* TODAY IS TUESDAY, 25 JULY, 2017. YOUR WEBINAR WILL BEGIN SHORTLY. PLEASE REMAIN CONNECTED. WE APPRECIATE YOUR PATIENCE.
* .
* >> THANK YOU, EVERYONE, FOR STANDING BY. YOU ARE CURRENTLY STANDING BY FOR TODAY'S MAXIMUS CALL. AT THIS TIME WE ARE ASSEMBLING EVERYBODY AND PLAN TO BE UNDERWAY IN JUST A FEW MOMENTS. THANK YOU FOR YOUR PATIENCE AND PLEASE REMAIN ON THE LINE.
* [PHRA-ES/] STAND BY, WE ARE ABOUT TO BEGIN.
* WELCOME TO THE MAXIMUS NATIONAL EMPLOYMENT NETWORK PAYMENTS CALL. TODAY'S CONFERENCE IS BEING RECORDED. AT THIS TIME I'D LIKE TO TURN THE CALL OVER TO SHAWN WALCOTT, PAYMENT MANAGER.
* >> THANK YOU FOR ATTENDING THE EN PAYMENTS CALL TODAY, TUESDAY, JULY 25, 2017. I AM SHAWN WALCOTT, HOST OF THE CALL. JOINING US IS DEBBRA TENNESSEE AND ON THE LINE WE HAVE KATIE STRIEBINGER AND SHAWNA DIXON
* THE PURPOSE OF DID'S CALL IS TO PROVIDE INSIGHT INTO THE PAYMENT PROCESS AS IT ASSOCIATED WITH THE FOLLOWING AGENDA ANNOUNCEMENTS, EN STAT PUS UPDATE, REQUIREMENTS FOR ASSIGNING A TICKET WITH USE OF THE TICKET PORTAL, PAYMENT REQUESTS, EFFECTIVE TICKET UNASSIGNMENTS ON EN PAYMENTS, TERMINATED EN'S AND RULES THAT APPLY TO EN PAYMENTS WHEN AN EN TPA IS TERMINATED. THEN WE WILL END WITH THE EN PAYMENT TICKET RESOURCES.
* YOU CAN CHECK THE STATUS OF E PAY BY VIEWING THE TICKET PORTAL. THE PORTAL WILL DISPLAY THE ANNOUNCEMENT THAT E PAY HAS STARTED AND AN ANNOUNCEMENT WHEN WE HAVE FINISHED THE FILE. THE SOCIAL SECURITY ADMINISTRATION RELEASED A GOV DELIVERY ANNOUNCEMENT INFORMING OF THE TRANSITION FROM ALL CURRENT EN BLANK AND PURCHASE AGREEMENTS, OR BPA'S, TO THE TICKET PROGRAM AGREEMENTS KNOWN AS TPA INCLUDED IN THE ANNOUNCEMENT WAS A SUMMARY ADVISING OF THE DIFFERENCES BETWEEN THE EXISTING BPA AND THE TPA ALONG WITH INSTRUCTIONS FOR ACCEPTING AND APPROVING THE NEW TPA TO CONTINUE OPERATING AS AN EN, EACH EN SIGNATORY AUTHORITY MUST REVIEW, SIGN AND EMAIL THE NEW TPA ALONG WITH THE REVISED TERMS AND CONDITIONS. EN'S WILL NOT BE REQUIRED TO SUBMIT A NEW EN APPLICATION OR REAPPLY FOR SUITIBILITY CLEARANCE. EN'S NEED ONLY SIGN AND SUBMIT NECESSARY DOCUMENTS TO SSA BY SEPTEMBER 21, 2017. THE NEXT STEPS IF YOU AGREE TO THE TERMS ARE TO SIGN PAGE 4 AND EN IT TO EN SERVICE AT SSA.GOV. INCLUDE YOUR EN NAME AND DUNS NUMBER WHEN EMAILING YOUR SIGNATURE PAGE AND CONTACT UPDATES. EN'S NEED ONLY SIGN AND SUBMIT THE NECESSARY DOCUMENTS TO SSA BY THE DEADLINE DATE OF SEPTEMBER 1ST, 2017.
* A TRAINING SESSION WAS HELD ON JULY 20 VIA TELECONFERENCE WHICH WAS CON DUCTED BY TPM AND SSA THE PREMISE OF THE TRAINING WAS TO PROVIDE AN [T-UPT/] TO THE EN'S WITH AN OVERVIEW OF SPECIFIC CHANGES TO THE RFA, TPA AND NEW TERMINOLOGIES USED IN THE AGREEMENT. THE TRAINING SESSIONS INCLUDED A Q AND A AFTER EACH SESSION TO MAKE CHANGES EASIER TO GRASP.
* OUR CURRENT E PAY FILE PROCESSING ENDED JULY 10, 2017. TOTAL CLAIMS PAID WAS 27,840, TOTAL SSN'S PAID WAS 8,075 AND THE TOTAL AMOUNT WAS A LITTLE OVER 18 MILLION. AS A REMINDER YOU MAY SUBMIT YOUR PAYMENT REQUEST THROUGH THE TICKET PORTAL INSTEAD OF WAITING FOR 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 [A-PBLDZ/] CONFIRMATION OF POSSIBLE SPLIT PAYMENTS. WHEN SUBMITTING INFORMATION TO ENST ABOUT PAYMENTS, PLEASE ANNOTATE YOUR INFORMATION. PLEASE SPECIFY THE NAME OF THE PERSON AND [-P/] INDICATE THE TITLE YOU WANT THEM TO HAVE. ALL PAYMENT CONTACTS MUST HAVE COMPLETED SUITABILITY.
* RECENTLY WE HAVE RECEIVED QUITE A FEW INQUIRIES REGARDING THE REQUIREMENTS OF ASSIGNING A TICKET BY USE OF THE TICKET PORTAL. IN THIS SEGMENT OF THE PRESENTATION WE WILL PROVIDE CLARIFICATION OF THIS REQUIREMENT.
* STARTING SEPTEMBER 1ST IT WILL BE MANDATORY TO SUBMIT TICKET ASSIGNMENTS VIA THE TICKET PORTAL. THIS REQUIREMENT IS PART OF THE NEW TICKET PROGRAM AGREEMENT ALSO KNOWN AS TPA THIS WILL ENABLE EN'S TO CHECK THE STATUS OF TICKET ASSIGNMENTS AS THE INFORMATION WILL APPEAR IN REALTIME IN THE TICKET PORTAL. ALL EMPLOYEES OR EN EMPLOYEES MUST OBTAIN SECURITY CLEARANCE AND COMPLETE TICKET PORTAL TRAINING BEFORE BEING ALLOWED ACCESS TO THE TICKET PORTAL.
* WE WILL NOW PROCEED TO THE NEXT PORTION OF THE PRESENTATION, PAYMENT REQUESTS , RULES ASSOCIATED WITH MANDATORY REQUIREMENT TO SUBMIT PAYMENT REQUEST VIA THE TICKET PORTAL.
* BASED ON THE REQUIREMENTS OF THE NEW TPA, IT IS MANDATORY FOR EN'S TO SUBMIT PAYMENT REQUESTS VIA THE TICKET PORTAL. MANUAL REQUESTS WILL BE DENIED AS OF SEPTEMBER 1ST, 2017. PAYMENT REQUESTS ARE NOT SUBMITTED VIA THE TICKET PORTAL WILL BE REJECTED WITH THE EXCEPTION OF TERMINATED EN'S AND THOSE UNDER UNUSUAL CIRCUMSTANCES.
* EN'S SUBMITTING PAYMENT REQUESTS VIA THE TICKET PORTAL MUST ENSURE THEY ARE SUBMITTING EVIDENTIARY PAYMENT REQUESTS ONLY. EN'S MUST SUBMIT EVIDENCE OF EARNINGS DOCUMENTATION IF SOCIAL SECURITY DOES NOT HAVE EARNINGS [-EFPD/] POSTED IN ITS SYSTEMS AND SHOULD SUBMIT PRIMARY EVIDENCE OF EARNINGS VIA THE PORTAL FAX USING THE REQUIRED FAX COVER SHEET GENERATED IN THE TICKET PORTAL. WE WILL NOW REVIEW THE PRESENTATION PORTION TO ILLUSTRATE THE EFFECT OF TICKET UNASSIGNMENTS ON PAYMENTS.
* AN EN SHALL BE ELIGIBLE FOR PAYMENT ONLY FOR WORK MILESTONES AND OUTCOMES ACHIEVED BY TICKET HOLDERS BEGINNING THE MONTH FOLLOWING THE MONTH OF THE TICKET UNASSIGNED TO THE EN
* THE EN SHALL SEND REQUESTS FOR EITHER MILESTONE OR OUTCOME PAYMENTS. SUCH EVIDENCE MAY INCLUDE EVIDENCE PROVIDED BY THE TICKET HOLDER SUCH AS AN ORIGINAL UNALTERED COPY OF THE TICKET HOLDER'S PAY SLIP OR A MONTHLY BREAKDOWN OF EARNINGS PROVIDED BY THE TICKET HOLDER'S EMPLOYER OR A STATEMENT OF MONTHLY EARNINGS FROM THE EMPLOYER OR THE EMPLOYER'S DESIGNATED PAYROLL OFFICIAL.
* IF SSA HAS EARNINGS INFORMATION FOR A TICKET HOLDER THAT JUSTIFIES PAYMENTS TO AN EN AT ITS DISCRETION SSA MAY INITIATE THE SORRY IN THE ABSENCE OF A PAYMENT REQUEST PROVIDED THE EN HAS MET OTHER REQUIREMENTS FOR PAYMENT. AN EN MAY TRACK THE STATUS OF PAYMENTS REQUESTED THROUGH THE TICKET [PO-ERLTS/]. THE TICKET PORTAL WILL SHOW REALTIME STATUS OF THE REQUEST FROM THE DATE RECEIVED BY SSA THROUGH PAYMENT DISBURSEMENT TO THE EN EN'S MUST SUBMIT DUCKATION OF SERVICES WHEN REQUESTING PAYMENT FOR TICKETS UNASSIGNED BY BENEFICIARIES.
* WHILE AN EN MAY UNASSIGN A TICKET AT ANY TIME FOR ON-GOING SUPPORT OR AT THE AVAILABILITY OF ON-GOING SUPPORT IS A REQUIREMENT FOR CONTINUED PAYMENT. THE EN WILL NOT BE ELIGIBLE FOR FUTURE PAYMENTS INCLUDING SPLIT PAYMENTS FOR SUBSEQUENT WORK OR EARNINGS ACHIEVED BY THE TICKET HOLDER BEGINNING WITH THE MONTH PRIOR TO THE MONTH OF TICKET UNASSIGNMENT.
* WHILE A TICKET HOLDER MAY UNASSIGN A TICKET AT ANY TIME, THE EN'S OF RECORD AT THE TIME OF UNASSIGNMENT MAY STILL BENEFIT FROM ITS CONTRIBUTION TO THE TICKET HOLDER'S WORK ACHIEVEMENTS. SSA MAY CONTINUE TO COMPENSATE THE EN THE FULL PAYMENT DUE FOR CLAIM MONTHS IN WHICH THE TICKET HOLDERS QUALIFY. UP TO 12 MONTHS WITHIN AN 18 MONTH PERIOD BEGINNING WITH THE UNASSIGNMENT MONTH. SUBJECT TO SSA'S EVALUATION OF THE EN'S CONTRIBUTION UNLESS THE TICKET HOLDER REASSIGNS THE TICKET PRIOR TO COMPLETION OF THE 12 MONTH CLAIM MONTH PERIOD. IF THE TICKET HOLDER SHOULD REASSIGN THE TICKET TO ANOTHER EN DURING THE 12 MONTH PERIOD WITHIN THE 18 MONTHS AFTER UNASSIGNMENT, THE FORMER EN'S MAY REQUEST SPLIT PAYMENTS.
* TICKET UNASSIGNMENT BY SSA SSA SYSTEM MAY MISTAKENLY UNASSIGN A TICKET. ERRONEOUS UNASSIGNMENTS SHOULD NOT AFFECT THE EN'S PAYMENTS. SSA WILL PROVIDE RESOLUTION IN SUCH INSTANCES. TICKET UNASSIGNMENT BY EN NO PAYMENTS ARE AVAILABLE TO THE EN AFTER EN UNASSIGNS TICKETS. LAST CLAIM MONTH AVAILABLE IS THE MONTH PRIOR TO THE TICKET ASSIGNMENT.
* TPM WILL PERFORM AN OUTREACH TO EN'S TO PROVIDE VERIFICATION CONCERNS THE SERVICES EN'S PROVIDE TO TICKET HOLDERS. DOCUMENTATION OF SERVICES WILL BE REQUESTED FOR THE FOLLOWING: WHEN AN EN SUBMITS A PAYMENT REQUEST FOR TICKETS UNASSIGNED BY A BENEFICIARY AND WHEN ANNUAL AUDITS ARE PERFORMED.
* WHILE A TICKET HOLDER MAY UNASSIGN A TICKET FROM AN EN AT ANY TIME, WHEN THE TICKET HOLDER'S TICKET IS IN USE WITH AN SVRA, SOCIAL SECURITY ENCOURAGES THE TICKET HOLDER TO FOLLOW SVRA REGULATIONS REGARDING A SUCCESSFUL CLOSURE. IF A EN REFERS A TICKET HOLDER TO AN SVRA WITHOUT AN AGREEMENT WITH THE SVRA, THE EN SHALL ARRANGE FOR THE FISH FIR TO MAKE THE TICKET AVAILABLE TO THE SVRA TEMPORARILY BY UNASSIGNING THE TICKET. SSA MAY WITHHOLD PHASE I MILESTONE PAYMENTS TO THE E IN. OR IMPLEMENT IMPROPER PAYMENT PROCEDURES IF AN EN DISREGARDS THIS PROTOCOL. FAILURE TO COMPLY WITH THESE PROVISIONS MAY RESULT IN SANCTIONS AGAINST THE EN, INCLUDING POSSIBLE UNASSIGNMENT OF THE TICKET SHOULD THE SVRA ACCEPT THE TICKET HOLDER FOR SERVICES.
* THE NEXT PORTION OF THE PRESENTATION WILL PROVIDE INFORMATION ABOUT SPLIT PAYMENTS. IF MULTIPLE EN'S OR AN SVRA FUNCTIONING AS AN EN SERVE THE SAME TICKET HOLDER DUE TO CHANGE IN TICKET ASSIGNMENT, UPON REQUEST AN EN THAT PREVIOUSLY HAD TICKET ASSIGNMENT MAY BE ENTITLED TO A PORTION OF ANY FUTURE TICKET PAYMENTS AVAILABLE TO THE EN BASED ON TICKET ASSIGNMENT AND UNASSIGNMENT RULES. THIS IS CALLED A SPLIT PAYMENT.
* TO BE CONSIDERED FOR A SPLIT PAYMENT, THE FORMER EN MUST HAVE REQUESTED AND/OR RECEIVED AT LEAST ONE PAYMENT DURING THE 12 MONTH PERIOD PRIOR TO THE ASSIGNMENT OF THE TICKET TO THE NEW EN TPM WILL BASE ITS DECISION ON INFORMATION PROVIDED BY THE EN THROUGH SUBMISSION OF A COMPLETED FORM, SSA1401, EN SPLIT PAYMENT REQUEST FORM. THIS PAYMENT IS AVAILABLE TO THE TPM AND MAY BE USED TO DOCUMENT A [OFF MIC] BY THE INVOLVED EN'S. TPM WILL OFFER A TERMINATION LETTER TO NOTIFY EN'S OF THE NUMBER OF PAYMENTS AFTER COST DETERMINATION IS MADE. EN'S NOT SATISFIED WITH THE TPM SPLIT PAYMENT DECISION MAY APPEAL THE DECISION TO SSA
* THE NEXT PORTION OF OUR PRESENTATION WILL REVIEW THE RULES TO APPLY TO EN PAYMENTS WHEN AN EN'S CONTRACT IS TERMINATED.
* AND THAT IS CONVENIENCE VERSUS CAUSE. EN'S SHALL BE ELIGIBLE FOR A PAYMENT WORK MILESTONES AND OUTCOMES ACHIEVED BY [T-EUGT/] HOLDERS FOR THE LAST FULL MONTH PRIOR TO THE MONTH OF EXPIRATION OR TERMINATION. EN'S TERMINATED FOR CONVENIENCE MUST SUBMIT A REQUEST WITH EARNINGS EVIDENCE NO LATER THAN 90 DAYS FOLLOWING THE EXPIRATION OR TERMINATION OF THE TPN
* SSA MAY TERMINATE AN EN'S TPA DUE TO CAUSE. WHEN AN EN'S TPA IS TERMINATED DUE TO CAUSE, THE EN MAY RECEIVE PAYMENTS THROUGH THE LAST ACTUAL MONTH PRIOR TO THE MONTH PAYMENTS WERE SUSPENDED OR THE TPA IS TERMINATED, WHICHEVER IS EARLIEST, SUBMITTED MANUALLY OR ACCOMPANIED BY EVIDENCE OF WORK AND EARNINGS AND SUBMIT EVIDENCE NO LATER THAN 30 DAYS FOLLOWING THE TPA TERMINATION.
* THE PORTAL AUTOMATES MANY OPERATIONAL FUNCTIONS YOU DO THROUGHOUT THE DAY. SOME ADDITIONAL AUTOMATED FEATURES THAT THE PORTAL OFFERS INCLUDES CHECKING THE TICKET ASSIGNABILITY, ASSIGNING OR UNASSIGNING TICKETS AND UPLOADING FORMS. TPM PROVIDE WEB SITE RESOURCES FOR PROVIDERS, EN'S CAN VISIT THE INFORMATION 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 LIST OF UPCOMING EVENTS INCLUDING CONFERENCE CALLS THAT SERVICE PROVIDERS CAN ATTEND. THE TRAINING SECTION WITHIN THE INFORMATION CENTER INCLUDES POWERPOINT PRESENTATIONS FROM PAST TICKET TRAINING TUESDAY CALLS. TO ACCESS THE TICKET TO WORK WEB SITE, PLEASE GOOD TO YOUR TICKET TO WORK DOT COM.
* THE PREFERRED MET YOU HAD OF TRACKING THE STATUS 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. YOU CAN REACH THE PAYMENTS HELP DESK AT EN PAYMENTS HELP DESK AT YOUR TICKET TO WORK DOT COM OR YOU CAN CALL THE TOLL FREE NUMBER LISTED ON YOUR SCREEN.
* THE TICKET OPERATIONS HELP LINE IS AVAILABLE MONDAY THROUGH FRIDAY, 9 AM TO 5 PM, EASTERN STANDARD TIME. BOTH THE PAYMENT HELP DESK AND THE SYSTEM SUPPORT DESK ARE ACCESSABLE BY CHOOSING OPTION 2 AND 3 RESPECTIVELY. THE PAYMENT HELP [STK-EFBG/] AVAILABLE TO ANSWER ALL YOUR QUESTIONS UNDER STATUS FOR THE TICKET PROGRAM WHILE THE TICKET SUPPORT DESK HAS REPRESENTATIVES AVAILABLE TO ASSIST YOU WITH ANY TECHNOLOGICAL ISSUES YOU ENCOUNTER USING THE TICKET PORTAL QUESTIONS OR TPR QUESTIONS.
* THIS WILL COMPLETE THE PRESENTATION PORTION OF OUR CALL AND WOULD LIKE TO START OUR QUESTION AND ANSWER SESSION. DEBBRA, DO WE HAVE ANY QUESTIONS PRESENTED DURING THE CHAT ROOM FEATURE AT THIS TIME?
* >> YES, WE DO, I WAS BUSY TYPING AWAY SO I WOULD -- JUST NOW ANSWERING A QUESTION FOR SARAH, SHE WANTED TO KNOW ABOUT THE 18 MONTH LOOK BACK. DOES THE 18 MONTH LOOK BACK START AT THE FIRST TICKET RESPONSE REGARDLESS OF THE FIRST ASSIGNMENT BEING WITH AN E [TPH-PLT/] OR VN, OR IS THERE A DIFFERENCE DEPENDING ON THE TYPE OF ORGANIZATION? AND THE ANSWER TO THAT IS THE 18 MONTH LOOK BACK STARTS WITH THE FIRST TICKET ASSIGNMENT FOR AN EN OR A VREN IF THE TICKET HOLDER RECEIVES SERVICES FROM THE VR UNDER THE COST REIMBURSEMENT, IT AT THAT TIME IS NOT INCLUDED.
* MARY LYNN MCWIRE ASKED THE QUESTION, IT'S MY UNDERSTANDING IF AN EN SUBMITS A MANUAL REQUEST OF PAYMENT THROUGH THE PORTAL WITHOUT EVIDENCE OF EARNINGS AND IF DENIED THE ONLY WAY THE EN CAN RESUBMIT FOR THE SAME CLAIM MONTH, THE EN CANNOT USE THE PORTAL AGAIN. I'M NOT SURE WHAT YOU'RE ASKING BECAUSE THE FIRST THING YOU ASKED IS, WHAT'S STATED IS THE EN SUBMITTING A MANUAL REQUEST THROUGH THE PORTAL. IT'S NOT CONSIDERED A MANUAL REQUEST IF YOU SUBMIT A REQUEST THROUGH THE PORTAL. YOU CAN SUBMIT A PAYMENT REQUEST THROUGH THE PORTAL, IT CAN BE DENIED AND FOR WHATEVER REASON, YOU MAY HAVE ADDITIONAL EVIDENCE, YOU CAN RESUBMIT THAT PAYMENT REQUEST THROUGH THE PORTAL AGAIN, IT'S A NEW CLAIM.
* SOMEONE SAID, CAN YOU EXPLAIN E PAY? IT IS NOT WELL EXPLAINED IN A TRAINING, E PAY IS A SOCIAL SECURITY INITIATED PAYMENT PROCESS. SOCIAL SECURITY PERFORMS A SELECTION OF SSN'S BASED ON CERTAIN CRITERIA THAT BENEFICIARIES HAVE TO BE ACTIVE, NO TERMINATED TICKETS AND THERE ARE SOME OTHER CRITERIA THERE. IF SSA HAS EARNINGS, IT LOOKS LIKE IT MAY BE EARNINGS THAT WILL SATISFY A CLAIM, THOSE EARNINGS ARE POPULATED ON A FILE AND THE PAYMENTS ARE SENT TO EACH OF THE SSN'S TO DETERMINE IF PAYMENTS ARE AVAILABLE AND IF THEY ARE THEY WILL BE PAID. JUST LIKE IN THE PORTAL IT MAY LOOK LIKE THERE ARE EARNINGS THERE, IT DOES NOT NECESSARILY MEAN THOSE EARNINGS HAVE BEEN CONFIRMED AND THE PAYMENTS DESK STILL HAS TO GO THROUGH THE FULL PROCESS OF MAKING AN ASSESSMENT.
* SOMEONE ASKS, CAN YOU PUT SLIDE 21 ON THE SCREEN? THEY MISSED THAT SLIDE.
* >> I WILL BE SURE TO DO SO.
* >> OKAY, SOMEONE [SK-S/], IF E PAY WILL CONTINUE AND DOES IT UPDATE IN THE PORTAL TOO. THE ANSWER IS YES TO BOTH. AS PAYMENTS ARE MADE TO E PAY THEY ARE POSTED TO THE PORTAL. THE ONLY THING ABOUT THAT, THE PORTAL DOES NOT GIVE YOU ANY TYPE OF NOTE OR MESSAGE SAYING THAT IT'S E PAY BUT YOU CAN KIND OF DETERMINE IF IT'S E PAY. IF YOU KNOW YOU DID NOT REQUEST THE PAYMENT AND WE LET YOU KNOW THE ANNOUNCEMENT THAT E PAY HAS STARTED AND YOUR EN STARTS TO RECEIVE, YOU KNOW, PRETTY GOOD VOLUME OF PAYMENTS IT'S PROBABLY BASED ON E PAY.
* THAT'S PRETTY MUCH IT. I DO WANT TO SAY ONE THING, SHAWN. ON SLIDE NO. 13, IF YOU CAN PUT THAT UP AGAIN, BRING THAT UP AGAIN?
* >> UH-HUH.
* >> NOW, ON SLIDE NO. 13, IF WE LOOK AT THE FIRST BULLET AND READING IT AGAIN, IF EN HAS EARNINGS INFORMATION FOR TICKET HOLDER THAT JUSTIFIES PAYMENT TO AN EN AT THAT TIME ITS DISCRETION SSA MAY INITIATE THE PAYMENT IN THE ABSENCE OF -- IT SHOULDN'T SAY OF PAYMENT REQUEST. I'M NOT SURE IF THIS ONE WAS FOR A PAYMENT REQUEST HERE OR WAS IT AN ABSENCE OF EARNINGS INFORMATION. SHAWN, COULD YOU CLARIFY WHAT THIS -- ARE YOU TALKING ABOUT RETRO PAYMENTS OR SOMETHING ELSE HERE, JUST FOR CLARIFICATION.
* >> JUST FOR CLARIFICATION IT WAS IN THE ABSENCE OF PAYMENT REQUESTS FOR RETRO PAYMENTS PROVIDED TO THE EN
* >> JUST WANTED TO BE CLEAR HERE. THAT'S EXACTLY CORRECT. YOU MAY NOT MAKE A PAYMENT REQUEST BUT FOR A PARTICULAR CLAIM MONTH, HOWEVER WHEN WE ARE MAKING AN ASSESSMENT 6 YOUR PAYMENT REQUEST FOR YOUR PARTICULAR CLAIM MONTH WE MAY ASSESS THERE ARE OTHER PAYMENTS THAT CAN BE MADE AND WE WILL MAKE THOSE EVEN THOUGH YOU DIDN'T NOT REQUEST THE PAYMENTS.
* A NEWSPAPERER OF PEOPLE HAVE ASKED HOW CAN I GET A COPY OF THE TPA AS SHAWN MENTIONED AT THE BEGINNING OF THE PRESENTATION, THIS WAS MAILED OUT, THE TPA WAS MAILED OUT VIA GOV DELIVERY MESSAGE AROUND JULY 3RD. HOWEVER, IF YOU DID NOT SEND A COPY YOU CAN SEND THE REQUEST TO THE EN SERVICE AT SSA DOT GOV AND REQUEST A COPY OF THE TPA
* IT KATIE ON THE LINE?
* >> I'M HERE, DEBBRA.
* >> OKAY, WE HAVE A QUESTION, SAYS WHAT DOES IT MEAN WHEN YOU SUBMIT A PAYMENT REQUEST IN THE PORTAL AND YOU GET A MESSAGE THAT SAYS AT LEAST ONE-HALF OF THE BENEFICIARY'S EARNINGS ARATED FOR?
* >> THAT MESSAGE IS MOST LIKELY COMING UP FOR PHASE I, MILESTONE 1 AND IT'S LETTING YOU KNOW THAT WE HAVE ENOUGH TO LET THE PAYMENT DUMB THROUGH THE PORTAL BUT THAT DOES NOT MEAN YOU ARE GUARANTEED THAT FIZZ 1, MILESTONE 1.
* >> OKAY . THIS IS FROM JUDY SANDERSON. DID I UNDERSTAND CORRECTLY IF WE HAVE A TICKET AND GET PARTIALLY PAID FOR PHASE I AND THEN FOR ANY REASON THE TICKET HOLDER GOES TO THE VR AND THE BENEFICIARY UNASSIGNS THE TICKET THE EN MAY BE [KP-EBT/]ED TO PAY BACK THE PHASE I? THE ANSWER IS NO. AS LONG AS YOU HOLD THAT TICKET AND THERE WASN'T A PRIOR ASSIGNMENT ON THAT TICKET, THE BENEFICIARY MET ALL THE QUALIFICATIONS FOR EARNINGS STATUS AND OTHER REQUIREMENTS, YOU WOULD NOT HAVE TO PAY THAT BACK.
* OKAY, SHIRLEY LEWIS ASKED FOR THE FIRST --
* >> DEBBRA, CAN YOU HEAR ME?
* >> YES.
* >> I'M SORRY, WE'D LIKE TO ADD CLARIFICATION TO IF THERE IS A TICKET HOLDER THAT YOU ARE WORKING WITH AND THEY GO TO THE VR FOR SERVICES AND YOU HOLD ON TO THAT TICKET, THE VR IS ENTITLED TO THOSE PAYMENTS.
* >> RIGHT. RIGHT. SHE DIDN'T SAY THAT, OKAY, BUT THAT'S CLARIFICATION FOR THAT ISSUE, YES.
* SHIRLEY ASKED, THE FIRST TIME TICKET ASSIGNMENT WHO DO NOT HAVE 10 OR MORE TICKETS ASSIGNED CAN WE AS OF SEPTEMBER 1ST BEGIN ASSIGNING TICKETS ONLINE OR STILL TO FAX THE TICKET ASSIGNMENTS IN? FOR NEW EN'S YOU STILL HAVE TO FAX IN YOUR TICKETS, YOUR IWP'S FOR YOUR FIRST 10 TICKETS. YOU ARE NOT GOING TO BE ABLE TO USE THE PORTAL UNTIL YOU AT LEAST SUBMIT 10 IWP'S.
* I DON'T HAVE THIS INFORMATION BUT MAYBE SOMEONE ELSE DOES. CAN YOU PROVIDE THE NUMBER TO THE QUEUE TO ASK FOR QUESTIONS THROUGH THE PHONE LINE? IF SOMEBODY COULD PUT THAT UP?
* >> YES, PLEASE, IF YOU'D LIKE TO ASK A QUESTION ON THE PHONES PLEASE SIGNAL BY PRESSING STAR 1 ON YOUR TELEPHONE KEY PAD. PLEASE MAKE SURE YOUR MUTE FUNCTION IS TURNED OFF TO ALLOW YOUR SIGNAL TO REACH OUR EQUIPMENT. AGAIN, IT'S STAR 1 TO ASK A QUESTION OVER THE PHONES AND WE HAVE QUITE A FEW LINING UP IN THE QUEUE RIGHT NOW. WOULD YOU LIKE TO MOVE TO THOSE RIGHT NOW?
* >> YES.
* >> GREAT, WE'LL GO TO MARY GLANDON
* >> HI, I JUST HAVE A QUESTION. ONE IS IF THERE'S ANY UPDATES ON TIMELY PROGRESS .
* >> CAN SOMEONE FROM SOCIAL SECURITY ANSWER THAT? THE QUESTION WAS, ARE THERE ANY UPDATES ON TIMELY PROGRESS REVIEWS?
* >> BENEFICIARIES ARE ASKING ABOUT THAT.
* >> I'M SORRY, WHAT WAS THE RESPONSE?
* >> MARY, WE --
* >> I HAVE HAD -- SORRY.
* >> THIS IS KATIE. I CAN JUST GIVE YOU THE ANSWER. THERE IS STILL A MORATORIUM ON TPR'S.
* >> SO WE SHOULD JUST CALL OUR BENEFICIARIES THAT THEY DON'T NEED TO WORRY ABOUT IT FOR NOW?
* >> WELL, THEY NEED TO CONTINUE TO MAKE THE EXPECTED TPR'S BECAUSE THEY WILL PROBABLY BE SELECTED. THE REQUIREMENT IS STILL EXISTING BUT WE ARE NOT MAKING SELECTIONS AT THIS TIME. DOES THAT HELP?
* >> OKAY, THANK YOU.
* >> YOU ARE WELCOME.
* >> WE WILL GO NEXT TO SABRINA STAMPS.
* >> GOOD AFTERNOON, EVERYONE. MY QUESTION IS REGARDING THE EXPEDITED REINSTATEMENT OF PAYMENTS TO BENEFICIARIES. WE HAD A SITUATION WHERE WE HAD A BENEFICIARY THAT WAS MAKING WELL OVER SGA AND UNFORTUNATELY HE WAS INVOLVED IN AN ACCIDENT AND HE HAD TO GO OUT FOR ABOUT 8 WEEKS. AND HE WENT BACK TO THE SOCIAL SECURITY OFFICE TO TRY TO FILE EXPEDITED REINSTATEMENT AND HE WAS GIVEN A VERY HARD TIME. AND I WOULD SAY THAT'S PROBABLY WAS A BENEFIT FOR A LOT OF BENEFICIARIES TO KNOW THAT IN THE EVENT THAT THEIR, WHATEVER THEIR DISORDER, WHATEVER THEIR SICKNESS OR WHATEVER IT IS THEY HAVE, DISABILITY, THAT IF THEY NEED TO RETURN TO BENEFITS THAT THEY HAVE THAT OPTION AVAILABLE TO THEM AND THAT'S ONE OF THE THINGS THAT WHEN WE SIGN ON THESE BENEFICIARIES THEY ARE EXCITED ABOUT OR REALLY CONCERNED THAT IF THEY NEED TO GO BACK ON BENEFITS, THAT THAT IS AVAILABLE TO THEM. MY CONCERN IS WHEN WE HAVE SITUATIONS SUCH AS THIS AND THE BENEFICIARIES ARE GIVEN A VERY HARD TIME, IT DOES NOT REFLECT POSITIVELY NOT ONLY ON US AS AN EN BUT ON THE ACTUAL TICKET TO WORK PROGRAM. SO IF SOMEONE COULD EXPLAIN TO ME WHAT WOULD BE THE CAUSE OF THAT HAPPENING IN TERMS OF A BENEFICIARY BEING GIVEN A HARD TIME IN TERMS OF EXPEDITED REINSTATEMENT, THANK YOU .
* >> THIS IS DEBBRA TENNESSEE. YOU KNOW, THIS CALL IS BASICALLY ABOUT PAYMENTS AND THE EXPEDITED REINSTATEMENT CLAIMS ARE WORKED BY AN OPERATIONS GROUP AT SOCIAL SECURITY. SO, YOU KNOW, THOSE OF US ON THIS CALL WOULDN'T HAVE AN ANSWER TO THAT QUESTION. I'M NOT SURE WHAT THE FIELD OFFICE OR WHOEVER IT IS WHO WORK [-EDZ/] THOSE CLAIMS, WHAT THEIR PROCESS IS BUT I DO KNOW THAT SOCIAL SECURITY DOES APPROVE A HUGE NUMBER OF WHAT WE CALL EXR CLAIMS, EXPEDITED REINSTATEMENT CLAIMS. I DON'T KNOW WHAT HAPPENED WITH THAT PARTICULAR BENEFICIARY BUT WE DON'T DO ANY ADJUDICATION OF THOSE TYPES OF CLAIMS SO WE ARE NOT ABLE TO ANSWER THAT RIGHT NOW. BUT IS ANYBODY FROM SSA THERE THAT YOU COULD SPLIT THAT INQUIRY TO THAT YOU KNOW OF?
* >> SURE, DEBBRA, WE'LL DO THAT.
* >> THANK YOU, LAURA.
* >> WE WILL NEXT MOVE ON TO JO EVERET. JO, YOUR LINE IS OPEN, IF YOU ARE THERE YOU MAY HAVE US MUTED.
* >> NO, I'M ON THE LINE.
* >> THIS IS JOHN. I HAVE A CLIENT THAT HAS BEEN TERMINATED, UNASSIGNED TO MY CASE LOAD BUT I STARTED WORKING WITH HIM SHORTLY AFTER THE TERMINATION. WE HAD SOME ISSUES WITH HIM REPORTING FOR SOME OF THE, FOR SOME OF THE JOB REFERRALS WE GAVE HIM. AND WHAT I WANT TO FIND OUT IS HOW I CAN REINSTATE THAT CLIENT SINCE I HAVE BEEN WORKING WITH HIM AND ALSO GETTING PAID FOR WORKING WITH HIM. CAN I REINSTATE THIS CLIENT TO MY CASE LOAD? I THINK THE ANSWER IS YES, BUT I DON'T KNOW WHAT DATE.
* >> COULD YOU ASK THAT AGAIN ABOUT THE REINSTATEMENT, WHAT HAPPENED WITH THAT? I DIDN'T GET THE WHOLE QUESTION.
* >> OKAY, THE QUESTION IS THIS: I HAD A CLIENT THAT I UNASSIGNED TO MY CASE LOAD AND THEN STARTED WORKING WITH HIM AGAIN BECAUSE HE DECIDED HE WOULD GO OUT FOR INTERVIEWS. HE FOUND A JOB AND I STARTED GETTING PAID FOR HIM BY SUBMITTING PAPER REQUESTS. NOW I WANT TO FIND OUT HOW I CAN REINSTATE HIM BACK TO MY CASE LOAD AND INTO THE PORTAL.
* >> YOU KNOW, TO HAVE A TICKET ASSIGNMENT WITH AN BENEFICIARY IS AN AGREEMENT BETWEEN YOU AND THE BENEFICIARY. IF THAT BENEFICIARY WANTS TO ASSIGN HIS TICKET WITH YOU OR SHE WANTS TO ASSIGN THEIR TICKET BACK TO YOU AGAIN THAT CAN HAPPEN.
* >> WHAT DATE WOULD I USE SINCE I'VE BEEN GETTING PAID MANUALLY? [STPHAO-/] .
* >> YOU'VE BEEN PAID MANUALLY BECAUSE WHO ASSIGNED IT, WAS IT YOU OR THE TICKET HOLDER?
* >> I DID.
* >> PRIOR TO THE TPA YOU ARE ELIGIBLE TO GET THE TICKET UNASSIGNMENT. HOWEVER, IN THE FUTURE YOU WOULD NOT BE ABLE TO GET FUTURE PAYMENTS IF YOU UNASSIGN A TICKET.
* HOWEVER, AS FAR AS THE DATE OF YOUR NEW IWP, THAT DEPENDS ON WHEN YOU AND THE TICKET HOLDER SIGNED THE NEW IWP, THAT WOULD BE THE EFFECTIVE DATE.
* >> OKAY, I UNDERSTAND. THANK YOU.
* >> AGAIN, THAT'S STAR 1 TO SIGNAL. NEXT TO MARY LYNN
* >> THANK YOU. I WANTED TO CLARIFY THE QUESTION I PUT IN THE CHAT FOR DEBBRA. CURRENTLY IF YOU GO INTO THE PORTAL AND THERE'S NOT EVIDENCE ON YOUR SYSTEM AND THE EN CHOOSES TO FAX IN EVIDENCE, IF THE CLAIM IS DENIED FOR THE EN TO RESUBMIT FOR THAT SAME CLAIM MONTH RIGHT NOW YOU CAN ONLY DO THAT THROUGH A MANUAL REQUEST USING PAPER FORM. WITH THE CHANGES ON SEPTEMBER 1ST DID I UNDERSTAND THAT MAYBE THE EN IS GOING TO BE ABLE TO USE THE PORTAL TO MAKE US THAT SECOND ATTEMPT? [STPHAO-/] YOU ARE SAYING IF YOU GET A DENIAL BECAUSE YOU DON'T HAVE EARNINGS IN THE SYSTEM, OKAY? IS THAT WHAT YOU ARE SAYING.
* >> RIGHT.
* >> YOU GOT A DENIAL BECAUSE SSA DIDN'T HAVE EARNINGS ON THE SYSTEM BUT YOU OBTAINED EVIDENCE OF EARNINGS AND YOU ATTEMPT TO RESUBMIT A PAYMENT REQUEST WITH EVIDENCE THROUGH THE PORTAL, THE PORTAL ONLY ALLOWS YOU TO DO THAT? IS THAT WHAT YOU ARE SAYING?
* >> IT WILL LET YOU DO IT ONCE BUT IF THAT GETS DENIED, LIKE LET'S SAY, YOU KNOW, THERE WAS A -- FAX CAME THROUGH FUZZY OR SOMETHING, IF YOU WANT TO GO BACK TO THE PORTAL AND DO IT AGAIN IT'S TELLING YOU THAT YOU MUST SUBMIT IT BY A MANUAL REQUEST PAYMENT FORM, NOT THE PORTAL.
* >> KATIE, CAN YOU ANSWER THAT? BECAUSE I'M NOT AWARE OF THAT.
* >> YEAH, DEBBRA, THAT'S CORRECT. THE CASE WAS DENIED BECAUSE THE THING THAT THE EN DID NOT SUBMIT THE REQUIRED DOCUMENTATION SO THE ASSUMPTION MADE THERE IS WE GOT THE PAYMENT REQUEST, WE REACHED OUT TO THE EN AND DIARIED THE CASE LETTING THEM KNOW THEY HAD 10 BUSINESS DAYS TO SEND IN THE REQUIRED DOCUMENTATION AND IF THAT 10 DAYS LAPSED AND THE EN DID NOT PROVIDE THE DOCUMENTATION, THE EN DOES NOT GET ANOTHER CHANCE TO USE THE PORTAL BECAUSE OF THE FACT WE GAVE THEM 10 DAYS AND THE 10 DAYS ELAPSED SO YOU WILL HAVE TO DO IT MANUALLY. IT'S A LITTLE BIT OF, I GUESS, A DISINCENTIVE TO LET SOMETHING LIKE THAT LAPSE, YOU NEED TO STAY ON TOP OF CASES THAT REQUIRE EN ATTENTION.
* >> SO, MARY, THAT WILL BE ONE OF THOSE UNUSUAL SITUATIONS THAT WAS MENTIONED IN THE PRESENTATION, THAT THERE ARE UNUSUAL SITUATIONS WHERE AN EN MAY SUBMIT A PAYMENT REQUEST IF THE EN HAS NOT BEEN TERMINATED BUT THERE ARE SITUATIONS WHERE THE PORTAL WON'T ALLOW YOU TO DELIVER AND THAT'S ONE OF THEM.
* >> I HAVE A SECOND ONE AND I'LL STOP. THIS HAS TO DO WHEN THE EN GETS THE MESSAGE THAT SAYS THAT THE BENEFITS ARE IN SUSPENSE DUE TO SOME OTHER REASON THAN EARNINGS. SO MY QUESTION IS WE HAVE HAD A FEW OF THESE CLAIM MONTHS THAT HAVE HAD THAT REASON AGAIN IN SUSPENSE DUE TO SOME OTHERON THAN EARNINGS AND THAT HAS ABOUT GOING ON JUST APPROACHING A YEAR. HOW LONG SHOULD AN EN EXPECT TO WAIT FOR THAT TYPE OF DECISION TO BE MADE? IS IT COMMON FOR IT TO TAKE OVER A YEAR?
* >> THAT'S AN ISSUE THAT WE CAN'T ANSWER BECAUSE IT ALL DEPENDS ON THAT OTHER REASON. SOMETIMES I'VE SEEN CASES IN SUSPENSE FOR NONPAY BECAUSE THE BENEFICIARY FAILED TO SUBMIT CERTAIN TYPES OF DOCUMENTATION TO SOCIAL SECURITY. THEN THERE ARE A LARGE NUMBER OR REASON, A LONG LIST OF REASONS WHAT BENEFICIARY CAN BE PLACED ON NONPAID STATUS. IT ALL DEPENDS ON A REASON, WHETHER THE BENEFICIARY HAS RESPONDED TO REQUESTS FROM SOCIAL SECURITY SO I CAN'T GIVE YOU A TIME FRAME FOR THAT. IT ALL DEPENDS ON WHAT THE REASON WAS.
* >> AND SO IF AN EN KNEW THERE WAS, THEY WERE WORKING DURING THAT TIME IS THERE ANYTHING THE EN CAN DO? IT'S PROBABLY -- THERE'S PROBABLY NOTHING THEY CAN DO, RIGHT?
* >> NO, I DON'T THINK IT IS BECAUSE IT'S VERY SPECIFIC EVEN IN A RIG FOR THE REQUIREMENTS FOR PAYMENT. THE BENEFICIARY HAS TO BE EITHER IN CURRENT PAY OR NONPAY DUE TO WORK OR EARNINGS, ONE OF THOSE TWO.
* >> OKAY, THANK YOU.
* >> MOVE NEXT TO WILLIAM DIMPLE.
* >> GOOD AFTERNOON. CALLING TO FIND OUT -- CAN YOU HEAR ME?
* >> YES.
* >> ALL RIGHT, THE BENEFICIARY HAS BEEN TERMINATED FROM THEIR MONTHLY BENEFITS HAVE BEEN TERMINATED BECAUSE THEY HAVE BEEN PROVING TO BE SELF-SUFFICIENT FINANCIALLY. AT WHAT POINT OR IS THERE A POINT WHEN THEIR HEALTH BENEFITS ARE DISCONTINUED ALSO? IN OTHER WORDS WHAT ARE THEIR, IRRESPECTIVE OF WHETHER THEY ARE RECEIVING BENEFITS AT THE JOB, IN OTHER WORDS, A JOB HAS THE OPTION, I GUESS, OF PROVIDING BENEFITS OR NOT PROVIDING BENEFITS ALTHOUGH WITH THE RULES AND REGULATIONS NOWADAYS IT'S USUALLY THEY ARE REQUIRED TO. BUT IF THE MEDICAID BENEFITS, ARE THEY STILL ENTITLED TO THAT WHETHER THE -- IN OTHER WORDS, DOES THAT PROMPT THE BENEFITS THAT THEY RECEIVED FROM THEIR EMPLOYER. WHICH COMES FIRST?
* >> THAT'S NOT A QUESTION I CAN ANSWER FOR YOU. IT'S NOT A PAYMENT-RELATED QUESTION. HOWEVER WE WILL TAKE YOUR QUESTION AND RELATE IT TO SSA WHAT'S THE NAME OF YOUR EN
* >> I'M SORRY?
* >> WHAT'S THE NAME OF YOUR EN
* >> EMPLOYMENT EDUCATION CONSORTIUM. IT SEEMS AS THOUGH I JUMBLED THE QUESTION A LITTLE BIT. MEDICAL BENEFITS, IT WAS MY UNDERSTANDING THAT THE MEDICAL BENEFITS CONTINUE AFTER, IRRESPECTIVE OF THE PERSON BEING NAMED OR BEING ACKNOWLEDGED AS BEING SELF-SUFFICIENT. IN OTHER WORDS THEY HAVE RECEIVED THE BENEFITS BUT YOUR THEIR BENEFITS HAVE BEEN DISCONTINUED BECAUSE THEY ARE FINANCIALLY ON THEIR FEET AGAIN.
* >> OKAY.
* >> BUT I WAS UNDER THE IMPRESSION ALWAYS THAT THE MEDICAL BENEFITS WOULD CONTINUE.
* >> OKAY, WE'LL SEND THAT QUESTION TO SSA AND GET BACK TO YOU.
* >> I HAVE ONE OTHER QUICK QUESTION.
* >> EXCUSE ME FOR A SECOND, WHAT'S YOUR NAME AGAIN?
* >> WILLIAM DIMPLE. SECOND QUESTION, QUITE SIMPLY, I DO HAVE A QUICK SECOND QUESTION, DEAR. ARE THERE ANY RESTRICTIONS AGAINST THE EN MOVING ITS FACILITY BASED ON ECONOMIC NEEDS AND WHAT NOT INTO A RESIDENTIAL ZONE? IN OTHER WORDS, DO THEY HAVE [TO-R/] TO BE LOCATED WITHIN A BUSINESS ZONE?
* >> AS FAR AS I KNOW THERE AREN'T BUT THERE ARE CERTAIN REQUIREMENTS FOR. N'S AND FOR THIS YOU NEED TO GO TO THE. TA AND LACK FOR THOSE REQUIREMENTS, [-EGS/] SPECIALLY THEIR SECURITY ISSUES WHATEVER YOU ARE SIT SETTING UP BUSINESS. THAT INFORMATION IS CONTAINED IN THE TPA AS FAR AS WHAT THE REQUIREMENTS ARE.
* >> AND TPA, I'M SORRY FOR SOUNDING OBTUSE, BUT WHAT THE HELL IS A TPA
* >> TPA IS WHAT WE'VE BEEN TALKING ABOUT THIS WHOLE CALL, IT'S CALLED THE TICKET PROGRAM AGREEMENT AND IT REPLACES THE BLANK [P-/]ET PURCHASE AGREEMENT. AGAIN A REMINDER TO ALL ON THE PHONE, ALL EN'S WHO WANT TO CONTINUE AS EN'S MUST SIGN AND RETURN PAGE 4 OF THAT TPA TO SSA BY SEPTEMBER 1ST AND IF YOU DON'T YOU WILL NO LONGER BE AN EN IF YOU DO NOT OR DID NOT RECEIVE A COPY OF THE TPA, THAT THERE WAS A [TKPW-UF/] DELIVERY MESSAGE CEMENT OUT ON JULY 3 AND ATTACHED TO THIS MESSAGE WAS THE TPA ITSELF. I KNOW IT WAS AROUND HOLIDAY TIME BUT IF YOU HAVE ANY OUTSTANDING MESSAGES IN YOUR INBOX GO BACK AND CHECK. IF YOU DON'T HAVE THAT EMAIL YOU CAN SEND AN INQUIRY TO EN SERVICE AT SSA DOT GOV
* >> OKAY, THANK YOU. I DIDN'T RECEIVE IT.
* >> STAR 1 TO SIGNAL, NEXT TO KINESHA HUMPHREY.
* >> YOU KNOW WHAT, OUR QUESTION ACTUALLY HAS BEEN ANSWERED.
* >> OKAY, THANK YOU. IF YOU WOULD LIKE TO REMOVE YOURSELF FROM THE DEW AT ANY TIME YOU CAN PRESS STAR 1. NEXT TO AL LOGUE
* >> I WANT TO REFER BACK TO THE EXPEDITED REINSTATEMENT. THE QUESTION THAT WAS SUPPLIED THERE WAS NOT SATISFACTORY. IN FACT, THE FIELD OFFICE PEOPLE ARE MAKING IT VERY DIFFICULT. I HAD A CLIENT WHO I GOT A CONTRACT BEING $13 AN HOUR FOR 9 MONTHS HE MADE ATA AND HE WORKED 10, 11 MONTHS AND HE WAS GOING THROUGH A DIVORCE, HE HAD COGNITIVE LIMITATIONS, DEPRESSION, BIPOLAR, EVERYTHING, AND HE LOST HIS JOB. SO I GO BACK TO SOCIAL SECURITY AND ASK FOR THE REINSTATEMENT AND THEY HAVE GIVEN HIM A VERY DIFFICULT TIME. THE LADY, SOMETIMES THEY ARE KNOWN TO BE SOMEWHAT ARROGANT AND FORGET WHY THEY HAVE A JOB THERE, SO I HAVE DECIDED THAT YOU MAKE TOO MUCH MONEY AND YOU NO LONGER HAVE TO RECEIVE BENEFITS AND THEY CUT HIM OFF.
* >> OKAY.
* >> NOW, THIS IS REALLY HORRIFIC. YOU KNOW, APART FROM THE -- I HAD ANOTHER CASE AND PEOPLE JUST GIVE UP. BUT I'D LIKE TO BE ABLE TO COMMUNICATE THIS ONE, TO SEND SOMEBODY FOR SOME ACTION AND THE REPLY IS THAT IT'S NOT MY JOB, IT'S VERY BAD, YOU KNOW? AND I HAVE A GREAT DISDAIN, BELIEVE IT OR NOT, FOR THESE KIND OF PEOPLE. THERE ARE A FEW, COUNT THEM ON ONE HAND, THAT ARE VERY PROFESSIONAL. BUT I THINK IF YOU CENSUS THE GROUP HERE YOU WILL FIND THESE HORROR STORIES.
* >> THIS WAS AL WHO IS SPEAKING NOW?
* >> THAT'S CORRECT.
* >> WHAT STATE ARE YOU IN, AL
* >> IN TEXAS.
* >> TEXAS? WE'RE GOING TO -- THIS IS THE SECOND COMPLAINT ON THIS CALL ABOUT THE ATTITUDE OR THE RESPONSES OF FIELD OFFICES TO BENEFICIARIES WHO ARE SUBMITTING CLAIMS FOR EXR CLAIMS. WE WILL SUBMIT THIS COMPLAINT UP THE LINE, OKAY?
* >> I NEED SOMEBODY TO CALL ME SO I CAN GIVE THEM THE NAME OF THE PERSON SOCIAL SECURITY BUT THIS GUY IS IN DESPERATE NEED OF MEDICATION AND GIVEN -- I'M JUST -- ANYWAY, THESE COMPLAINTS ARE VALID. NOBODY SENDS UP ANYTHING.
* >> OKAY.
* >> AND I'M STANDING UP.
* >> OKAY, THANK YOU.
* >> THE NEXT IS CHERI MCDONALD.
* >> HI, I AM JUST TRYING TO CLARIFY, SOMEBODY HAD SAID EARLIER ABOUT BEING DENIED FOR A TICKET. AND I WAS DENIED, I HAD A TICKET THAT WAS DENIED, WE'RE A FAIRLY NEW EN AND I DIDN'T EVEN KNOW IT WAS DENIED UNTIL I WENT BACK TO THE PORTAL TO LOOK AND THEN HAD AN HOUR-LONG CONVERSATION WITH THE INDIVIDUAL THROUGH THE HELP LINE TRY TO WORK THROUGH IT AND SHE SAID, OH, YOU NEED TO SEND IN SOME MORE THINGS AND I DID AND I'M STILL NOT REALLY SURE WHY IT'S NOT WORKING AND I DON'T KNOW WHO MY SPECIFIC EN SP SPECIALIST IS BECAUSE IT'S SWITCHED A COUPLE TIMES SINCE WE BEGAN THIS PROCESS. SO DO YOU HAVE ANY SUGGESTIONS FOR ME?
* >> YOU CAN SEND AN EMAIL TO THE EN SERVICES AT SSA.GOV .
* >> JUST EN SERVICES?
* >> EN SERVICES AT SSA.GOV.
* >> AND SOMEHOW THEY WILL HELP ME AGAIN?
* >> WAS THIS AN ISSUE WITH A PAYMENT DENIAL? DID YOU SEND AN INQUIRY OR CALL THE PAYMENTS HELP DESK?
* >> YEAH, SO I HAD -- I'D ONLY DONE ONE TICKET. I WAS JUST TRYING TO GET THROUGH THE PROCESS. I SUBMITTED THE INFORMATION, OF COURSE NO ONE TELLS YOU, IT'S WEIRD THAT YOU CAN'T ACCESS THE PORTAL TO DO A PAYMENT IF YOU ARE USING GOOGLE, YOU HAVE TO DO IT THROUGH A DIFFERENT INTERNET SEARCH ENGINE. SO I HAD TO FIGURE THAT PART OUT. BUT THEN THE TICKET, YOU KNOW, I SENT IN RECORD OR -- THROUGH THE PORTAL. I THINK I FAXED IT. I FAXED ALSO PAY STUBS TO ACT AS PROOF OF EARNINGS. AND THEN, YOU KNOW, A WHILE LATER I WENT TO LOOK AT THE PORTAL TO SEE WHAT'S GOING ON WITH THE PAYMENT, I GAVE IT TO TIME, LIKE A MONTH AND A HALF, I THOUGHT IT TOOK A LITTLE WHILE AND IT IS DENIED. I DIDN'T UNDERSTAND WHY AND THEN WHEN I CALLED THEY SAID, OH, YOU WERE ASKING FOR PHASE I MILESTONE, WHICH ISN'T THE CASE, I DIDN'T ASK FOR ANY TYPE OF MILESTONE OR PAYMENT OR OUTCOME, I JUST ASKED FOR A GENERAL PAYMENT BECAUSE I WAS UNDER THE IMPRESSION THAT WE ONLY RECEIVED PHASE II, WE HAVE A PARTNERSHIP PLUS AGREEMENT WITH THEM, A VOC REHAB GROUP. SO IT'S JUST A LITTLE BIT CONFUSING, I GUESS. I WOULD LOVE TO KNOW WHO MY EN SPECIALIST IS SO I CAN CONNECT AND REENGAGE THIS PROCESS.
* >> THOSE OF YOU WHO DO NOT KNOW YOUR EN ST SPECIALIST AT SOCIAL SECURITY CAN SEND AN EMAIL TO EN SERVICES AT SSA.GOV.
* BACK TO YOU, I KNOW WHY YOU HAVE GOTTEN DENIALS. YOU MIGHT ONLY HAVE BEEN ELIGIBLE FOR PHASE II'S. HOWEVER, IF AT ANY POINT PHASE I MILESTONES ARE NOT AVAILABLE, MEANING NOT ELIGIBLE, WE WILL CREATE PAYMENT DENIALS FOR THOSE AND I'M GOING TO TELL YOU THE REASON WHY. AT SOME POINT AFTER THE 12TH OUTCOME IS PAID, ANY PHASE I OR PHASE II MILESTONES YOU MAY HAVE BEEN ELIGIBLE FOR BUT YOU DID NOT RECEIVE BECAUSE THE BENEFICIARY WENT INTO SUSPENSE DUE TO WORK OR EARNINGS, THE OUTCOME PERIOD, WHEN OUTCOME PERIOD APPEARS YOU CANNOT GET ANY MORE PAYMENT. ANY PHASE I MILESTONES OR PHASE II MILESTONES THAT YOU DID NOT GET PAID FOR THAT WERE A[SRA-EU/]ABLE YOU ARE GOING TO GET A LUMP SUM PAYMENT FOR THOSE AT OUTCOME NO. 12.
* HOWEVER, REMEMBER I USED THE TERM AVAILABLE? ANY [TPH-EUZ/] 1 WHO ARE NOT AVAILABLE DUE TO LOOK BACK EARNINGS OR DUE TO SUCCESSFUL CLOSURES FROM VR SERVICES, THOSE CASES ARE OFF THE TABLE. WE HAVE TO PUT A SIGNAL IN THE SYSTEM, DO NOT INCLUDE IN YOUR LUMP SUM PAYMENT. IF WE DIDN'T NOT DO THAT THERE WOULD BE SO MANY EN'S THAT WOULD HAVE TO PAY THE MONEY BACK BECAUSE THE SYSTEM CALCULATES HOW MANY MONEY IS OWED TO YOU BASED ON WHAT YOU RECEIVED BUT HAVING THE DENIAL CODE IN THE SYSTEM LETS THE SYSTEM KNOW NOT TO INCLUDE THOSE MONEYS IN YOUR RECONCILIATION PAYMENT.
* NOW, THE PHASE II MILESTONES SHOULD HAVE BEEN ADDRESSED AND IF YOU WEREN'T GETTING ANSWERS FOR THAT YET YOU CAN CALL YOUR SPECIALIST IF YOU WANT TO BUT I JUST RECOMMEND THAT YOU SEND AN INQUIRY INTO OR CALL THE PAYMENT HELP DESK AND JUST LET THEM KNOW THAT YOUR PHASE II MILESTONE HAD NOT BEEN ADDRESSED AND YOU HAD INQUIRED ABOUT IT, YOU WERE GIVEN -- YOU KNOW, JUST GIVE THE SAME INFORMATION YOU JUST GAVE BECAUSE SOMEONE NEEDS TO GO A LITTLE BIT DEEPER INTO CHECKING THE STATUS OF THE PHASE II.
* >> ALL RIGHT, THAT SOUNDS GOOD. THANKS.
* >> THE NEXT IS ANQOUONET DOVER. PLEASE CHECK YOUR MUTE MUTTON OR TRY PICKING UP YOUR HANDSET, WE ARE NOT HEARING YOUR QUESTION. AGAIN, CALLER, ANQUONET DOVER, WE ARE NOT ABLE TO HEAR YOU.
* >> YES.
* >> THERE YOU GO, WE CAN HEAR YOU NOW. GO AHEAD.
* >> HI, THANK YOU. WE HAVE SUBMITTED THE PAPERWORK FOR THE TPA AND I JUST WANTED TO FIND OUT HOW WE CAN GET A CONFIRMATION IT HAS BEEN RECEIVED AND THAT WE ARE COMPLIANT.
* >> I JUST SAW YOUR QUESTION IN THE CHAT AND I WAS GOING TO REFER THAT UP TO SOCIAL SECURITY FOR RESPONSE.
* >> OH, PERFECT. OKAY, THANK YOU. ALL RIGHT, JUST WANT TO MAKE SURE THAT IT HAS BEEN RECEIVED AND THAT WE ARE COMPLIANT AND WE GET SOME KIND OF, YOU KNOW, DOCUMENTATION FOR THE FILE.
* >> HI, THIS IS RENEE', CAN YOU PLEASE SEND AN EMAIL TO EN SERVICE AND ASK FOR AN EMAIL BACK CONFIRMING RECEIPT? CAN YOU LARRY ME?
* >> EN SERVICE.
* >> AT SSA.GOV. THAT'S THE EMAIL ADDRESS WHERE YOU SEND THE TPA YOU CAN SEND AN EMAIL ASKING FOR A RECEIPT.
* >> OKAY, THANK YOU.
* >> YOU'RE WELCOME.
* >> AGAIN, THAT'S STAR 1 TO SIGNAL. NEXT, THERESA NYER.
* >> HI, HOW IS EVERYBODY? I HAVE A QUESTION ON THE UNASSIGNED AND TERMINATED CLIENTS WITH THE 90 DAYS THAT WE HAVE TO SUBMIT A PAYMENT REQUEST OR THE 18 MONTHS, WHEN DOES THAT GO INTO EFFECT? IS THAT NOW OR DOES THAT START IN SEPTEMBER?
* >> OKAY, WE HAVE A COUPLE ISSUES HERE. LET'S TALK ABOUT UNASSIGNED TICKETS FIRST. WE'RE TALKING ABOUT TERMINATED EN'S BUT WE'RE TALKING ABOUT UNASSIGNED TICKETS. THE UNASSIGNED TICKETS, WHAT HAS BEEN DONE IN THE PAST WE HAVE BEEN PAYING EN'S IF THE TICKET WAS UNASSIGNED ALL THE WAY UP TO THE POINT MIGHT HAVE BEEN REASSIGNED TOWARD A NEW EN AND IT MIGHT HAVE BEEN A SPLIT PAYMENT.
* HOWEVER, WE SHOULDN'T HAVE BEEN DOING THAT. THOSE SERVICES ARE ONLY AVAILABLE IF THE TICKET HOLDER UNASSIGNS THE AT THIS TIME. WHAT THE TPA STATES IS SEPTEMBER 1ST, FOR THOSE BENEFICIARIES THAT UNASSIGN THOSE TICKETS THERE IS A CERTAIN PERIOD OF TIME WHERE AN EN WOULD HAVE A TIME FRAME WHERE AN EN COULD SUBMIT PAYMENT REQUESTS FOR PAYMENTS WHERE THE TICKET HOLDER [OFF MIC] HOWEVER THE NUMBER OF PAYMENTS THAT EN'S WOULD BE ELIGIBLE FOR IS A -- IT DOES NOT MEAN EVERY EN WOULD RECEIVE 12 PAYMENTS AFTER A BENEFICIARY UNASSIGNS A TICKET. WHEN THAT HAPPENS IF THE BENEFICIARY UNASSIGNS A TICKET AND THE EN SUBMITS A PAYMENTQ THE FIRST THING THAT'S GOING TO HAPPEN AT MASS MAXIMUS WE'RE GOING TO CHECK TO SEE WHO UNASSIGNED THE TICKET. IF THE EN UNASSIGNS THE TICKET THERE ARE NO FUTURE PAYMENTS FOR THE EN IF THE BENEFICIARY UNASSIGNED THE TICKET THEN WE WILL REQUEST THE EN TO SUBMIT EVIDENCE OF SERVICES THAT WERE PROVIDED TO THE BENEFICIARY. THERE WILL BE AN ASSESSMENT MADE OF THOSE SERVICES AND IT COULD BE 12 PAYMENTS THAT COULD BE THE MAXIMUM NUMBER THAT AN EN WOULD BE ELIGIBLE TO RECEIVE OR IT COULD BE LESS.
* WHATEVER THAT NUMBER IS THAT IS DETERMINED THAT AN EN IS ELIGIBLE TO RECEIVE, THEY HAVE TO BE WITHIN AN 18 MONTH PERIOD. AFTER 18 MONTHS AFTER THE UNASSIGNMENT DATE THE EN CANNOT RECEIVE ANY MORE PAYMENTS. SO THAT'S THE PULL [S-EU/] FOR A TICKET UNASSIGNMENT.
* THE OTHER ONE IS THE EN IS TERMINATED. THERE ARE TWO SITUATIONS WHERE AN EN CAN BE TERMINATED. ONE IS FOR CAUSE AND ONE IS FOR CONVENIENCE. [OFF MIC] NOT SIGN THE TPA, THAT'S CONVENIENCE. SO THERE ARE TWO DIFFERENT TIME FRAMES WHERE AN EN WOULD BE ELIGIBLE TO CONTINUE TO SUBMIT PAYMENT REQUESTS UP TO THE CLAIM MONTH PRIOR TO THE TERMINATION. SO IF YOU AS AN EN, YOU HAVE TO CONTRACT WITH TERMINATED THIS MONTH IN JUNE YOU COULD SUBMIT CLAIMS -- IF IT WAS TERMINATED IN JULY YOU COULD SUBMIT CLAIMS FOR YOUR TICKET HOLDERS ALL THE WAY UP TO JUNE. IF YOU WERE TERMINATED FOR CONVENIENCE YOU HAVE 90 DAYS AFTER THE NEXT CONTRACT TO SUBMIT. IF YOU WERE TERMINATED FOR CAUSE YOU MIGHT HAVE 30 DAYS OR NOT HAVE ANY DAYS, IT ALL DEPENDS ON THE REASON YOUR CONTRACT WAS TERMINATED. SO THAT'S THE DIFFERENCE THERE.
* >> LET ME MAKE SURE I GET THIS CORRECT. IT DOESN'T MATTER IF A CLIENT -- IF A CLIENT DISASSIGNS THEIR TICKET THAT'S WHEN WE CAN BILL ADDITIONAL, UP TO AN ADDITIONAL 12 PAYMENTS ON THE CLIENT OR THE TICKET HOLDER. BUT IF WE DISASSIGN THEM THERE IS NO FUTURE PAYMENTS?
* >> FOR THE FIRST QUESTION, IT'S UP TO 12. IT MAY NOT BE 12, OKAY?
* >> EXACTLY. EXACTLY.
* >> BUT IF THE EN UNASSIGNS THE TICKET THERE WILL BE NO FUTURE PAYMENT.
* >> AND THIS GOES INTO EFFECT NOW OR SEPTEMBER?
* >> IF WE CAN DETERMINE IT NOW, WE HAVE TO GATHER DATA ON THAT, BUT IF WE FIND OUT IT IS HAPPENING NOW, IT'S HAPPENED OR SOMEONE REQUESTED YOU HAVE SUBMITTED IT CAN GO INTO EFFECT NOW BECAUSE OF THE REGS. THE REGS ONLY COVER TICKET ASSIGNMENTS, UNASSIGNMENTS BY THE TICKET HOLDER, NOT THE EN
* >> ONE MORE QUESTION AND I KNOW I'M TAKING UP SOME TIME. WHAT ABOUT THE PAYMENTS WE HAVE SUBMITTED AND GOTTEN IN THE PAST, WILL THEY AT SOME POINT BE REVIEWED AND IF THEY DON'T MEET THE STANDARDS WILL AN EN BE REQUIRED TO PATHOS PAYMENTS BACK?
* >> NO, YOU WILL NOT. LET'S SAY RIGHT NOW YOU HAVE 11 PAYMENTS, 11 OUTCOMES AND WE FIND, WE GET ANOTHER REQUEST FROM YOU BECAUSE THIS IS NEW. IT'S NEW. IT'S WITHIN A CERTAIN PERIOD OF TIME. SO LET'S NOT SAY 11, LET'S SAY WE'VE GOTTEN 5 PAYMENTS FROM YOU OR WHATEVER THE NUMBER WAS. IF THE EN UNASSIGNS THE TICKET WE'RE NOT GOING TO CHARGE YOU FOR OVERPAYMENTS. THIS IS SOMETHING WE'VE DONE IN THE PAST BUT WE'RE NOT GOING TO DO IT ANY MORE. WE ARE NOT GOING TO CHARGE YOU FOR THE PAST BUT WE WILL MAKE AN EXCEPTION ON THE NUMBER OF FUTURE PAYMENTS YOU CAN GET IF THE TICKET HOLDER UNASSIGNS THE TICKET
* >> IS THERE A TIME LIMIT THAT WE HAVE TO SUBMIT PAYMENTS TO THE PRIOR TERMED MONTH? IF A CLIENT GOT DETERMINED IN JULY, HOW LONG DO WE HAVE?
* >> YOU HAVE UP TO -- YOU SAY THE TICKET HOLDER IS TERMINATED.
* >> IF THE TICKET HOLDER IS TERMINATED FROM THE TICKET PROGRAM.
* >> OKAY, I BELIEVE THAT IS 30 DAYS. I'M GOING TO HAVE TO CHECK THAT, BUT I THINK YOU HAVE 30 DAYS ON THAT. I HAVE TO LOOK THAT UP, THERESA.
* >> THANK YOU. MAKES TOTAL SENSE NOW. THANKS.
* >> JUST A COUPLE QUESTIONS REMAINING IN QUEUE CURRENTLY. SHEILA STALKEL
* >> GOOD AFTERNOON, EVERYONE, A GREAT CALL TODAY, A LOT OF GOOD INFORMATION. FOR THOSE INDIVIDUALS HAVING ISSUES WITH SOCIAL SECURITY CLAIM REPS I HAVE HAD GOOD LUCK SPEAKING WITH THE AWIC I RUN A LOT OF NAMES EVERY MONTH, I AM WITH A WORK FORCE EN IN IOWA AND I GET A LOT OF RESPONSES BACK FROM THE PORTAL SAYING THE TICKET IS UNAVAILABLE OR THE TICKET HAS BEEN TERMINATED AND THESE ARE ALL PEOPLE WHO ARE BETWEEN 18 AND 64, THEY HAVE, THEY ARE GETTING THEIR CASH BENEFIT. [BRIEF PAUSE IN CAPTIONING] [-Z/] TRAINING BEFORE YOU SHOULD SUBMIT YOUR TRAINING REQUEST.
* >> OH, YEAH, NO, OF COURSE. I WAS JUST -- JUST FOR MY OWN SANITY BECAUSE I KNOW THEY'RE GOING TO ASK ME.
* >> AS LONG AS YOU HAVE COMPLETED THE TRAINING YOU CAN SUBMIT YOUR -- YOU CLEARED SUITABILITY AND ALL THAT, YOU DON'T HAVE THE SAME RULES FOR PAYMENT REQUEST THAT YOU HAD FOR IWP'S FOR SUBMITTING TRANSACTIONS THROUGH THE PORTAL.
* >> OKAY, PERFECT. THAT'S EXACTLY WHAT I WAS LOOKING FOR. SO JUST FINISH THAT LAST TRAINING, OR THAT PARTICULAR TRAINING AND THEN I CAN DO THE PAYMENT REQUEST. PERFECT, THANK YOU SO MUCH.
* >> NO FURTHER QUESTIONS ON THE PHONE AT THIS TIME.
* >> DEBBRA, DO WE HAVE ANY ADDITIONAL QUESTIONS PRESENTED IN THE CHAT ROOM?
* >> WE HAVE A QUESTION FROM MARY LYNN MCWIRE. IF A BENEFICIARY GETS SSDI AND IS 64 AND EXPLORES THE OPTION TO GO FOR RETIREMENT BENEFITS CAN ONE ASSUME THE RETIREMENT BENEFIT WILL BE THE SAME AS THE SSI CASH BENEFIT? THE ANSWER TO THAT IS NO. IT'S NOT NECESSARILY THE SAME AMOUNT .
* >> OKAY, SO THERE ARE NO MORE QUESTIONS, DEBBRA?
* >> OKAY, [OFF MIC] SOMEBODY SAYS MY QUESTION IS HOW CAN A PAYMENT REQUEST BE MADE FOR 12 MONTHS AFTER A TICKET HAS BEEN UNASSIGNED? IT HAPPENS EVERY DAY, JEANINE, WE'VE BEEN DOING IT FOR YEARS. WE'VE BEEN PAYING TO EN'S THE MAXIMUM AMOUNT OF THE TICKET PAYMENT REQUEST, IT COMES IN EVERY MONTH AFTER A BENEFICIARY IS UNASSIGNED AS LONG AS THAT BENEFICIARY DOES NOT REASSIGN THEIR TICKET TO A NEW EN AND A SPLIT TICKET. THAT'S NOT GOING TO HAPPEN ANY MORE IF THE EN UNASSIGNS THEIR TICKET AND IF THE BENEFICIARY UNASSIGNS THE TICKET WE'RE GOING TO GET SOME DOCUMENTATION UP TO SERVICES SO WE CAN DETERMINE THE NUMBER OF PAYMENTS THAT YOU CAN RECEIVE AFTER THE UNASSIGNMENT . OKAY? THAT'S IT.
* >> THAT'S IT. ALL RIGHT, AS A REMINDER THE TPM PROVIDES AN OPPORTUNITY TO ALL EN'S TO DISCUSS PAYMENT RELATED TOPICS QUARTERLY FOR THE ALL EN PAYMENTS CALL AT 3:00 PM EASTERN STANDARD TIME. THE FULL TRANSCRIPT AND AUDIO FOR THE ALL EN PAYMENTS CALL ARE AVAILABLE ON THE WEB SITE UNDER THE EVENTS SECTION. WE ENCOURAGE YOU TO TAKE PART IN THE CALL SESSION. THE NEXT EN PAYMENTS CALL IS SCHEDULED ON TUESDAY, OCTOBER 31, 2017 AT 3:00 PM EASTERN STANDARD TIME. THIS WILL CONCLUDE OUR PRESENTATION FOR TODAY, THANK YOU ALL FOR PARTICIPATING, YOUR ATTENTION AND PARTICIPATION DURING THE CALL. THANK YOU FOR LISTENING AND WE LOOK FORWARD TO OUR NEXT CALL ON OCTOBER 31.

>> THANK YOU, THIS CONCLUDES TODAY'S CONFERENCE. WE THANK YOU FOR TODAY'S PARTICIPATION. YOU MAY NOW DISCONNECT.