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| **Title:** EN Pay Call   **Start:** 1/30/2018 3:00 PM EST     |
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| * TODAY IS TUESDAY, 30 JANUARY, 2018. PLEASE STAND BY, YOUR WEBINAR WILL BEGIN IN A FEW MINUTES.
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* >> YOU ARE CURRENTLY ON HOLD FOR TODAY'S CONFERENCE CALL. AT THIS TIME WE ARE ASSEMBLING THE PARTICIPATE PAPTS AND WILL BE UNDERWAY SHORTLY. PLEASE REAL REMAIN ON THE LINE.
* PLEASE STAND BY, WE ARE ABOUT TO BEGIN. GOOD DAY AND WELCOME TO THE NATIONAL EMPLOYMENT NETWORK PAYMENTS CALL. TODAY'S CONFERENCE IS BEING RECORDED. AT THIS TIME I WOULD LIKE TO TURN THE CONFERENCE OVER TO MISS KIMBERLY CUTLER. PLEASE GO AHEAD, MA'AM.
* >> WELCOME AND THANK YOU FOR ATTENDING THE ALL EN PAYMENTS CALL TODAY TUESDAY, JANUARY 30, 2018. AS STATED EARLIER, I AM KIMBERLY CUTLER, HOST OF THE CALL. ON BEHALF OF THE SOCIAL SECURITY ADMINISTRATION WE HAVE NATALIE AND SHANNON MORGAN. THANK YOU FOR JOINING THE CALL.
* THE PURPOSE OF TODAY'S PRESENTATION IS TO PROVIDE INSIGHT INTO THE PAYMENT PROCESS ON THE FOLLOWING AGENDA TOPICS. WE WILL DISCUSS THE ANNOUNCEMENTS, E PAY STATUS UPDATE, END OF YEAR STATISTICS, TIME FRAME FOR SUBMITTING PAYMENT REQUEST, UPDATING EN INFORMATION, REQUIRED AND ACCEPTABLE EARNS DOCUMENTATION, PAYMENTS FOR UNASSIGNED TICKETS, TICKET PROGRAM AVAILABLE RESOURCES AND AT THE END OF THE PRESENTATION WE WILL OPEN THE LINE FOR QUESTIONS.
* FOR THE ANNOUNCEMENTS YOU CAN CHECK THE STATUS OF E PAY BY VIEWING THE ANNOUNCEMENTS 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. OTHER ANNOUNCEMENTS, TIME FRAMES FOR SUBMITTING EN PAYMENTS REQUESTS, AN EN SHALL REQUEST A PAYMENT NO LATER THAN 24 MONTHS FOLLOWING THE TICKET HOLDER'S WORK AND EARNINGS MET THE CRITERIA FOR SSA TO MAKE THE PAYMENT. WE WILL DISCUSS THAT FURTHER IN THE CALL. CENTRAL CONTRACT REGISTRATION, CCR SYSTEM FOR AWARD MANAGEMENT OR SAM REGISTRATION MUST BE RENEWED AND VALIDATED AT LEAST EVERY 12 MONTHS. AGAIN, WE WILL COVER THAT IN MORE DETAIL A LITTLE LATER. THE TICKET PROGRAM AVAILABLE RESOURCE SECTION OF THIS PRESENTATION HIGHLIGHTS THE SERVICE ACCOMMODATIONS AVAILABLE TO YOU AT ANY TIME TO REINFORCE PAYMENT PRINCIPLES AND GET OTHER REL VAPT PAYMENT INFORMATION IN BETWEEN CALLS.
* THE NEXT SLIDE WE'RE GOING TO PROVIDE A STATUS FOR THE E PAY FILE. OUR CURRENT E PAY FILE PROCESSING BEGAN NOVEMBER 23 AND CLAIMS ARE PROCESSED BY SOCIAL SECURITY NUMBER INSTEAD OF BY DUN THE CURRENT E PAY FILE CONTAINS A LITTLE OVER 21,000 SSN'S. AS OF LAST WEDNESDAY, JANUARY 24, OUR EN PAYMENT STAFF PROCESSED THE FOLLOWING: TOTAL CLAIMS PAID WAS 17,893. WE PAID 6,570 SSN'S AS OF JANUARY 24TH THE TOTAL
* TOTAL \*} AMOUNT PAID WAS IF YOU HAVE DOCUMENTATION, EVIDENCE OF EARNINGS YOU DO NOT SC TO WAIT FOR THE E PAY, YOU CAN STILL SUBMIT YOUR PAYMENT REQUEST THROUGH THE POERLTS. PLEASE ENSURE THAT YOUR EN PAYMENT CONTRACT INFORMATION IS CURRENT. WE EMAIL, WE EMAIL THE EN PAYMENT CONTRACT FOR PAYMENT OUTREACH MESSAGES AND CONFIRMATION OF POSSIBLE SPLIT PAYMENTS. AND THE THIRD REMINDER IS WHEN SUBMITTING INFORMATION TO EMPLOYMENT NETWORK SERVICE TEAM ABOUT PAYMENT, PLEASE ANNOTATE YOUR SERVICE CONTRACT. PLEASE MAKE SURE YOU SPECIFY THE NAME OF THE PERSON AND INDICATE THE TITLE YOU WANT THEM TO HAVE.
* NOW ALSO REMEMBER THAT ALL PAYMENT CONTACTS MUST HAVE COMPLETE SUITABILITY. THOSE ARE 3 QUICK REMINDERS AS TO WHEN WE PROCESS THE PAYMENT FILE AND MAKING SURE YOU HAVE YOUR PAYMENT INFORMATION CURRENT.
* NEXT SLIDE, SLIDE 5, WE WOULD LIKE TO PRESENT -- PROVIDE SOME END OF YEAR STATISTICS. THE END OF THE YEAR, TOTAL DOLLARS PAID, WE ACTUALLY PAID OVER $86 MILLION AND WE HAVE A TOTAL OF 32,272 DENIALS THAT WERE PROCESSED. WE PROCESSED 97 SPLIT PAYMENTS AND OF THE 97 SPLIT PAYMENTS THERE WAS A LITTLE OVER $37,000 THAT WE PAID OUT FOR SPLIT PAYMENT. JUST WANT TO NOTE THE NO. 1 DENIAL REASON WAS NOT ELIGIBLE FOR PAYMENT DUE TO LOOK BACK EARNINGS. SO JUST WANTED TO PROVIDE THE END OF YEAR STATS FOR YOU.
* NOW WE'RE GOING TO MOVE TO SLIDE 6, WHICH IS GOING TO SPEAK TO TIME FRAMES FOR SUBMITTING EN PAYMENT REQUESTS. CONDITIONS FOR RECEIPT OF PAYMENT. SSA EXPECTS EN'S TO PROVIDE INITIAL AND ON-GOING SERVICES AND SUPPORT BASED ON THE IWP, OR THE INDIVIDUAL WORK PLAN. AFTER INITIAL SERVICES, SSA REQUIRES THE EN TO CONTACT THE TICKET HOLDER AT LEAST QUARTERLY TO ASSESS WHETHER THE TICKET HOLDER NEEDS MORE SERVICES OR SUPPORT. SSA MAY CONTACT AN EN AT ANY TIME TO REVIEW THE EN'S RECORD CERTIFYING THE SERVICES PROVIDED INCLUDING DOCUMENTED ATTEMPTS TO PROVIDE SERVICES OR OFFER SERVICES. AN EN SHALL BE ELIGIBLE FOR PAYMENT ONLY FOR WORK MILESTONES AND OUTCOMES ACHIEVED BY TICKET HOLDERS FOLLOWING THE MONTH THE TICKET IS ASSIGNED TO THE EN BY TPN AN EN SHALL REQUEST A PAYMENT NO LATER THAN 24 MONTHS FOLLOWING THE MONTH THE TICKET HOLDER'S WORK AND EARNINGS MET THE CRITERIA FOR SSA TO MAKE THE PAYMENT. SSA WILL NOT ACCEPT PAYMENT REQUESTS FOR PERIODS OUTSIDE THIS 24 MONTH WINDOW.
* NOW, THERE IS A REVISED REQUEST FOR AGREEMENT OR RFA THAT'S AVAILABLE AT THE LINK PROVIDED ON SLIDE 6. AND IF YOU HAVE ANY QUESTIONS ABOUT THE CHANGES, PLEASE CONTACT THE TICKET PROGRAM AGREEMENT HELP DESK VIA EMAIL AND THAT EMAIL IS PROVIDED THERE, TPA HELP AT SSA.GOV.
* AND AGAIN IF YOU'D JUST MAKE SURE YOU VISIT THE WEB SITE AND THERE YOU WILL SEE THE REVISED RFA WITH THE RULES AND CONDITIONS FOR RECEIPT FOR PAYMENT WITHIN THAT 24 MONTH WINDOW.
* OKAY, NOW WE'RE ON SLIDE 7 AND THIS IS GOING TO FOCUS ON SAM REGISTRATION. IF THE EN SEES A DIARY REASON OF SAM/CCR REGISTRATION EXPIRED, UPDATE REQUIRED, THE EN MUST SIGN INTO SAM.GOV AND RENEW AND VALIDATE THE INFORMATION. IT WILL THEN BE RENEWED FOR A YEAR. IT CAN TAKE A FEW DAYS FOR THE RENEWAL TO UPDATE, BUT THE EN CAN CONTACT THE EN PAYMENTS HELP DESK TO NOTIFY TPN THAT THEY HAVE COMPLETED THE ACTION. AND THERE'S A NOTE HERE. IF YOU NEED HELP RENEWING OR UPDATING YOUR EXISTING SAM ENTITY REGISTRATION, PLEASE REVIEW THE QUICK START GUIDE FOR UPDATING/RENEWING AN ENTITY. IF YOU NEED HELP MIGRATING THE ROLES FROM YOUR LEGACY ACCOUNT TO YOUR NEW SAM ACCOUNT, PLEASE ALSO REVIEW THE QUICK START GUIDE BUT THERE TIME YOU WILL GO FOR MY GATING GOALS. IT IS IMPORTANT IT MAKE SURE YOU ARE UPDATING YOUR SAM REGISTRATION.
* YOU MAY ASK WHAT ARE YEARLY RENEWAL REQUIREMENTS OR HOW DO YOU KEEP YOUR ENTITY'S RECORD ACTIVE? EN'S MUST RENEW AND VALIDATE CCR REGISTRATION AT LEAST EVERY 12 MONTHS FROM THE DATE THE EN LAST CERTIFIED OR SUBMITTED THE REGISTRATION IN SAM. EN'S ARE RESPONSIBLE FOR UPDATING SOONER IF THE ENTITY'S INFORMATION CHANGES.
* THE PRIMARY POINT OF CONTACT FOR YOUR EN WILL RECEIVE AN EMAIL ALERT FOR THE RENEWAL REQUIREMENTS FOR EACH REGISTERED ENTITY AT 60 DAYS, THEN AGAIN 30 DAYS AND 15 DAYS BEFORE EXPIRATION. IF EN'S DO NOT RENEW, THEIR CCR REGISTRATION WILL EXPIRE. ONE KEY THING TO KNOW IS THAT THE SOCIAL SECURITY ADMINISTRATION CANNOT PROCESS EN PAYMENTS WITHOUT AN ACTIVE REGISTRATION.
* SO, AGAIN, PLEASE MAKE SURE THAT YOU ARE UPDATING YOUR SAM REGISTRATION EVERY 12 MONTHS BECAUSE IT WILL AFFECT YOUR PAYMENTS. WE WILL NOT BE ABLE TO PROCESS ANY PAYMENTS IF YOUR SAM REGISTRATION IS NOT ACTIVE.
* SLIDE 9 WE'RE GOING TO FOCUS ON UPDATING EN INFORMATION. SSA SHOULD BE NOTIFIED OF ANY STAFFING CHANGES AT THE EN OR THE VREN AGENCY. MOST IMPORTANTLY, PORTAL USERS BECAUSE THE PORTAL ACCESS LASS TO BE DISABLED ON OUR END. WITHOUT SSA BEING NOTIFIED THAT A PERSON HAS LEFT THE EN, THAT PERSON CAN STILL ACCESS THE PORTAL. THE EN OR VR EN AGENCY CAN SEE A LIST OF CONTACTS THAT HAVE BEEN PROVIDED TO SSA BY USING THE PORTAL AND WHEN YOU LOG IN THIS IS HOW YOU WOULD CHECK TO SEE THAT EVERYONE WHO SHOULD BE LISTED IS STILL LISTED TO HAVE ACCESS TO THE PORTAL. BUT YOU WANT TO BE SURE YOU KEEP THAT INFORMATION CURRENT AND FOR ANY CHANGES FOR EMPLOYMENT NETWORK YOU WANT TO MAKE SURE THAT YOU CONTACT EN SERVICE AT SSA.GOV AND IF YOU ARE A VR EN AGENCY, THEN YOU ARE GOING TO CONTACT THE VR DOT HELP DESK AT SSA.GOV. SO ANY CHANGES, MAKE SURE FOR STAFF CHANGES PLEASE MAKE SURE THAT YOU ARE UPDATING THAT INFORMATION IN A TIMELY MANNER WITH SSA
* ON SLIDE 10 WE'RE GOING TO TALK ABOUT PAYMENT DENIALS. EN'S CANNOT RESUBMIT SAME CLAIM MONTH THROUGH THE TICKET PORTAL. EN WILL BE REQUIRED TO RESUBMIT VIA A PAYMENT REQUEST FORM. AND WHAT YOU WILL SEE THE DENIAL REASON WILL READ NO RESPONSE TO REQUEST FOR DOCUMENTATION, OR IT MAY READ INADEQUATE CERTIFICATION OF SERVICES. SO A PAYMENT REQUEST FROM YOU MUST BE SUBMITTED IN WRITING TO SSA BY WAY OF PAYMENT REQUEST FORM AND MUST CONTAIN ALL REQUIRED DOCUMENTATION. AGAIN, YOU WOULD BE REQUESTED TO SUBMIT THAT MANUALLY AND THE DENIAL REASON IS USED WHEN THE EN FAILS TO RESPOND TO A REQUEST TO SUBMIT ADDITIONAL INFORMATION OR DOCUMENTATION. SO JUST WANTED TO REALLY INCLUDE THIS INFORMATION IN CASE YOU APPLY FOR OR YOU SUBMIT FOR A PAYMENT REQUEST THROUGH THE PORTAL, JUST WANTED YOU TO BE MINDFUL AND AWARE THAT ONCE THAT CASE HAS BEEN DENIED YOU WOULD HAVE TO RESUBMIT THE PAYMENT REQUEST MANUALLY BY FAX OR MAIL AND ON SLIDE 11 IT CONTINUES WITH YOUR PAYMENT DENIALS. AND JUST A FEW THINGS I JUST WANTED TO BRING TO YOUR ATTENTION. AFTER SUBMITTING A PAYMENT REQUEST, A WORK CASE NUMBER IS ASSIGNED TO THAT PARTICULAR REQUEST. WHEN TPN RECEIVES A REQUEST FOR PAYMENT, THAT DOES NOT INCLUDE ALL OF THE REQUIRED DOCUMENTATION OR INFORMATION, THE REQUEST IS EITHER DIRIZED OR DENIED. IF DIRIZED THE SENIOR PAYMENT SPECIALIST ASIGNED TO PROCESS THE REQUEST NOTIFIES THE PAYMENTS HELP DESK AND AN EMAIL IS SENT TO THE PERSON THE EN HAS DESIGNATED AS THEIR CONTACT. THE WORK CASE IS REFERENCED IN ALL TPN COMMUNICATIONS ASSOCIATED WITH THE REQUEST. TPM GIVES THE BUSINESS 9 BUSINESS DAYS TO RESPOND TO THE REQUEST. IF THE REQUESTED INFORMATION OR DOCUMENTATION IS NOT SUBMITTED WITHIN 9 DAYS, TPM DENIES THE PAYMENT AND THIS ALSO TIES INTO WHEN WE SPEAK OF MAKING SURE THAT THE EN'S INFORMATION ON STAFF AND CONTACT INFORMATION IS CORRECT. BECAUSE, AGAIN, WHEN WE SEND OUT THE EMAILS REQUESTING ADDITIONAL INFORMATION, IT IS GOING TO BE SENT TO THE PERSON THAT THE EN HAS LISTED AS THE PAYMENTS CONTACT, SO YOU WANT TO MAKE SURE THAT IS ALWAYS CURRENT BECAUSE WE WANT TO MAKE SURE THAT THE EN'S ARE RECEIVING THE EMAIL WHICH GIVES THEM THE OPPORTUNITY TO SUBMIT THE REQUESTED INFORMATION AND AGAIN YOU ONLY HAVE 9 DAYS TO SUBMIT THAT. SO IT REALLY JUST LINES UP HOW IMPORTANTS TO TO MAKE SURE WE HAVE THE CORRECT CONTACT INFORMATION.
* AND ON SLIDE 12 IT ACTUALLY GIVES YOU A SCREEN SHOT OF THE TICKET PORTAL AND WHERE YOU WOULD LOOK TO SEE ABOUT THE PAYMENT DENIALS.
* NOW, ON SLIDE 13, IT GIVES YOU INFORMATION ABOUT LOCATING THE EN PAYMENTS CHECKLIST. I STRONGLY ENCOURAGE EN'S IF YOU HAVE NOT ALREADY TO TAKE THE TIME TO FIND THE EN PAYMENTS CHECKLIST AND ON SLIDE 13 WE ACTUALLY GIVE YOU THE STEPS TO ACTUALLY GO LOCATE THE CHECKLIST. IT IS VERY HELPFUL. IT PROVIDES A LOT OF INFORMATION ABOUT THE DIFFERENT TYPES OF PAYMENT, WHAT THE CRITERIA IS FOR EACH PAYMENT. WE ALSO HAVE UPDATED THE CHECKLIST TO INCLUDE THE 2018 TRIAL WORK LEVEL AND SGA AMOUNTS. SO WHEN YOU GET A CHANCE, AGAIN, THIS IS VERY HELPFUL IN KNOWING WHEN TO SUBMIT A PAYMENT, YOUR NEXT AVAILABLE PAYMENT. BECAUSE ONE OF THE THINGS WE HAVE TO MAKE SURE IS THAT YOU SUBMIT YOUR PAYMENTS IN ORDER. SO USING THE CHECKLIST IS A REALLY GOOD GUIDE IN HELPING YOU WITH THAT PROCESS OF LOOKING AT IT, WHAT THE EARNINGS AMOUNT ARE AND WHEN TO SUBMIT THE PAYMENT. IT ALSO TALKS ABOUT THE BENEFIT STATUS THAT'S NEEDED FOR EACH PAYMENT. SO, AGAIN, IF YOU HAVE THE OPPORTUNITY, PLEASE DOWNLOAD OR GO LOCATE THE EN PAYMENTS CHECKLIST AS A RESOURCE.
* MOVING ON TO SLIDE 14, WE'RE GOING TO TALK ABOUT REQUIRED ACCEPTABLE EARNINGS DOCUMENTATION. WHAT IS REQUIRED ACCEPTED EARNINGS DOCUMENTATION, YOU MAY ASK. ONE OF THE FIRST APPROVED OR ACCEPTABLE EARNINGS DOCUMENTATION WOULD BE PAY STUBS. AND YOU WANT TO MAKE SURE THAT YOUR PAY STUBS INCLUDE THE EMPLOYEE'S NAME, EMPLOYEE'S SSN, YOU ALSO WANT TO MAKE SURE THAT THE PAY STUB INCLUDES THE PAY PERIOD BEGINNING AND ENDING DATE AND ALSO THE PAY DATE. ALSO NEEDED OR REQUIRED ON THE PAY STUBS WILL BE THE GROSS EARNINGS AND THE TAXES PAID.
* SO, AGAIN, WE DO SOMETIMES GET PAY STUBS AND THIS INFORMATION IS NOT INCLUDED BUT THESE ARE THE REQUIREMENTS WHEN YOU ARE SUBMITTING A PAY STUB AS EVIDENCE OF EARNINGS FOR A PAYMENT.
* ANOTHER SOURCE FOR SUBMITTING EVIDENCE OF EARNINGS IS USING THE WORK NUMBER. NOW, THE WORK NUMBER IS A THIRD PARTY SOURCE THAT VERIFIES EMPLOYMENT AND INCOME. NOW, IN SOME SITUATIONS THE SERVICE IS FREE. OTHER SITUATIONS IT'S DEPENDING ON WHAT INFORMATION YOU ARE REQUESTING. THERE MAY BE A FEE FOR SERVICE BUT AGAIN THIS IS A THIRD PARTY SOURCE THAT YOU ARE ABLE TO USE TO COLLECT INFORMATION FOR EARNINGS OR EARNINGS INFORMATION AND WITH THE WORK NUMBER IT ALLOWS REQUESTORS TO RECEIVE IMMEDIATE CONFIRMATION OF AN INDIVIDUAL'S EMPLOYMENT AND SALARY FOR VERIFICATION PURPOSES. THE WORK NUMBER ALSO COLLECTS WEEK BY WEEK SALARY INFORMATION AS UP TO DATE AS THE LAST PAY PERIOD AND CAN GO BACK FOR MANY YEARS SO WE'VE REALIZED AND WE HAVE NOTICED THIS IS A VERY HELPFUL TOOL FOR EN'S FOR SUBMITTING PAYMENT REQUESTS. ALSO IT COLLECTS THE LEEPGT OF EMPLOYMENT, JOB TITLES, LOCATION, INFORMATION, AND OTHER TYPES OF HUMAN RESOURCE-RELATED INFORMATION. SO IF YOU HAVE PAY STUBS OF COURSE THAT'S THE FIRST EVIDENCE OF EARNINGS BUT THE WORK NUMBER IS ALSO AN ACCEPTABLE SOURCE.
* CONTINUING WITH WHAT'S REQUIRED OR ACCEPTABLE EARNINGS DOCUMENTATION IS WE HAVE THE EMPLOYER PREPARED EARNINGS STATEMENT. THE INFORMATION THAT MUST BE INCLUDED ON THIS FORM OR ON THIS PAPER WOULD BE THE EMPLOYEE NAME, EMPLOYEE SSN, AGAIN YOU NEED THE PAY PERIOD BEGINNING AND ENDING DATE ALONG WITH THE PAY DATE, EMPLOYER REPRESENTATIVE NAME, TITLE, THE NAME AND ADDRESS FOR THE EMPLOYER AND THE BOX MUST BE CHECKED ATTESTING THAT ALL WITHHOLDINGS HAVE BEEN MADE FROM EMPLOYEE'S EARNINGS. AND THIS PARTICULAR FORM MUST BE SIGNED BY THE EMPLOYER REPRESENTATIVE. SOMETIMES WE ACTUALLY RECEIVE THIS FORM AND IT'S SIGNED BY THE EN BUT IN OOD TO BE ACCEPTABLE PROOF OF EARNINGS IT MUST CONTAIN ALL THE INFORMATION PROVIDED HERE, BUT IT MUST HAVE THE SIGNATURE OF A REPRESENTATIVE FOR THE EMPLOYER, NOT A REPRESENTATIVE FOR THE EN
* AND THE LAST SLIDE FOR REQUIRED ACCEPTABLE EARNINGS DOCUMENTATION THAT YOU CAN PROVIDE IS THE SUPPLEMENTAL EARNINGS STATEMENT. BUT I WANT TO KNOW HERE THAT THE SUPPLEMENTAL EARNINGS STATEMENT CANNOT BE SENT IN AS A STAND-ALONE FOR EVIDENCE OF EARNINGS. IT CAN BE ACCOMPANIED WITH A PAY STUB WHEN CERTAIN INFORMATION IS MISSING FROM THE PAY STUB. SO ON THE FORM IT MUST HAVE THE EN INFORMATION NAME, DUNS NUMBER, EMPLOYEE NAME AND SOCIAL SECURITY NUMBER, YOU ARE GOING TO HAVE THE PAY PERIOD BEGINNING AND ENDING DATE, THE EMPLOYER REPRESENTATIVE NAME, EMPLOYER SIGNATURE AND DATE AND AGAIN YOU ARE GOING TO WANT TO CHECK THE BOX ATESTING THAT ALL WITHHOLDINGS HAVE BEEN MADE. AGAIN, JUST MAKE SURE IF YOU ARE SUBMITTING THE SUPPLEMENTAL EARNINGS STATEMENT THAT IT IS ACCOMPANIED WITH EITHER THE WORK NUMBER OR PAY STUBS, BUT IT CANNOT BE SUBMITTED AS A STAND-ALONE FOR EVIDENCE OF EARNINGS.
* MOVING ON TO SLIDE 17, WE'RE GOING TO FOCUS ON PAYMENTS FOR UNASSIGNED TICKET. WHEN A TICKET IS UNASSIGNED BY THE BENEFICIARY OR THE EN, YOU MAY ASK WHAT PAYMENTS ARE AVAILABLE FOR UNASSIGNED TICKETS. TICKETS UNASSIGNED BY BENEFICIARY, AN EN MAY HAVE POTENTIAL PAYMENTS AFTER TICKET UNASSIGNMENT. HOWEVER, THE EN WILL BE REQUIRED TO SUBMIT AN EN CERTIFICATION OF SERVICES FORM TO DETERMINE NUMBER OF ELIGIBLE PAYMENTS. I'LL READ THAT ONE AGAIN. IF THE TICKET IS UNASSIGNED BY THE BENEFICIARY, THE EN MAY HAVE POTENTIAL PAYMENTS AFTER THE TICKET UNASSIGNMENT BUT THE EN WILL BE REQUIRED TO SUBMIT AN EN CERTIFICATION OF SERVICES OR COS FORM, TO DETERMINE THE NUMBER OF ELIGIBLE PAYMENTS. IF THE TICKET IS UNASSIGNED BY AN EMPLOYMENT NETWORK OR AN EN VR, THEN THE LAST PAYABLE MONTH WOULD BE THE MONTH PRIOR TO TICKET UNASSIGNMENT. AGAIN, IF A TICKET IS UNASSIGNED BY THE EMPLOYMENT NETWORK OR THE STATE VR ACTING AS AN EN, THE LAST PAYABLE MONTH WILL BE THE MONTH PRIOR TO THE TICKET UNASSIGNMENT DATE. THERE WILL BE NO AVAILABLE PAYMENTS AFTER THE UNASSIGNMENT MONTH.
* NOW HERE ON SLIDE 18 WE TALK ABOUT THE AVAILABLE TICKET PROGRAM RESOURCES, AND THAT'S WHAT WE WILL FINISH THIS DISCUSSION TODAY WITH JUST A REVIEW OF THE RESOURCES THAT ARE AVAILABLE TO YOU IF YOU HAVE FURTHER QUESTIONS OR NEED ADDITIONAL DETAILS ABOUT ANYTHING WE'VE PRESENTED TODAY. THE AVAILABLE TICKET PROGRAM RESOURCES WE HAVE THE TICKET PORTAL, WE HAVE THE TICKET TO WORK HOME PAGE AND YOU CAN LOCATE THAT THERE, YOUR TICKET TO WORK.SSA.GOV. AND ON OUR HOME PAGE YOU HAVE THE INFORMATION CENTER, UPCOMING EVENTS, TRAINING, RESOURCE DOCUMENTS, IT'S A VERY VALUABLE TOOL AND THIS IS JUST WANTED YOU TO PROVIDE YOU INFORMATION WHERE YOU CAN LOCATE OUR TICKET TO WORK HOME PAGE.
* OTHER TICKET PORTAL RESOURCES WE HAVE IS THE TICKET PORTAL USER GUIDE. THIS IS A RESOURCE TO HAVE AT YOUR FINGERTIPS WHEN USING THE TICKET PORTAL. THIS WOULD BE THE BEST REFERENCE FOR YOU BEFORE CONTACTING US WITH QUESTIONS. WHEN YOU ARE NAVIGATING THROUGH THE TICKET PORTAL, YOUR GUIDE IS GOING TO HELP YOU WITH ACTUALLY TRYING TO LOCATE EXACTLY WHAT YOU ARE LOOKING FOR IN THE PORTAL, SO YOU DO HAVE THAT TICKET PORTAL USER GUIDE.
* ANOTHER VALUABLE RESOURCE IS THE EN PAYMENTS HELP DESK. AND THE PREFERRED METHOD OF TRACKING THE STATUS OF SUBMITTED PAYMENT REQUESTS IS TO USE THE TICKET PORTAL AND TAKE ADVANTAGE OF THE REALTIME UPDATES. HOWEVER, IF AN EN IS UNABLE TO USE THE TICKET PORTAL FOR ANY REASON THE EN CAN ALSO, THEY HAVE THE OPTION TO SEND MANUAL PAYMENT STATUS INQUIRIES TO THE EN PAYMENTS HELP DESK AND THAT YOU CAN SEPLD TO EN PAYMENTS HELP DESK AT YOUR TICKET TO WORK.SSA.GOV, OR YOU CAN CALL THE TOLL FREE NUMBER DISPLAYED ON THE SCREEN HERE. JUST PLEASE REMEMBER IF YOU ARE GOING TO SEND AN EMAIL THAT THE EMAIL INQUIRIES MUST BE PASSWORD PROTECTED WITH THE EN'S PERSONAL IDENTIFICATION NUMBER ON FILE. IF YOU ARE NOT SURE WHAT THAT IS PLEASE CALL THE EN PAYMENTS HELP DESK AND WE CAN PROVIDE THAT INFORMATION. INQUIRIES MUST INCLUDE THE EN'S DUNS NUMBER, THE BENEFICIARY'S SSN AND THE CLAIM MONTH FOR THE PAYMENT. AND PLEASE MAKE SURE THAT YOU ALLOW 5, AT LEAST 5 BUSINESS DAYS FOR A RESPONSE.
* EN'S CAN ALSO OBTAIN CLARIFICATION ON PAYMENT RELATED ISSUES OR EXPLANATIONS OF HOW EN PAYMENTS HAVE APPLIED TICKET POLICY OR PROCEDURES TO MAKE PAYMENT AND PAYMENT DENIAL ASSESSMENT. ALSO ANSWER EN PAYMENTS HELP DESK WILL ANSWER EN PAYMENT INQUIRIES RECEIVED THROUGH THE PAYMENTS HELP DESK PHONE LINE. SUBMIT REQUESTS TO THE EN PAYMENTS STAFF FOR PAYMENT RECONSIDERATION OR FOR PAYMENTS [OFF MIC] REVIEW OF A PAYMENT USUAL SHOE. SO ANYTHING YOU HAVE RELATED TO A DENIAL OF A PAYMENT, PLEASE MAKE SURE THAT YOU ARE REACHING OUT AGAIN TO THE EN PAYMENTS HELP DESK.
* OUTREACH EN'S TO A PAYMENT RELATED DOCUMENTATION WHEN STAFF REPORT MISSING OR INCOMPLETE INFORMATION FROM PAYMENT REQUESTS, THE HELP DESK, THEY ARE THE ONES THAT WILL REACH OUT TO YOU TO LET YOU KNOW WHAT'S MISSING, WHAT INFORMATION IS NEEDED AGAIN TYING THAT BACK TO MAKING SURE THAT ALL OF YOUR EN CONTACT INFORMATION IS CURRENT BECAUSE THE HELP DESK WILL REFER IN THE EMAIL TO THE PERSON YOU HAVE LISTED SO THAT'S HOW YOU WOULD FIND OUT AS AN EN WHEN WE HAVE DIRIZED THE CASE AND WHAT INFORMATION WE MAY NEED.
* THE TICKET OPERATION HELP LINE IS AVAILABLE MONDAY THROUGH FRIDAY 9 AM TO 5 PM EASTERN TIME. BOTH THE PAYMENT HELP DESK AND THE SYSTEM SUPPORT DESK ARE ACCESSIBLE BY CHOOSING OPTION 1 AND OPTION 2 RESPECTIVELY. THE PAYMENT HELP DESK IS AVAILABLE TO ANSWER ALL YOUR QUESTIONS REGARDING PAYMENTS POLICY OR STATD TUESDAY UNDER THE TICKET PROGRAM, WHILE THE SYSTEM SUPPORT DESK HAS REPRESENTATIVES AVAILABLE TO ASSIST YOU WITH ANY TECHNICAL ISSUES YOU ENKOUPTER USING THE TICKET PORTAL OR QUESTIONS ABOUT TICKET ASSIGNMENTS OR TPR QUESTIONS. JUST WANT TO MAKE SURE THE PAYMENTS HELP DESK WILL BE ABLE TO ASSIST YOU WITH QUESTIONS REGARDING PAYMENT, THEN YOU HAVE THE SYSTEM SUPPORT DESK THAT WILL BE ABLE TO ASSIST YOU WITH TECHNICAL QUESTIONS YOU ENKOUPLTER USING THE TICKET PORTAL OR THEY CAN ANSWER QUESTIONS ABOUT TICKET ASSIGNMENTS OR TICKET UNASSIGNMENTS. AND ON THE SLIDE HERE YOU ACTUALLY CAN SEE WHERE WE HAVE THE PHONE NUMBER LISTED AND THE OPTIONS YOU WOULD CHOOSE FOR WHICH DEPARTMENT AND YOU ALSO HAVE THE EMAIL ADDRESS LISTED THAT YOU CAN SEND YOUR EMAILS TO, REMEMBERING ALL EMAILS MUST BE PASSWORD PROTECTED.
* NOW WE WILL OPEN THE LINES TO RECEIVE YOUR COMMENTS OR ANY QUESTIONS THAT YOU MAY HAVE FOR US. SO IF YOU DO NOT MIND, CARRIE, AT THIS POINT OR THIS TIME FIRST WHAT WE CAN DO, MISS TENNESSEE, DO WE HAVE ANY QUESTIONS IN THE CHAT?
* >> WE HAVE A LOT OF QUESTIONS IN THE CHAT RIGHT NOW. THIS CAME FROM JAMIE, JAMIE HAS HAD, I BELIEVE, ORIGINALLY ASKED THE QUESTION ABOUT WHAT WAS THE STATUS ALLOWED. ALLOWED MEANS THAT WE HAVE PAID OR PROCESSED THE CLAIM AND SOCIAL SECURITY SYSTEM BUT IT HAS NOT CLEARED TREASURY. THEN JAMIE ALSO RESPONDED THAT SHE HAD SUBMITTED SOME CLAIMS ON JANUARY 10 AND SHE JUST RECEIVED AN UPDATE ON THOSE. BUT MY RESPONSE TO THAT IS WE HAVE 30 DAYS TO PROCESS YOUR CLAIMS SUBMITTED THROUGH THE PORTAL. AS WAS MENTIONED AT THE BEGINNING OF THE CALL WE ALSO PROCESS E PAY AND WE HAD 21,000 SSN'S ON E PAY. WE DEFINITELY EVERY DAY CHECK THE PORTAL TO MAKE SURE THAT WE DO MEET THE 30 DAYS TIME FRAME OF PROCESSING CLAIMS, BUT IN THE MEANTIME, WE'RE TRYING TO PROCESS ALL 21,000 OF THOSE SSN'S TO MAKE SURE THAT YOU GET THOSE PAYMENTS. SO FAR WE'VE PAID OVER A MILLION DOLLARS THROUGH THE E PAY PROCESS. WHEN WE ARE PROCESSING E PAY YOU MAY NOT GET A RESPONSE IN 3 OR 4 DAYS LIKE YOU WOULD IF WE WERE NOT PROCESSING E PAY. CLAIMS PROCESS THROUGH THE PORTAL MAY BE A LITTLE BIT SLOW BUT LET ME SAY THIS: IF YOU SUBMIT YOUR CLAIMS THROUGH THE PORTAL AND YOU SUBMIT EVIDENCE OF EARNINGS THOSE DO TAKE PRIORITY OVER OTHER CLAIMS THAT ARE SUBMITTED. SO JUST A REMINDER, WHEN YOU SNIT A PAYMENT REQUEST, IF YOU HAVE EARNINGS EVIDENCE, PLEASE SUBMIT IT.
* THAT'S ONE QUESTION THAT WE HAD.
* ANOTHER PERSON HAD A QUESTION ABOUT THE AVERAGE LEEPGT OF TIME ALLOWED THAT COULD BE THERE -- IT DEPENDS WHEN WE WORK IT, AS LONG AS IT DOESN'T PASS THE 30 DAY DEADLINE. SOMEBODY ASKED THIS QUESTION: HOW DOES THE E PAY PAYMENTS WORK. WE HAVE GOTTEN PAYMENTS FROM BENEFICIARIES THAT I DIDN'T REALIZE WERE RECEIVING OVER SGA SO I NEVER SUBMITTED PAY STUBS. ANY CLARIFICATION WILL HELP.
* WELL, LET ME TELL YOU HOW E PAY WORKS. THE FIRST AND WE WILL SAY THIS EVERY TIME. YOU SHOULD SUBMIT YOUR PAYMENT REQUESTS THROUGH THE PORTAL. THAT'S WHAT THE REGS SAY, IN ORDER FOR YOU TO GET A PAYMENT YOU SHOULD SUBMIT A PAYMENT REQUEST. THE REASON WHY E PAY WAS FIRST CREATED WAS BECAUSE OF THE FACT SSA STOPPED CERTIFICATION PAYMENT REQUESTS. SOME OF YOU EN'S WHO HAVE BEEN AROUND FOR A LONG TIME KNOW WE HAD TWO TYPES OF PAYMENT REQUESTS, CERTIFICATION PAYMENT REQUESTS AND EVIDENTIARY. CERTIFICATION PAYMENT REQUEST ALSO FOR SELF-EMPLOYMENT BENEFICIARIES. SSA MADE THE DECISION TO STOP, WE NEEDED EVIDENCE SO WHAT SSA DECIDED TO DO, SINCE SSA RECEIVED EARNINGS INFORMATION FROM THE FIELD OFFICES AND FROM OTHER SOURCES, SSA MADE THE DECISION THAT FOR THOSE SITUATIONS WHERE IT WAS ALMOST IMPOSSIBLE TO GET EARNINGS INFORMATION AS IT WAS WITH THE CERTIFICATION REQUEST TO COME UP WITH THE E PAY PROCESS.
* HOWEVER, WE STILL NEED, YOU KNOW, THIS PROGRAM IS FOR BENEFICIARIES TOO. AND IF WE DON'T HAVE YOUR PAYMENT REQUEST AND GET THOSE EARNINGS INTO SOCIAL SECURITY SYSTEM, BENEFICIARIES COULD BE OVERPAID. YOU AS AN EN MAY BE PAID BECAUSE YOU HAVE GIVEN US EVIDENCE OF EARNINGS BUT WE HAVE TO GET THOSE BENEFICIARIES EARNINGS IN THE SYSTEM. SO IF YOU SUBMIT THE PAY STUBS WE ARE ENTERING THOSE EARNINGS AND THOSE CDR'S WE HOPE ARE PROCESSED FASTER. A PLACE BENEFICIARIES, TO STOP THOSE RECURING MONTHLY PAYMENTS AND ALSO TO PLACE THEM IN THE STATUS SO YOU CAN GET OUTCOME PAYMENTS FASTER. IF YOU HAVE PAY STUBS PLEASE SEND THEM IN SO WE CAN KEY THOSE EARNINGS. AND THAT'S THE BEST THING I CAN TELL YOU. WE STILL NEED THOSE PAY STUBS.
* >> THANK YOU, DEBBRA. SO, CARRIE, WHAT WE CAN DO WE CAN SEE IF THERE'S ANYONE ON THE LINE THAT MAY HAVE A QUESTION.
* >> THANK YOU. IF YOU WOULD LIKE TO HAVE A QUESTION PLEASE SIGNAL STAR 1 ON YOUR TELEPHONE KEY PAD. AGAIN PRESS STAR 1 TO ASK A QUESTION. WE WILL PAUSE FOR JUST A MOMENT TO ALLOW EVERYONE A OPPORTUNITY TO SIGNAL FOR QUESTION.
* WE WILL TAKE OUR FIRST QUESTION FROM BERTHA STREET WITH EMPOWER TENNESSEE.
* >> MY FIRST QUESTION CAME ABOUT FROM WHAT THE REPRESENTATIVE JUST SAID. I HAVE ONE OF MY CONSUMERS, SHE HAS NO WAY TO GET HER CHECK STUBS TO ME. SHE DOES NOT HAVE KNOWLEDGE HOW TO EVEN USE A COMPUTER AND WE ARE NOT ALLOWED TO GO TO HER WORK SYSTEM AND PRIPT OUT HER CHECK STUBS SO SHE WANTS ME TO SO WE CAN'T DO IT THAT WAY. I HAVE BEEN RECEIVING PAYMENTS, IF I'M SAYING IT RIGHT, IF YOU CAN GIVE ME FURTHER INSTRUCTIONS BECAUSE SHE DOESN'T HAVE KNOWLEDGE OF COMPUTERS OR HOW TO GET HER CHECK STUBS.
* >> DOES SHE HAVE CHECK STUBS?
* >> SHE HAS CHECK STUBS WITH HER JOB BUT SHE HAS A SYSTEM SHE HAS TO GO IN, CREATE A USER PASSWORD AND THEN BE ABLE TO PRINT HER CHECK STUBS OFF. THAT'S OKAY FOR PEOPLE THAT HAVE COMPUTER KNOWLEDGE. THIS PERSON HAS NO COMPUTER KNOWLEDGE.
* >> AND NO ONE ON HER JOB SHOWS HER HOW TO GET A COPY OF HER PAY STUBS? SHE DOESN'T EVEN KNOW WHAT SHE'S GETTING PAID EVERY PAY DAY?
* >> SHE KNOWS -- I DON'T KNOW HOW THAT GOES. I DON'T KNOW WHAT SHE KNOWS, WHAT I'M SAYING AS AN EN, THIS PERSON, YOU KNOW, SHE IS NOT, SHE IS NOT ORIGINALLY FROM AMERICA. SHE HAS NO WAY OF, NO KNOWLEDGE OF KNOWING ALL THIS.
* >> OKAY, OKAY, I WAS JUST GOING TO SAY IF IT WAS COMPUTER ILLITERATE TO GO IN AND GET THINGS, IF SHE COULD XEROX COPIES, IF SHE DOESN'T GET A COPY HERSELF BUT YOU CAN GO TO THE THIRD PARTY, GET THE WORK NUMBER, YOU CAN GET EVIDENCE ON ANY OF YOUR CLIENTS AND WE RECEIVE A LOT OF OUR EARNINGS INFORMATION FROM THE WORK NUMBER.
* >> OKAY, THAT WAS GOING TO BE MY NEXT QUESTION. THANK YOU FOR BRINGING THAT UP.
* WHEN YOU SAY WORK NUMBER, WHAT DO YOU MEAN, IS THERE A PARTICULAR NUMBER OR HER JOB'S WORK NUMBER?
* >> OKAY, THIS IS KIMBERLY. LIKE WE SAID EARLIER IN THE PRESENTATION, SO IT'S A THIRD PARTY SOURCE AND YOU CAN ACTUALLY ACCESS IT JUST BY GOING TO THE WORK NUMBER.COM.
* >> YES, MA'AM.
* >> THE WORK NUMBER.COM, AND ONCE YOU LOG ON TO THEIR SITE THEN YOU JUST FOLLOW THE INSTRUCTIONS THERE AND YOU WILL BE ABLE TO SEE WHAT THEY OFFER AND SEE IF WHAT YOU ARE NEEDING, HOW MUCH, HOW SOON YOU WANT TO GET IT OR WHAT INFORMATION. LIKE I SAID BEFORE, SOME OF THE SERVICES ARE FREE BUT IT IS DEFINITELY AN ACCEPTABLE SOURCE OF EARNINGS SO THAT MAKES A ROUTE THAT YOU CAN TAKE IN GETTING INFORMATION FOR HER EARNINGS.
* >> I HAVE ONE MORE QUESTION. I'M SORRY. I HAVE ONE MORE QUESTION.
* >> OKAY, GO AHEAD.
* >> ONE OF MY CONSUMERS, SHE IS A TEACHER. HER CHECK STUBS JUST SAY THE 15TH AND THE 30TH OR THE 31ST. THERE IS NO BEGINNING AND ENDING. SHE GETS PAID THAT TIME OF THE MONTH, 15TH AND 30TH OR 31ST, DEPENDS ON HOW MANY DAYS ARE IN THE MONTH. HOW DO I HANDLE THAT ONE, LIKE WHEN IT ASKS FOR THE BEGINNING AND ENDING DAY.
* >> YOU ARE ALREADY HAVE A PAY PERIOD THERE. IT'S NOT DATING THE BEGINNING AND ENDING, BUT IF IT'S THE 15TH AND 31ST, THAT IS HER PAY PERIOD RIGHT THERE. SO WE KNOW IT'S THE FIRST TO THE 15TH AND THE 16TH THROUGH THE 31ST. YOU KNOW, WE CAN FIGURE THAT OUT.
* >> WHAT I USUALLY DO, I GO IN AND I PUT IN FOR THE BEGINNING I PUT THE FIRST OF THE MONTH AND FOR THE END I PUT IN THE 14TH OF THE MONTH, THEN I SAY PAY DAY THE 15TH OF THE MONTH.
* >> IS THAT THE PAY DAY?
* >> THE PAY DATE IS THE 15TH. THAT'S THE ONLY THING ON THE CHECK STUB, THE DATE THAT SHE GETS PAID.
* >> OH, THE PAY DATE'S ON THE 15TH. OKAY, I GOT YOU. OKAY.
* >> THAT'S BEEN WORKING OUT SO FAR. IS IT OKAY TO KEEP DOING IT THAT WAY?
* >> YES, YOU ARE DOING FINE. THAT'S FINE.
* >> THANK YOU, NO MORE QUESTIONS. THANK YOU, LADIES.
* >> OKAY, THAT'S FINE. I HAVE A QUESTION IN THE CHAT THAT I WOULD LIKE TO READ. THIS IS FROM TRACI. I AM NEWLY SUITABLE AND HAVE NEVER SUBMITTED A TICKET FOR PAYMENT. THE LAST SUITABLE PERSON LEFT AND WHEN THEY DID WE STOPPED RECEIVING PAYMENTS. I TRIED TO USE THE HELP DESK TO GET DETAILS HOW TO START DOING CLAIMS WHILE MY PORTAL ACCESS WAS GETTING ESTABLISHED BUT DIDN'T GET HELP. IS THERE ANOTHER WAY TO GET HELP?
* >> YES, TRACI, NOT ONLY FOR YOU BY ANYONE ON THIS CALL WHO NEEDS ANY TYPE OF HELP IN TRYING TO FIGURE OUT HOW TO SUBMIT PAYMENTS OR HAVE ANY QUESTIONS ABOUT PAYMENT POLICIES OR WHATEVER, WE HAVE A GROUP WHO ACTUALLY MAXIMUS HAS A NUMBER OF MODULES WHERE WE HAVE TRAINING FOR EN'S AND TRAININGS ON PAYMENTS IS ONE OF THOSE. SO IF YOU WOULD LIKE TO HAVE TRAINING ON PAYMENTS PLEASE CONTACT EN SERVICE, CONTACT EN SERVICE AT SSA.GOV AND LET THEM KNOW THAT YOU WOULD LIKE TO RECEIVE TRAINING ON PAYMENT. THEY WILL NOTIFY MAXIMUS AND SOMEONE WILL CONTACT YOU .
* >> OKAY, THANK YOU.
* >> CARRIE, DO WE HAVE ANY OTHER QUESTIONS ON THE LINE?
* >> WE WILL TAKE OUR NEXT QUESTION FROM SHARON NEWMAN FROM ALLIANCE FOR DIVERSITY.
* >> GOOD AFTERNOON, EVERYONE. HOW DO I FIND THE CHECKLIST FOR PAYMENTS? I KEEP GOING ON THE EN PORTAL. IS IT NOT THERE?
* >> NO, YOU WOULD GO TO OUR HOME PAGE, THE TICKET TO WORK WEB SITE.
* >> OKAY, OKAY.
* >> TRY TO GIVE YOU THAT.
* >> YEAH, BECAUSE I WENT ON THAT, TOO, AND I COULDN'T FIND IT.
* >> OKAY, IF YOU GO TO YOUR TICKET TO WORK.SSA.GOV, AT THE TOP YOU WOULD SEE, YOU WOULD CHOOSE INFORMATION CENTER AT THE TOP MENU.
* >> OKAY.
* >> AND THEN ONCE YOU CHOOSE THAT, ON THE LEFT SIDE I THINK YOU WOULD CHOOSE RESOURCE DOCUMENT.
* >> OKAY.
* >> AND THEN YOU WILL SEE THE EN PAYMENTS CHECKLIST GUIDE. I THINK YOU HAVE TO SCROLL DOWN TOWARDS THE BOTTOM. PAYMENTS RESOURCES THEN YOU WILL SEE --
* >> OKAY, THANK YOU SO MUCH, LADIES.
* >> YOU'RE WELCOME.
* >> I HAVE ANOTHER QUESTION.
* >> GO AHEAD, CARRIE.
* >> WE'LL TAKE OUR NEXT QUESTION FROM JACK BARRETT WITH OPTIONS PLUS.
* >> HELLO.
* >> HELLO.
* >> HELLO, YES, YOU MAKE IT SOUND SO EASY. BUT I HAVE SEVERAL CONSUMERS WHO DON'T WANT TO SEND IN THEIR PAY STUBS. ONE OF THEM IS WORKING MAKING A VERY GOOD LIVING, HE'S STEADY AND HE FEELS THAT IT'S INTRUSIVE, IT'S A PART OF BEING DISABLED HE DOESN'T LIKE. SO HE SAID, YOU GO AHEAD AND MAINTAIN THE TICKET AND I'LL MAINTAIN MY JOB AND, YOU KNOW, I CALL HIM PERIODICALLY BUT SOME OF THOSE CALLS ARE WELCOME, SOME ARE NOT. BUT I WORRY ABOUT WHETHER I'M GOING TO BE REIMBURSED FOR BEING THERE. I ALSO TRY TO MAKE SURE THAT HE'S REMINDED THAT HE HAS TO STAY IN TOUCH WITH HIS SOCIAL SECURITY OFFICE SO THAT HE DOESN'T, YOU KNOW, HE DOESN'T RECEIVE PAYMENTS HE'S NOT SUPPOSED TO. I'M IN BROWARD AND THAT PEOPLE HAS CUT PEOPLE OFF FOR WORKING STEADILY SO I MAKE SURE THAT HE DOCUMENTS THAT HE'S MAINTAINING HIS TICKET PROGRAM. BUT I'VE GOT ANOTHER ONE WHO IS NEWER AND JUST WEPT TO WORK FOR PUBLIX, THEY DO GET PAY STUBS BUT SHE DOESN'T KNOW HOW TO GET PAY STUBS TO ME. AND THAT'S BECOME A PROBLEM. A THIRD ONE IS WORKING BUT GETS LIKE A PERSONAL CHECK FROM THE EMPLOYER SO I DON'T GET A BEGINNING AND ENDING PAY PERIOD WHEN SHE DOES SEND ME HER COPIES OF THOSE CHECKS, WHICH ONCE THEY GO IN THE BANK THEY ARE GONE.
* >> OKAY.
* >> SO IT'S VERY DIFFICULT TO KEEP TRACK OF SOME OF THESE THAT HAVE VERY INDIVIDUAL OR AN UBER DRIVER WHO GETS A VERY LONG, COMPLICATED STATEMENT BUT DOESN'T GET A PAY STUB, HE GETS PAID DIRECTLY IN THE BANK AND HAS TO GO ONLINE TO SEE HIS STATEMENT. SO HE DOESN'T HAVE PAY STUBS THAT HE CAN EASILY SEND TO ME AND HE'S, BY THE WAY, HE'S LOSING MONEY ON HIS EXPENSES.
* >> OKAY, YOU HAVE 3 DIFFERENT SITUATIONS RIGHT THERE. YOU SAID THAT -- WE DO FIND THIS TO BE TRUE FOR A NUMBER OF EN'S. ONE, SOME BENEFICIARIES GO TO WORK, ONCE THEY ARE ESTABLISHED IN A JOB AFTER A PERIOD OF TIME THEY DON'T WANT ANY CONTACT WITH ANYBODY. THAT'S THE FIRST SITUATION THAT YOU MENTIONED. HAVE YOU GOTTEN ANY PAYMENTS FOR THAT BENEFICIARY AT ALL?
* >> ACTUALLY, I HAVE. I HAVEN'T THIS YEAR BUT I DID LAST YEAR.
* >> IS HE OR SHE STILL RECEIVING A SOCIAL SECURITY BENEFIT PAYMENT?
* >> NO, WE MADE SURE THAT STOPPED. I'M VERY PROTECTIVE OF MY PEOPLE. AS LONG AS I KNOW THAT THEIR STATUS ON TICKET TO WORK IS PROTECTED THEN I'M DOING MY JOB AND IF THEY HAVE ANY PROBLEM AT WORK AND THIS GUY DID CHANGE JOBS ONCE IN THE MIDDLE OF THINGS AND I HELPED HIM WITH THAT. BUT HE WANTS ME TO BE AVAILABLE WHEN HE WANTS ME TO BE AVAILABLE. OTHER THAN THAT, I'M USELESS [LAUGHS].
* >> YOU ARE DOING WHAT YOU ARE SUPPOSED TO DO. THIS SITUATION IS ONE THAT KIM AND I BOTH MENTIONED, YOU COULD GO TO A THIRD PARTY, THE WORK NUMBER, AND YOU CAN GO RIGHT ON THE WEB SITE, THE WORK NUMBER.COM, AND YOU COULD SEE WHAT SERVICES THEY HAVE AVAILABLE AND GET EARNINGS INFORMATION AVAILABLE THAT WAY.
* IN A SITUATION WHERE YOU HAVE SUBMITTED PAYMENT REQUESTS AND WOULD SAY YOU HAVE BEEN DOING IT CONSIST STEPLTLY MORE THAN LIKELY IF THAT BENEFICIARY IS WORKING HIS EARNINGS AND THEY MEET THE OTHER REQUIREMENTS WITH TICKET THEY MAY BE ON OUR E PAY FILES AND YOU HAVE TO REMEMBER EARNINGS IS NOT THE ONLY REQUIREMENT TO GET A PAYMENT. YOU KNOW, I GET THAT ALL THE TIME, THEY ARE WORKING AT THIS LEVEL. THAT'S WHY I ASKED YOU WHETHER THEY WERE GETTING A BENEFIT PAYMENT BECAUSE MAYBE IT'S TIME FOR THEM TO BE IN OUTCOME STATUS. MAYBE THEIR PAYMENT STATUS NEEDS TO BE UPDATED. SO THAT'S ONE WAY.
* FOR THE OTHER ONE WHERE YOU MENTIONED THEY ARE GETTING A CHECK, THAT IS SUSPECT. BECAUSE WE DON'T KNOW IF TAXES ARE BEING TAKEN OUT, WHETHER FICA IS BEING PAID, WHETHER MEDICARE IS BEING PAID.
* >> I WILL TELL YOU STRAIGHT OUT THEY ARE BEING TREATED LIKE INDEPENDENT CONTRACTORS AND NOTHING IS BEING TAKEN OUT.
* >> THAT'S LIKE SELF-EMPLOYMENT SO YOU CAN'T SNIT THAT ANYWAY. THE ONLY WAY THOSE EARNINGS WOULD COME TO US IS IF THAT BENEFICIARY, YOU KNOW, THERE WOULD BE INCOME TAX AND THE IRS GETS THAT INFORMATION AND SOCIAL SECURITY WOULD PERHAPS GET IT THAT WAY, OR IF THAT BENEFICIARY GOES TO SOCIAL SECURITY BECAUSE THEY WOULD HAVE TO SHOW THEIR GROSS EARNINGS, EXPENSES AND ALL THAT. THE ONLY WAY YOU WOULD PROBABLY GET ANY TYPE OF PAYMENT FOR THAT BENEFICIARY WOULD PROBABLY BE A FEE PAID BECAUSE IT SOUNDS LIKE IT WOULD BE A SELF-EMPLOYMENT.
* >> OKAY, THAT'S TYPICAL OF UBER AND LYFT DRIVERS, WHICH I'M SURE THERE ARE A LOT OF THEM OUT THERE.
* >> OH, YEAH.
* >> YOU KNOW, I HAVE ONE GUY WHO WENT TO WORK FOR BOTH LYFT AND UBER AND HE SUBMITTED EARNING STATEMENTS THAT HE GOT FROM UBER AND THEY FOUND THAT HE HAD PRIOR EARNINGS. WELL, WHEN I GOT AHOLD OF HIS PAPERWORK, HE WAS ACTUALLY LOSING MONEY AND IN FACT HE WENT THROUGH A CAR -- HIS LOSSES WERE GREATER THAN HIS EARNINGS. I COULD NEVER GET HIS STATUS REVERSED SO THAT HE WOULD GET HIS BENEFITS AND WHEN I GOT HIM TO WHERE HE WAS EARNING MONEY AT THAT BUSINESS, I WASN'T ELIGIBLE -- AND THIS TOOK A LOT. I'M BASICALLY WORKING WITH SELF-EMPLOYED, WHICH IS TIME-CONSUMING, I COULDN'T GET REIMBURSED BECAUSE THE LOOK BACK WOULD NOT BE CORRECTED. SO WHAT DO WE DO WITH SOMETHING LIKE THAT?
* >> FIELD OFRS. TICKET TO WORK, MAXIMUS, WE RELY ON SOCIAL SECURITY RECORDS TO MAKE DECISIONS AND MAKE PAYMENT DETERMINATIONS OR PAYMENT DENIALS SO IF IT'S INCORRECT INFORMATION THAT SOCIAL SECURITY HAS, THE BENEFICIARY WOULD HAVE TO GO THROUGH THE FIELD OFFICE TO GET THAT CORRECTED. YOU KNOW --
* >> WE TRIED GOING -- I DON'T KNOW IF YOU ARE FAMILIAR WITH BROWARD COUNTY, BUT THE DIRECTOR OF THAT OFFICE WILL NOT TALK TO US. THEY ACTUALLY TOOK ONE OF MY PEOPLE OFF SOCIAL SECURITY, CLAIMING HE WAS MAKING A LIVING AND COULDN'T BE DISABLED. THE MAN IS LEGALLY BLIND. WE SET UP A WORK STATION FOR HIM THAT WAS SHELTERED EMPLOYMENT, HE WAS MAKING VERY GOOD MONEY, BUT THEY CUT HIM OFF AND IT WENT TO SOCIAL SECURITY COURT, THEY ORDERED THEM TO REINSTATE HIM, THEY REFUSED. THEN WE HAD TO GO TO APELLATE AND THEY ORDERED THE COURT TO REINSTATE HIM DIRECTLY. IT WAS A SEVERAL YEAR BATTLE WHERE THIS GUY GOT NO BENEFITS FOR YEARS BECAUSE HE WENT BACK TO WORK IN SHELTERED EMPLOYMENT.
* THIS IS CLASSIC OF BROWARD COUNTY SOCIAL SECURITY OFFICE. THEY WOULD NOT GO BACK AND CORRECT ANYTHING. THEY ARE VERY HOSTILE TO TICKET TO WORK AND TO SOCIAL SECURITY RECIPIENTS. I DON'T KNOW WHAT TO TELL YOU, BUT THAT'S WHAT WE'RE DEALING WITH IN THIS COUNTY.
* >> OKAY, WELL WE CAN PASS THAT INFORMATION UP THE LINE.
* >> I HOPE SO. SOMEBODY NEEDS TO CHECK IT OUT. I HAD THREE CLIENTS IN MY LITTLE CASE LOAD THAT WENT THROUGH THIS WITH THEM.
* >> BROWARD COUNTY.
* >> BROWARD COUNTY.
* >> WE'LL DEFINITELY PASS THAT INFORMATION ON. THANK YOU, JEFF.
* >> I APPRECIATE IT. THANK YOU.
* >> I HAVE ONE QUESTION IN CHAT FROM SARAH. THIS IS THE QUESTION, DO THE POLICIES FOR UNASSIGNED BENEFICIARIES APPLY TO ALL EN'S ESPECIALLY CDF MODEL EN'S? IF YOU ARE A CDF YOU RECEIVE A SEPARATE TPA, WHETHER IT WAS THE EN WHO UNASSIGNED THE TICKET OR THE BENEFICIARY, IF YOU ARE A CDF EN, YOU ARE NOT ELIGIBLE FOR ANY PAYMENTS AFTER THE TICKET IS UNASSIGNED, NO MATTER WHO UNASSIGNED THE TICKET. THE RULES ARE DIFFERENT FOR TRADITIONAL EN'S. IF THE EN UNASSIGNS THE TICKET, THE EN IS NOT ELIGIBLE FOR ANY PAYMENTS AFTER TICKET ASSIGNMENT. IF THE BENEFICIARY UNASSIGNS THE TICKET WHAT WE WILL DO IS AN ASSESSMENT, YOU WILL HAVE TO SUBMIT TO US -- KIM, COULD GO OVER THE PROCESS FOR BENEFICIARY UNASSIGNMENT?
* >> RIGHT, IF THE BENEFICIARY UNASSIGNS THE TICKET WHEN AN EN SUBMITS FOR A PAYMENT REQUEST FOR A CLAIM MONTH AFTER THE UNASSIGNMENT DATE THE EN WILL ALSO BE REQUIRED TO SUBMIT A CERTIFICATION OF SERVICES FORM OR A COS, THEN THERE WILL BE A REVIEW OF THAT INFORMATION AND A DETERMINATION MADE OF POSSIBLE PAYMENT. ONCE THE DETERMINATION HAS BEEN MADE THE EN WILL BE NOTIFIED OF THE NUMBER OF AVAILABLE PAYMENTS. SO THE KEY THING IS AGAIN ONCE THE TICKET IS UNASSIGNED FROM A BENEFICIARY FROM AN EN BY A BENEFICIARY, WHEN AS A TRADITIONAL EN WHEN YOU SNIT FOR PAYMENT BY THAT BENEFICIARY YOU WOULD NEED TO INCLUDE CERTIFICATION OF SERVICES. IF THE TICKET IS ASSIGNED FROM A TRADITIONAL EN BY THE EN, THEN AS DEBBRA SAID THERE ARE NO LONGER AVAILABLE PAYMENTS. FOR CDS EN'S, WHEN A TICKET IS UNASSIGNED REGARDLESS OF WHO DIRECTED THE UNASSIGNMENT THERE ARE NO LONGER ANY AVAILABLE PAYMENTS AFTER THE TICKET UNASSIGNMENT DATE. BUT WHEN THE TICKET IS UNASSIGNED FROM THE BENEFICIARY IN ORDER TO EVEN HAVE US REVIEW FOR POSSIBLE PAYMENT YOU WILL NEED TO SUBMIT A CERTIFICATION OF SERVICES.
* >> CHERYL HAS A QUESTION. SHOULD AN EN SUBMIT PAYMENT REQUESTS FOR AN INDIVIDUAL WHO IS ENROLLED IN TRAINING AND NOT WORKING? THE ANSWER IS NO. THE REQUIREMENT FOR A PAYMENT IS THE BENEFICIARY MUST HAVE WAGES FROM WORK OR EARNINGS FROM WORK, NOT FROM TRAINING. AND YOU BASICALLY SAID IT IN YOUR QUESTION, NOT WORKING YET, THAT'S THE KEY WORD. ONCE THEY START WORKING, YES, YOU CAN SUBMIT YOUR PAYMENT REQUEST IF THEY HAVE EARNINGS FROM WORK. BUT IF THEY ARE IN TRAINING AND NOT WORKING, NO .
* >> OKAY, DO WE HAVE ANY OTHER QUESTIONS ON THE LINE, CARRIE?
* >> WE'LL TAKE OUR NEXT QUESTION FROM STEVE GURKEY FROM SEG CAREER SERVICES.
* >> HELLO, EVERYBODY. I HAVE A QUESTION. I'M RUNNING INTO THE SITUATION A COUPLE TIMES OVER THE YEARS. I HAVE AN INDIVIDUAL THAT, IN TERMS OF PAYMENTS, SHE HAS BEEN WORKING SINCE FEBRUARY OF 2017 AND MY LAST CONTACT VERBALLY WITH HER WAS IN MARCH. AND I'VE ATTEMPTED TO CONTACT HER VIA PHONE, EMAIL, TEXT MESSAGES EVER SINCE THEN. I DID A WORK NUMBER ON HER AND I KNOW SHE IS WORKING WAY OVER SGA AND HAS BEEN ALL THIS TIME. HOWEVER, WHEN I TALK TO MAXIMUS ABOUT THIS, HER HELP DESK, THEY SAID, WELL, I NEED TO CALL HER. WELL, OBVIOUSLY THAT'S NOT WORKING AND THEY WANTED ME TO CALL HER BECAUSE THEY SAY SHE'S ON BENEFITS. SHE'S IN CURRENT PAY. SO I ASKED THE HELP DESK, WELL, THAT MEANS SHE'S PROBABLY BEING OVERPAID, CORRECT? HE TOTALLY AVOIDED THIS, WELL, NO, YOU NEED TO CALL HER. SHE'S ON SOME KIND OF FEDERAL BENEFITS. WELL, EITHER SHE'S ON SSDI, WHICH I KNOW SHE'S ON, WHAT OTHER BENEFITS COULD SHE BE ON AND STILL BE MAKING THAT TYPE OF INCOME?
* >> OKAY.
* >> AND MY QUESTION IS HOW DO I GET PAID $4500 THAT I'M NOT GETTING PAID.
* >> WHAT KIND OF, ARE YOU SUBMITTING WHAT TYPE OF PAYMENT REQUEST? HAVE YOU SUBMITTED ANY PAYMENT REQUEST?
* >> YES, I HAVE. I HAVE COLLECTED ALL PHASE I'S INTO OUTCOME PAYMENTS. LAST TIME I GOT PAID AN OUTCOME PAYMENT WAS MAY OF 2016.
* >> I DIDN'T HEAR ALL OF THIS BECAUSE MY CHAT ROOM JUST CRASHED ON ME, SO IF YOU ARE SUBMITTING REQUESTS TO DEBBRA IN THE CHAT ROOM, SHE IS NOT GETTING THEM. I DIDN'T HEAR ALL OF IT, BUT IT'S POSSIBLE SOMETIMES THAT A BENEFICIARY, ANY OUTCOME CLAIM, ANY OUTCOME PAYMENTS YET?
* >> I'VE GOTTEN 7 OUTCOME PAYMENTS AND THEN SHE WAS OUT OF WORK AND THEN SHE STARTED BACK AGAIN IN FEBRUARY OF 17 AND SHE'S WAY OVER SGA AND ALL OF MY PAYMENT REQUESTS HAVE BEEN DENIED. I STOPPED MAKING PAYMENT REQUESTS IN OCTOBER.
* >> SO WHAT WAS YOUR DENIAL REASON?
* >> IT WAS A CODE 2, SHE'S IN CURRENT PAY.
* >> THAT'S THE REASON YOU ARE NOT GETTING PAID. HAVE THE FIELD OFRSES PERFORM A WORK CDR AND PLACE HER BACK INTO SUSPENSE DAU TO WORKER EARNINGS. AGAIN, PAYMENT HAS MORE THAN ONE REQUIREMENT. EARNINGS IS JUST ONE PART OF IT. SHE MAY HAVE EARNINGS AT SGA, BUT FOR YOU TO GET AN OUTCOME PAYMENT, THE BENEFICIARY MUST BE IN SUSPENSE OR NONPAY DUE TO WORK OR EARNINGS.
* >> I UNDERSTAND ALL THAT, OKAY. HOWEVER, MY -- I SENT HER A LETTER SAYING I THINK SHE MAY BE BEING OVERPAID. NO RESPONSE. NO RESPONSE FROM HER. I SENT THAT BACK IN NOVEMBER. I LEFT HER MESSAGES, NO RESPONSE. AND SO SHE'S PROBABLY BEING OVERPAID. IS THAT CORRECT?
* >> YES.
* >> OKAY, SO THE LAST PERSON I TALKED TO AT MAXIMUS KIND OF GAVE ME THIS VAGUE, WELL, SHE'S ON SOME KIND OF FEDERAL BENEFIT AND I SAID WELL THEN SHE'S PROBABLY BEING OVERPAID, HE JUST AVOIDED THE QUESTION. I JUST WANTED TO VERIFY THAT BECAUSE I'VE BEEN WORKING WITH HER FOR ABOUT 4 YEARS AND ALL OF A SUDDEN SHE'S NOT CONTACTING ME AND I DON'T KNOW WHY BUT SHE'S GOING TO BE IN TROUBLE.
* >> YES, SHE DEFINITELY IS. YOU MAY NOT BE ABLE TO GET THIS NOW, BUT THIS IS WHAT I SAID EARLIER ABOUT EN'S. IF YOU CAN AT ALL GET ANY PAY STUBS OR EARNINGS THROUGH THE WORK NUMBER THEN GIVE THEM TO US, WE WILL GET THEM TO THE RIGHT PLACE SO THESE ESPECIALLY FOR BENEFICIARIES, THE PRIORITY CASES FOR US TO PROCESS THROUGH THE PORTAL ARE THOSE CASES WHERE THE BENEFICIARY HAS EARNINGS AT SGA, YOU PROVIDE US WITH THE EVIDENCE AND THE BENEFICIARY IS IN CURRENT PAY STATUS.
* >> I HAVE, OKAY, SO I HAVE A CURRENT WORK NUMBER ON HER THERE AND SHE'S ACTUALLY STILL WORKING THIS MONTH. SO ARE YOU SAYING I SHOULD SUBMIT THAT WORK NUMBER SOMEHOW?
* >> IF YOU GET US ANY EVIDENCE OF EARNINGS AND WE CAN -- AND SHE'S AT AN SGA LEVEL, WE WILL START THE PROCESS, INITIATE THE PROCESS FOR THE FIELD OFFICE TO TAKE A LOOK AT THOSE EARNINGS AND START A WORK CDR AND PLACE HER IN SUSPENSE AND STOP THOSE PAYMENTS. AND ONCE SHE IS PLACED IN SUSPENSE AND AS LONG AS SHE CONTINUES TO HAVE EARNINGS AT SGA, OUTCOME PAYMENTS WOULD BE PAYABLE TO YOU.
* >> WELL LET ME TELL YOU THIS. I HAVE BEEN SUBMITTING THE WORK NUMBER FOR MONTHS, EVERY MONTH.
* >> OKAY.
* >> THE LAST ONE, I DON'T KNOW, THE LAST ONE WAS OCTOBER, I DON'T THINK. SO THAT DOESN'T SEEM TO HAVE BEEN TRIGGERING ANYTHING.
* >> WHAT YOU DO IS SEND THAT TO THE HELP DESK. SEND THAT INFORMATION TO THE HELP DESK BECAUSE YOU CAN'T PRESENT ANY PII OVER THE PHONE OR ANYTHING, BUT NOTIFY THE HELP DESK TO GET THAT TO OUR PAYMENTS GROUP AND WE'LL TAKE A LOOK AT THAT. BECAUSE WE MAY HAVE ALREADY STARTED IT AND YOU MAY NOT KNOW IT.
* >> OKAY.
* >> BECAUSE IT DOES TAKE A WHILE FOR THEM TO PERFORM THOSE WORK CDR'S BUT MAXIMUS IS ACTUALLY PERFORMING THE PROCESS, THE FRONT END PROCESS OF GETTING THOSE EARNINGS IN THE SSA SYSTEM WHERE THE FIELD OFRLSES HAVE TO WORK CDR'S. OUR PRIORITY CASES ARE THOSE WHERE BENEFICIARIES ARE AT SGA AND THEY ARE IN CURRENT PAY AND AS LONG AS -- OKAY, SO WHAT SHOULD I SEND TO THE HELP DESK TO HELP THEM OUT HERE?
* >> JUST BASED ON, YOU COULD DO AN EMAIL BASED ON THE -- YOU COULD CALL DEBBRA TENNESSEE, DURING THE ALL EN PAYMENTS CALL TO SUBMIT THE SSN FOR SO AND SO, WHOEVER IT IS, AND YOU HAVE PREVIOUSLY SUBMITTED EARNINGS FOR THE WORK NUMBER. PLEASE SEND TO THE EN PAYMENTS DEPARTMENT.
* >> PLEASE REFER TO WHAT?
* >> PLEASE SEND TO THE EN PAYMENTS DEPARTMENT KIMBERLY CUTLER. SHE'S THE MANAGER OF EN PAYMENTS, STHAES ON THIS CALL, SHE'S THE HOST OF THIS CALL, SHE WILL KNOW WHAT IT IS AND WHEN SHE GETS IT SHE'LL TAKE A LOOK AND DO SOME RESEARCH ON THAT. OKAY?
* >> HOW IS HER LAST NAME SPELLED?
* >> CUTLER.
* >> SO I NEED TO ACTUALLY SEND THE WORK NUMBER INFORMATION AND, WHAT, I NEED TO ENCRYPT IT AND ALL THAT?
* >> RIGHT. YOU'VE SENT IT PREVIOUSLY?
* >> YEAH , I THINK THE LAST MONTH I ATTEMPTED WAS OCTOBER. I'VE SENT MONTHS OF THEM, SINCE FEBRUARY I'VE SENT THEM BUT BEEN DENIED EVERY MONTH.
* >> SEND IT WITH THE CLAIM MONTH THAT YOU ARE REFERRING TO. BECAUSE IF WE ALREADY HAVE THE INFORMATION IN THE DATA BASE I CAN PULL THAT AND LOOK AT IT. JUST UNDERSTAND WE'RE LOOKING AT WHATEVER YOU SENT LAST SO WE CAN REVIEW THAT AND THEN IF YOU HAVE, LET ME RESEARCH THAT PART AND SEE WHAT, WHY THOSE PAYMENTS ARE BEING DENIED AND IF THERE'S, IF IT REVEALS SOMETHING ELSE THEN YOU CAN SEND IN ADDITIONAL MONTHS. BUT LET'S JUST LOOK AT WHAT YOU'VE ALREADY SENT FIRST TO SEE WHAT'S GOING ON.
* >> SO SHOULD IT JUST SEND IT DIRECTLY TO KIMBERLY, THEN?
* >> SEND IT TO THE EN PAYMENTS HELP DESK.
* >> THEN ACTUALLY THE NOTE THAT I NEED TO -- WHAT DO I NEED TO EXACTLY SAY?
* >> IN THE BODY OF THE EMAIL YOU CAN SAY PLEASE FORWARD INFORMATION TO KIMBERLY CUTLER AND I'LL LOOK OUT FOR IT AND I'LL KNOW WHAT IT IS.
* >> YOU SAID YOU'VE BEEN SUBMITTING THIS AND GOTTEN DENIALS?
* >> YEAH, ALL CODE 2'S.
* >> OKAY, THAT'S CURRENT PAY.
* >> YEAH, THAT NEEDS TO BE PLACED IN SUSPENSE. WE KNOW WHAT TO DO.
* >> OKAY, THANK YOU .
* >> ARE YOU GOOD WITH THE CHAT?
* >> YES.
* >> CARRIE, DO WE HAVE ANY CALLS HOLDING RIGHT NOW OR ANY QUESTIONS?
* >> WE HAVE ABOUT 10 QUESTIONS LEFT IN THE QUEUE.
* >> OKAY, WE'LL TAKE ABOUT 4 MORE QUESTIONS.
* >> OKAY, WE'LL TAKE OUR NEXT QUESTION FROM LINDA BATINO WITH TICKET TO SUCCESS.
* >> HI, HOW ARE YOU? CAN YOU HEAR ME OKAY?
* >> YEAH.
* >> OKAY, I HAVE A QUESTION OR JUST I NEED A CLARIFICATION ON THE TIME FRAMES THAT YOU ARE TALKING ABOUT, THE 24 MONTH TIME FRAME. WE DO HAVE INDIVIDUALS THAT ARE SELF-EMPLOYED AND I KNOW WE DON'T SUBMIT THOSE THROUGH THE PORTAL, BUT WE ENCOURAGE INDIVIDUALS THAT ARE WORKING, SELF-EMPLOYED, THAT THEY COMPLETE THEIR TAXES EACH YEAR. SOME FILE EXTENSIONS, SOME DON'T FILE THEM ON A TIMELY BASIS LIKE THEY NEED TO. WE HAVE HAD AN INDIVIDUAL WHERE THEY WAITED TWO YEARS TO BE ABLE TO FILE. IN THAT 24 MONTH TIME FRAME ARE WE GOING TO BE AIL TO GET PAID ON THOSE INDIVIDUALS SINCE IT'S SOMETHING A LITTLE DIFFERENT THAN WHAT THE NORMAL DEALING IS?
* >> I THINK WE WOULD HAVE TO HANDLE THOSE ON A CASE BY CASE BASIS AND CHECK WITH SSA'S POLICY GROUP, THE ONES, YOU KNOW, THE GROUP THAT CAME UP WITH THIS POLICY MODIFICATION IF YOU CAN.
* >> YEAH, BECAUSE I KNOW USUALLY 18 TO 24 MONTHS OR MORE FOR US TO BE ABLE TO GET PAID ON THOSE THAT ARE SELF-EMPLOYED.
* >> ON SOME OF THOSE WE MAY HAVE THOSE SSN'S ON OUR E PAY FILE BUT THEY MAY NOT HAVE THE RIGHT PAY STATUS AND WE DON'T GIVE YOU DENIALS ON E PAY SO YOU WOULDN'T KNOW THAT. SO AT THE POINT WHERE WE WOULD, YOU KNOW, THE BENEFICIARY WOULD BE RETROACTIVE, WOULD BE PLACED IN SUSPENSE, WE WOULD HAVE TO DO THAT ON A CASE BY CASE BASIS. IF IT WASN'T EMPLOYMENT ONE BUT ONE WHERE YOU HAD CONSISTENTLY SUBMITTED REQUESTS THROUGH THE PORTAL OR MANUALLY AND WERE DENIED DUE TO CURRENT PAY, AGAIN, THOSE WE WOULD HAVE TO LOOK AT.
* >> OKAY.
* >> THIS IS KIMBERLY. JUST MAKE SURE, LIKE YOU ARE AWARE THAT IT'S A SELF-EMPLOYED CASE SO JUST MAKE SURE THAT YOU SUBMIT A PAYMENT REQUEST WITHIN THAT 24 MONTH TIME FRAME. SO EVEN THOUGH YOU KNOW YOU ARE KIND OF WAITING, DON'T WAIT UNTIL AFTER THE 24TH MONTH, JUST GO AHEAD AND SUBMIT. YOU NEVER KNOW EXACTLY WHEN IT MAY POST IN OUR SYSTEM.
* >> WE TRIED TO COLLECT THE TAX DOCUMENTS AND THEN WE'LL TRY TO SEND THEM IN TO SOCIAL SECURITY WHENEVER WE GET THEM THROUGH THE FIELD OFFICE, BUT, LIKE I SAY, SOME OF THEM DON'T FILE TIMELY AND WE DON'T WANT TO JEOPARDIZE. SO YOU WOULD ENCOURAGE ME TO FILE WITHIN THAT 24 MONTHS, EVEN IF I DON'T HAVE THE EVIDENCE?
* >> WELL, I'M JUST SAYING THAT SOMETIMES, THEY COULD, THEY MAY NOT BRING IT TO YOU, I'M NOT SURE WHAT YOUR PROCESS IS. BUT IT COULD BE THAT THE INFORMATION HAS BEEN POPULATED SO I'D RATHER YOU AT LEAST TRY TO SUBMIT FOR A PAYMENT RATHER THAN WAITING AND RUN THAT RISK OF BEING OUTSIDE OF THE 24 WINDOW, 24 MONTH WINDOW.
* >> IT'S GETTING CLOSE AND WE HAVEN'T GOT THE EVIDENCE AND WE KNOW THAT THEY HAVEN'T FILED.
* >> WELL, IF YOU KNOW THEY HAVEN'T FILED THEN THAT'S A LITTLE DIFFERENT, I GUESS. DEPENDING ON THE PROCESS, SOUPLDS LIKE YOU HAVE A GOOD TRACKING PROCESS IN PLACE. IF THEY'RE SELF-EMPLOYED I DON'T KNOW IF THEY FILED THEIR TAXES YET. BUT IF YOU ARE ON IT YOU COULD JUST WAIT.
* >> I MIGHT EMAIL YOU GUYS AND SAY I KNOW I HAVE SOMEONE BUT THEY ARE NOT SUBMITTING.
* THE OTHER QUESTION, I KNOW SEVERAL PEOPLE PUT IT IN THE CHAT AND I HAVE ASKED THIS SEVERAL TIMES IN THE CHAT TOO. THE 2018 PAYMENT AT A GLANCE AND EARNINGS ESTIMATORS, ARE THEY GOING TO BE UPDATED AND ACCESSIBLE ON TICKET TO WORK.
* >> YES, THEY WILL BE UPDATED, WE HAVE NOT RECEIVED THE 2018 PAYMENT RATES YET. WE ARE ANTICIPATING WE WILL RECEIVE IT IN THE NEXT COUPLE DAYS AND AS SOON AS WE RECEIVE IT WE WILL UPDATE THE WEB SITE WITH THOSE FORMS.
* >> GREAT, THANK YOU.
* >> YOU'RE WELCOME.
* >> WE'LL TAKE OUR NEXT QUESTION FROM ODELL TILLER WITH ORANGE GROVE.
* >> HI, MR. TILLER.
* >> I'VE BEEN FORTUNATE ENOUGH FOR THE PAST COUPLE OF YEARS TO HAVE A CWIG TO MANAGE OUR TICKET TO WORK PROGRAM, BUT SINCE SHE RESIGNED I FIND MYSELF NEEDING TO REFRESH SO I APPRECIATE THIS TRAINING RIGHT HERE.
* LET ME ASK, IF I HAVE A PERSON THAT'S COMPLETED THE MILESTONE OUTCOMES AND IS WORKING AT SGA LEVEL AND PAYMENTS HAVE STOPPED, DO SOCIAL SECURITY UNASSIGN THAT TICKET OR DO I UNASSIGN A TICKET?
* >> YOU DON'T UNASSIGN A TICKET. HAVE YOU GOTTEN MAXIMUM PAYMENTS ON THE TICKET?
* >> OUTCOMES, 60 MONTHS, RIGHT?
* >> IS IT AN SSI OR SSDI BENEFICIARY?
* >> SSDI, UH-HUH.
* >> HAVE YOU RECEIVED 36 OUTCOMES FOR THAT BENEFICIARY?
* >> I HAVE TO CHECK IT AND SEE, BUT IT SEEMS TO ME ONCE I LOOKED AT THIS PERSON'S, THROUGH THE PORTAL THAT, NO, I HAVEN'T REACHED OUR 36 OUTCOME PAYMENTS.
* >> THEN YOU DON'T NEED TO UNASSIGN THE TICKET.
* >> OKAY. SO -- GO AHEAD.
* >> UNLESS YOU ARE NOT WORKING WITH THEM ANY MORE OR, I MEAN, THE MAXIMUM DOLLAR AMOUNT ON A TICKET IS FOR PHASE I MILESTONE, PHASE II MILESTONES AND OUTCOME PAYMENTS. SO THE VALUE OF THE TICKET IS STILL OPEN UNTIL AT LEAST WE PAY ALL THE OUTCOMES ON IT OR THE TICKET IS TERMINATED AND WE START ALL OVER AGAIN. SO IF PAYMENTS HAVE STOPPED IT MAY BE DUE TO THE FACT THAT THE BENEFICIARY IS NOT IN SUSPENSION ANY MORE. THEY MAY HAVE GONE BACK IN CURRENT PAY AND, YOU KNOW, IF THEY ARE BACK AT SGA LEVEL AND THEY MAY BE OVERPAYMENT IF THEY ARE SGA LEVEL AND RECEIVING A FEDERAL MONTHLY BENEFIT PAYMENT. THEY NEED TO BE PLACED IN SUSPENSE. SO IF YOU HAVE EVIDENCE OF EARNINGS FOR THAT BENEFICIARY, SUBMIT YOUR PAYMENT REQUEST AND WE'LL TAKE IT FROM THERE TO MAKE SURE THAT THOSE EARNINGS GO INTO THE RIGHT SYSTEM.
* >> OKAY. SO DO I HAVE TO KEEP UP WITH THE, ALL THE CHECK STUBS DURING THE 36 MONTHS?
* >> YOU HAVE TO DO WHAT? I DIDN'T GET ALL THAT. DO YOU HAVE TO KEEP UP WITH THE PAY STUBS?
* >> RIGHT.
* >> YES, MR. TILLER, YES. IF YOU HAVE ACCESS TO THE PAY STUBS THAT'S THE PRIMARY EVIDENCE OF EARNINGS. YES, IF YOU HAVE ACCESS TO THE PAY STUBS YOU WOULD NEED TO SEND THEM IN FOR PAYMENT AND COLLECTING THE PAY STUBS, AGAIN, LIKE I SAID, IT'S THE PRIMARY EVIDENCE OF EARNINGS. SO THERE MAY BE EARNINGS THAT HAVE NOT UPDATED IN SSA'S DATA BASE YET BUT YOU HAVE THE EVIDENCE OF EARNINGS SO WE STRONGLY ENCOURAGE IF YOU HAVE THE PAY STUBS TO ALWAYS SUBMIT THAT IN FOR YOUR PAYMENT REQUEST.
* >> OKAY. ASK THEM WHAT? I'M SORRY, I'M WORKING WITH A, SOMEONE THAT'S GOING THROUGH SUITABILITY THAT'S GOING TO WORK WITH ME AND SHE HAS A QUESTION FOR YOU. THIS IS BARBARA.
* >> THANK YOU FOR TAKING MY QUESTION. MY QUESTION IS, IS IT OKAY FOR SOMEONE TO WORK ONLINE WHERE MAYBE THEY MIGHT NOT BE PAYING TAXES AND ALL THAT?
* >> NO, I THINK THAT'S MORE OF A SELF-EMPLOYED TYPE PERSON. THAT'S CONSIDERED A CONTRACT FOR CERTIFICATION OF SERVICES PAYMENT. WE NO LONGER ACCEPT THOSE TYPES OF PAYMENTS. YOU WOULD HAVE TO WAIT TILL THEY FILE TAXES AND THAT INFORMATION IS UPDATED IN THE SYSTEM.
* >> OKAY. SO IT'S NOT GOING TO BE ALLOWED FOR THEM TO WORK ONLINE WHERE THEY WORK FROM HOME FOR AN ONLINE SERVICES.
* >> IF THEY ARE WORKING AS AN INDEPENDENT CONTRACTOR, THAT'S SELF-EMPLOYED. IF THEY ARE WORKING FROM HOME AND ACTUALLY IT'S A JOB THAT'S ALLOWING THEM TO WORK FROM HOME AND THEY ARE RECEIVING PAY EVERY WEEK OR TWO WEEKS OR MONTHLY THEN THAT'S DIFFERENT. YOU WOULD JUST PROVIDE EVIDENCE OF EARNINGS. BUT IF THEY ARE WORKING AS AN INDEPENDENT CONTRACTOR, THAT'S SELF-EMPLOYED.
* >> THANK YOU VERY MUCH.
* >> YOU'RE WELCOME.
* >> WE'LL TAKE OUR NEXT QUESTION FROM HOPE MAIN WITH OPTIONS UNLIMITED.
* >> HI, HOPE .
* >> HELLO. I WAS ON MUTE.
* SO I ACTUALLY HAVE THREE QUESTIONS. THE FIRST IS THE WORK NUMBER. I PUT IT IN CHAT, BUT I PUT -- OH, SOMEBODY ANSWERED THAT ONE.
* SO THE SECOND QUESTION -- THANK YOU -- THE SECOND QUESTION IS, THE FIRST THING ON THE CALL YOU GUYS SAID THAT THE PERSON WHO RECEIVES THE PAYMENT HAS TO BE SUITABLE. SO IS THAT LIKE MY BOOK KEEPER WHO GETS LIKE THE PAYMENTS IN OUR MONEY SYSTEM?
* >> ANYONE THAT'S HANDLING MI TYPE OF PERSONAL IDENTIFIABLE INFORMATION MUST CLEAR SUITABILITY.
* >> SHE DOESN'T ACTUALLY WORK WITH THE BENEFICIARY ITSELF, SHE JUST RECEIVES THE MONEY. DOES THAT MAKE SENSE?
* >> DOES SHE HAVE ACCESS TO THEIR PERSONAL IDENTIFYIBLE INFORMATION?
* >> OTHER THAN THEIR NAME AND THE PERSONAL INFORMATION
* >> THAT'S PERSONAL IDENTIFYIBLE INFORMATION, YES, THEY WOULD NEED TO HAVE CLEARED SUITABILITY.
* >> THANK YOU. THE THIRD ONE IS I HAVE SEVERAL PEOPLE WHO MAKE UNDER SGA BUT THEY STILL WANT ME TO KEEP THE TICKET. SO IF I KNOW THAT THEY ARE GOING TO BE DENIED PAYMENT SHOULD I GO AHEAD AND SUBMIT THEIR PAY STUBS ANYWAY?
* >> TO GET THE INITIAL PAYMENT THE FIRST SET OF MILESTONES THE EARNINGS REQUIREMENT IS TRIAL WORK LEVEL. IF YOU HAVE SOMEONE WHO IS WORKING SGA BUT THEY HAVEN'T RECEIVED ANY OF THE PHASE I MILESTONES, YES, I WOULD ENCOURAGE YOU TO SUBMIT. THE GOAL OF THE PROGRAM IS FOR INDIVIDUALS TO BECOME FINANCIALLY INDEPENDENT SO THEY SHOULD BE WORKING TOWARDS SGA LEVEL EARNINGS. BUT IF YOU HAVE SOMEONE WHO IS NOT, THAT WOULD BE A DECISION YOU WOULD MAKE AS TO WHETHER OR NOT YOU WANT TO CONTINUE PROVIDING SERVICES. BUT IF YOU KNOW THAT YOU'VE ALREADY RECEIVED YOUR PHASE I MILESTONES AND THE CRITERIA FOR THE NEXT PAYMENT, THE EARNINGS AMOUNT NEEDED WOULD BE SGA, AS THIS PERSON IS NOT AT SGA, NO, THERE'S NO REASON FOR YOU TO SUBMIT FOR PAYMENT BECAUSE IT WOULD JUST BE DENIED.
* >> RIGHT. I'M, LIKE, OH, MY GOSH. I APPRECIATE THAT. THANK YOU.
* >> YOU'RE WELCOME.
* >> OKAY, CARRIE, I THINK WE'LL TAKE ONE MORE CALL OR ONE MORE QUESTION.
* >> OKAY, WE'LL TAKE OUR FINAL QUESTION FROM JABIEN WITH HH EMPLOYMENT TRAINING FOR THE DEAF.
* >> HI.
* >> HI, HOW ARE YOU? THIS CALL IS BEING INTERPRETED. HI, THIS IS HAMID, I HAVE ONE CONSUMER HERE IN TEXAS WHO IS TRANSFERRING OUT OF STATE, ACTUALLY MOVING TO ILLINOIS, TO CHICAGO. CAN I CONTINUE TO SERVICE THEM, CAN I CONTINUE FOR THE NEXT 3 MONTHS AND THEN TRANSFER THEIR WORK TO CHICAGO?
* >> YES, IF YOU HAVE A BENEFICIARY THAT'S MOVING OUT OF STATE, AS LONG AS YOU ARE ABLE TO PROVIDE THEM WITH THE NEEDED SERVICES YOU CAN CONTINUE TO PROVIDE THE SERVICES FOR THAT BENEFICIARY.
* >> OKAY, PERFECT, THAT'S WHAT I NEEDED TO KNOW. THANKS VERY MUCH.
* >> CARRIE, WE'RE GOING TO GO AHEAD AND CONCLUDE TODAY'S CALL. THANK YOU FOR JOINING US ON THE CALL TODAY. THANK YOU SO MUCH FOR YOUR VERY GOOD QUESTIONS VIA THE PHONE AND THROUGH THE CHAT AND PLEASE REMEMBER IF YOU HAVE SOME QUESTIONS THAT WERE NOT ANSWERED, PLEASE REACH OUT TO OUR EN PAYMENTS HELP DESK AND THEY WILL BE ABLE TO ASSIST YOU WITH ANY PAYMENT-RELATED QUESTIONS. THANK YOU ALL AND ENJOY THE REST OF YOUR DAY.
* >> THIS CONCLUDES TODAY'S CALL. THANK YOU FOR YOUR PARTICIPATION AND YOU MAY NOW DISCONNECT.
* [END OF CALL].
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