

Operator: Good day, and welcome to the session, Social Security Quarterly All EN Payments Call. Today's conference is being recorded. And at this time, I'd like to turn the conference over to Kimberly Cutler. Please go ahead ma'am.

Kimberly Cutler: Thank you so much. Good afternoon, everyone, and welcome to our Quarterly All EN Payments Call. I am Kimberly Cutler. I am the EN Payments Manager and I'm also the host of today's call. So again, thank you all for joining.

The purpose of today's presentation is to provide insight into the payment process on the following agenda topics: ePay file stats, ePay reminders, review of the 24-month Aged Claim Rule, policy clarification on claim months more than 24 months or Aged Claims for Phase 1 Milestones. The presentation will also provide available resources for service providers.

And I will go through each agenda topic, but at the end of the presentation, we will have a question-and-answer forum where you can ask your questions.

Before moving on to the agenda topic, we do have a couple of announcements. I just wanted to announce that the temporary suspension of the 24-month Aged Claim Rule for Outcome Payment due to COVID ended on May 1 of this year. So, I just wanted to make the announcement that the temporary suspension did end on May 1 of this year.

Second announcement. There is — this is great news. This is a really good announcement. It's going to make a lot of you guys happy. There is an upcoming Ticket Portal release on August 14 to add a final enhancement to eliminate all manual payment requests. Right!

ENs will be able to submit all Phase 1 Milestone requests via the portal. ENs — now, you still will receive a message if SSA had Lookback earnings that make the case unpayable. Now, ENs will be able to submit the payment request.

The way it works right now — and this is why I said it's going to make a lot of you guys happy. So if that message pops up, when you request — sometimes, when you are requesting your Phase 1 Milestones, you do get that message that that will prevent you from requesting Phase 1 Milestones via the portal. You either have to fax or mail in your request.

After August 14, you will still get that message but you will be able to continue submitting your requests via the portal. You will not have to manually submit that request.

And please note, even though you do get the message that says that those Phase 1 Milestone 1s are unpayable, you still want to submit the request. And we will do — the EN payment staff will do their due diligence, and check all the earnings information, complete the lookback tool to make sure that if you're available for those payments or not.

That's a really good thing because we do get a lot of calls to the Helpdesk where ENs aren't able to submit for Phase 1 Milestones. And they have to go through that process of, like I said, either faxing it in or mailing it in. So thank you SSA staff for adding this as an enhancement to eliminate the manual payment request. And again, that's going to take place on — is scheduled for August 14.

We do have the ePay file stats. We did start the processing the ePay file in April and that file was completed in June. And the numbers from that file — there were 14,445 claims processed, 4329 SSNs were paid. And the total amount paid from the April 2021 ePay file was \$7,978,410.

And also wanted to announce that we started processing the July file yesterday. So that file — I think you did see an announcement in the portal that we did start processing the next ePay file yesterday.

And of course, because we are processing ePay, we want to provide a few reminders. ENs may submit payment requests through the Ticket Portal instead of waiting for ePay. We do encourage you to let ePay take its course because we are able to pay Phase 1 Milestone 4 now in only ePay file, along with Phase 2s and Outcomes.

Again, we are on schedule, usually around every quarter, to have the ePay file so we do encourage you to not submit your — maybe your outcomes through the portal. You definitely can. I'm not telling you not to, but those cases will be picked up on ePay — on the ePay file.

And as I mentioned, we are able to pay Phase 1 Milestone 4 via ePay. But ENs must still request for Phase 1 Milestones 1 through 3 through the Ticket Portal with Proof of Relationship. Right. So just remember that you still have to request those through the portal and you still must make sure that you are submitting Proof of Relationship items, either your paystubs or a completed PoR Form or Proof of Relationship form.

And unassigned Tickets are not included in ePay. ENs must have passed their Annual Services and Support Review to be eligible for ePay, and please remember that the ePay file is processed in order of SSNs not DUNS. So again, the reason we wanted to make

sure to provide that last bullet there as a reminder, because again, we started processing the ePay file yesterday.

You may get a few — you may see that you're getting some payments today and then you may not get payments again for two weeks. That's because we're processing by SSN. We're not processing by DUNS, so you're not going to get a group of payments all together because it is in order of SSNs and not DUNS. Those are your ePay reminders.

Now this next agenda topic is the review of the 24-month-Aged Claim Rule. As I mentioned in the announcement, the temporary suspension of the 24-month Aged Claim Rule for Outcome Payment due to COVID ended on May 1 of this year.

Please remember that an EN shall request a payment no later than 24 months following the months the Ticketholder's work and earnings meet the criteria for SSA to make the payment. Please note, SSA will not accept payment requests for periods outside the 24-month window.

Now that applies because they — as we said, we —that temporary suspension ended in May. This applies to Phase 1, Phase 2, and Outcomes. Please make sure that you are submitting your requests timely. You want to submit within 24 months. We wanted to make sure to provide you with that reminder.

The next topic with our agenda item is the policy clarification claim months more than 24 months old, again which are Aged Claims, for Phase 1 Milestones.

SSA sent out a Gov Delivery message on June 11th of this year informing ENs of the policy clarification for claim months more than 24 months old for Phase 1 Milestones.

The Ticket Program Agreement, or your TPA, states that the Social Security Administration will not pay ENs for claims months more than 24 months old. While no distinction is made between Phase 1 Milestones, Phase 2 Milestones, and Outcomes, it has recently come to our attention that a clarification is required on this policy.

And that policy is, and we're on the next slide. If an EN requests a Phase 2 Milestone or Outcome Payment for a claim month more than 24 months old, the payment is no longer available for that claim month. The EN can request the same payment for a claim month within the 24-month window. There is no change to this policy.

I just want to read that again. If an EN is requesting a Phase 2 Milestone or an Outcome Payment that's more than 24 months old, that payment is no longer available for that claim month. So what you would need to do is you would need to resubmit your request.

If you're asking for a Phase 2, or if you're asking for an Outcome, you would need to resubmit that payment for a claim month that's within the 24-month window. That is — nothing is changed about that rule. Okay?

Now, what I have here is what I just read about the Phase 2 Milestones and the Outcomes that you must submit within 24 months. Here, we have an example of a case submitted with the claim months that's outside the 24-month window. Right.

So EN ABC submits a payment request for Phase 2 Milestone 1 for claim month February 2019. That's outside the 24-month window, so the case will be denied. And you will see this in your cases, and when you run your report in the portal, the case will be denied. The denial reason will be request received more than 24 months after the claim month.

And we had a recent release a while back where now ENs can actually see the denial, the comment. So that just provides you with a little bit more information about why the case was denied. So in this case, the comment will read, per the TPA's condition for Receipt of Payments Rule, this, whether it's a Phase 2 or Outcome, claim month is outside the 24 months, ENs have to request Ticket payments.

Please make sure you're familiar and you understand the denial and the comment. So that's why we wanted to make the comment — that you could see the comment. So it just kind of adds a little bit more information about why your case was denied.

Your request for February 2019 will be denied. And then you will need to resubmit for your Phase 2 — in this case, a Phase 2 Milestone 1, for a claim month that is within 24 months. So you just want to make sure that, again, you are following the 24-month-Aged Claim Rule.

This was an example of an EN submitting for a Phase 2 Milestone 1 that was outside of the 24-month window. And to show you what your denial reason and comment will be. So you will know that, okay, I can't do that claim month so now I need to submit — I can resubmit for my Phase 2 Milestone 1, but I need to make sure that the claim month is within 24 months.

Now the policy change — so this is where the clarification comes in. Right. If an EN requests a Phase 1 Milestone payment within 24 months following the month the Ticketholder's work and earnings meet their criteria for SSA to make the payment, with Proof of Relationship that passes review — so you have to establish proof of relationship, of course, for your Phase 1 Milestones 1 through 3.

If they submit within 24 months, and they passed the proof of — or established proof of relationship, and per SSA record, the correct attainment month the payment month for the payment is outside of the 24-month window, if this is the case, then SSA will deny the requested claim month as an incorrect claim month.

And that's what we were doing before this policy, right, or clarification. So in addition — we would deny that claim. But in addition, SSA would now create a work case for the correct payment month and deny as an Aged Claim.

By implementing this new policy, and denying that incorrect claim month, and then recreating what is the correct payment month that's in SSA's database, it -- the ENs can now request and receive the next Phase 1 Milestone payment, if it's available. And the missed Phase 1 Milestone payment will be available at reconciliation.

A couple of things to take away from the new policy, is that, ENs, you must still submit your claim within 24 months. That hasn't changed. The Aged Claim Rule has not changed. So you still must submit your request within 24 months.

But if there is an earlier payment month that's in SSA's database, but that month is outside of the window, that is when you would be able to pick up the missed Phase 1 Milestone in reconciliation. And it will allow you to move on to your next payments so you're not stuck.

You're not just stuck on the one where you submitted the incorrect claim month. You will be able to move to your next payment. And that was a lot. And I do have an example of that, right, on the next slide.

So EN ABC — sorry — EN ABC submits a payment request for Phase 1 Milestone 1 for claim month August 2019 with Proof of Relationship. There is an earlier attainment month for Phase 1 Milestone 1 at 4/2019 in SSA system.

The payment request submitted by the EN for that Phase 1 Milestone 1 at August 2019 will be denied. Right. The denial reason that you will see will be, "Incorrect Phase 1 claim month requested by EN."

There's that comment that you now can see. It will read, "Earlier payment month payable at 4/2019 per earnings on SSA records or information provided by the EN."

Again, you want to make sure that you understand what the denials are. And so now, what will happen, we will deny your claim. Because one, you requested your claim within

24 months. So that's the first step. But there's an earlier attainment month in SSA system but that earlier month is outside of the 24-month window.

So we want to deny your request. But TPM staff will create a brand new case with the correct attainment month for Phase 1 Milestone 1 at 4/2019 and we're going to deny it. The denial reason you will see is, "The correct payment month more than 24 months ago."

And here's that comment that you guys can see. And you want to make sure that you're reading. The comment will read, "Correct payment month for Phase 1 Milestone 1 is, in this case, April 2019. And this will be paid at reconciliation." Right.

So again, the thing to remember is, you must submit your request within 24 months. But if there's an earlier attainment month in SSA's database that said that would satisfy that payment, right, we're going to deny your request.

But we're now going to recreate, or we're going to create a brand new case with that correct payment month. And we're going to deny it, and then you will be able to pick that up in reconciliation.

So you're not missing out on the payment. You will get it. You just want to get that payment at -- when you get to the point of the reconciliation payment. But you will be able to move on to your next payment.

So that's one of the good things about the policies. We just didn't want ENs to be stuck at -- if you submit for Phase 1 Milestone 1, and it was outside, or wasn't in the 24-month window, then it's going to be denied.

But if you submit it, but we have an earlier attainment month, and it was a process you had to go through, so this policy will allow you to move on to the next Phase 1 Milestone 1 payment, if it's available. Right. I just want to make sure that is available. And then you'll be able to — then you'll be able to keep on with your payment.

But I just wanted to note that, that the policy only applies to Phase 1 Milestones when the earlier attainment month is in SSA's database and it is an Aged Claim. Right. You still must request within 24 months. So I just want to make sure that you're clear about that.

So that — the policy clarification, is that, you will not have to — first of all, you won't get stuck, right, at that Phase 1 Milestone 1 payment. You will be able to pick that up in reconciliation. And then you will just move on to your next payment.

If you recall, this example, they process. So they requested a Phase 1 Milestone 1. After we deny the case, and recreate the new case, you would be able to submit for your next payment. So that's the example of the policy clarification.

Moving to the next slide. Here again, it says, what I just pretty much just covered, the EN can now request Phase 1 Milestone 2 payment if it is available. And again, the missed Phase 1 Milestone payment will be available at reconciliation.

And the reason we say that the ENs can request Phase 1 Milestone — the Phase 1 Milestone 2 payment, if it's available, because of course, we want to make sure there aren't any other exclusions as far as prior earnings, the 18-month period. But if it's available, then yes, you can move on.

But please know that you must request that next payment. So once your Phase 1 Milestone request is denied because you submitted it — you submitted your claim within 24 months, but SSA had its earlier attainment month in their system, and we deny your request to claim, and then we recreate the new one, it's — TPM will not automatically create the next payment or outreach to you.

When you see that that case was denied, and you'll see this in your report that you can run in the portal — once you see that your Phase 1 Milestone request was denied, and you see that denial that I just covered, then you will know that, "Okay, so my Phase 1 Milestone 1 was denied. I'm going to pick it up in reconciliation. I now could move on and I need to —or I need to request my Phase 1 Milestone 2." Because again, we're not going to automatically create that case for you. You will need to make sure that you submit your request.

That's the new policy and the clarification. I just want to make sure that we — even though the Gov Delivery message went out, we wanted to make sure everyone was clear. We want to give you that example and really just drive home that please make sure you're submitting within 24 months. And once we deny the case, for the earlier payment month, that you are creating or submitting for your next payment.

And I do know — in the next slide, we talked about payment topics. Because normally what we do is we develop our agenda and we have certain topics that we cover.

We want to invite you to share EN payment topics that you would be interested in discussing through this forum.

But of course, our goal is to help educate you and provide clarification on process and procedures related to payment. If you have some EN payment-related questions that you

would like for us to add, and so that we add to those agenda so that we can discuss through this forum, please send your topics to the EN Payment Helpdesk. And that's here. It is enpaymenthelpdesk@yourtickettowork.ssa.gov .

Again, we want to hear from you. We try to cover topics that are relevant. And again, just try to provide insights on different processes. But if you have an EN payment-related topic, please make sure to send that in to us. We would like to hear from you.

And please make sure that you utilize the contact information on the resources slide. If you have any questions that are related to payment, Ticket assignment, or the service provider Web site, please make sure, as you can see on this slide, on the resources, we have the phone number with the time, we have the e-mail address.

Please remember that you cannot e-mail any type of PII. But please make sure, if you have any questions, that you're taking advantage and using the resources that are available to you.

And that completes the presentation portion of today's call. So now, we're going to open the line for questions.

I just ask that you please be mindful that questions related to specific SSNs, those may require assistance from the Payment Helpdesk. And I do encourage you to contact the helpdesk for case details.

Of course, because this type of forum, we can't really -- you may ask about a certain case, and without having all of the details about that case, we wouldn't be able to give you a really informed response or answer to that.

If your question is related to a specific SSN, please make sure that you reach out to the helpdesk.

But other than that, we will go ahead. (Catherine), if you don't mind, we will go ahead and open the line for questions at this point.

Operator: Thank you. If you'd like to ask a question, please signal by pressing star-1 on your telephone keypad. If you're using a speaker phone, please make sure your mute function is turned off to allow the signal to reach our equipment. Again, that is star-1 to ask a question. We'll pause just for a moment to allow everyone the opportunity to signal for a question. Thank you. We'll now take the first question from Natalie Harrison. Please go ahead.

Natalie Harrison: Hi. Good afternoon, everyone. I have a question about payment.

Kimberly Cutler: Good afternoon.

Natalie Harrison: There's a beneficiary who received SSI. And the issue is that the system is saying that he's a non-pay status but it switches him every month from yes to no. So I'm trying to understand what causes the system to do that because it prevents from submitting for payment.

Kimberly Cutler: Right. So from the payments point ...

(Crosstalk)

Kimberly Cutler: Yes. It does. It does. The only thing is, of course, when we make payments, we make our payments based on what's in the system. It sounds like you have a beneficiary that's in and out of suspense. Right? So I would just...

Natalie Harrison: Right.

Kimberly Cutler: I would just suggest that they contact their local field office, because again, from the payment point, where we are, what we do is that we go — like for example, if you request the payment, like this month for June, if we go in, and whatever the status is, we're going to make that payment.

If your client is not sure why this is happening, I would just contact the local field office, because reporting their wages, it could be a different thing that are playing into that. But there are times when they go in and out of pay status based on a lot of different — it could be earnings, it could be other things, and we're not sure.

We being TPM as we process the payment. I would just have to maybe contact their local field office.

Natalie Harrison: Okay. So I just need to also continue to monitor the assignment page to review the current pay status, to know if I can submit for billing. Because I'm trying to cut back on denials.

Kimberly Cutler: Right.

Natalie Harrison: I always go in and check to make sure that they're in the right pay status before submitting for billing.

But I look at the check stubs and I compare it to what the system is — the portal is showing. And those check stubs outweigh the (SGA) level. But the system is saying, she's not — we're not eligible to submit for billing because they're either in pay or not in pay status.

Kimberly Cutler: Right. I think you're right. I think you're doing -- the best thing is to continue to check it. Because — and this, like — and I appreciate that. Like you said, your time to cut down on your denials. And just note that once a beneficiary goes into the Outcome status, then you can only receive Outcome payments so you wouldn't be able to go back and pick up Phase 1s or Phase 2s.

So yes, I just want to make sure that when you're checking that they're in suspense, talk to your beneficiary. And say, "You look at your — the wages and earnings and you see that is way above SGA." Again, making sure that they're reporting their earnings. That's what's going to keep the record current with their pay status.

Natalie Harrison: Thank you so much.

Kimberly Cutler: You're welcome.

Operator: We'll now take the next question from (Judy Sanderson). Please go ahead.

Judy Sanderson: Hi. I've got more of a technical question. My agency, we have been having a horrible time lately trying to get the faxes to go in with the payment request.

For example, the last few times I've tried to do it, I've had to do five to six times, and I keep getting the same message that the fax call is not being answered. And I didn't know if there was something I could do about that, or if there's something I'm not aware of in terms of problems.

First, it was just me. But now it's starting to happen to the other staff members. So we use eFax. And we also, over the last two weeks, tried three different fax machines, and still having the same problem so I don't know if there's any help we can get with that.

Kimberly Cutler: I'm not — I don't know any help that I can offer. But you say you're sending it through eFax. And did you say it was just not — and so it's not going through? Are you calling the helpdesk?...

(Crosstalk)

Judy Sanderson: The message we get — yes, I'm calling the helpdesk when it happens. And one time — I mean, there's one where I sent it for five different Outcome payments. And eventually got three of them through, the other two were still sitting there — the pending file still says that they're waiting for information. And I've already sent it five times.

So — and I have called the helpdesk. And they said that they seem to have some indication that some of them had gone through. So I've held off in sending it again because I figure you don't need to be inundated with 5, 10 copies of the same billing request. But at some point, it's going to be denied, then I'm going to have to resubmit, which is going to be a pain.

Debbra: Hi. This is (Debbra). You're sending...

Judy Sanderson: Hi, (Debbra).

Debbra: You're sending these faxes to who? Hi. Are you sending the fax with your — as backup or additional information after you submitted your claims to the portal? Or are you just sending a fax directly to TPM for Outcome payments?

Judy Sanderson: No, we're going into the portal. And some of them — most of them, I'm not sure. There's been a combination of sending it in with paystubs, and a combination of sending it in with the PoR. So we've done both...

Debra: Okay.

Judy Sanderson: And run into problems with both. But it is going into the portal first.

Debra: Okay. So then that fax number you're sending it to is the fax number that's listed on the...

Judy Sanderson: Right. On the fax cover sheet. Yes.

Debra: Fax cover sheet. Is (Katie) on the line? (Katie), is this something you can help us with? Because this is the fax number that's — the SSA fax number that's listed there.

Judy Sanderson: Yes, 1866...

Katie: Hi. This is (Katie).

Judy Sanderson: Hi.

Katie: From SSA.

Judy Sanderson: Yes.

Katie: So usually, when this happens, we ask you to contact your carrier because if there is any kind of noise on the line, the fax won't go through. We've had these happen to different agencies before. So that's what I would recommend first.

Judy Sanderson: Okay.

Katie: Is check your carrier.

Judy Sanderson: All right. Well, I guess we have something to do. I was getting a little frustrated. I get tired of sending that in and not knowing for sure if it's showing up or not, figuring if you guys are even getting a ton of paper, or you're not getting anything at all. And I'm not sure which it is.

Okay. I will check into that. And hopefully that will take care of the problem.

Kimberly Cutler: I hope it works out, (Judy).

Judy Sanderson: Yes. Thank you. I do too.

Kimberly Cutler: Thanks, (Katie).

Katie: I want to clarify that the beauty of the portal fax, is that, when you fax that number, it doesn't actually spit out in a fax machine. It goes — it's 100% electronic. And it goes into what we call our DMA into our electronic system. So you can try as much as you want. You are not bombarding us with paper.

Judy Sanderson: We feel a little better, (Katie). Thank you. Okay.

All right. Well, thank you for that. And with any luck, that will take care of the problem. I appreciate your time.

Kimberly Cutler: Okay. Thank you.

Operator: Once again, to ask a question, please press star-1. We'll now take the next question from (David Congo).

David Congo: Yes. Hi. I just wanted to mention, I also have problems faxing. I tried both numbers on the one-time use bar code sheet. And every single time, I tried on a couple of machines here, and they always come back with no response. I'm having the same issues. And I've tried the same things. But I just wanted to mention I also have the same issue.

Kimberly Cutler: Oh, okay. And you said you have contacted your carrier as well?

David Congo: Oh no, no. I haven't done that yet.

Kimberly Cutler: Okay. Well, I'll just -- I'll give the same — I'll just echo what (Katie) from SSA suggested, is that, you do kind of — we haven't received — but I know we haven't received any calls or complaints about the fax. So we would, yes, suggest that you check with your carrier first. And if everything is good on their side, then like (Katie) said, just keep trying or reach out to the helpdesk.

And I know it's longer — it takes longer time. But you also have the option to mail in the information. It takes longer but at least it will get it to us, if want to take that route. But I would suggest reaching out to your carrier too.

David Congo: Okay. Thanks.

Kimberly Cutler: Okay. Thank you. And (Catherine), if we can now, do we have any questions from the web?

Adelle Barr: Hi. It's Adelle. The elimination of manual payments will also cover the inability to submit payments because the SSA system state the beneficiary is not in current pay, but the beneficiary actually is.

Kimberly Cutler: I wasn't sure — thanks, Adelle. I wasn't sure that that was it -- that that would block you from submitting your request. So if the beneficiary is not in current pay and you submit, of course, that's for your Outcome.

I didn't think that was an issue that would prevent you from submitting through the portal. But currently, the release that's going to happen on August 14, we shouldn't have anything that prevents you from going through the portal.

Of course, it's still out there. If you get some type of error, we encourage you to contact the helpdesk, the Systems Helpdesk. And maybe they can walk you through — get you around that.

But we shouldn't have — after the 14 of August, we shouldn't have anything that prevents you from submitting payments. And if you — submitting payments via the portal.

And if you are getting some type of error message, then I encourage you to reach out — to use the resources and reach out the Systems Helpdesk so they can kind of see what's going on with your — maybe your portal access.

Katie: And this is (Katie), I did want to jump in. The portal does not check for current pay. It does not check the beneficiary status. That can only be done by a technician once it gets into our system. The portal is not doing that check. The portal will only tell you about the earnings that are required versus the claim months. And whether the earnings we have meet that threshold. It will not tell you anything about the beneficiary's payment status.

Kimberly Cutler: Right. If they're getting something that's preventing them, then yes, I would encourage them to reach out to the Systems Helpdesk.

Adelle Barr: All right. Sounds good. Are there any concessions given for self-employed beneficiary? For example, I have a beneficiary who extended for 2020 income tax filing to October 2021. That's cutting it really close to file payments for January of 2020 by January 2022.

Kimberly Cutler: The question was to find out, if I was given any consideration to self-employment beneficiaries as it relates to the Aged Claimed Rule? Is that what they're talking about maybe?

Adelle Barr: Well, we can ask them to chime in, if they could. They can — that one to add a question, and we can have a conversation back and forth. But this is what I have right now.

Kimberly Cutler: Right. And I'll just have it generally answered and of course, (Katie) or (Ms. Tennessee), if you wanted to dive in.

So of course, we do have the Aged Claim Rule. And we do know that we no longer accept certification payments, which self-employment falls under. And we do know that we have to wait until the beneficiary actually filed their taxes and have the information populates into the system for us to make the payment.

And I guess the issue, as they're talking about, when they do an extension, because it could take a while to post the earnings in the system. And if they're given the extension, it's even — it takes a little longer.

But I'm not aware of an exception that's been made for self-employment beneficiary. Of course, we just want you to encourage your beneficiary to submit, to file their taxes, and send as quickly as possible so that we could get that information in, and then you can get possible payment. But I'm not sure of any type of exception or extension given.

Katie or Ms. Tennessee, did you have anything to add or...

Katie: This is Katie. Right. At this time, we have not tried to get ahead of this with a pre-exemption. But we can look at cases on a case-by-case basis. I do encourage you to make that payment request as soon as you have the information available for payment.

Kimberly Cutler: Yes. Thanks, Katie. I hope we got to answer that question. And Adelle, you did say no more questions. So Catherine, do we have any calls in the queue? Are there any questions in the queue?

Operator: We do. Thank you. We'll now take the next question from (Gina Hackenberg). Please go ahead.

Gina Hackenberg: Good afternoon. I had a couple of questions. One is, when I'm entering payment request, and it says, TWP earnings already established for claim months. Do I still need to put manually enter every paystub details and fax every paystub?

Kimberly Cutler: If you just see the message, "Earnings already proven," no, you do not have to. But of course, paystubs — excuse me — is going to be the — that's the evidence that we prefer, is the paystubs. And also when requesting your Phase 1 Milestones 1 through 3, your paystubs will serve as Proof of Relationship.

So even if you receive in the message, "Earnings already proven," we do encourage you to enter — you don't have to enter all of your paystub information. But if you would at least enter some, but you do need to send in your paystubs again.

Because we want to make sure that you may get the message, "Earnings already proven," but if you have actual evidence of your earnings in the form of a paystub, we would always prefer to have those. So yes, please key that information in. You don't have to key all of them.

Gina Hackenberg: Okay.

Kimberly Cutler: I'm sorry. I thought somebody said something. But yes, but you still want to send in your paystub. Again, for Phase 1 Milestones 1 through 3, definitely, because that's your proof of relationship. But we would prefer to have your paystubs.

Gina Hackenberg: Only key in two or three.

Kimberly Cutler: That should be fine.

Gina Hackenberg: And then fax them as many as I have.

Kimberly Cutler: Yes, ma'am. Send in all of your paystubs, because we will enter that information in the system. So yes, please send in all of your paystubs that you have.

Gina Hackenberg: Okay.

Kimberly Cutler: Send that information in.

Gina Hackenberg: And the last question I have was related to what you all are talking with self-employment. So we should advise somebody that has self-employment to not report income, just wait for taxes to be processed?

Kimberly Cutler: No.

Gina Hackenberg: Or do they just call in and say, “I’m self-employed?”

Kimberly Cutler: No, no, no. They should always report their earnings. So we would never tell you not to report. So you always will report your earnings. But when it comes to — as far as your Ticket payment, we have to have verified earnings in the system. And for self-employed beneficiaries, we usually get that information from — when they file their taxes, and we get that (IRS) saying that information goes in.

But I don’t — again, I don’t want to say — you want them to report their earnings — self-employed or not. We’re just saying, we won’t be able to make a payment until that information is actually entered into the system.

Gina Hackenberg: You won’t be able to make a payment to an EN until the taxes are processed?

Kimberly Cutler: That’s usually with self-employed beneficiaries. Yes, when that information is — they file the taxes, and we have that data, and it’s entered into the system.

Gina Hackenberg: So if we requested a payment where we get something saying depending or we’ll make a decision later, or how does that work?

Kimberly Cutler: No. If you submit for a payment request, and we do not have the earnings in the system to satisfy, then that payment will be denied.

Gina Hackenberg: So we won't submit until they filed their taxes, it could be a year later?

Kimberly Cutler: Possibly. Yes. Go ahead, (Ms. Tennessee).

Debra: I just wanted to say that the reason for that, even though the beneficiary may report some earnings, the reason why SSA wait until after the beneficiary files with IRS is because for income tax, they have to have (gross) minus expenses, and then a net amount.

And so on — whatever they report to IRS is pretty much what the net earnings are going to be. So SSA takes that amount.

Yes, it maybe later. But a lot of people will not — not a lot — but some people will not use the April 15 date caller prior to you mentioned an extension. But SSA needs to have what IRS has, as what the beneficiary has reported formerly to the IRS. And SSA makes the decision on earnings based on what IRS reports to SSA.

So it's the reason for it. I mean, that's basically it. But — because I could kind of see your confusion that the beneficiary is reporting something yet we're not using it. But it's pretty much the IRS information because the beneficiary has to report to the IRS (gross) minus expenses to give them a net amount.

Gina Hackenberg: Yes, ma'am. I think my next question would be, we at (PVA) actually help people start their own businesses. We do work with them very carefully. How would we know when to make this request? How would we know that you had that — had processed their tax return information?

Debra: Well, let me tell you one ...

Gina Hackenberg: What advice would you give to the ENs?

Debra: Yes. Well, one reason is ePay. I mean, one way is ePay. The ePay looks at all earnings on SSA's records. And SSA had multiple systems where they collect earnings information. So if that particular SSN, there's earnings posted on SSA's records, and

Social Security would see that, what the source of the earnings are. And if it's from IRS, then it would be a possible payment there. So ePay is the one source that picks up or looks at earnings on all records so you may not know. You may even talk to the beneficiary to ask them to stay filed. Now it doesn't necessarily mean that (IRS) would send the file to SSA with that information. But again, I would wait several months after the beneficiaries told you that they filed, and start checking then, like ePay should identify any of those earnings that were submitted to SSA by way of IRS.

Gina Hackenberg: So we just start trying P1M1 a couple of months after they have potentially filed their taxes. Okay.

Debbra: Well, I mean, I don't know what else to tell you because I don't know when IRS is actually going to send that information to SSA. And then SSA have to go through a process of posting the earnings themselves. But that's the one suggestion I have.

Gina Hackenberg: Okay.

Debbra: Anybody else? Is ePay the only other way?

Katie: This is (Katie). I will jump in. So that means screen in the portal where you can look at the Ticketholder by their SSN, that screen will tell you how many months has TWL or SGA are within the last 24 months. You can occasionally check that screen.

And if you do see something that there are X months of earnings — I'm assuming right now it would be zero, right, because we don't have any earnings for this person. If you go in there, and you start seeing there's a number in there, that means that we do have their earnings. That's an easy way to check ePay.

Gina Hackenberg: That's a good idea.

Katie: It won't tell you actual dollar amount but it gives you like a general indication of what we have on our record. ((Inaudible)).

Gina Hackenberg: That's a good idea to check that way. Thank you.

Kimberly Cutler: Okay. Thank you so much. And (Catherine), do we have anyone else?

Operator: We do indeed. We'll now take the next question from (Angela Samson). Please go ahead.

Angela Samson: Hello everyone. I have a question regarding a beneficiary or beneficiary that are T2 and also T16. And they're in the Outcome, I actually, typed the question. So ignore the typed question.

They're in Outcome. They have been — their payments have been suspended. I'm unable to obtain any Outcome payments because their payments have been suspended in SSDI but they're still receiving SSI. My question is — and there are also like the other ENs that are going in and out of SSI payment.

My question is, do I submit paystubs every month regardless to what's happening as far as they're in and out of payment is concerned? Because the same issue exists with SSDI beneficiaries who are not recording, or the Social Security Administration hasn't caught up with the fact that their income is so above SSI — I mean, SGA?

Do I continue to submit paystub (irregardless) as to if they are in current pay? Do I continue to do it on a monthly basis? And does this have anything to do with ePay or reconciliation? Meaning that I should continue to submit paystub information on a monthly basis even though I don't get paid?

Kimberly Cutler: Right. So I wanted to set with a recap. So you said you have a beneficiary that's concurrent, right? But they're (in suspend) for one entitlement but in they're current pay for the others.

Angela Samson: Right.

Kimberly Cutler: You're still entitled to receive your Milestones. Have you received all of your Phase 1 and Phase 2 Milestones? And that's why you're requesting your...

Angela Samson: I received -- well, one of them — one of them actually went into Outcome. So I'm supposed to wait 12 months, of course, of their —employment before I can receive the rest of -- or be reconciled for, I think, it's six or seven payments for Phase 2.

But because they're in and out of pay status, it's going to be difficult or a long wait. And hopefully, it will be before 24 months is up. But I do have a couple of others who are in the SSDI category and they're still receiving their current pay.

But my thing is, do I continue to submit paystubs in hopes that SSI — Social Security Administration will eventually catch up with them? And they could see it, or they start reporting their income, and they suspend their payments. Do I continue to submit paystub? And then if I do, do you all reconcile all those payments that have been missed because of them being in current pay? If that makes sense.

Kimberly Cutler: I would -- yes, kind of. Oh, someone (want to say something)? Yes, ma'am.

Debra: Do you want me — I think it's two — a couple of different issues.

Kimberly Cutler: All right. Go ahead, (Ms. Tennessee). That's fine.

Debra: Okay. Okay. Let me start with what she first said. You first started off by saying that it's a concurrent beneficiary meaning they're entitled to SSDI Title II and SSI Title XVI. They're in suspense due to work and earnings under Title II, but they're in current pay under SSI, that's what I heard from you — you're able to get Outcome payment and you wanted to know whether you should continue to submit paystubs.

The reason that the Outcome payments are being denied is because the rules for Outcome payment, the beneficiary must be in suspense due to work in earnings under one program and they must be in suspense under the other program. It doesn't necessarily have to be due to work and earnings under the other program but under one program. And because SSI is still in current pay then you're not eligible for the Outcome payment. So it won't be any catch-up on this at all.

The issue about the paystub, please continue to send those in. Because the way earnings approach it under the two programs are different. The earnings under Title II for SSDI is

based on the month to earnings, the wages were earned. Whereas with SSI, the month they were paid.

So every month you send in those paystubs, it may change the situation with SSI. That maybe one of those months you will have enough earnings for an Outcome payment for the beneficiary to be placed into suspend. And when that does happen, we would be able to make that Outcome payment.

So you should always continue to send in those paystubs to make sure that we key those earnings, and eventually the situation may change. But there reason the Outcome was denied is because you have to be in suspense under both programs and under one of them that has to do with work and earnings.

Angela Samson: Okay. So continue to send the paystubs in, in either case.

Debbra: Yes, ma'am.

Angela Samson: In the SSDI case, and also in the SSI case.

Debbra: Yes. Yes. Definitely send them in. The earnings may already be posted there but we don't know.

So you may have a paystub that we don't have that just, again, may put those SSI earnings over that threshold that would — where the beneficiary would be put place in suspense. Even if it's just for a month or two, you would be entitled to Outcome payments for that particular month.

And then once they go back in current pay again, of course, you would not get any more Outcome payment until eventually that under SSI, they would — it would be a continuous suspense pay status. But for the time being, continue to send those in.

Angela Samson: Okay. All right. Thank you.

Kimberly Cutler: Thank you so much, Ms. Tennessee.

Debra: No problem.

Kimberly Cutler: And I just wanted to go back Adelle. Adelle, you said you had a couple more? That may have been one because I think she said she put it into chat. But did you have another question?

Adelle Barr: Yes, ma'am. Let's see. Lots of good news here. Thanks for that, (Marilyn).

We received a denial reason for a P1 will be paid at reconciliation. We then request the next P1 payment and it was denied stating that payments need to be made in order. So what action should we take?

Kimberly Cutler: Okay. Thanks. The first thing I would do, I would call the helpdesk. Because it looks like you submitted for the same payment type but you got two different denials. Again, this is one of those cases that I would need to see the details on.

So whenever you receive a denial, again, we do have the comments that you can see. But if you have any questions about your denials, please reach out to the helpdesk. And in a case like this, where again, it looks like you got two different denials, I would encourage the ENs to reach out to the helpdesk so we can look at those for details of the case.

Adelle Barr: Okay. Thanks. How long are you allowed to fax and submit a PoR once you submit your payment request?

Kimberly Cutler: What we encourage you to do, of course, if you're requesting your Phase 1 Milestones 1, 2, 3, you want to -- of course, 1,2, 3 requires that you submit your Proof of Relationship.

We do encourage you to submit that as soon as possible. So if you're requesting — if you submit your Phase 1 Milestone 1 right now at 2 o'clock, then we request — we encourage you to go right back in and submit your PoR.

You do not have the nine business days — like when you're submitting your earnings, you don't have your nine business days for that. You need to submit your PoR as soon as you submit your payment request that requires it. I think some ENs just wanted to clarify that, that you don't have that nine business day — that nine business-day window. The PoR is

required with the submission of your Phase 1 Milestone 1, 2, 3 request.

So to answer that, as soon as possible. Right after is preferred. Of course, you submit your request. And right after that, you submit your PoR.

All right. Did you have any others, Adelle? No?

Adelle Barr: No ma'am. That's all I have.

Kimberly Cutler: All right. Well thank you so much. This is good. We're at 2 o'clock. And so that's going to — we're going to go ahead and wrap it up for today.

I just want to thank everyone for your time. Thank you for your participation. Please make sure you join us for our next All EN Payments Call that's scheduled for October 26.

And please remember, if you have any topic, any payment-related topic that you would like for us to discuss in this forum, please make sure that you send that information in, again, to the ENPaymentshelpdesk@yourtickettowork.ssa.gov .

And as I mentioned, we have some amazing staff that man the EN Payment Helpdesk. So if you have any questions, please make sure that any payment-related questions that you're reaching out to them.

So again, thank you for your time. And we'll go ahead and conclude the call for today. And enjoy the rest of your day.

Operator: That concludes today's call. Thank you for your participation. You may now disconnect.