

[Please stand by for real-time captions]

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At this time we are assembling today's audience. Thank you for your patience and please remain on the line.

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Good day, welcome to the Quarterly All EN Call. Today's conference is being recorded. I will turn the conference over to Mr. Rob Pfaff.

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Hello, yes and good afternoon. Good afternoon to everyone. Thank you for joining on this Quarterly All EN Call. We are glad that you can take time to join us today. As always we have a lot of information to share. I will get right into our initial greeting. We want to welcome all of our EN's who have joined since the last quarter and welcome to the call. We appreciate having you participate, we look forward to your active engagement.

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The first thing I want to address, we are engaged in our site visits, and we conduct EN site visits on an annual basis. And the ability and budget to do so. This has been something that we initiated about 3 years ago. And we have been able to conduct these annually. Our interest is to evaluate how your organization is doing in the program, and some interesting things -- I was in Atlanta last week conducting multiple site reviews. We do these with SSA staff and our partners at the Ticket Program Manager, providing support and assistance as well.

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A couple of things we want to highlight, and make sure that you are aware that we will be checking, and some things that I would say frequently we run into, are some issues that we see. We want to remind you, first of all, suitability is a constant reminder that we give to employment networks. That is, if your staff is working with SSA beneficiaries, to talk about the Ticket to Work program, and particularly in the process of assigning a Ticket, providing's employment support, we need to emphasize these folks have to have suitability.

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I also want to remind you, that we will check records to take a look at your item EP's while we are on site as well, we will ask you how things are going. We want to make sure for that you are providing the best support to our beneficiaries. We address any issues while on-site. It is a part of this to provide oversight and the other part is to provide support to EN's and offer ideas and suggestions to improve performance moving forward.

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We appreciate the hospitality that you frequently give to us when we arrive on the site visits. Obviously, we are interested in what you do, we want to know what is happening out there, and what issues you are encountering. Just a brief update on that. We will conduct these throughout the remainder of the

fiscal year, which will take us from now, through the end of September 2019. Once that stops, we will be in a pattern to wait and see when we will be budgeted again, to conduct next year's visits, assuming that would be the case.

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I just want to move from fat, into a brief update, and terms of requirements for employment networks, and the issue of Ian's with multiple business models. In regard to this, there are a few issues that I want to head on, that I will hit on these weekly.

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First of all, the issue arose of, where we identified that ENs were operating separate business models, under one Ticket program agreement. For example, I EN may be an additional EN of providing services to beneficiaries, but also maybe serving in administrative functional role, with another organization, providing employment services to beneficiaries through that organization. And not have a number registered with us, for us to track how that organization is doing. So there is a disconnect there, right. What we have identified it as a need programmatically, is that we need ENs who are either operating under two models, to get a second DUNS for the model that we do not have an agreement with them for. If you are a traditional, and we have you and we have an agreement for you but also serving in maybe an employer EN model, or administrative EN model, and we did not have an agreement with you, we need to get that resolved.

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So, we are working on instructions. For organizations -- we have been fortunate to partner with a few of our EN organizations that have expressed an interest in doing this. Essentially, they have gone through the process, giving us this necessary -- to successfully obtain a second number through DUNS & Bradstreet. What am I talking about when I say I DUNS number? Basically it is a similar to a Social Security number for your organization. And we need that so that we can track your organization, and what is going on with your organization with the Ticket to work program.

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For example, your traditional EN may have 50 Tickets assigned, you obtain a DUNS number for an administrative model, where you will partner with other organizations. You will help them service beneficiaries in a Ticket program. You make an agreement with those organizations. That is an agreement between yourself, your organization and their organization, you split the money with the financial split, etc.. And then he was on those Tickets through the administrative model. We can track fact, we can track the administrative functions, and how many Tickets assigned, and what is happening with payments for that model, and also track it for the traditional model that you have. It is an important element for us, for oversight purposes, and for us to understand what is happening in the Ticket to Work program, for the various organizations, and these providing services, and the Ticket to Work program. It is really important for us come from a tracking perspective, to have your organization registered with us with the appropriate agreement, and have a second Duns.

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We will have those instructions ready and communicated shortly, this is just a heads up right now. We are compiling this information, and training materials, basically screenshots for you to walk through, and we will have that on a call for those organizations that express an interest to us, and we are going to set up a March call, we will notify those organizations.

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In the meantime, if your organization is interested, there is no cost to get a second DUNS. If your organization is interested in getting a second DUNS, operating on a separate model, we encourage you to think about doing this. The more models we have in the Ticket to Work program, the more flexibility we provide our beneficiaries with services, particularly administrative models. Administrative models can network with other organizations, that are providing these services, but maybe are not staffed to actually serve as an EN on their own, or maybe you are an EN out there operating but having trouble with staffing and so forth, and maybe you would be a better fit within admin model.

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This particular initiative is designed for those ENs that are interested in considering a second option, or a different option for business model for their organization. We have had several ENs express this and we encourage you to consider this, and if interested, we asked that you send an email to EN operations, at [yourtickettowork.ssa.gov](mailto:yourtickettowork.ssa.gov). I am sorry, at [SSA.gov](mailto:SSA.gov). Let me do that again. And not screw it up. Again, it is EN operations at [yourtickettowork.ssa.gov](mailto:yourtickettowork.ssa.gov).

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More to come on back, looking forward to getting some organizations excited and involved in this initiative. So, transitioning away from that, I would like to move into our peace, moving forward. We would talk a little bit about something important that is beneficiary reporting. I would like to introduce Kimberly Golding, she will share important information with us on this particular issue. You are aware on how important this is, but I want to emphasize this is a great opportunity for us. Kimberly Bolton career and SSA began in a grand rapid Michigan field office, she has held a position of service representative and title 16 claim representative. She -- processes claims and applications, screening for potential SSA and nine beneficial entitlement. Kimberly began working at SSA headquarters in Baltimore in October 2015. As a program analyst in the office of electronic services and technology. Her workloads include able, and currently my wage report. Without further ado, I will turn it over to Kimberly.

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Thank you so much. This afternoon, I just want to give you a background, as we go through, also on the line is one of my coworkers for my SSA if we have any questions coming up regarding my SSA during the Q&A period. I want to make you aware.

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Just some background. I want to give you some background regarding my wage report. My wage report developed and designed and response to section 26 of the bipartisan budget act of 20. Dean mandated that implementing a method to allow recipients receiving disability and representatives, a means to electronic report wages and receive [ Indiscernible ] of those wages reported. Today I will cover

telephone wage reporting, mobile wage reporting, who can report wages online, my wage report, my Social Security, and a short demonstration.

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Please keep in mind, if people use these methods to report card each of these reporting methods, the individual must contact field office, either in person or over the phone, to have the record established to allow them to report wages using either of these methods.

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Telephone wage reporting, DWR allows individuals to call and report wages, they will call designated telephone number established with SSA to report wages each month. Title 16 and concurrent, title to our title 16 beneficiaries, also as SSDI beneficiaries. Represented payees, parents, spouses and Diemer's, and can use this report wages. Reports can be submitted for the month prior only. Wages can be submitted any day during the current reporting month, however we encourage persons reporting wages with the first six days of the month. To ensure that their checks are correctly issued, with those wages factored into the benefit amount. When an individual chooses to participate in TWR, they contact the field office, issued a training packet, where the technician will go over the packet with them.

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The packet provides detailed instructions and a calendar to report those wages and I believe there is also a sheet to show them how to calculate wages. Limitations to telephone reporting. The individual can only submit a report if there is only one active employer on the record. For individuals that have more than one employer, that is active on the record, for SSA, they cannot use this.

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Wage earners or persons with impairment related work and Spencer's, commonly called IRWEs, or BWEs cannot use this method to report wages. Smack the caller can only make three attempts and one day to submit a report. Once the three attempts have taken place they need to call the next day. Institutional and organizational payees cannot use TWR.

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Mobile wage reporting. Also as MW are. The user will need to download the app either from the Google play store for android users, or the Apple App Store for iPhone users. This function is similar to the DWR. AVC is mailed to the recipient or rep payee. A wage report can be submitted on any day during the current month. When an individual chooses to participate they receive a training packet from the field office.

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Limitations with MW are they cannot report wages for records that require any manual action by the field office representative. They cannot submit wage reports for records with IRWEs and BWEs or pass exclusions. They cannot use this option to report wages. They cannot submit a report with more than one employer on the MSSICS record. The report can only make three attempts and one day to report

wages. Again, institutional, organizational payees cannot use this to report wages. M WR will timeout after 10 minutes of activity.

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Only one person reporting wages needs a mySocial Security account to access the application. The following individuals may report wages online. Social Security disability insurance beneficiaries and their representative payees and spouses. SSI recipients, spouses, represented payees and Diemer's. Representative payees will not have full access to the beneficiary's information. Again, institutional and organizational representative payees may not report wages online.

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My wage reports often refer to my WR. Users are required to have a mySocial Security account. Tease 16 uses can't submit wage reports for the month of prior NT to only beneficiaries can submit wage reports for up to 24 months past.

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Recipients and Diemer's with multiple employees can report wages. The receipt is stored in a notice worker system and a copy is sent to the recipient and rep payee. When an individual chooses to participate, they also receive a training package from the field office.

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Limitations with my WR. Individuals with cafeteria plans, which are federal exclusions that have been established by the IRS, they cannot use this option to report wages. They can only report the gross amount, not the amount that should be excluded. Persons that have difficulty using a computer or smart phone will not be able to use this option. An individual can estimate reports for records that require any manual action by the field office. In order for them to display the field office must have the EIN for that employer on record. If you have individuals with pay stubs going into the office, because now is a good time for them to take their W-2 to the office and make sure that the office has the information, and to allow them to enter into the system so they can use my WR. Smack my Social Security, in order to create a mySocial Security account, you must be able to verify some information about yourself and, the following information. The need to have a valid email address, there's Social Security number, a U. S. mailing address, and be at least 18 years of age. The individual can only create an account using their personal information, and for their own exclusive use. You cannot create an account on behalf of another person, or using another person's information, or identity, even if you have that person's written permission. For example, you cannot create an account for anyone if you have a business relationship, or an appointed representative.

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This is basic instructions on how to establish a Social Security account. Start by visiting the mySocial Security.off/my account, select create or sign in, if there is not an account stabbers, select number 3, create an account. Number 4, read and agreed to the terms of service. Number 5, provide information about yourself or the individual to provide information. Number 6, verify their identity. And number 7, create the account details.

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Number 8, select how they want to receive a code, either via phone, text message, or email. Number 9, enter the security code that is received from step number 8, and number 10, they have successfully created their account.

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This is the demo for my wage report and my Social Security. How to sign in and submit wages. This is the sign in page. They will enter the username and password, and this is the page with a will create in account if they do not have one.

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This is the site where they verify their cell phone a brush, -- their cell phone number. If the number needs to be changed and how they want to receive the security code.

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This is the service screen that they need to read through and agree, and then click next. This is the mySocial Security page. On this page they have the option to give beneficiary statements, report wages, verification letter, request replacement of Social Security cards, or up a profile.

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When submitting wages, they will need to choose worker, either for the individual reporting for themselves or for someone else. They will select the correct option and select next.

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They will choose the employer, these are employees with the EI and has been established, they will select which employer they are submitting wages. And then next or exit.

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On this light -- on the slide frequency of pay, weekly, biweekly, monthly. If it is a one-time payment, then it is yearly, or daily.

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And they will enter their pay period start date, month, same year, pay period and day, same information. The gross wage amount before any taxes or deductions, and the date that the paycheck or stop received, the day they are paid on, essentially. Click update.

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On the screen they received did not day, and a confirmation, that there were wages have not yet been submitted. This is the screen where they verify information, or any changes made, they will click edit. Once they have done that, they will click submit, and they will receive confirmation asking if you're ready to receive or submit wages if additional wages are submitted, they can click additional wages or exit.

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This is the receipt and proof of wages that were submitted available. They can print these or save them. These receipts can be retrieved later through my SSA.

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This is my SSA again. What I want you to see is the second tab is the message center it is with that individual clicks if they need to retrieve those prior reports or receipts. Are wages that have been submitted? They can press those at a later time and they will see a list of pay stubs submitted. And receipts that are there. And once they are done, they will click sign out.

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Thank you Kimberly. Right now we will open the lines for some questions, specifically for Kimberly. If you can please open the lines.

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Thank you. If you would like to ask a question, press Star one on your telephone keypad if using a speakerphone, make sure you have your Newt function turned off. Press Star one if you would like to ask the question.

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Go ahead. Hello, hello this is Stacy, can you hear me? Okay want to make sure. I just want to clarify a couple of things, we have some great information, and I have a lot of clients that have not been reporting this way. They have been trying to do it to the field office, which is been an incredible nightmare, they are not inputting their income in a timely manner. It sounds like this will alleviate that happening to my beneficiaries, because they will be responsible for doing it on their own.

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To clarify, do they go to the field office to get permission to be able to do any of these methods, and what is the best method to input wages?

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Thank you so much for calling, with your question. It depends on your clients limitations but if they are able to communicate clearly, using a smart phone and they do not have any speech impairments or any limitations, as long as they have access to the Internet, that is the big. For my wage report in my Social Security account. If they just have a phone, or if they can go to a library or use a tablet, I will leave it up to your discretion. In order to report their wages, using one of these actions, I guess they need to contact the field office first, and the field office will establish records and given them the training packet with instructions. Also the calendar so they know that they should report within the first six days of possible. And for the prior month wages. And they also want to make sure that the EIN is on record, because it is required for the employees to show wage reports.

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Okay, I do not know why, but I thought before, maybe I was completely told one by the field office, I thought was only available for SSI recipients, but that sounds like all the SS DI recipients can also do the phone app, if they have access to the right equipment, as well. Is that correct?

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Yes. We call them SSI and SSDI, title II, title 16, persons receiving both benefits. They can report wages using either option.

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[ Indiscernible - multiple speakers ] I totally know what you are talking about with the packet, and loading get on the phone and working perfectly. Okay, go ahead.

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Hello, this is Laura. I want to also mentioned that if your beneficiary go to the field office, if they need to enter EIN, they also have -- they canasta field office to set up on my Social Security account. So the field officer can do that with them, and it helps to cut down on some of the issues that some people run into. When it goes to the field office to start creating the account, they will get an activation code, a letter, and they will set it up online later on.

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The agent at the yield office should help them with that, is that what you are saying?

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Many have self-help he sees the allowing the person to set up the mySSA account that Laura is referring to, and they can go into many of the offices to do that.

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We are encouraging people to report wages with this method. We definitely want more people to take advantage of it.

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Yeah, at this point I do not know how it is across the nation, but field offices in my area, they have not been putting the paper pay stubs that they have been sending in at all. And what is happening is that the systems are not up dated with the current raging nation. And it is not a good thing. If this is a proper way to do it, as long as the beneficiary is able to do what you are saying, it loads right into the system. And the field offices can see that, correct?

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Can you repeat that last part? And then we need to move to the next question.

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Absolutely. I want to make sure once the beneficiary is able to do this, is the field office able to see the income in the system?



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Yes, once they have inputted the information and reported wages, technician able to go through and update the record. And definitely more [ Indiscernible ] with the number of field offices that the people are trying to service. And the changing workloads for everyone to reduce staff, etc. It is another process, and time-consuming. We definitely encourage people to use this option to ensure that wages are reported timely.

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Thank you so much for your help.

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Thank you for your question. We have several questions from the chat. We have time for one question from the chat.

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Our first question comes from SSI and SSDI beneficiaries need to report their spouse's income as well?

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For SSI, yes. SSDI, the spouse if it is concurrent or receiving both title II and title 16 benefits, the spouse does need to report. But definitely SSI. If it is title II or SSDI only, no, they do not necessarily need to report those wages.

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Okay, thank you for that. We need to continue with the agenda. We know that there are more questions and we will collect them. Hopefully we will have more time to toward the end.

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We will move to a presentation from Heather Miller. From Easter seals Nebraska. She will talk about supporting ticker -- Ticketholders to prevent and manage overpayments but she's the manager for the Ticket to program master. [ Indiscernible ] she is certified and a counselor [ Indiscernible ] and she helps Nebraskans for the past 6 years with disabilities.

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She has also been one of our site review recipients. I remember seeing her.

I thought Nebraska was a fantastic state.

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It is not so fantastic with all of the snow.

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We usually visit Nebraska in July.

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That is a great idea, I recommend it. Thank you for having me on the call today. I want to touch on some things that are good in terms of working in coaching with your clients, to get those wages reported. And to prevent overpayments and stuff like that. I feel like the most important thing we can do to help our clients that we serve, is to get a jump on at the get go when they assigned Tickets. Figuring out where they are with work incentives, and what work incentives are available to them. We know sometimes they know, and sometimes they think they know but they may not. If you are not someone can navigate that field, with Social Security, remember you have a state [ Indiscernible ] which can help you identifying where exactly these beneficiaries are with work incentives and we will know if we need to go quickly, or if we have some time to get those reports.

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What can we do to coach and support them? I know sometimes beneficiaries are afraid to report because they are afraid of what will happen, gets stressful for them. Understanding that it is something they need to do. If they do not do it will catch up to them anyway, which will be another situation they need to go through. And helping them understand when we expect and/or anticipate that benefit check to stop, so they can watch the bank account, and watching deposits, to see whether or not a winning this month. Working directly with their local field offices is also a great way to do this, if you have a contact at your local field office, where your clients are, or a work incentive liaison at the office. They have been extremely helpful to us in getting checks stops and benefits stop, and things like that.

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Should one of your beneficiaries get overpaid, the most important thing I tell my folks, do not spend the money. Because you will pay it back eventually. I have some clients that just want to immediately write a check Social Security, send it back to Social Security, I encourage them not to do that, Wayne to the overpayment letter comes out. And then we address it. We do not want to blindly set a check off to Social Security. It will not work out how they think it will hurt waiting for the overpayment letter to come. Not getting discouraged, as it does happen, and it is hard for an agency as a Social Security administration to stop every benefit check exactly when they are supposed to stop the check. It is too large of an organization to count on that 100% of the time. We need to be on top of reporting, working with local offices, staying in contact, if you are not someone who can navigate it with your clients. And helping them understand, keeping good, organized files with pay stubs, files with the letters from Social Security. And with all these great options of reporting on the phone, online, or through my SSA account. There are so many options out there for people, and we should be cracking on those over payments. Overall I do not want to spend too much time on this.

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Number 1, finding out from the get go where they are, and when you anticipate the check stopping so you know you what you are working with. And encouraging them to report. Sometimes a report for some of my folks, and sometimes they can handle it on their own that is a to you as an Employment Network, or dealing with it however you want. Getting the information, making sure it needs to be reported multiple times, it is important to get those overpayments.

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That is very much it. I will turn it back over. If you have any questions I would be happy to address

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I just want to emphasize, the point of how your EN provides benefit counseling services. And the importance of that in the program, particularly for ENs that are in an area servicing beneficiaries, where access to the -- it may not be as available as we like. We have decreasing the number of projects over the years, this is a commercial reminder, that we are encouraging ENs, that would like to add this particular feature as a part of the service they provides to beneficiaries, and that we emphasize the availability of training, free training through Virginia Commonwealth, for certification, as a community partner. And work incentive specialist. It is an on-site, free training, spread out throughout the country. You can again send any questions about participating to EN participation at [yourtickettowork.SSA.gov](http://yourtickettowork.SSA.gov) if you think you have staff, or yourself that would be interested in receiving a certification. If it is not the most important service you can give them, it is the most important, please consider it. That is my only peace to that. Thank you very much for the excellent presentation, Heather. We will take a couple of questions.

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Can you please open the line for questions for Heather.

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If you would like to ask a question at this time, press Star one.

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My question is for the previous speaker, I do not have a question regarding overpayment, I am okay.

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Okay, thank you. If you would like to ask a question compress Star one. It appears we have -- my apologies. We would take our first question from [ Indiscernible ] go ahead.

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I am wondering, I know we are always encouraged to tell clients to report their wages to the SSA as we do. They asked me this all the time, what is the reason we need to report wages, if we sent pay stubs to the building, why does not the SSA have registered in the system?

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I can answer that from the EN standpoint. I often tell my clients, because they feel like they are reporting to Social Security, sending these to the Health and Human Services, why do I need to send them to you? My response is, whenever a crisis happens or something really big happens, the most important thing I need to figure it out for the client is pay stubs and work history. If I have all back, as time goes on, and you send it to me every month, when things, with the potential overpayment, or -- I have the background information I need to help them through that. That way we do not need to go back one year or six months to dig up pay stubs. But from the EN standpoint that is what I tell my clients.

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I would like to add, that for the submission of paystub earnings, into the portal, [ Indiscernible ] the Ticket portal, thank you. It will generate and it will show in the system faster. Then reporting into the field office, so the earnings that we are reporting, or reporting going right into the [ Indiscernible ] it is a more direct reporting mechanism.

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That is an additional benefit as well. Thank you.

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Do we have any other questions?

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Do we have any questions in reference to task routing

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Do we have any questions in the chat?

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Okay, thank you. We will continue with the agenda.

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Good afternoon everybody. I want to touch on a couple of subjects. As you know, all ENs must complete the [ Indiscernible ] by Thursday February 28 with the exception of VR or VR and, AJC or [ Indiscernible ]. If your contract date is 2018 through -- or later you will not need to completed this year. For everybody else, however, if you do not completed, your EN will be placed on hold, including Ticket assignments, payments and a possible termination, February 28 is coming upon us next week. Please make sure you get it in. Every year we terminate between 20 and 30 ENs . We do not like to do that.

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Links were sent Friday, February 21. If you do not have your link, please contact SSA EN APO R at [yourtickettowork.ssa.gov](mailto:yourtickettowork.ssa.gov).

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Along with that, the security awareness training also must be completed by February 28. It will result in the same thing, hold on payments, Ticket and possible determinations if we do not get it. They must submit an addendum to security awareness training 222 at [yourtickettowork.ssa.gov](mailto:yourtickettowork.ssa.gov). It should be signed by all employees involved in Ticket regardless of suitability. And kept on-site. Please only submit the addendum to the inbox. And ENs only having one person working and then you can submit that to 22. The actual 222 cannot be signed electronically. The addendum, however must be signed electronically. If your portal access is in jeopardy of being shut down, at the time of submitting your forms, please note that the body of the email. We will get to those immediately. Do not submit your forms to service, this will delay your processing.

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I will talk about ePay. Currently about 20% through the current file. Because of the size of the file, it could take up to another four months to complete the file. If you do not want to wait that long, you can request payments through the portal. Most payments made within 30 days. Also, everybody who has been taking off the ePay, they have been notified. The only exception is if we are currently auditing your EN. If that happens you will know about it.

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I also want to remind you about -- we have a lot of these questions lately about VR involvement with payments. If there is a successful closure with the agencies, we will not make phase 1 payments. Also, if there is an unsuccessful closure, however we paid the VR reimbursement, prior to the lan requesting a phase 1 payment, phase 1's off the table for those as well. C

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That is all I have.

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I will hand it back

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Hazel Bowman says: My client has been working since April of this week at one of the Jewel's in Chicago, IL. I assisted him Benefits Counseling, Career Counseling and job leads. After agreeing to the requirements of our program, he refuses to submit any of his paystub. He emails his check but it does not have the necessary information for processing payments. What are my options?

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Good afternoon everyone, thank you. My name is Jamie I am the Ticket program outreach manager. I just want to talk about a couple of new things that have come out recently. One of them is actually directly related to today's presentation. And we want to share that we have published a new fact sheet about preventing and managing overpayment. I will ask John to check out that link to everyone in the audience. This backstreet beneficiary facing, giving information on what an overpayment is, and what they can do to prevent that from happening. It also goes into some detail on what happens if you have an overpaid, and have -- how they can manage overpayment.

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We also had another fact sheet that came out today called presenting your best self to employers, providing a variety of resume and interview tips. For those on you -- you should have received information about the fact this morning. We do have some sample social media post for you all to share, if you would like to share that on your Facebook and twitter account.

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The next subject I would like to talk about is that event, scheduled for next Wednesday, February 27 that 3 PM Eastern time. The topic is on debunking their three biggest myths about disability and work. We have sent out a couple of announcements to you about it. We have some sample social media post. And the webinars is a good way for a large audience to learn about Ticket to Work, and at one time. We

encourage you to share information about the webinars with your audience. We would also like it for the webinars.

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The next item is one of our recent success stories. We published a story about Brenda last month. She was diagnosed with schizoaffective disorder. And she spent nearly 1 decade learning how to manage the symptoms of her mental illness. When she found the right combination of treatment and strategies, she felt she was ready to work now employed as a community rehab worker, she applies human service skills to help vulnerable populations transition from a group home setting into the community. Brenda Starr is one of many examples of success stories, published on the website. I encourage you to check those out. Also able to contact me if you have an idea for a success story. As a reminder, all success stories need to be reviewed and vetted by Social Security. If you do have a potential lead, feel free to reach out, and we will start the process.

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The next item I want to share, we publish a monthly career brought post. Recently a few of you have reached out if you are participating in this and can it be included in the blog. We do have a form for you to fill out to determine if your career can be included. If you contact me, I will be happy to send the form to you. If you have some information about an upcoming career fair. And lastly, I encourage you to contact me several times, this is Jamie Pendergrass, I can be reached at email. At your Ticket to work at SSA.gov. If you have any ideas for content, if you would like to volunteer, or if you have any thoughts on any of the outreach materials, feel free to reach out. With that I will turn it back to Anna.

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Thank you Jamie. Before we open it up for questions, we have several questions about the DUNS requirement. We will have this calling March go and we will clarify all questions you may have. It is not a requirement but something you can do, if interested in adding a business model to your organization.

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Correct. If you are currently operating under one TPA, but you are providing services, for example, under a TPA as a traditional EN, but you are also providing services and an administrative faction, we want that organization to get the second DUNS or stop operating, and operate under the traditional model that they have an agreement with. We will also have additional directions and instructions associated with this. And we will share with those organizations that are interested. And interested in this issue of getting effective DUNS in the March meeting.

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Thank you. We also have Kimberly with us. You can ask questions to any of the presenters. I know Heather is on the line. Can we please open the lines.

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Thank you, if you would like to ask a question, please press star one.

---

Can you remind us about ePay again? A lot of my friends, they are really slow at getting payments right now. They are talking about payments with primary evidence, not necessarily to do with ePay. I am curious, because you said payments are being made within 30 days. We have an awful lot that are in the allowed and pending stage. We set pay stubs that are not paid. One of my friends said that when he checked into his, he was told that the payments are slow, because you're prioritizing ePay first. And yet you are saying that it will still be another four months before those all caught up. Can you enlighten me?

---

Yes we are not prioritizing ePay that is not true. I do not know who told you that. There should be no payment request, accompanied by a paystub. It takes more than 30 days. We do have maximum payment on the phone, Kimberly maybe you can chime in. I do not believe any payment that is requested through the portal, accompanied by evidence has taken more than 30 days.

---

[ Indiscernible - multiple speakers ] hello, this is Kimberly. Just to reiterate what was said, we are not prioritizing ePay cases. If you have submitted a payment request with evidence of earnings, or even without, those cases are processed within 30 days. Remember that process means that the case is either paid, denied or placed in [ Indiscernible ]. If there are cases that you have requested, or payments you requested and you do not have payment received, make sure it is not currently in a [ Indiscernible ] status.

---

What does that mean?

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Information that we need to complete the process. Either some type of review that may need to go to SSA, or needed information that we need in order to complete the process of payment.

---

Okay. What if they are allowable? We have a bunch of them sitting and they are in allowable again not just me, I am hearing this from large ENs that the revenues are down is there something like a short blurb, or they catching up? What is actually going on?

---

When you look in the portal, you say you see a status of allowable?

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Yes.

---

I may need to defer that I am not sure what that status means.

---

From what I understand, that means you have determined that it is a valid payment, it just has not been paid yet. We have more sitting in allowed than actually have been paid.

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Okay.

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I need to check with the systems people. I have never heard a loud for either. It could be that Maximus has made the payment and it is waiting treasury.

---

I need to check into that. We do not have the money, that is what I am saying.

---

If you can send me a screen -- they cannot see the portal, and neither can Maximus. [ Indiscernible - multiple speakers ] if you can send me a screenshot that would be great.

---

We get it directly out of the portal. I had my billing person do with this morning once I get off here I will send you the spreadsheet. It has all reference numbers on it. We get it directly from the portal. Like I said it is not just me, one of the very largest and email and ask, we are waiting on you, what is going on it is not me but quite a few of EN's. If you can check that out it would be appreciated by a bunch of us.

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No problem.

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Thank you. That is it.

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Thank you Susan. Do we have any other questions?

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Good afternoon. My question relates to the EPay presenter. You stated that EPay will certainly not pay based on milestones, [ Indiscernible ]. I assume everyone knows, however he you said had there been an unsuccessful closure, yet payments have been made and under the cost reimbursement program, that also impacts thePayment and milestones. Can you it -- can you elaborate?

---

Yeah, I guess. I do not know how much I can elaborate. If it is an unsuccessful closure, when VR closes a case there are only three months after the services. They are guessing if this person is going to get to nine months of SGA. Sometimes they guess right, sometimes they don't. If they guess that it is an unsuccessful closure, but the person does get a nine-month SGA, and they submit for a cost



reimbursement prior to any and getting paid, then we will make that cost reimbursement, and we will consider a successful closure. We paid them. We will not pay two entities for the same period, but however, if you request a payment prior to the VR, then we will pay you. And they will not get pay. We will not pay two entities.

---

I assume not. Is there any way, at the point of the Ticket assignment, where you say I want to assign this Ticket? Show me where you have? And the portal states it is an unsuccessful VR closure. The only thing you would actually have as a hint, would be a very recent unsuccessful closure. Whether that was maybe table are not. Am I correct?

---

Yes you are. I know there is no way we can program the system otherwise. I know it seems like a disadvantage. But you would still get your face to payment -- phase two payment. It is just the phase 1 that is off the table.

---

Okay, I understand, thank you.

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Thank you.

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Hello, I don't have a question, but I want to respond to a question. Susan asked about allowed payments. I just want to confirm that allowed payments means that Maximus pays the claim to the system, as long treasury has not cleared the payment yet.

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Thanks Debra.

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You're welcome.

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Let's go to the chat. Can you lead a couple of questions from the chat?

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Do you visit locations as well?

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In reference to site visits?

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Yes we do.

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I can't think of one that I visited in South Carolina few years. Yes, any and any under agreement with us, whether work force, or centers for independent living. Or another nonprofit, of goodwill, etc.. We try to visit a sample of all, and we will get to everyone at some point. And we will try to do 40 or more this year. We will get you. I am hoping. [ Laughter ] thank you.

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Our next question. How will when -- how will we know when we have a site visit?

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We will give advance notification, you will get an email sent to you. The service folks will send out an email to let you know and give you an advance heads up.

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It looks like we have multiple questions regarding the DUNS situation rather than reading them out loud, what of the rights of clarification we get is whether or not the multiple DUNS existing lan's currently have more than one business model?

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If they have more than one business model, but they only have one trainee, yes they will need to get another DUNS for that. For the other business model.

---

All right. I have another question, regarding unassigned lines, for the 12 and 18 months, do have 18 months to submit all bidding -- billing?

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[ Indiscernible ]

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That sounds like we need more clarification, maybe.

---

[ Indiscernible - multiple speakers ] can you repeat the question?

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Regarding unassigned clients, the 12 within 18 months, do we have 18 months to submit all billing, even during Ticket assignment, or 24 months to build through the assignment?

---

Let me try to break down the question. When the Ticket has been unassigned, by the beneficiary, the ENs will request a payment company to submit certification of services, and may be eligible up to 12 payments, and in 18 months to submit those payments. If the Ticket is assigned to a EN and they need to submit claims within 24 months. Within 24 months from when the payment or earnings or the beneficiary reached the milestone amount. I do not know if that makes sense.

---

They mentioned on assignment and 18 months but they also mention the 24 month. It is a little different.

---

It is to separate things, if the Ticket is unassigned, you have 12 months to request the payment. We will only -- let me take that back. We will only pay up to 12 payments within 18 months of Ticket assignments. If the beneficiary unassigned's that Ticket, let's say January first, we will only pay up to 12 more payments, and you have -- going backwards or forwards. Not going backwards, going forwards. We only pay up through December of this year, and you have 18 months to request if 18 months passes we will not pay anything if you have an unassigned Ticket, my advice is to request a payment immediately. Get that cost in there, and the maximum staff will determine how many of those 12 payments you are entitled.

---

Is that clear?

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Thank you. For the person who asked that question, if they need a follow-up, contact the helpdesk. Somebody will assist you. Do we have any questions on the line?

---

Yes, from Ticket to work services go ahead.

---

Hello my name is Trina from Ticket to work services. I had sent an email about the priority of ePay that I think Susan was talking about earlier. I specifically asked what the priority was when processing payment request. Because the last call we had, it was clear that there are ENs, some said they only -- they have not received any payment since the last. My question, we are submitting pay stubs, we are doing all the work, and when I asked the priority, I got an answer back that said, ePay is the priority when ePay files are distributed. So, what happens normally when there is no ePay, things are taking be two or three weeks, but now they are taking the 30 days to go from pending to allowed, and another eight days to get paid. So I think -- [ Indiscernible - multiple speakers ]

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Yes, Epay is not the priority I do not know who told you that.

---

That was from the payment help desk.

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They should not be telling you that because that is not true. Kimberly is the manager and she can verify this. Whenever you submit a payment request, that always takes priority. And you are getting it within the 30 days. I know sometimes it may be faster than other times depending on workloads.

---

They are waiting until the 29th or the 30th day to move from pending to allowed. And then it takes another eight or 28 business days to see the deposit -- and it is almost take close to the 40 days. From pending to paid, not pending to allowed.

---

And that 30 days is how long it takes us to process it. We have no control to how long it takes from treasury. We have no control. I guarantee the people who are waiting for ePay, choose not to submit through the portal, they can be waiting another four months for a payment you will not wait four months if you requested.

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Is there anybody familiar with the portal? I know a lot of you do not see it.

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None of us see it.

---

Hello, this is Heather and I am familiar with the portal.

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When you look at someone's Ticket assignment, and I tracked this, it shows you whether or not they have earnings in the last 24 months. It will say, so many months over trial work level, and so many over SGA. Is there a way to get that field in a report? When there are changes, that to me, for people and outcome, that no longer send us their pay stubs, they send updates or opted out of quarterly updates, pages do not want anything to do with us anymore. And they have about 20. And they have asked not to be contact anymore. Would it be possible to get that information in the report somewhere? Because that is key to building. Knowing when something has changed in the portal, that there would be an indicator that there is established earnings.

---

Are you talking about in the Ticket status section?

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Yes, when you go up and see the Tickets assignment. There is a thing, that says if there is earnings, you will see. And it changes. And that is usually [ Indiscernible - multiple speakers ]

---

I have never been able to match what has been said with what I have. For earnings evidence. [ Indiscernible - multiple speakers ]

---

I did not know if they could added to it. There is a field that is there. I just did not know if they could added to the ticketed assignments.

---

That would probably be the software folks behind the scene. I do not know of any way to do it.

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That would be helpful information. I need to check and going to each person individually to check it.

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It would be so much easier. That might help people that are only weight only. That is one of my queries. The ePay files. People are waiting on ePay, whereas if we go into our own billing.

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That would be a question for Social Security. When that section updates with the last 24 month earnings, does it also update the records, so you can do a manual submission without pay stubs?

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And that is what I do. If the person -- we have people reporting. One of the quarterly is if they are in outcome, they can put in writing that they do not want us to conduct -- contact them on a quarterly basis. They will contact us if they need something. We are still providing services if they want them, but they do not want to be bothered, because they are in outcome 20, 21 and 22.

---

Thank you for that. That is something that we need to take back to see if we have options, to make the system changes that we would need to me. And as a way to sort of type this up, and for closure purposes. I appreciate the input. We do have enhancements we would like to make to the portal. We are aware of some things that would be great additions. We are always in competition with a finite amount of systems and resources. And amongst every competing component within SSA to get the changes may. We are actively engaged to see if we can get onto the waiting list, so to speak out to make the changes in the portal, so the input is helpful. We will move to the next question if that is okay.

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Do we have another question?

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We have another question. Go ahead.

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I want to congratulate everybody for the program. Having save so much money this year. The Ticket to Work program. It is very positive. The Ticket is working and that is wonderful. I have a question about the form. I try to get better ideas, and you did something on it last month about -- it does not seem to be standardized when we get different replies. We have clients that are getting assigned, and we have been in contact with. Trying to get a better idea of what I am missing.

---

Do you have any thoughts on that?

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Hello Paula. Of course without looking at the specific cases, I do not want to give too much information. The general fact is that whenever you request for anyone for phase 1 milestone, you need to show proof of relationship during that entire milestone range. If submitting pay stubs, each case needs to be assessed individually. The purpose of the COS form, if unable to provide pay stubs, you need to provide detailed services that would have dates of services provided during that particular milestone period. If you have cases where you are submitting pay stubs, for the milestone period, I would need to look at a case on an individual basis. Make sure you are either sending pay stubs that will show proof of relationship during the milestone period, or if not submitting pay stubs, make sure you were completing the COS form, and listing those services with the dates that you provided them.

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Thank you. Do we have any other questions on the chat?

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Yes we do. We have another question from Luanne. If the Ticket cements their pay stubs on their own, how does the EM locate the reports, to know if nine trial work months have been achieved?

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I think you should repeat the question.

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If the Ticketholder submits their pay stubs on their own, how does the EN locate their reports and verify that nine months have been issued?

---

This is Heather, I can offer up something that we do. If you want to get a benefit inquiry from the local Social Security office you need to fill out the 3288 releases for your client. And that will give you permission to talk to the local office. And to give a benefit query. Like I said before, this is why like to get the pay stubs personally, then I know if they appeared to be a trial work level are not by looking at the wages.

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All right. Thank you.

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Our next question from Joni Smith, will the first payment be retroactive?

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Will the first payment be retroactive, what we will do with the ePay file, if you have clients, if you are able to receive payments through ePay, we go in with your Social Security number or beneficiary on the file, we will assess all available payments. I guess the answer would be yes. But taking into consideration, we will not go back greater than 24 months of claims.

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Thank you. We will take one or two more questions from Ian.

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We will take our next question.

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You can skip me, I was going to respond to way question about the length of time to process payments. That is already been addressed.

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Thank you.

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[ Indiscernible - multiple speakers ]

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We are in the Midwest. I am wondering, when ePpay might start coming to the Midwestern ENS?

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The ePay is process by [ Indiscernible ] and it is not segmented out based on location but SSN.

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Thank you, Kim.

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One more question.

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We have no further questions on the phones at this time.

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Thank you.

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Please express your interest as a reminder, and you can send it to [yourtickettowork.ssa.gov](mailto:yourtickettowork.ssa.gov). And that is specifically for the second ENs issue. I want to thank our participants today that have shared information. Thank you to Kimberly. We appreciate your help and support. Laura Rodriguez helped us out as well. Thank you. Also, thank you to Heather Miller, as always, providing very useful and helpful information, particularly to the important topic of benefit counseling, and to our beneficiaries. Without further ado, I believe our next call will be -- we will notify you, we do not have date as of yet but we will notify you. Thank you again. Have a great remainder of your day.

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This concludes today's call, thank you for your participation. You may now disconnect.

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[ Event Concluded ]