAID REPRESENTS 33 PERCENT OF DENIALS FOR 2016.
BENEFICIARY RECEIVING CASH BENEFITS. IF AN EN REQUESTS OUTCOMES BUT IS IN CURRENT PAY AND RECEIVING CASH BENEFITS, THEY WILL RECEIVE A DENIAL. AS YOU CAN SEE FROM THE AREA HIGHLIGHTED IN RED THAT THIS REPRESENTS 26 PERCENT OF THE PAYMENT DENIALS FOR 2016. THE BEST WAY TO AVOID THIS TYPE OF DENIAL IS TO BE PROACTIVE WITH YOUR BENEFICIARY. REQUEST ANY CORRESPONDENCE FROM THE BENEFICIARY THAT WAS COMPLETED AND SUBMITTED TO THE SSA FIELD OFFICE. AN EN MAY ALSO CONSIDER REQUESTING A BENEFITS PLANNING INQUIRY, OR BPQY, WHICH CAN PROVIDE VALUABLE INSIGHT IN THESE TYPES OF WORK.
THE LAST OF THE LARGEST NUMBER OF DENIAL REASONS FOR A PAYMENT DENIAL IS DUPLICATE REQUEST. WE WILL GENERATE A DUPLICATE REQUEST IN SITUATIONS WHERE AN EN SUBMITS MULTIPLE PAYMENT REQUESTS FOR A CLAIM MONTH THAT HAS ALREADY BEEN PAID. A HELPFUL WAY TO AVOID THIS IS TO WORK WITH THE EN PAYMENTS STATUS REPORT IN THE TICKET PORTAL. THE EN PAYMENT STATUS REPORT WILL DISPLAY PAYMENT REQUESTS YOU PREVIOUSLY SUBMITTED. THIS WILL ALSO ALLOW YOU TO IDENTIFY PAYMENT REQUESTS YOU HAVE MADE SO THERE IS NOT A DUPLICATION OF EFFORT.
HOW TO AVOID DENIALS. THE FIRST OPTION IS TO MANAGE AND MONITOR THE PAYMENT HISTORY OF YOUR TICKET HOLDERS. ASK THE BENEFICIARY PRIOR TO OR DURING THE INTAKE PROCESS TO CONTACT THEIR LOCAL SSA OFFICE TO REQUEST A BENEFITS PLANNING OR BPQY AN EN MAY REQUEST A BPQY BY SUBMITTING TO SSA [OFF MIC] RELEASE OF INFORMATION THAT HAVE BEEN SIGNED BY THE BENEFICIARY. ONE IS TO AUTHORIZE THE RELEASE OF SOCIAL SECURITY RECORDS AND THE OTHER IS TO AUTHORIZE RELEASE OF SOCIAL SECURITY SERVICE RECORDS. BOTH MUST CONTAIN THE BENEFICIARY'S SOCIAL SECURITY NUMBER AND CLAIM NUMBER.
REQUEST PREVIOUS PAY STUBS OR EMPLOYER EARNING STATEMENT AS EITHER PART OF THE INTAKE OR ONCE THE TICKET IS ASSIGNED. THIS WILL GIVE AN EN AN IDEA OF WHICH, IF ANY, MILESTONES TO SUBMIT.
THE THIRD OPTION IS TO MAKE CERTAIN THE PAYMENT DOCUMENTATION SUBMITTED HAVE ACCURATE EARNINGS INFORMATION. IF YOU ARE SUBMITTING EARNINGS EVIDENCE, JUST MAKE SURE YOU ARE PROVIDING THE 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 SUPPORT THE ORIGINAL REQUEST. THERE IS A 9-DAY DIARY PERIOD TO RESPOND. WE TYPICALLY SEND OUTREACH REQUESTS BEFORE DENYING THE REQUEST BUT THERE IS A CUTOFF POINT AND IT'S IMPORTANT TO PAY ATTENTION TO THOSE OUTREACH REQUESTS WHEN WE SEND DOCUMENTATION AND RESPOND QUICKLY.
THE FOURTH AND FINAL OPTION TO AVOID DENIALS IS THE DENIAL CODE REFERENCE TABLE. THIS IS A COMPILED LIST OF ALL PAYMENT DENIAL REASONS AND ASSOCIATED CODES VIEWED IN THE PORTAL. EMPLOYMENT NETWORKS TAKE THE TIME TO EVALUATE THEIR DENIALS AND REASON CODES AND HAVE AN OPPORTUNITY TO PREVENT FUTURE SITUATIONS THAT MAY RESULT IN DENIALS. ORGANIZATIONS CAN BENEFIT BY IMPROVING THEIR COMPANY EFFICIENCY IN PREVENTING DENIALS BY HAVING BETTER INSIGHT OF PAYMENT RELATED PROCEDURES WHICH WILL IN TURN REDUCE PAYMENT REQUEST REVISIONS AND INCREASE COMPANY CASH FLOW.
HOW TO OBTAIN A PAYMENTS PROCESSING REPORT FROM THE TICKET PORTAL. DURING THAT 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 PAYMENTS SECTION OF THE MAIN MENU. THE FIRST IS TO VIEW PAYMENTS ALREADY MADE TO ME. THIS INCLUDES ALL PAYMENTS THAT ARE CLOSED AND INCLUDED BOTH PAID AND DENIED REQUESTS. THE SECOND OPTION IS VIEW ALL PAYMENTS PENDING FOR ME. THIS INCLUDES ALL PAYMENTS THAT ARE STILL OPEN AND PENDING PAYMENTS WILL INCLUDE ALL PAYMENTS THAT HAVE NOT BEEN SENT TO TREASURY YET.
VIEW PAYMENTS ALREADY MADE TO ME. YOU MAY SEARCH HERE FOR PAYMENTS ALREADY MADE TO YOUR EN OR STATE VR AGENCY FOR ALL BENEFICIARIES BASED ON DATE AND ALL DENIALS. ENTER THE DATES YOU WISH TO SEARCH 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. YOU CAN VIEW THEM ON A SPREADSHEET BY SELECTING THE DOWNLOAD ENTIRE LIST TO EXCEL OPTION. CLAIMS LISTED ON THIS SCREEN ARE ONES WHERE TPN HAS COMPLETED AN ACTION. PAID MEANS TPN PROCESSED A CLAIM AND IT CLEARED TREASURY. DENIED MEANS TPN ASSESSED A CLAIM AND ASSESSED IT WAS NOT PAYABLE: N'S SHOULD WAIT 30 DAYS BEFORE CONTACTING TPN TO INVESTIGATE CLAIMS THAT REMAIN IN THE ALLOWED STATUS. THE DENIAL CODE COLUMN WILL LIST A CODE NUMBER. SELECT A DENIAL NUMBER LINK TO RECEIVE A POP-UP WINDOW AND DESCRIPTION OF THE DENIAL REASON TO LEARN MORE ABOUT WHY THE PAYMENT WAS DENIED.
FROM THE MAIN MENU SELECT THE VIEW ALL PENDING 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 PAYMENTS. THESE ARE PAYMENTS THAT HAVE NOT YET BEEN PROCESSED. EACH PAYMENT REQUEST YOU ENTER IS DISPLAYED HERE IMMEDIATELY AFTER IT'S CREATED. THESE CLAIMS COULD BE OUTSTANDING RECEIPTS NOT YET WORKED OR CLAIMS IN DIARY AWAITING INFORMATION SUCH AS EVIDENCE OF EARNINGS OR A RENEWAL OF SAM REGISTRATION. FOR EXAMPLE, IF YOUR CASE IS DIRIZED YOU WILL SEE A Y IN THE DIRY COLUMN. CLICKING ON ACTIONS WILL BRING YOU TO ANOTHER MENU WHERE YOU CAN SEE THE REASON YOUR CASE IS DIRIZED AND PRINT AN ADDITIONAL FAX COVER SHEET IF NEEDED. YOU CAN ALSO VIEW PENDING PAYMENTS FOR AN INDIVIDUAL BENEFICIARY BY GOING TO THE MAIN MENU AND SELECTING THE LIST 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 PAYMENTS FOR YOUR ORGANIZATION, WHILE THE OTHER SHOWS ALL PENDING PAYMENTS FOR THE BENEFICIARY THAT YOU SELECTED.
YOU ALSO HAVE THE ABILITY TO DOWNLOAD THE PAYMENT STATUS REPORT TO AN EXCEL FILE FOR YOUR REVIEW. SELECT A START AND END DATE FOR THE RANGE OF YOUR REPORT.
THE PORTAL WILL DISPLAY A REPORT THAT CONTAINS ACTIVITY FOR THE DATE RANGE YOU SELECTED.
WE WILL NOW PROCEED TO THE NEXT PORTION OF OUR PRESENTATION, THE WORK NUMBER. WE WILL ALSO PROVIDE DIFFERENT EXAMPLES TO FURTHER EXPLAIN RULES ASSOCIATED WITH USING THIS SERVICE. A NUMBER OF EN'S USE THE SERVICE OF THE WORK NUMBER, A THIRD PARTY SERVICE WHICH PROVIDES VERIFICATION OF EMPLOYMENT AND INCOME. IN SOME SITUATIONS THE SERVICE IS FREE. THE WORK NUMBER ALLOWS REQUESTERS TO RECEIVE IMMEDIATE CONFIRMATION OF AN INDIVIDUAL'S EMPLOYMENT AND SALARY FOR VERIFICATION PURPOSES. THE WORK NUMBER COLLECTS WEEK BY WEEK SALARY INFORMATION WHICH IS AS UP TO DATE AS THE LAST PAY PERIOD AND CAN GO BACK MANY YEARS. IT ALSO COLLECTS THE LENGTH OF EMPLOYMENT, JOB TITLES, LOCATION INFORMATION AND OTHER KINDS OF HUMAN RESOURCE RELATED INFORMATION.
OUR NEXT SLIDE SHOWS AN EXAMPLE OF WHEN SUPPLEMENTAL EARNINGS STATEMENT IS REQUESTED FROM THE EN REGARDING THIS EXAMPLE, WE ARE NOT AWARE OF WHAT THE DATE OF PAY BEGINNING, PAY END OR PAY DATE. WITHOUT THIS INFORMATION WE ARE PROHIBITED FROM PROCESSING ANY PAYMENT REQUEST DUE TO INSUFFICIENT INFORMATION OR DOCUMENTATION.
AS WE PROCEED TO THE NEXT SLIDE, NO PAY PERIOD END DATE IS LISTED. THIS IS ANOTHER EXAMPLE OF WHEN A SUPPLEMENTAL EARNINGS STATEMENT WOULD BE REQUESTED FROM THE EN AND WHERE WE ARE UNABLE TO PROCESS THE PAYMENT REQUEST.
IN EXAMPLE NO. 3, THIS PARTICULAR INSTANCE OF A SUPPLEMENTAL EARNINGS STATEMENT IS NOT REQUIRED BECAUSE THE PAY PERIOD END DATE AND PAY DATE ARE DOCUMENTED. THE INFORMATION SUPPLIED IS SUITABLE EARNINGS VERIFICATION TO PROCESS A PAYMENT.
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. TICKET PROGRAM AVAILABLE RESOURCES, UM, 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 CHECKING FOR TICKET ASSIGNABILITY, AND UPLOADING FORMS. 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 CALLS WEDNESDAY CALLS. PLEASE ACCESS 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 BY USING THE LINK INCLUDED IN THE WELCOME LETTER YOU RECEIVED THROUGH YOUR EMAIL WITH YOUR LOG-IN INFORMATION FOR THE PORTAL. THE TICKET PORTAL USER GUIDE IS A RESOURCE AT YOUR FINGERTIPS WHEN USING THE TICKET PORTAL. THE REFERENCE TO CONSULT US BEFORE -- THE REFERENCE TO CONSULT BEFORE CONTACTING US WITH ANY QUESTIONS. FOR NEW EN'S, INFORMATION ON HOW TO ACCESS THE TRAINING AND RESOURCES SITE WAS INCLUDED IN THE WELCOME EMAIL YOU RECEIVED WITH CONFIRMATION OF YOUR COMPLETED ENROLLMENT IN THE TICKET PORTAL.
THE EN PAYMENTS HELP DESK IS 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 PAYMENT STATUS INQUIRIES TO THE EN PAYMENTS HELP DESK AT THE EN PAYMENTS HELP DESK AT YOUR TICKET TO WORK.COM. EN'S CAN ALSO OBTAIN CLARIFICATION ON PAYMENT-RELATED ISSUES OR EXPLANATION HOW EN PAYMENT STAFF APPLIED TICKET POLICY, PROCEDURES TO MAKE PAYMENT AND PAYMENT DENIAL ASSESSMENTS. ANSWER EN PAYMENT INQUIRIES RECEIVED THROUGH THE HELP DESK PHONE LINE, SUBMIT REQUEST TO THE HELP DESK FOR PAYMENT RECONSIDERATION EAR TO ASK FOR A SUPERVISOR TO REVIEW A PAYMENT ISSUE. PAYMENT HELP DESK ALSO OUTREACH TO EN'S TO OBTAIN RELATED DOCUMENTATION WHEN EN STAFF REPORT INSUFFICIENT INFORMATION EN'S SUBMIT.
TPN PHONE AND EMAIL RESOURCES. THE TICKET OPERATION HELP LINE IS AVAILABLE MONDAY THROUGH FRIDAY, 9:00 AM TO 5:00 PM EASTERN STANDARD TIME. BOTH THE TICKET SUPPORT DESK AND PAYMENT HELP DESK ARE AVAILABLE BY PRESSING 1 AND 2 RESPECTIVELY. THE SYSTEM SUPPORT DESK HAS REPRESENTATIVES AVAILABLE TO ASSIST YOU WITH ANY 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 PRESENTED IN THE CHAT ROOM?
>> NO, NOT REALLY WAIT A MINUTE, HOLD ON. THERE IS ONE QUESTION FROM JAMIE. SHE STATES THE LAST EARNINGS STATEMENT EXAMPLE DOES NOT SHOW IF FICA TAXES WERE TAKEN OUT. WE HAVE HAD PAYMENT REQUESTS DENIED FOR SUCH REASON. IS IT TRUE THAT THE PAY STUBS SUBMITTED DO NOT NEED TO HAVE FICA INFORMATION ON IT? CAN YOU BRING THAT EXAMPLE UP? I DON'T KNOW WHICH ONE IT WAS. IS THAT THE WORK NUMBER? I CAN'T SEE IT.
>> IT WOULD BE EXAMPLE NO. 3.
>> YEAH, WHAT DOES THAT SHOW?
>> IT SHOWS THE PAY PERIOD END DATE ARE LISTED. THE ASSUMPTION IS IF THE END DATE IS 1-11-16 AND [OFF MIC] A TIMELINE SEQUENCE IS PROVIDED FOR PAY DATES SO NO SUPPLEMENTAL EARNINGS STATEMENT IS REQUIRED.
>> WHAT DOES THE EARNS LOOK LIKE, THOUGH? THAT'S THE ISSUE. WERE FICA TAXES TAKEN OUT?
>> IT HAS THE PAY DATE, HOURS WORKED AND THE GROSS EARNINGS AND THE NET STATES NO DATA PROVIDED OR DATA NOT PROVIDED.
>> SO THE ANSWER TO THE QUESTION IS?
>> NO, I DON'T SEE THAT WITHDRAWN FROM HERE.
>> THE ANSWER TO THE QUESTION, WE USE THE WORK NUMBER BUT THE WORK NUMBER DOES NOT ALWAYS SHOW WITHHOLDING AND A LOT OF TIMES WE STILL WOULD HAVE TO GO BACK AND ASK FOR A SUPPLEMENTAL STATEMENT BECAUSE WE DO NEED TO KNOW WHETHER OR NOT, YOU KNOW, ANY WITHHOLDINGS WERE MADE. IN THIS SITUATION, WHOEVER ASKED THAT QUESTION, YOU ARE ABSOLUTELY CORRECT. WE SHOULD -- I'M TRYING TO THINK RIGHT NOW DO WE HAVE SPECIAL RULES FOR THE WORK NUMBER BECAUSE THE WORK NUMBER DOES NOT ALWAYS SHOW ALL THE WITHHOLDING. SO SOMETIMES I THINK WE DO HAVE TO GET IN THIS SITUATION WE WOULD HAVE HAD TO GET AN EARNINGS STATEMENT. WE STAND CORRECTED.
ANOTHER QUESTION IS IF A DISABILITY BENEFICIARY RETURNS TO SELF-EMPLOYMENT UNDER TICKET TO WORK, HOW DOES HE OR SHE REPORT EARNINGS TO SSA AND HOW IT TRIAL WORK LEVEL AND SGA DETERMINED FOR EN PAYMENTS? THOSE EARNINGS NEED TO BE REPORTED TO SOCIAL SECURITY ADMINISTRATION BECAUSE OF THE FACT THAT TAXES HAVE TO BE, YOU KNOW, FOR SELF-EMPLOYMENT INDIVIDUALS, WE HAVE TO SEE THE TAXES WERE ACTUALLY PAID BEFORE WE COME UP WITH THE NET AMOUNT.
I DID, FOR THE QUESTION THAT WAS ASKED PREVIOUSLY, ONE OF THE PAYMENTS SUPERVISORS DID SAY TO, SENT ME A MESSAGE THAT THOSE WITHHOLDINGS WERE ON ANOTHER DOCUMENT THAT WE HAD SO IN A CASE THAT WE SHOWED YOU, NO, THERE WERE NO WITHHOLDING SHOWN ON THAT, BUT WE DID HAVE ANOTHER DOCUMENT THAT SHOWED THAT THE FICA TAXES HAD BEEN WITHHELD .
SOMEONE DID [TWAO-PBT/] KNOW HOW THEY CAN GET IN TOUCH WITH THE WORK NUMBER. YOU CAN GO TO THE WEB AND IT WILL POP UP AND YOU CAN GET ALL THE INFORMATION ABOUT THE WORK NUMBER JUST GOING ON THE WEB.
THEN WE HAD SOMEONE WITH A RECOMMENDATION FOR PORTAL ENHANCEMENT. MARY LYNN HAS WRITTEN I HAVE HAD THE FOLLOWING SITUATION. WHEN ALL THE PHASE II PAYMENTS ARE MADE IS THERE A WAY ON THE PORTAL WHEN THE ONLY OUTCOMES IS THE PAYMENT AND PHASE II IS REMOVED FROM THE SCREEN? I HAVE HAD MULTIPLE EXAMPLES THAT WHEN PHASE II PAYMENTS ARE NOT AN OPTION IT IS STILL VIEWED ON THE SCREEN AS AN OPTION FOR THE END USER TO COLLECT. CAN IT BE PROGRAMMED THAT PHASE II'S CAN BE REMOVED FROM VIEWING IN THIS INSTANCE?
WHAT I SAID TO MARY LYNN IS WE KEEP A LIST OF ALL RECOMMENDATIONS FROM EN'S FOR ENHANCEMENTS TO THE PORTAL. WE WILL SUBMIT THIS BUT JUST BEAR IN MIND WE HAVE LIMITED RESOURCES SO WE CAN'T GET TO ALL THESE AT ONE TIME, BUT WE DO MAINTAIN A LOG OF ANY RECOMMENDATIONS. THIS ONE SOUNDS LIKE IT MAY BE -- I'M NOT A PROGRAMMER, I DON'T BELIEVE KATIE, WHO IS OUR SSA EXPERT ON THE PORTAL, IS ON THE LINE, BUT IT SOUNDS LIKE THIS COULD BE A LOT OF PROGRAMMING BECAUSE YOU FIRST HAVE TO MAKE SURE FIRST OF ALL IS IT A SITUATION WHERE ALL THE PHASE II'S HAVE BEEN PAID OR IS IT A SITUATION WHERE THEY HAVEN'T BEEN PAID, THE BENEFICIARY WENT INTO OUTCOME AND NO PHASE II'S ARE AVAILABLE. BUT IN ANY CASE WE WILL SUBMIT THIS UP TO SOCIAL SECURITY.
SOMEONE ELSE HAS A QUESTION SAYING THAT CLIENTS ARE RECEIVING LETTERS THAT THEY ARE NO LONGER ELIGIBLE FOR BENEFITS BUT EITHER THE PAYMENTS CENTER IS BEHIND UPDATING THIS INFORMATION SO IT'S PREVENTING THE OUTCOME PAYMENTS FROM BEING APPROVED. I HAVEN'T HEARD OF THIS AS AN ISSUE BUT WE WILL SEND THIS TO SOCIAL SECURITY AS AN ISSUE.
>> THANK YOU, DEBBRA. OKAY, AT THIS TIME I'D LIKE TO OPEN UP OUR PHONE LINES FOR OUR QUESTION AND ANSWER FORUM. SHANIKA, PLEASE ADVISE OUR AUDIENCE OUR PHONE LINES ARE OPEN FOR ANY PAYMENT RELATED TOPICS THEY WOULD LIKE TO ASK.
>> IF YOU WOULD LIKE TO ASK A QUESTION, PLEASE PRESS STAR 1 ON YOUR TELEPHONE. IF YOUR QUESTION HAS BEEN ANSWERED AND YOU WOULD LIKE TO WITHDRAW YOUR REGISTRATION, PLEASE PRESS POUND.
YOUR FIRST QUESTION IS FROM THE LINE OF STACEY CLARK.
>> THANK YOU. I HAVE A SPECIFIC QUESTION THAT I'VE ACTUALLY ELEVATED A COUPLE OF TIMES OR TRIED TO HAVE SOMEONE ELSE TAKE A LOOK AT IT BUT IT HASN'T BEEN ADDRESSED YET. THEY TOLD ME TO BRING IT UP ON THE CALL TO SEE IF SOMEONE ELSE COULD HELP ME HOW TO PROCEED WITH THIS ISSUE.
BASICALLY WHAT HAPPENED IT WAS A BENEFICIARY ASSIGNED, WE HAD TAKEN THE TICKET YEARS BACK AND WE HAD SINCE UNASSIGNED THAT AT THIS TIME. WE RECEIVED A PAYMENT FOR PHASE I, MILESTONE 1 AND 2, BACK IN NOVEMBER 2015 AND JUST LAST MONTH WE GOT AN EMAIL STATING THAT WAS AN INCORRECT PAYMENT BECAUSE THE CLIENT HAD A SUCCESSFUL VR CASE CLOSURE.
SO WE DID NOT KNOW THAT, COME TO FIND OUT THAT SUCCESSFUL CASE CLOSURE WITH VR WAS IN 2010, SO IT WAS OVER 5 YEARS AGO SO I WASN'T SURE WHY WE WERE PAID FOR SOMETHING THAT WE DID NOT SUBMIT, IT WAS PAID THROUGH E PAY, IT WAS A MISTAKE THAT WE RECEIVED THAT PAYMENT. SO I WAS WONDERING IF I COULD GET A LITTLE BIT MORE EXPLANATION ON THAT OR IF IT CAN BE ELEVATED TO A SUPERVISOR OFF-LINE.
>> NO, YOU CAN ASK THAT QUESTION AND WE WILL GIVE YOU AN ANSWER. THERE ARE SOME INCORRECT PAYMENTS THAT WE MAKE JUST BECAUSE WE MAKE THEM, IT DOESN'T MEAN THEY ARE WEIGHED. WHOEVER PROCESSED THAT ORIGINAL REQUEST PERHAPS DID NOT SEE THE CODE THAT IT WAS A SUCCESSFUL CLOSURE AND IN DOING A REVIEW OF PERHAPS OF THE LATEST E PAY FILE OR MAYBE A PAYMENT REQUEST WAS ABLE TO PULL UP THAT INFORMATION. SO I KNOW IT HAPPENED A WHILE AGO BUT, YOU KNOW, IT DOES SAY IN THE RFQ IF WE MAKE A MISTAKE OR YOU ARE PAID INCORRECTLY OR WE FIND OUT LATER THAT YOU WOULD BE CHARGED FOR THOSE OVERPAYMENTS.
>> MY EXECUTIVE DIRECTOR WANTED TO ELEVATE IT JUST BECAUSE WE DON'T WANT THIS TO CONTINUE TO HAPPEN. IT BECOMES AN ACCOUNTING NIGHTMARE, WE WERE PAID FOR THIS OVER A YEAR AGO, MY CONTRACTS DEPARTMENT IS UP IN ARMS BECAUSE WE HAVE TO PAY THAT BACK FROM FUNDS THAT WERE OVER A YEAR AGO. MY QUESTION IS HOW DO WE MAKE SURE, I DON'T KNOW REALLY HOW, IF THIS TRULY WAS A SUCCESSFUL VR CASE CLOSURE IN 2010, WE GOT PAID THE END OF 2015, IS THIS A REOCCURING THING YOU HAVE HEARD OF? HOW WAS THAT CODE MISSED? WHAT CAN I DO AS AN EN -- I DON'T REALLY KNOW.
>> THE CODE, WHEREVER IT WAS POSTED, WAS OVERLOOKED. I MEAN WE GO BACK AND WE MAKE PAYMENTS, RETROACTIVE PAYMENTS, THAT WE'VE MISSED. SO THE SAME THING HAPPENS FOR AN OVERPAYMENT THAT OCCURRED AND I UNDERSTAND THAT IT IS AN ACCOUNTING NIGHTMARE BECAUSE IT HAS BEEN AN ENTIRE YEAR. WE DO HAVE A QA, OUR QA RATE IS OVER 99 PERCENT. THERE ARE TIMES WE ARE GOING TO MAKE MISTAKES . I DON'T THINK IT'S ANYTHING YOU DID. THE ONLY THING I CAN SUGGEST, IF YOU HAVE TICKET HOLDERS WHO DID PREVIOUSLY RECEIVE SERVICES FROM A VR TO CHECK WITH THEM BECAUSE YOU COULD PROBABLY GET INFORMATION FROM THE BENEFICIARY LIKE WHEN THE CASE WAS CLOSED, WHETHER THEY WERE WORKING OR WHATEVER, AND MORE THAN LIKELY IF THEY WERE WORKING WHEN THEY LEFT THE CASE WAS CLOSED WITH A VR, IT'S GOING TO BE A SUCCESSFUL CLOSURE. SO WE MAY NOT HAVE THAT INFORMATION RIGHT AWAY, I'M JUST SAYING THIS IS A WAY YOU COULD POSSIBLY CHECK. IT SOUNDS TO ME THAT THAT WAS JUST AN ERROR ON OUR PART.
>> RIGHT. IT WAS JUST ONE OF THOSE 1 PERCENT. EXACTLY WHAT YOU SAY, I GET A LOT OF INFORMATION ABOUT PAST VR CASE CLOSURES FROM THE CLIENT AND LIKE YOU SAID, THIS WAS JUST A VERY OLD SITUATION AND THE CLIENT WASN'T SOMEONE I PERSONALLY WORKED WITH, YOU KNOW, I'M JUST THE PROGRAM MANAGER NOW SO IT WAS SOMETHING I REALLY HAD NO INFORMATION, YOU KNOW, TO GO BY IN REGARDS TO THE INITIAL TAKE OF THE TICKET BACK [SO-EFPL/] YEARS AGO BUT, YEAH, IT WAS JUST WEIRD THAT E PAY OVER 5 YEARS OR HOWEVER LONG BECAUSE THIS --.
>> OKAY.
>> HER LINE DISCONNECTED.
YOUR NEXT QUESTION IS FROM THE LINE OF JEFFERY.
>> YES, MY QUESTION IS I'VE BEEN AN EMPLOYMENT NETWORK FOR 10 YEARS AND I AM HAVING MAJOR PROBLEMS BECOMING A MEMBER OF THE WORK NUMBER. I WAS CURRENTLY REJECTED SO WHAT I DID WAS REACH OUT TO EN SERVICE AT SSA.GOV AND I GUESS THEY IN THE PROCESS OF WORKING ON IT, THEN I ALSO REACHED OUT TO THE EN DEVELOPMENT CONSULTANT.
I THOUGHT MAYBE THAT THEY WOULD HAVE, THE TICKET TO WORK PROGRAM, MAYBE SOMEONE THAT KIND OF GIVE US ASSISTANCE ON THAT PROCEDURE OF JOINING THE WORK NUMBER BECAUSE THEY WERE ASKING ME QUESTIONS THAT I THOUGHT WAS KIND OF AGAINST THE CONTRACT BECAUSE THEY WERE ABOUT THE BENEFICIARY. AND I TRIED TO GIVE THEM THE BEST ANSWERS THAT I COULD BUT SOME KIND OF WAY OR ANOTHER, I MENTIONED THEY COULD GO TO THE WEB SITE AND SEE THAT THE TICKET TO WORK PROGRAM IS DESIGNED TO WORK WITH THE WORK NUMBER, BUT THAT STILL DIDN'T MEAN ANYTHING, THEY STILL TURNED ME DOWN.
>> OKAY, FIRST OF ALL, THE WORK NUMBER IS A THIRD PARTY. IT'S NOT AFFILIATED AT ALL WITH TICKET TO WORK. SO WE CAN'T GIVE YOU ANY ASSISTANCE AT ALL IN GETTING, YOU KNOW, GETTING ENGAGED WITH THE WORK NUMBER. BUT I DO, BECAUSE YOU HAVE ASKED THIS QUESTION, I DO HAVE SOMETHING IN MY CHAT LINE THAT SOMEONE HAS PROVIDED SOME ASSISTANCE ON GETTING YOU ASSISTANCE. SHE SAYS NINA HELPS EN'S SIGN UP FOR THE WORK NUMBER, THAT'S THE BEST WAY TO DO IT. NINA IS THE NATIONAL EMPLOYMENT NETWORK ASSOCIATION, I'M NOT SURE. MOST EN'S HAVE HEARD OF NENA BUT MAYBE NOT ALL, SO IF YOU GET IN TOUCH WITH NENA, THEY CAN GET YOU SOME ASSISTANCE IN SIGNING UP FOR THE WORK NUMBER.
>> SO I WROTE DOWN NENA, NATIONAL EMPLOYMENT --.
>> NETWORK ASSOCIATION. NATIONAL EMPLOYMENT NETWORK ASSOCIATION. AND NENA CAN GET YOU SOME ASSISTANCE IN SIGNING UP WITH THE WORK NUMBER.
>> OKAY, I APPRECIATE THAT. SO I JUST GO ONLINE AND JUST LOOK THAT UP THEN, CORRECT? THANK YOU VERY MUCH.
>> YOUR NEXT QUESTION IS FROM THE LINE OF LISA MARIE.
>> YES, I WANTED TO KNOW ABOUT WHEN A TICKET IS TERMINATED IS THERE ANY MORE INFORMATION WE CAN LEARN OF WHY OR HOW IT HAPPENED AS OPPOSED TO JUST LEARNING THAT THE TICKET IS TERMINATED AND IT'S OVER?
>> WELL, SOCIAL SECURITY MAKES THE DETERMINATION OF WHETHER THE TICKET IS TERMINATED. IF YOU GO THROUGH THE REGS YOU CAN SEE THE MAIN REASON THE TICKET IS TERMINATED. FIRST OF ALL THE BENEFICIARY NEEDS TO BE DISABLED. MOST OF THE TIME WE SEE SITUATIONS WHERE THE BENEFICIARY WHO HAS APPLIED FOR SOCIAL SECURITY RETIREMENT BENEFITS SO THEY ARE NO LONGER CONSIDERED DISABLED, THEY ARE PART OF THE RETIREMENT OR AGED SSI ACCOUNT SO THAT'S THE MAIN REASON THAT WE MAY SEE THAT A BENEFICIARY TICKET IS TERMINATED. COULD BE DUE TO DEATH. I HAVE ANOTHER QUESTION, NOT THE SAME QUESTION THAT YOU ARE ASKING ABOUT TERMINATION, TICKET TERMINATION, THE FACT YOU ARE NOT ADVISED WHEN A TICKET IS TERMINATED AND IT DOESN'T, YOU KNOW, THOSE BENEFICIARIES' NAMES ONCE THE TICKET IS TERMINATED DO NOT APPEAR ON YOUR FORMALLY ASSIGNED TO ME LIST. I'M NOT SURE WE CAN DO THAT, THE REASON WHY THE TICKET WAS TERMINATED IN ANY OF OUR ZONES BUT WE CAN SUBMIT THIS UP TO SSA AND WE WILL ALSO SUBMIT TO SSA THE REQUEST TO HAVE BENEFICIARY'S WHOSE TICKETS WERE TERMINATED PLACED ON THE FORMERLY ASSIGNED.
>> WHEN YOU SAY THE REGS, WHAT DO YOU MEAN BY GOING TO THE REGS?
>> THE CFR, THE CODE OF FEDERAL REGULATIONS, WHERE TICKET POLICY IS LISTED. EVERYTHING YOU WANT TO KNOW ABOUT TICKET PROGRAM, WHO IS ELIGIBLE FOR A TICKET, TICKET ASSIGNMENTS, HOW DIFFERENT PAYMENTS, ALL THAT, I THINK IT'S UNDER 411.500 UNDER THE CODE FOR FEDERAL REGULATIONS.
>> OKAY.
>> AND FOR THE PERSON WHO HAD QUESTIONS ABOUT THE WORK NUMBER AND WE ASKED SOME ASSISTANCE, NENA CAN HELP YOU GET ASSISTANCE FROM THE WORK NUMBER, I WANT TO GIVE YOU THE EMAIL OR THE WEB ADDRESS FOR NENA IT'S WWW.NENA TICKET.ORG. AND YOU CAN SEND YOUR REQUEST TO THEM .
>> YOUR NEXT QUESTION IS FROM THE LINE OF CASSANDRA JORDAN.
>> HI, THIS IS MORE OF A TECHNICAL QUESTION AND I APOLOGIZE FOR IT BEING A TECHNICAL QUESTION, BUT I WAS UNABLE TO PULL UP THE CHAT ROOM, I WAS ALSO UNABLE IF YOU DID SHOW ANY DOCUMENTS, I WAS UNABLE TO SEE ANY OF THAT. SO IF ANYBODY CAN SHED LIGHT ON WHAT I NEED TO DO, I THOUGHT I FOLLOWED THE INSTRUCTIONS TO A T BUT THE PHONE LINE WAS THE ONLY THING THAT I COULD GET. I DON'T EVEN HAVE THE TRANSCRIPT .
>> SORRY ABOUT THAT. YOU CAN HEAD TO YOUR TICKET TO WORK.COM AND YOU COULD GO TO THE INFORMATION CENTER AND THAT WILL PROVIDE THE INFORMATION RELATIVE TO TODAY'S PRESENTATION.
>> OKAY, THANK YOU.
>> YOU'RE WELCOME.
>> YOUR NEXT QUESTION IS FROM THE LINE OF MARILYN RAVOR
>> HI, MARY LYNN .
>> YOUR LINE IS OPEN.
>> OKAY, MARY LYNN WAS DISCONNECTED. I THINK SHE'S TRYING TO GET BACK IN.
>> AS A REMINDER, LADIES AND GENTLEMEN, PRESS STAR 1 IF YOU'D LIKE TO ASK A QUESTION .
>> NO FURTHER AUDIO QUESTIONS AT THIS TIME?
>> NOT AT THIS TIME.
>> DEBBRA, DO WE HAVE ANY OTHER ADDITIONAL QUESTIONS PRESENTED IN THE CHAT?
>> NO, WE JUST HAD A FEW MORE RECOMMENDATIONS FOR PORTAL ENHANCEMENTS AND WE'LL MAKE SURE THAT WE GET A COPY OF THIS SO WE CAN SEND THOSE UP TO SOCIAL SECURITY.
>> YOU DO HAVE AN AUDIO QUESTION THAT HAS COME IN. YOU HAVE A QUESTION FROM THE LINE OF JUDY SANDERSON.
>> GOOD AFTERNOON. THIS IS A QUICKIE. I NOTICED, I'VE BEEN LOOKING AROUND TRYING TO FIND THE NEWEST VERSION FOR THE 18 MONTH LOOK BACK FORM AND THE ONLY ONE I CAN FIND SO FAR ONLY GOES UP TO THE 2016 LEVEL. DO YOU KNOW WHEN ONE WILL BE COMING OUT THAT HAS THE 2017 LEVELS ON IT, OR DID I NOT LOOK IN THE RIGHT PLACE?
>> THE NEWEST VERSION OF THE 18 MONTH LOOK BACK TOOL IS ON THE TICKET TO WORK WEB SITE. WHEN DID YOU LAST LOOK AT THAT TOOL?
>> OH, ABOUT 10 MINUTES AGO WHILE I WAS LOOKING. IT ONLY WENT UP TO 2016.
>> DOES THE VERSION CONTAIN THE DATE OF DISABILITY ONSET ON THAT VERSION?
>> SOMEHOW, I'M AT HOME AND SO MAYBE I'M NOT BEING ABLE TO SEE EVERYTHING THAT I CAN SEE WHEN I'M AT WORK SO I WILL CHECK AGAIN TOMORROW AT WORK TO SEE IF I CAN FIND IT. BUT YOU'RE SAYING IT IS THERE SO I JUST HAVE TO FIND IT.
JUST A QUICKIE UPDATE ON NENA, I AM A MEMBER OF NENA, I AM ON THE BOARD, IF THAT INDIVIDUAL WOULD LIKE TO EMAIL ME, I CAN MAKE SURE HIS QUESTION GETS OUT DIRECTLY TO THE FULL BOARD MEMBERS SO IF THERE'S ANYBODY THAT HAS RECENT EXPERIENCE GETTING ON TO THE WORK NUMBER PERHAPS WE CAN HELP HIM. I'M ON THE WORK NUMBER BUT I DID IT SO LONG AGO THAT THE THINGS HE WAS TALKING ABOUT, I DON'T THINK I HAD TO DO ANY OF THOSE SO I'M NOT GOING TO BE ANY HELP TO HIM. BUT MY EMAIL IS JSANDERSON @ GSIL.ORG. SO HE CAN FEEL FREE TO EMAIL ME AND I WILL CHECK WITH THE BOARD TO SEE IF ANYBODY'S GOT MORE CURRENT INFORMATION ON THAT IF HE WANTS.
>> SOMEONE DID ASK ABOUT HAVING PROBLEMS WITH LOGGING IN, HAVING PROBLEMS WITH THAT. YOU CAN SEND AN EMAIL TO TPN TRAINING AT MAXIMUS.COM AND WE'LL SEND YOU INSTRUCTIONS ON HOW TO LOG ON AND WALK YOU THROUGH.
THE MONTHLY ESTIMATED IS STILL 2016. SHAWN, WOULD YOU COMMENT ON THAT?
>> I'M SORRY , DEBBRA, STATE AGAIN, I DIDN'T HEAR YOU CLEARLY.
>> THE MONTHLY EARNINGS ESTIMATOR IS STILL SHOWING 2016.
>> THE MONTHLY EARNINGS ESTIMATOR?
>> YES.
>> ON THE WEB SITE? YES, IT STILL LISTS THE 2016 RATES ON IT. I WAS JUST REVIEWING IT AND I'M ACTUALLY WORKING IMMEDIATELY ON TRYING TO GET THAT INFORMATION UPDATED WITH THE 2017 RATES.
>> GREAT. SO YOU SHOULD SEE THAT POSTED SOON .
>> AND YOUR NEXT QUESTION IS FROM THE LINE OF LINDA BOWMAN.
>> HI, THIS IS LINDA AND RENEE'. WE JUST WONDERED HOW COME WE'RE NOT SHOWING AS PARTICIPANTS TO THE CALL TODAY IF WE LOGGED IN .
>> WE'RE NOT SHOWING IN THE CHAT ROOM.
>> COULD YOU GIVE ME YOUR NAME AGAIN, WHAT YOU ARE LOGGED IN AS.
>> LINDA BOUMAN AND RENEE'.
>> I'M JUST JOINING ON ONE CALL.
>> WE'LL SEND THAT TO OUR COMMUNICATIONS DEPARTMENT AND SEE WHAT HAPPENED WITH THAT.
>> WE'RE WITH CELICO
>> COULD YOU SPELL THAT?
>> SELACO, IT'S SOUTHEAST LOS ANGELES COUNTY WORK FORCE DEVELOP. BOARD.
>> OKAY, WE'LL SEND THAT TO OUR COMMUNICATIONS DEPARTMENT, SEE WHAT HAPPENS WITH THAT. YOU'RE ON A CALL, WE WANT TO MAKE SURE YOU -- OH, WAIT A MINUTE, NO, I GUESS NOT YOU. I'M SEEING SOME PEOPLE HAVE LEFT THE ROOM AND I THOUGHT THAT MIGHT HAVE BEEN YOU BUT NO.
>> NO.
>> WE'LL SEND THAT THROUGH .
>> THANK YOU, DEBBRA.
>> EXCUSE ME, LINDA, ONE OF OUR EXPERTS HERE SAID THE REASON YOU DON'T SEE A NAME IS BECAUSE YOU DIDN'T TYPE YOUR NAME, YOU TYPED THE WHAT?
>> DID YOU TYPE THE NAME OF THE ALL CALL -- SHE'S PROBABLY GONE. IT COULD BE BECAUSE YOUR NAME WASN'T TYPED IN, THAT COULD BE ONE REASON.
>> OH, OKAY .
>> YOUR NEXT QUESTION IS FROM THE LINE OF JEFFERY.
>> YES. FIRST OF ALL I WANT TO THANK EVERYBODY FOR GIVING ME SOME ASSISTANCE WITH THE NENA, NATIONAL EMPLOYMENT NETWORK ASSOCIATION, BECAUSE I DIDN'T KNOW ANYTHING ABOUT IT. I'VE BEEN LISTENING AND I APPRECIATE THE INFORMATION.
WITH THE EMAIL FROM JSANDERSON AT G, THAT'S ALL I HAVE. THE REST WAS TOO FAST FOR ME. I DON'T KNOW THE REST OF HER EMAIL THAT SHE WAS GIVING ME, BUT I GUESS IF NOT, IF I CAN'T GET THAT, I JUST GO BY THE NENATICKET.ORG, THAT WEB SITE. CORRECT? AND I SHOULD BE OKAY.
>> THAT'S CORRECT.
>> OKAY, ALL RIGHT, I'LL JUST GO BY THAT. I WANTED TO THANK EVERYBODY FOR THAT INFORMATION.
>> OKAY, DID YOU SAY -- EXCUSE ME, DID YOU SAY WWW.NENATICKET?
>> NENA TICKET.
>> DOT ORG
>> I REALLY APPRECIATE THAT BECAUSE IT'S BEEN A REAL PUZZLE TRYING TO GET THIS FIGURED OUT.
>> YOUR NEXT QUESTION IS FROM THE LINE OF JUDY SANDERSON.
>> HI, IT'S ME AGAIN. I CAN GO OVER MY EMAIL ADDRESS AGAIN IF THAT WILL HELP HIM. HE'S GOT THE JSANDERSON CORRECT THEN IT'S GSIL.ORG. IT'S THE FOUR INITIALS OF OUR BUSINESS, WHICH IS GSIL HOPEFULLY THAT WAS A LITTLE SLOWER. I DO TEND TO TALK A LITTLE FAST.
>> AS A REMINDER THAT IS STAR 1 IF YOU'D LIKE TO ASK AN AUDIO QUESTION.
THERE ARE NO FURTHER QUESTIONS AT THIS TIME.
>> DEBBRA, ANY ADDITIONAL QUESTIONS PRESENTED VIA CHAT?
>> NO, WE'RE GOOD. OH, WAIT A MINUTE, HERE'S SOMEONE JUST POPPED IN. IF A PHASE I MILESTONE 1 PAYMENT WAS DENIED DUE TO NEEDING BACK-UP AND IT WAS SUBMITTED WHEN SUBMITTING REQUEST FOR PHASE I MILESTONE 2, THE REST OF THE QUESTION IS CUT OFF. BUT I CAN TELL YOU THIS. WE HAVE TO PAY CLAIMS IN THE ORDER. WE CAN'T JUST OVERLOOK A PHASE I MILESTONE BECAUSE YOU DON'T HAVE THE BACK-UP WITH SUFFICIENT DOCUMENTATION, WE WILL HAVE TO PAY A PHASE I MILESTONE BEFORE WE CAN PAY A PHASE I MILESTONE 2, UNLESS THE PHASE I MILESTONE 1 WAS UNAVAILABLE DUE TO ONE OF THE THINGS SUCH AS LOOK BACK EARNINGS OR CLOSURES. SO IF YOU SUBMIT, WHEN YOU SUBMITTED THE PHASE I MILESTONE 2, IF YOU SUBMITTED EARNINGS INFORMATION, WHATEVER YOU NEEDED, WE WOULD LOOK AT THAT EARNINGS INFORMATION, IF IT SATISFIED A PAYMENT FOR PHASE I MILESTONE 1 AND PHASE I MILESTONE 2, WE WOULD DO THAT, EVEN IF YOU DIDN'T KNOW THAT YOU -- EVEN IF YOU DIDN'T KNOW THAT YOU HAD TO HAVE THE PHASE I MILESTONE 1 PAID FIRST AND YOU GAVE US DOCUMENTATION WITH ENOUGH EARNINGS WE WOULD TAKE A LOOK AT ALL THOSE EARNINGS AND MAKE A DETERMINATION AT THAT POINT IF YOU WERE ELIGIBLE FOR PHASE I, MILESTONE 1 AND THE PHASE I, MILESTONE 2 OR WHATEVER. BUT WE WOULD HAVE TO FIRST MAKE A DETERMINATION ON PHASE I MILESTONE 1 BEFORE WE COULD MAKE A DETERMINATION TO PAYS YOU ON PHASE I, MILESTONE 2 .
>> THANK YOU, DEBBRA.
>> YOU'RE WELCOME.
>> SHANIKA, DO WE HAVE ANY AUDIO QUESTIONS SUBMITTED AT THIS TIME?
>> YES, YOU HAVE A FOLLOW-UP QUESTION FROM THE LINE OF JEFFERY.
>> YES, I WAS LISTENING TO YOUR ANSWER ABOUT THE PHASE I, MILESTONE 1. CAN YOU USE THE FIRST MONTH OF PHASE I, MILESTONE 1 FOR YOUR PHASE II PAYMENT?
>> WOULD YOU GIVE AN EXAMPLE? I DON'T WANT TO GIVE A WRONG ANSWER.
>> OKAY, LIKE, IF YOUR PHASE I, MILESTONE 1 INCLUDES NOVEMBER, DECEMBER AND JANUARY, OKAY, I MEAN YOUR PHASE I MILESTONE 1 JUST INCLUDES NOVEMBER, OKAY, WHEN PHASE I, MILESTONE 2, YOU CAN'T USE THAT NOVEMBER AGAIN AND USE DECEMBER AND JANUARY -- NOVEMBER, DECEMBER AND JANUARY, CAN YOU?
>> YES, YOU CAN. IN MOST SITUATIONS, I'LL PUT IT THAT WAY, YOU CAN. THE ONLY TIME YOU WOULD NOT BE ABLE TO USE THAT NOVEMBER FOR A PHASE I, MILESTONE 2, MILESTONE 3 OR MILESTONE 4 IS IF THAT FIRST MILESTONE WAS FOR EARNINGS LESS THAN TRIAL WORK LEVEL. THERE ARE TIMES WE CAN PAY A PHASE I MILESTONE WHEN EARNINGS ARE LESS THAN FULL TRIAL LEVEL BUT GREATER THAN 50 PERCENT OF TRIAL WORK LEVEL AND NORMALLY THIS HAPPENS WHEN A BENEFICIARY STARTS WORKING THE MIDDLE OF THE MONTH. MAYBE THE PAY PERIOD IS EVERY TWO WEEKS AND A BENEFICIARY STARTED WORK IN THE THIRD WEEK AND IS ONLY GOING TO GET PAID FOR TWO WEEKS. BUT WE CAN LOOK AT THE EARNINGS, THE SALARY OF THE EARNINGS PER HOUR, WE CAN CALCULATE, WELL, IF THEY HAD WORKED A FULL MONTH THEY WOULD HAVE WORKED AT TRIAL WORK LEVEL SO WE WILL PAY YOU FOR THAT FIRST PHASE I MILESTONE. HOWEVER, YOU WOULD NOT BE ABLE TO USE THAT TOWARD THE PHASE I MILESTONE 2, 3 OR 4. IF WE DID MAKE THE PAYMENT AND THE EARNINGS WERE BASED ON FULL TRIAL WORK LEVEL YOU COULD USE NOVEMBER, DECEMBER AND JANUARY FOR YOUR PHASE I MILESTONE 2, YOU COULD USE NOVEMBER, DECEMBER JANUARY, FEBRUARY, MARCH AND APRIL FOR YOUR PHASE I MILESTONE 3. IN OTHER WORDS, YOU COULD CONTINUE TO USE THAT NOVEMBER ATTAINMENT MONTH FOR ALL MILESTONES AS LONG AS THEY WERE IN A CERTAIN PERIOD OF TIME THAT THE BENEFICIARY MADE THOSE EARNINGS.
>> IS THERE A PARTICULAR PLACE WHERE I CAN GET THAT KNOWLEDGE AND REALLY KIND OF, LIKE, REVIEW THAT ON THE TICKET TO WORK WEB SITE OR -- BECAUSE THAT IS GOOD INFORMATION THAT, YOU KNOW, I WOULD LIKE TO -- FOR TRAINING
>> SHAWN, DO YOU KNOW THE EXACT PLACE WHERE WE WOULD HAVE THAT STORED? WE DO HAVE SOME TRAINING INFORMATION AND SOME INFORMATION ABOUT SPECIFIC EARNINGS TOPICS OUT ON THE WEB SITE AND I BELIEVE IT'S UNDER THE INFORMATION CENTER.
>> IT IS.
>> OKAY. OKAY. BECAUSE THAT SCENARIO IS UNIQUE AND I WOULD LIKE TO BE ABLE TO REALLY UNDERSTAND THAT, BECAUSE I'VE BEEN AN EN FOR 10 YEARS AND I WOULD LIKE TO BE ABLE TO USE THAT IF I COULD BECAUSE THAT'S REALLY INTERESTING.
I WANT TO THANK THE PERSON FOR REPEATING THE EMAIL BECAUSE I DID GET IT THIS TIME. SO THANK YOU.
>> OKAY, AGAIN, JEFFERY, YOU CAN GO TO THE INFORMATION CENTER TAB ON YOUR TICKET TO WORK -- AT YOUR TICKET TO WORK DOT COM, THE INFORMATION CENTER TAB, THEN THERE'S A LINK THERE CALLED RESOURCE DOCUMENTS.
>> OKAY.
>> FROM THERE YOU GOT TO REALLY DWINDLE DOWN TO THIS, BUT FROM --.
>> I'M WRITING IT DOWN.
>> THERE'S A PAYMENT RESOURCE SECTION. AND FROM THERE IT'S A GUIDE TO PAYMENTS AND PAYMENTS AT A GLANCE, ALL KINDS OF INFORMATION.
>> OKAY.
>> AND A GREAT TOOL THAT WE HAVE OUT THERE IS CALLED THE EN PAYMENTS CHECKLIST GUIDE.
>> EN PAYMENTS CHECKLIST GUIDE.
>> CHECKLIST GUIDE. IT TELLS YOU EVERYTHING ABOUT ALL THE REQUIREMENTS FOR PHASE I MILESTONE EARNINGS, PAYMENTS, EVERYTHING. WHICH STATE ARE YOU WITH, JEFFERY.
>> PARDON ME?
>> WHAT STATE ARE YOU CALLING FROM?
>> OHIO.
>> OKAY, THANK YOU.
>> AND THE NAME OF MY COMPANY IS DEPARTMENT OF CONTRACTORS ON THE WEB SITE.
>> OKAY, THANK YOU.
>> THANK YOU, THAT'S SOME VERY VALUABLE INFORMATION. THIS IS MY FIRST TIME, YOU KNOW, CALLING IN AND I HATE TO HEAR THAT IT'S ONLY GOING 3 MONTHS BECAUSE IT'S REALLY VALUABLE INFORMATION. SO THANK YOU.
>> THERE ARE NO FURTHER AUDIO QUESTIONS AT THIS TIME .
>> THANK YOU, SHANIKA, THANK YOU, DEBBRA. DO WE HAVE ANY ADDITIONAL PRESENTED IN BOTH FORUMS?
>> NO, I DON'T SEE ANYTHING ELSE, SHAWN.
>> OKAY, AS A REMINDER, TPN PROVIDES AN OPPORTUNITY TO ALL EN'S TO DISCUSS PAYMENT-RELATED TOPICS DURING THE ALL EN PAYMENTS CALL. THE FULL TRANSCRIPT AND AUDIO FOR 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 LISTENING, YOUR ATTENTION AND PARTICIPATION DURING THE CALL. PLEASE HAVE E EVENING. .
>> THANK YOU. LADIES AND GENTLEMEN, THAT DOES CONCLUDE THE CONFERENCE CALL TODAY. WE THANK YOU FOR YOUR PARTICIPATION AND ASK THAT YOU PLEASE DISCONNECT YOUR LINE.