

Please stand by for realtime captions. [Captioner is on hold, waiting for event for event to begin.]

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Good day and welcome to the quarterly all EN conference call, I would like to turn the call over please go ahead ma'am.

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Thank you Ron, welcome and thank you for attending all EN payments call today, I am Kimberly Cutler, and host of today's call, today's presentation is to provide insight into the payment process on the following agenda topics today we will go over end of year staff, the 2019 trial work level and we will provide ePay stats, describe changes to ePay, and also additional available payments and focus on up dating contact information and also for unassigned Tickets we will go ahead and get started with some announcements. The deadline for submitting annual security awareness training certification is February 28, 2019. All employment network staff will sign a copy of the SSA-222 form kept on-site. All staff will be listed on the addendum, will be signed by the authority or the suitability contact, if the EN only has one individual, please send a copy to scan the copy in instead, that form should be listed at the top of the form, the new this year, the addendum must be completed and signed electronically instructions on electronically signing the addendum are available on your Ticket to Work.SSA.gov website, you will have your link security awareness training at your Ticket to Work.SSA.gov it must be signed electronically, it was a delivery -- Delivered sent out as far as the security wearing. Providing 2018 end of year specs. As you can see the total paid amount \$68 million last year. 38,000 cases were denied 18 split payments processed with the total payout of over \$4000, those are the specifics for the end of 2018. 2019 trial work level or TWL, or SGA rates are as follow, 2019 \$880 a month, SGA \$1220 a month and blind SGA is 2000 \$40 a month. -- 2040 per month.

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The next slide provides the payment rate. If you are under the milestone outcome. For SSI payments, \$442, phase 2 milestones, outcome payments \$247. SS DI client phase 1 milestone \$1442, phase 2 milestone, \$432, and the same pay for outcome. If you have selected the outcome then the rate for SSDI \$805 a month, SSI \$460 a month. You can access this data on the your Ticket to Work SSA.gov you will be able to see the 2019 payment. Moving on The next slide shows the statistics for January 24 the most recent E pay file began on December 31 claims are processed by Social Security number the E pay file contained a little over, 6026 claims paid, 1658 SSN's paid, and the total amount, \$3,677,420. 118 Ian's -- EN have been paid 100 18 -- 118.

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There are reminders through the Ticket portal instead of E-PAY, submit for your payment as mentioned on the previous slide the E pay file is processed by SS and not done, if you do have earnings please submit through the Ticket portal make sure that your EN payment information is current for outreach messages and confirmation of possible split payment reminder number three Matt. When submitting please annotate your contact information for payment. To add a payment contact please send a request to EN at SSA.gov, indicate the title that you want them to have. All payments contact must have suitability. Moving on to the Next Slide. Here we provide the recent changes to E-PAY, unassigned Tickets will not be included in E-PAY, EN must request these payments via the Ticket portal, milestones will not be paid via eBay, the RE ends, VRENS, the biggest change phase 1 milestones are no longer submitted through E-PAY you must submit through the Ticket portal. The next couple of slides will cover payment. In the previous call there has been questions when requesting a payment we want to provide information about the use of

service. Effective August 1 of last year all E-PAY must provide a relationship with the beneficiary to receive payment in addition to proof of earning they must request phase 1 milestone 1-4 the other Ticket portal, E-PAY can submit paystub as a proof of relationship with the beneficiary during phase 1 milestone phase. A key thing to remember with this change the COS pay stubs should cover the entire milestone pig period. If you are requesting a phase 1 milestone 2 payment, and using January 2018, and you're making a payment based on earnings established on SSA system, they must submit a cost with a detailed list for each month when you are submitted information as proof of relationship please make sure your cost or your pay stubs cover the entire milestone period these which include additional evaluation, the information must meet the criteria when it establishes a proof of relationship, if you do have the pay stubs which are preferred, then you will not need to submit a certification of services. If they are unable to provide proof of relationship during the period the Ticket will be unassigned. I wanted to reiterate you must be able to prove a relationship with the beneficiary to receive payment it must cover the entire milestone period if E-PAY is ineligible, to prove relationship it will be unassigned. When it is unassigned by Ticketholder. When E-PAY submit payment request TPM will request description of services. The number of payments they will be eligible for after Ticketholder and assignment is based on the assessment of services provided. If you are submitted for a payment request please make sure that you are submitting description of services provided for that Ticketholder, if not TPM service staff will provide an outreach asking that you provide that information.

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Now we will discuss additional payments TPM will discuss additional payments will process additional available payments via the Ticket portal, I just want to let you know effective now, TPM will process additional payments. Please note they will submit all phase 2 milestone and outcome payments all available phase 1 milestones, phase 2 milestones, will be processed for EN, and we are processing additional claims available claims please note business operations in which it falls under, for phase 2 Mac outcome payments, as EN you make request a phase 2 or phase 1, if we identify additional earnings in SSA database, and all other criteria is met TPM will assess those payments. Moving on to the next light updating EN contact information. Social Security should be notified of any staff changes or at the VREN agency, portal access has to be disabled on our end without Social Security being notified that person can access the portal, it is imperative to report any type of staffing changes to SSA, make sure that all information should be updated, and make sure that your payment contact is updated. To the service providers for additional information the payments will be sent directly to your EN contact again I just want to make sure your information is current. So that we can ensure that information is being received. By your employment network agencies.

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What will we focus on next? Payments for unassigned Tickets. When the Ticketholder unassigned a payment, when they submit payment request after a Ticketholder unassigned a Ticket, they will remove, and mention as I mentioned earlier COS the number of payments eligible for is eligible on assessment of services provided ENs must be eligible for up to 12 payments. EN will be notified of all eligible, once TPM receives that information we will do an assessment of those services, EN may be eligible for up to 12 payments. Again TPM will notify EN the number of payments and also the timeframe to submit the payment. And that 18 months, that doesn't small, it starts from the date of the Ticket and assignment. If EN and assignment, they are not eligible for payments after the EN and assigns the Ticket. If you are CDS EN,

consumer direct services, CDS EN are not eligible for future payment including split payment following the Ticketholder following the CDS EN. If the assignor unassigned's the Ticket, the services will be required and an assessment to see how many payments up to 12 EN can receive you have 18 months to submit for payment after the Ticket has been unassigned, if EN and assignment, regardless, if they unassigned the Ticket, then there is no more available payments. Okay. The last slide here is what we cover, we want to make sure that you have access to the TPM resources. We talk about the use of this a vacation -- For the use of certification, by request, you must request certification of services make sure that you are using EN cost form, and on this form you can see where that is located. Also I want to provide system help and payment help in lines, available Monday through Friday 9 AM to 5 PM Eastern standard Time, you have the phone number of 866-949-3687. For system help issues hit option to, to Max, send the payments to SSA.gov -- For system help issues hit option two Mac -- please be mindful you are not to email any personal information without encrypting the information.

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Okay, that concludes the presentation part of today's call, Ron, if we can I would like to open it up with questions and I would like to start with the chat, I would like to ask John if we have any questions in the chat, right now we have four questions queued up.

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The first one from Becky who asks. When can we expect EN to be paid?

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In December was a very large file, we don't have a date when it will be complete but we are processing cases submitted through the Ticket portal we don't have an exact date but we are processing them as quickly as possible. All right our next question comes from Howard Funkhouser, as long as we provide these for the period we can request milestones without pay stubs when they are already available to Maximus.

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When you are submitted through the portal, you received the message earnings already established you can submit for payment request again, making sure that you are providing a detailed list of services provided with the date. Making sure that the information will cover the requested milestone period. Pay still, pay stubs are still preferred.

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All right. Our next question is actually a follow-up from Howard the who asks, there will be no he pay for phase 1 milestones?

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That's correct they must be submitted through the Ticket portal.

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Our final question from the chat, we have not received any payments for this he period yet should we be concerned?

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Definitely not be concerned, this is one of the largest files we received the files and the information as we do process based on SSN, not done -- DUNS, Check for the payments made to your agency we are processing the EP file alongside processing cases submitted through the Q.

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Okay nothing, that was one more question you had?

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John?

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I will start flagging questions that come in as you open the phone line.

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Okay I would like to open the phone line at this time.

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Ladies and gentlemen please press star went on your telephone keypad, if you're using a speakerphone please make sure that mute function is turned off, press Star 1 to ask a question, we will pause for a moment, we will take the first question from the line of Stacey Clark.

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I actually don't have a question I have a comment. Unfortunately I continue to click the link so I can watch the webinar for the whole call, none of it was working I don't know if anybody else I was unable to type into the chat room I think you put these later on your website correct? I don't have any more outside that issue.

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Those are available right now, click training and events, left-hand side if you click the events tab you will be able to download the PDF EP data is not in that PDF directly on that webpage.

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Let me write this down.

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I called and tried treat different, through the three different computers I don't know if it's my problem I just want to give that feedback it was not working was there a different site that you use this time for the webinar or the same? Nothing.

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Nothing is changed on my end.

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You're welcome.

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-- Ladies and gentlemen if the question has not been answered, please go ahead, if it has please remove from the Q.

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-- Can anybody hear me? I have the same problem.

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You might want to put something out from the new email, our default browser I keep getting the link I cannot connect. I did manually cut-and-paste and it did work. I don't know what the issues are but I thought I would mention that too. Thank you pick

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And Q Mr. James I do apologize for the inconvenience that it may have caused you're welcome.

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We will now take the next question from Diane Roberts please go ahead.

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Good afternoon I had the previous problem the same individuals expressed I missed where I can find the transcript I did say here, I heard you say.SSA.gov training and events then going through I can't seem to find what I am looking for. Just to make sure I try to take notes but it was difficult. Right now you should see the link for events you must be able to see here under resources there is a PDF.

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All employments payment call today thank you very much. We will now take the next question please go ahead. Assigning a Ticket by the request, with the individual with EN be eligible for payment up to the point of an assignment? To understand the question.

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They are placed with the VR, you would be eligible up into the month of the Ticket assignment.

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Thank you.

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We will now take the question from the line of Mary Brown. Please go ahead.

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When it is complete when will the next one start?

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We generate them every quarter and we do have them system issues different things that we are not able to get it exact every quarter, that is the goal, whenever we start to process, we will put a notification out so that they are aware we try to stay close each quarter.

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Thank you pick

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From the line on Randy Hunter please go ahead.

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Hello your line is fully active please go ahead.

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My question was answered earlier.

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Thank you pick

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If we can put this on see if John has any questions in the chat. The first question comes from Raza Lee daily. Can you have this not paid again information?

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Can you repeat that?

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The EN unassigned non-available to be assigned?

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When the Ticket if I'm understanding the question. When the EN has there are no available payments to EN is at the question? She is not sent anything in the chat for follow-up. Can I just clarify. Everybody has a CDS unassigned Ticket there are no longer payments that are available for dates after an assignment, they can still request payments for dates that the Ticket was assigned.

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All right for now I will ask that we mark the question is answered, if she follows up in the chat I will flag that. Moving on to our next question from Becky. She asks. What can we expect moving forward from the E-PAY payment processes from 2018, is that still accurate?

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We strive to have that file orderly, quarterly but not necessarily ending this month but starting later, there could be extenuating circumstances related to systems and whatnot. As far as know as

unassigned Tickets for phase milestone one for those EP files as far as the frequency we do try to stick with it unfortunately I couldn't guarantee twice a year. Our next question.

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Our next question from Beth Schumer who asks if the case file has been closed and we are receiving payments is that okay?

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If they are still assigned and receiving payments?

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At the face for that case file has been closed.

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If the Ticket has still been assigned and EN if they are asking for phase 1 , they would need proof of relationship either they would provide the earnings in the database and other criteria has been met then those also can be paid I think they mean and the person who asked the question can clarify it sounds to me that there is still a Ticket unassigned and they are not working with the person anymore. Now let's just say they are now requiring proof if you are no longer working with that Ticketholder, the Ticket should be unassigned, you should have unassigned Tickets, -- This is Deborah I'm not sure what the caller meant but based on the question and how it was posed. It sounds like you are talking about the case closed with the the are and it is assigned possibly, if that is the case, with the successful closure or unsuccessful closure. If that is the case. Successful or unsuccessful. We definitely do not with the Phase I's we still may not pay if we paid the VR agency the cost reimbursement therefore it is treated like a successful closure from Social Security. Okay. Hopefully John one of those three answers, if they ask for Cuero these questions in the chat we will move on.

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From Jamie questions in the chat, if there is a option paying on SSN for the same Social Security number in the portal.

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We are processing based on SSN of course process quarterly there are times that they would be on the file and they submitted the request on the portal around the same time frame and it has been already paid, either way the pace has been paid whether addressed on the portal or the e-file.

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All right the next question comes from NYSSSEN, a milestone submitted payment -- Sorry John can you repeat the question?

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Absolutely can EN do anything enabled for a phase 1 payment?

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No. They can request through the portal again make ensure that they are able to show proof of relationship. There's nothing that they need to do just submit the payment request through the portal phase will not be paid via EPA.

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The next question from Marylin. For information to the service providers and outcome payments versus 2017. Is this the first part of the question?

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Marylin wants to know if there's a breakdown between these two payments year over year?

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That is in public right now.

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That would have to come from a request to the agency.

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Okay.

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Our next question if the earnings are available in the portal should we still enter this from available paystub? The preferred earnings even if they are in the system, please enter the information as the proof of earnings.

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Our next question comes from Therese was asked, if the client does not cooperate and tell us where they are working to get this milestone will they be disqualified for payments for phase 2 and outcome payments?

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Yes if the Ticket and they have not been addressed they at that point cannot establish a relationship it may be unassigned I would encourage you as a network you can make that and you cannot be paid for phase one Mac, which could result in the payments which would result no payments at that point.

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Len Howell who asks we are in agency EN on E-PAY, some of my clients don't answer the phones , I have no idea what they are earning, will they have earnings in the future?

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Yes it is based on earnings already established in the system. If the earnings are there, other criteria is met then other criteria will be made.

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John I would ask that we open the lines go ahead with the three. The next question from Kim who asks. If we are reporting in the portal do we still need to send them to the local Social Security office?

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Yes.

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Howard Funkhouser asks is there a specific for these changes, and these that we work with they are increasing?

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[Indiscernible - multiple speakers] Yes if he it means why are we having more oversight, or requiring this, the agency is required to have more oversight it is the integrity of the program we have to answer to Congress, for the client that we have served. If somebody is not on E-PAY at this time, it doesn't mean that you cannot get payments, through the portal.

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The final question is from Pamela, who asks, the current pay, which will not allow EN to get payment, can you tell me how this could be?

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Hello Pam. The only issue, of course what we have to do the wage information will go to the field office, of course with anything there may be a delay and to continue to submit for payment, continuing to submit for payments, the service office will enter them as well, they will have a

work disability review and the disability status may not change based on that. And when the field office is able to enter that into the system. This is the question now that we have from the chat.

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Do we have any calls and Q up the line?

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Please go ahead.

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Hello everybody, I'm wondering if other people are having issues when logging into the portal having electronic access suspended? No one is able to give me answers on it.

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What I would encourage you to do. If you have done this before. I would ask you again. Please reach out to our EN systems helpdesk and provide them with the issues that you are having, then the email address you can email at EN systems to help at TicketToWork.ssa.gov, or you can call the systems helpdesk, 866-949-3687 option 2, they will be able to provide some assistance with that issue. Taking that next question. Please go ahead. I have not received a payment since June of 2019. Should I be concerned are you submitting the request through the portal?

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No.

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None of my phase 1 milestones are working these are the ones that are phase 1 working, am I supposed to submit those too? You can check the portal. You know they are working and they are submitting evidence of the paystub I understand.

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This is Tara from Social Security I understand what you are saying I think what they're trying to point out there has not been a pay file since the summer if you are relying on this for the business if this doesn't recommend relying on eBay for your business, and request the portal we have evidence of earnings we will just pay you. You don't have to pay for any of those, those are really easy, you will get paid a lot faster than waiting for E-PAY, everything else is fine when the next EN file happens you will get paid, you will get paid a lot slower in that method. Thank you so much.

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Thank you so much.

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We will give the next question from [Indiscernible]. Go ahead.

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I can barely hear you.

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Can you hear me now?

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Yes that's a little bit better yes ma'am.

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Two questions. On the portal when I go to sign in IM getting a notice I have until February 5 to complete the security awareness training, did I not here today on the call, that is not due until the end of February?

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Yes that is, I can't remember the exact date you say you are receiving a message. Yes you have until February 28, two submit the recertification and you can log into this if you can send that we can fix that for you one year expiration last year that is the date it overcomes, we will just put a note to make sure that we get it EN [service@SSA.gov](mailto:service@SSA.gov) . However --

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They are refusing or avoiding her from an assigning her Ticket what is that on this point?

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They can actually request an assignment, and they would have to send that information in, they are not able to access that portal and they can send in unassigned request.

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Thank you. Is that on the form and assignment form? Is that the method in which they have to send it in?

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I don't know correct me if I'm wrong, I don't know if there is a standard form they can type up they can fax it in.

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They can put the date, their name, Social Security number and statement please unassigned my ticket and the name of EN, sign and fax it in.

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What is the normal turnaround for that to take place? So that it can be reassigned?

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Generally the Ticket is on unassigned effective on the date on the letter. The turnaround time for the call help center to unassigned the Ticket I'm not sure the number, but we are thinking it might be seven.

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Okay. My only reason for asking if for a reason she has in unassigned today, I would be able to unassigned to the employment network correct? If they are showing that they are assigned to another network? As Charles was just saying which is January 29, that window of time we have business days the turnaround time even if we are processing say February 4, this would be flexible and effective as long as you have a work plan developed you can submit this in, it would be dated after January 29.

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Thank you very much you all have a good day.

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Hello this is John. Go ahead sir.

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There is an optional standard beneficiary Ticket and assignment form I posted the link in the chat if the previous color would like to use that instead.

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Thank you John.

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A question you have talked about Tickets being unassigned by the Ticketholder or that EN, is it possible when EN unassigned a Ticket . Based on a mutual decision say the Ticketholder has physical issues that have gotten worse, I've said to them let's unassigned your Ticket, is it possible to reassign? That is how I am working with those Ticketholders not to hold their Ticket,

but it seems we are looking to make money when we are not actually working with them, I'm hoping that is possible?

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Yes ma'am we can do that. The Ticket can only be assigned one at a time, whatever the situation is you can definitely do that and that is definitely possible. That has been very informative thank you.

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Now the next question from Freddy Floyd.

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Thank you for taking my call I have two quick questions one person was assigned to the agency working for three months they were fired due to, they contacted us, I think one week. When they first make this and get there check do we have to wait a while because they were unassigned to another agency we can take that payment request?

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[Indiscernible - multiple speakers]

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I'm sorry Ms. Floyd go ahead.

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I was just saying this person assigned to VR agency, they are working for two months, I think two months. The beneficiary was not happy. They could not complete their job duties due to disability. We sign them on, found them a job within one week. It is my understanding that the person works for another agency and was paid. A couple of times, do we have to wait for a while? Before we submit a phase 1 mile stone one payment?

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Let me tell you about a couple different scenarios here, as far as when you can submit a payment, your first payment you are eligible to submit the first payment one month after the Ticket is assigned, if the Ticket was assigned in December. You can have the first month, you would be eligible to request, when one would be for January, as far as whether or not you would be eligible to get a phase 1, based on the scenario you just mentioned, since the beneficiary didn't work prior to having the Ticket assigned with you, a you -- And you may not be eligible possibly one or two of the phase 1 milestones looking at these milestones based on earnings you may be eligible for them all. The point I want to make, you can always file a claim one month after the Ticket is assigned to your EN.

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It has to be one month after that?

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One month after that if the Ticket was assigned in December come the first month you can file a claim for it is January.

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Thank you very much second question is. I know you covered that. To of the beneficiaries that I work with to refund jobs, they do not like sending me copies of their wages and have to send copies of their wages to Social Security. So in saying that, if I receive using this is there a possible way if I send the check stubs do I have to do the COS in conjunction of that?

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If you submit pay stubs, that is your proof of relationship you would not have to pick

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I'm sorry in phase 2, will I have to do that?

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For the milestones?

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If I still do that if they send me there check stub I do not have to submit COS right?

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That's correct.

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You answered my question thank you so much.

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Thank you you are welcome.

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We will take the next question from sienna Schaefer please go ahead.

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Hi can you hear me?

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Hello?

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Yes we can hear you.

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I have two questions my first, as a new EN, can we choose to use a pay or submit payments through the portal? Yes you can submit the payments through the portal it is encouraged again the E pay file it comes right now we are trying to get it to come every quarter, we are processing cues from the portal every day. And any request through the portal.

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The second question. So earlier we were talking about someone working over SGA, they are in current pay status, could they possibly be a trial work period?

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That is possible. Without looking at the individual case, it is possible that someone is working at the nine-month trial work period which is why they are working at or above it is definitely possible yes.

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Thank you.

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Okay John we are at the top of the hour right now. I would like to maybe take one more question. From the chat and one more question from the queue pick

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When they request a phase 1 milestone, is a fact sheet generated?

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You would have to create it in the portal. Yes in the portal.

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Did you want me to ask one more from the chat?

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Sure John.

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Our next question comes from Peter who asks, we have may asked about EN no further payments, I want to revisit this person asks if I EN at the request of the ERM I eligible for payment? Sounds like we need to request VR on the assignment rather than doing that is that correct?

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Right if that EN and assigns a Ticket they will not be assigned after that to get month they can request prior to an assignment, once unassigned by the EN they will not be eligible for future payments. What was a second part?

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It sounds like we need to request the VR to process the assignment rather than having EN do it ?

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ER, they cannot unassigned a Ticket that is not assigned to them. They have to as an assigned Ticket to them, nobody can unassigned a Ticket that is not assigned to them.

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All right hopefully that provides better clarification.

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Yes I see the question in the chat this is Deborah. It sounds to me there is EN that has a Ticket and maybe the beneficiary wants to go with the VR, they have asked to unassigned a Ticket, that sounds like the situation here. And the EN asking VR to unassigned as you said Tara, if they are unassigned the VR, the only entity that can unassigned a Ticket who is originally assigned.

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I'm not saying get in the chat now what you said I think what they are trying to say they don't want to unassigned to be disadvantaged, but the reality is that they are assigning to VR, the VR gets reimbursement, you are not going to get subsequent phase 1 payments anyway.

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A-ha.

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It's different we are not going to pay two entities for the same period of time.

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Okay. John do you have any other questions?

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I have 2, I'm getting contact information to follow up separately we can hop on the phone lines.

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Ron do you have any calls in the queue?

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We do. We will take a couple more.

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Thank you the next question comes from Rosalie Daly. Please go ahead.

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Good afternoon. I just wanted to clarify when we are doing on assignment is there anyway that we can verify there is no earnings recorded with SSA that we would be eligible for payment for, generally if we are assigning a Ticket it would be because the client is noncompliant they are not contacting us, they are ill, they don't want to work, they don't want to continue their search for the job, sometimes if we have been able to unassigned a Ticket we haven't been able to get hold of a client weeks on end is there some way that we can confirm that there is no earnings that are required that we word -- You can have establish earnings in the system but again if you are

requesting phase 1 milestone payment you would be able to proof of relationship if you are unable to get in contact with them you would not be able to receive payment for those beneficiaries even if there are those in the system if you are asking for phase 2 outcomes, already established in the system. You can submit for payment. When you are asking for phase 1 milestone, you will not be able to be paid based on the milestones based on the system alone.

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[ Event has exceeded scheduled time. Captioner must proceed to captioner next scheduled event. Disconnecting at (12:10 EST ) ] time. Captioner must proceed to captioner next scheduled event. Disconnecting at (12:10 EST ) ]

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Phase 2 and beyond, if we had successfully been paid on phase 1, and continue the ongoing relationship maybe they have dropped off and they are verifying that they are continually working or something has changed we do not want to keep people on for years on end, we are trying to establish a procedure if they don't contact us back after a period of time. They should be unassigned. That is what we are being told. We are not being told what is what is the method for us to double check. There is something in the portal that we are able to verify in the earnings verified earnings and SSA database.

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Is there portal to do that?

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I'm trying to think. Is someone on the line do you know exactly where they go I'm not sure how to navigate through the portal.

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Sorry.

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This is Deborah you would submit a payment request for a specific specific claim for a specific month. If there earnings, you will receive a message that they are already approved if you receive that message then the earnings are in the SSA system, there is no way that we that we need to go look up in the portal, we would have to submit the would have to submit the claim itself.

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Just for this scenario I won't take this very long. Milestone one Milestone one was complete now clients in milestone 2, and subsequent months we have been able to speak with them no problem. Then the third, the fourth, and the fifth month we are trying to call them they are not responding we would make a decision to unassigned, call them they are not responding we would make a decision to unassigned, we can make a claim for month three, four, and five. To submit that and then you guys would be able to submit able to submit whether there are earnings submitted approved, and verified. If not then no.

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I'm sorry?

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The type of claim when you are saying are saying one, two, and three, phase 1 milestone forget about those when you go into the portal already proven, if you are talking about phase 2 milestones, already proven, if you are talking about phase 2 milestones, or any outcomes. You can submit a claim for phase 2a claim for phase 2 , for August 2018, if there earnings and Social Security system has satisfied whatever the requirement was SDA earnings and beneficiary and

current pay, that is a requirement for phase 2 milestone, then he would get a milestone and a message back earnings already proven they will not tell you whether or not the beneficiaries will pay if it is for phase 2 system can check to see what that earnings is for the phase 2 Mac, those earnings in the Social Security system you will get back a message, already proven. You can go into the portal and do the same for phase 1 milestone, into the portal and do the same for phase 23 and four if that is what you are talking about if you get that message back earnings already proven, you will have to submit a cost along, or a pay system.

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If you say they must be in current pay. They need to be in current pay for the month of the claim?

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Yes.

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Okay. You have to have other requirements other than earnings paystub is one, then they would have to fulfill all the requirements for the type of pay they are dilling with.

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Thank you very much. That is very helpful.

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Thank you, John we will take one more question wrap it up today.

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I'm sorry Ron.

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Okay thank you.

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We will now take Mary Arnold please go ahead.

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Hello I just wanted to comment actually I was on that same portal and having that same problem, what happens I have to reset my SSA path anytime I have to get into the portal, it doesn't work, I've been back and forth with the system desk, so it hasn't been resolved yet, someone made that comment, it had been ongoing, it is been ongoing since then we are new to the process I will keep working with it, and the help desk, I don't know what the problem is but I was glad to see that someone else was having the same problem.

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Okay. Thank you. Like I said we have noted there have been technical difficulties throughout the call. Hopefully those issues will be resolved.

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Okay.

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So I want to go ahead thank you all for your participation in today's call we had really good questions please remember we do have the EN helpdesk that would be that would be able to assist you with any payment related calls. Please outreach to them. We are looking forward hopefully you will join us in our next call, this will conclude today's meeting thank meeting thank you all enjoy the rest of your day.

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This does conclude today's call thank you for your participation you may now disconnect your line.

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