All EN Call Payments Transcript
July 26, 2022

Kimberly Cutler: Good afternoon, everyone, and welcome to today's all EN Payments Call. My Name is Kimberly Cutler. I am the TPM EN Payments Manager and host of today's call. So, I just want to let everyone know that the call is being recorded and transcribed. We will go ahead and get started. Again, thank you so much for joining today's call.

So, we do have a couple of things that we need to cover before we get started, just some logistics. We want to make sure since this is a new platform for us with the All EN Payments Call that we are all on the same page before we get started with covering our agenda topics.

You want to make sure that you always remain muted during the call, unless called on by the facilitator. Please feel free to ask questions in the Microsoft Teams chat section, which will be monitored by SSA and TPM. You do have that option to ask your questions via the chat feature.

If you are joining via phone and you wish to ask a question, please make sure that you raise your hand and you can do that by pressing asterisk 5 and you will be unmuted by the facilitator and then you would press asterisk 6 to unmute yourself. So, you want to make sure that you are going in that order. Make sure that you are raising your hand if you have a question. The question-and-answer session will be at the end of the presentation.

We want to make sure that you also limit your questions to just one. We only have an hour on the call today, but we want to make sure that we are getting as many questions answered that we can. So again, just making sure that you just limit your question to one.

We want to make sure that you get all your questions answered, so if you do have additional questions, please make sure that you contact the EN Payments Help Desk. You should be able to see this here on this slide, but I will just go ahead and read it. So, it is EN Payments Help Desk at yourtickettowork.ssa.gov. So again, one question and if you have others, please reach out to the help desk.

Closed captioning is available for participants when joining using the Microsoft Teams application or you can utilize the separate closed caption link that is provided in the chat.

OK, now to turn on closed captions in Teams, go to the three ellipses at the top of Microsoft Teams window and you will be able to click there for more actions and then go down to the list to turn on live captions. You can see the instructions here on this slide. When using the link option, paste the link in the browser and it will open in a separate window to view the closed captions.

I just want to thank you in advance. Again, just bear with us. This is our first all EN Payments Call that we are using Teams, but we have a lot of support. We do have SSA staff onboard with us and TPM staff. We have no doubt that it is going to be a great call. So, we just wanted to get the logistics out the way before moving along.

OK, so here you can see the agenda topics that we are going to cover today. The purpose of today's call is to make sure that we provide clarification on topics that are related to EN Payments processes. The agenda topics we are going to cover today are: one announcement, the ePay file stats, ePay reminders, use of EN Payment forms and, of course, we will provide valuable resources at the end of the call. And as I mentioned earlier, after we have concluded with the presentation portion of the call, we will have an opportunity for the question-and-answer session.

All right, it was around July 6, SSA sent out a GovDelivery message announcing that the Social Security field offices have now reopened to the public.

The offices are open to the general public. They opened in April. Given the increase in person visits from the public, the field offices do not have the capacity to handle paper pay stubs. Employment Networks should no longer send or take beneficiary pay stubs to Social Security officers on behalf of Ticketholders. We know that is something that as an EN you may use as an incentive to take those pay stubs there on behalf of your Ticketholders. Earnings that ENs submit to Social Security via the Ticket Portal for payment request are made available to the field offices through their internal processes. ENs can still mail proof of earnings to the Ticket Program Manager. You still have the option to fax or mail in the earnings information. Opening the field officers does not affect submitting pay stubs for EN payments. Of course, when processing payments, pay stubs would be the earnings of choice. So, if you have pay stubs for your Ticketholders, please submit them when requesting payment

Sending in pay stubs as your evidence of earnings will also hold as your proof of relationship when processing Phase 1 Milestones 1 through Phase 1 Milestone 3. So again, this announcement did go out to all providers.

So, we know everyone loves ePay. TPM and SSA staff did complete the last ePay file in June of this year. We have the processing totals. There were 15,971 total claims processed on the last ePay file. Total SSNs paid was 4,620 and we did pay over $8 million on the last ePay file.

We are anticipating that we are going to start the next ePay file the first of August. So, we will start processing the ePay file again sometime next week. And just remember SSA will put a notification in the Ticket Portal when we start processing the ePay file.

So, because we are starting the ePay file soon, we just wanted to go over a few ePay reminders. Phase 1 Milestone 4 is paid via ePay. Please remember that ENs must still submit payment requests for Phase 1 Milestones 1 through Phase 1 Milestone 3 via the Ticket Portal, and you must provide proof of relationship.

Unassigned Tickets are not included on ePay file, so you must request for payment via the Portal for those Tickets. ENs must have passed their annual services and support review. Program Integrity department handles those reviews.

The ePay file is processed in SSN order and not provider ID. If eligible for ePay you may get a lot of payments at the beginning of ePay and then you may not get any payments until the end because we are processing based on SSN and not PID order.

Just wanted to note two things. Just remember – Phase 1 Milestone 1, Phase 2 Milestones and Outcomes are paid via ePay. So, what we encourage you to do is to not submit for these payment types via the Portal when the ePay file is being processed. Submitting for such payments slows down the processing and causes duplicate claim months. We made this announcement I think on the April All EN Payments Call, and you all did amazing. We did not see a large volume of payment requests for Phase 1 Milestone 4, Phase 2 Milestones and

Outcomes. So, thank you. Thank you. Thank you. We are asking the same thing during the next ePay file and honestly, for each time we are processing ePay. We will ask that you just allow the ePay file to take its course.

For Phase 2 Milestones and Outcomes, if you are an EN and for whatever reason you are not eligible for ePay, then of course you are going to have to submit for those payment types. But if you are eligible for ePay, then you have passed your annual service and support reviews and you should allow the ePay file to take its course and make those payments.

And just note that if you do submit for one of those payment types, Phase 1 Milestone 4, Phase 2 Milestone, or Outcomes during ePay, that SSN will not be processed until it comes up on the ePay list. So just please be mindful that once we start processing the ePay file, we will continue to process Portal claims. So, we do it simultaneously and we do not stop processing Portal cases because you still have to request your Phase 1 Milestones 1 through 4 through the Portal. Unassigned Tickets must come through the Portal. So again, if you actually have evidence of earnings, then please submit your payment request. When the earnings are in SSA database and all payment criteria are met, then we are going to make the payment.

All right, so I just wanted to go over those few reminders when it comes to ePay.

We are going to move into our agenda topics. We want to talk about the use of EN payment forms. We wanted to add this information because we want to make sure that as service providers when you are requesting payments that you are not experiencing any delay in the processing of your payments because we may not have all the required information. We just wanted to remind you of the forms that are available to you when requesting payments.

The first one that we start with is the Form 1373, which is the EN Supplemental Earnings statement. Please remember that this is not a standalone for earnings. It does not satisfy the earnings request. You must submit this information with pay stubs. The Supplemental Earnings statement is used to provide any missing relevant information that is not shown on a pay stub, such as pay period, beginning and ending dates, the pay date or withholding amounts. You must make sure that you are providing the withholding amount, total gross earnings, and even year-to-date gross earnings. Just remember, this form is not a standalone. You cannot just send this in by itself because it is not evidence of earnings. It is a supplemental statement.

So, if you have the pay stubs that are missing certain information as noted here, you want to make sure that you send in your pay stubs accompanied by Supplement Earnings statement.

And this is what the form looks like. This is your EN Supplemental Earnings statement. You want to make sure that all this information is filled out and you can see your different sections here. So, if you have your pay stubs and the information is missing, just add all the information here and make sure you are signing this form and making sure that you are checking the box. So, in other words, make sure that this form is filled out completely. This is the EN Supplemental Earnings statement.

The next form we have here is the Employer Prepared Earnings statement. Now this can be a standalone for earnings because this is a method of collecting earnings information directly from the Ticketholder's employers. So, this is your earnings information. So, it can be a standalone as earnings.

However, when requesting Phase 1 Milestones 1 through Phase 1 Milestone 3, you must make sure that you also provide your proof of relationship when submitting the Employee Prepared Earning statement. So again, your Employer Prepared Earnings statement is proof of earnings. If it is filled out completely, that is your proof of earnings but with Phase 1 Milestone 1 through Phase 1 Milestone 3, make sure that you also submit proof of relationship with this form.

And here is an image of the Employer Prepared Earnings statement. And of course, you know all this information must be filled out by the employer. It must be completed and signed by the employer.

Please make sure that they are checking the box letting us know that all the required deductions were taken out for this pay period. So again, making sure this is something that the employer would need to fill out and not the EN.

OK, that is your Employer Prepared Earnings statement.

So now we have Proof of Relationship form. I have mentioned it a few times. I have mentioned proof of relationship, but this is the actual PoR form. So, the Proof of Relationship form is the form used when you are requesting Phase 1 Milestones 1 through Phase 1 Milestone 3. The Proof of Relationship form is used to show an established relationship with the Ticketholder.

If you are submitting the Proof of Relationship form or the PoR, you must include a list of services with the dates provided to the Ticketholder during the requested Milestone period. I cannot emphasize that enough. When you are submitting the Proof of Relationship form, you must provide a list of services with the dates provided to the Ticketholder and those services and dates should be during the Milestone period. We just want to make sure that you remember that because we do not want to have to deny your case because of a failed PoR

So again, make sure that you are listing services provided with the dates and I also just want to note that attempted contact is not a service, leaving a voicemail is not a service. If you are sending an email, please be detailed in what the email was about. So just saying sent an email does not show us established relationship with your Ticketholder. So please make sure that you are detailed in the services, and you are providing the dates that those services were provided when you are submitting the PoR form. Another thing to remember, if you are submitting pay stubs, the pay stubs will serve in two capacities. The pay stubs will serve as your proof of relationship and your pay stubs will be able to serve as evidence of earnings. So, if you are submitting pay stubs to cover your Milestone period, then you do not have to submit the PoR form. You will need to submit the PoR form to show established relationship with the Ticketholder when submitting The Work Number report and when submitting the Employer Prepared Earnings statement.

So, you want to make sure that if you are not submitting pay stubs, then you must show that you have established a relationship with your Ticketholder during the Milestone period and that is when you would need to submit the Proof of Relationship form.

And here is the form and I am going to share with you in a second where you would be able to locate all the forms, but this is the Proof of Relationship form. If you need more room to add your services, then please by all means make sure you add that information. But again, this is what we are looking for. This is the first two pages and there is your final page.

So, in addition to filling out a detailed list of services with the dates that those services were provided, you will also make sure that this is signed. If you send it in and it is not signed, it is not valid. Make sure that the EN representative signs and dates the form with your submission for payment.

Last but not least, we have the EN Certification of Services Statement now. This is going to be used for unassigned Tickets and I know some of you may have a look about your face like, wait a minute. I used that for another service. The EN Certification of Services Statement is a shared form because it is used by our Program Integrity staff when they are doing their annual reviews. But it is also used when requesting payments for unassigned Tickets.

So, you have your Proof of Relationship form. That is when you are requesting Phase 1 Milestones 1 through Phase 1 Milestone 3. That is, your PoR because the PoR is for a window of time. It is during the Milestone period. The Certification of Services form is used when you are submitting a payment request because a Ticket has been unassigned by the Ticketholder.

Then you must provide all services provided. So that is the difference in the forms because it is used to determine the number of eligible payments to an EN after the Ticket was unassigned by the Ticketholder. Keyword there was unassigned by the Ticketholder. So, if the Ticket was unassigned and you are requesting payment, you must submit your evidence of earnings, right? But you also would need to submit the EN Certification of Services Statement.

When requesting payments for an unassigned Ticket, your payment request must be submitted within 18 months of when the Ticket was unassigned. So, there is a window of time for you to get this form in. Once the Ticket has been unassigned your Certification of Services should cover the complete range from when the Ticket was assigned. So, there is no need to submit the PoR

After the Ticket has been unassigned, we are looking for the entire period of when the Ticket was assigned, so you do not necessarily need to submit a PoR when submitting your EN Certification of Services Statement. So just remember, it is it serves in two capacities. It is used to determine how many payments may be eligible to EN. After the Ticket is unassigned by the Ticketholder and Program Integrity, they use it for your annual reviews. So just wanted you all to be clear about the two different services or the two different reasons why this form (EN Certification of Services) is used.

And here you get to see the first two pages of the actual form. One may say, well this form looks like the PoR. Right, because you do have to fill out information on the first page and on the second page you are listing those services again. Just remember that we are looking for a list of services from the time the Ticket was assigned until unassignment.

And that is the first two pages and just like with the PoR, you must make sure that all the information is complete and that and EN representative signs the form and that it is dated. Right. So that is the use of the EN Certification of Services form.

And as I mentioned earlier, I promised I would share with you where these forms are located here. You could see it on the screen and if I could have someone put it in the chat as well. The forms are located on the Ticket to Work website. You can see the link here and we also put the link in the chat. So, you want to make sure you are accessing those forms when you are requesting your payment.

We want to hear from you. We want to make sure that we are covering the topics that you want us to cover that are payment-related topics. So, we invite you to share your topics that you would be interested in discussing through this forum. Of course, our goal is to help educate you and provide clarification on processes and procedures related to payments. So, if you have payment-related topics that you would like for us to add to our quarterly All EN Payments Call, please send those topics to EN Payments Help Desk at yourtickettowork.ssa.gov. We will look at those topics.

So again, if you have any topics, just make sure that you email that information. Please make sure you do not put any PII or anything like that. You are just sending us topics and we will review your suggestions.

We have some great resources, and we want to make sure that you all are aware of the resources that we have available. You do have the phone lines that are open Monday through Friday. Of course, that's 9:00 a.m. to 5:00 p.m. Eastern Standard Time. You have the toll-free number there. You want to make sure you enter or hit option one if you want to reach the Beneficiary Help Desk option, two to reach the Payments Help Desk. And if you have system-related issues or questions, you are going to hit option three.

And now if you choose to email your payment related issues, please send to ENpaymentshelpdesk@yourtickettowork.ssa.gov . And if you have questions related to Ticket assignment or the Service Provider website or the Ticket Portal, then you can send your email to ENsystemshelp@yourtickettowork.ssa.gov and again, please remember you cannot email personal identifiable information. It cannot be in an attachment. It cannot be encrypted. You just cannot send it. So, if you are emailing for payment-related issues for a case you know that is through the Portal, you will have a reference number. The SSA reference number or the work case number. You can find that it will be associated with your case in the Portal, and you can use that SSA reference number when sending emails to the help desk.

So, make sure you are taking advantage of those resources.

This concludes the presentation portion of today's call, and we want to open it up for questions. At this point, I can see a lot of questions that are coming through the chat right now. We want to make sure that we open it up for questions. And please remember that if you are on the phone, you want to raise your hand by dialing *five and you will be unmuted by the facilitator. And then you could press *six to unmute yourself.

So just make sure you are raising your hand. We want to make sure we get the questions answered. Now, if you are in the chat, to ask your question, raise your hand. You will be unmuted by the facilitator, and you would need to click the microphone in the top right to unmute yourself.

When asking a question, please make sure that you state your name, your EN name, and then you could ask your question and just a reminder, we are asking one question per EN. And again, if you have other questions, we want you to get those questions answered, but please reach out to the EN Payments Help Desk.

So, what we would do at this point? Keitra we will be glad to take any questions at this time.

Keitra Hill: Raised hand from Angela. Angela, please unmute your mic and go ahead and ask your question.

Angela Sampson: Yes, I am Angela Sampson. I with Work Steady Works in Memphis, Tennessee, and this has been very confusing to me because I have two clients that are in the Outcome. I was told by Payments Help Desk not to send in their pay stubs during the Outcome. One has been in Outcome for close to a year. And I was concerned that they are going to be overpaid. I was on them about taking their pay stubs, or at least allowing me to fax their pay stubs to the Social Security Office. Now I hear that we cannot get that information to them. Am I supposed to just then start putting these pay stubs into the Portal? I mean, from my understanding, they have gotten letters recently from Social Security asking them for information about their income and they have responded, but I am not sure if their benefits have been suspended yet. So, what am I supposed to do about this?

Do I send in the pay stubs for both clients going back to the time when Outcome began? Or what? What do you do? What do I do?

Kimberly Cutler: Yes, and I do not know if someone from SSA wants to jump in, but I would suggest that you continue to send in the pay stubs, and we can enter that information into the system. I understand your concerns about possible overpayment for the Ticketholder. But I would encourage you to send in the pay stubs. Katie, did you have a different suggestion to her question?

Katie Striebinger: Hi. So you know this guidance about the field office is reopening, right? This is recent and this just came out. So, we are trying to make information flow in the correct way. What we are trying to stop right is that the beneficiary is trying to report and then you are trying to report on top of them. Right. So, in this instance, you know, if they are already communicating with the field office, they need to continue communicating with the field office. We are not saying that ends.

When reporting to us, they are verified earnings and go to the field office. Does that make sense? Because it does seem like you have a specific scenario, and it might help if you called back. You know, we would walk through that specific Ticketholder with you, but that is what we are trying to show you. If you have the pay stubs and they are sending them to the field office, that is the path they should take. Does that help?

Angela Sampson: They have not been sending the pay stub, but I've been on them about, you know, sending the pay stubs. So that is when I said, ok, let me send the pay stubs in because I have been collecting them. But after having two or three conversations with the EN Help Desk, I was told no, do not send them in because they are going to be denied anyway because their benefits have not been suspended. So do not put them in, so I am just collecting pay stubs? Meanwhile, I do not know when the benefits are going to be suspended and when I will get Outcome because right now I am not getting anything for these clients.

Katie Striebinger: The Payments Help Desk is trying to counsel you about your payments, right? They are not trying to counsel you on the entire situation there. So right. They were saying that based on the record, you are not going to get an Outcome payment. That does not mean that you cannot submit those earnings to us, and we will get them in the system. Kim did you want to add anything to that?

Kimberly Cutler: No, you are right, Katie. If you know that the Ticketholder should be in Outcome, but they are not, we want to make sure that we get that information in because that may trigger the suspension of the benefits. I would just encourage you go ahead and send that information in. I will follow up with the help desk just making sure we are all on the same page. We want to make sure that we get the earnings information in the system so please go ahead and submit that information. OK. Thank you. Thank you, Katie.

Next question Keitra.

Keitra Hill: Yes, we have a question from Diane Roberts, Diane Go. You can unmute yourself.

Diane Roberts: Hello, can you hear me now? This is Diane Roberts from Roselle, New Jersey, and I have a question about split payments. I have noticed that when I download any of the reports, there is always a column asking if it is a split payment and I have never read anything about it. I have a situation as to when it might be appropriate to split a payment with another nonprofit, but I do not know what the circumstances would be under which that would occur and how it would work if it was appropriate.

Kimberly Cutler: But of course, so a split payment just simply means that there was a Ticket that was assigned to one or more Employment Network agencies. So, when we receive payment requests, if the Ticket history shows that Ticket was assigned to another Employment Network, then it could become a possible split payment. There are rules to the split payment process so the main one though is if the Ticket was previously assigned by one or more Employment Networks.

And if the previous EN has not requested payment within a year, then it may not be a split payment. The split payment is anytime a Ticket was previously assigned to another Employment Network agency and then it could become a possible split. But that is something that when you submit for payment would be determined by SSA and or TPM staff. Both Employment Network agencies would be notified of a split payment situation.

Diane Roberts: Can I just give you a short scenario because I know that time is limited. I have someone's Ticket and there is a local nonprofit agency that will not have any compensation if we kept the Ticket. But on the other side, I do not really want to give up the Ticket, but I would be willing to share with them. Yeah, but I know that a Ticketholder can only be assigned to one EN at a time. So, has that kind of thing ever come up?

Kimberly Cutler: An agreement can be worked out outside of EN Payments. So again, when you submit for payment, we would consider if there were a possible split if the Ticket was previously assigned to another Employment Network agency. But if you are working with another company on the outside, that would be something that you all would work out because you are right, the Ticket can only be assigned to one provider at a time. So, if the Ticket was assigned to the other agency previously and if you are the EN holding the Ticket and you submit for request, we would look at that as a possible split. Like I said, there will be notification made to both ENs, but it would give you an opportunity once you both are notified of a possible split. You could work together at that point to resolve how that split will be. Submit the SSA 1401 Split Payment form.

Diane Roberts: Just to make a comment on the previous question about submitting wages. Since I am the benefits counselor, also just to help that lady out, the best thing to do is to submit the pay stubs through the local office or fax it to the local office with the Social Security number of the individual on each pay stub.

So that would be my recommendation for the beneficiary to have the best outcome -- to submit their pay stubs directly to the local office. So, I just wanted to say that to help clarify that a little bit and thank you very much. I appreciate it. Thank you so much. Bye. Thank you so much.

Kimberly Cutler: You're welcome.
Alexis, do we have any questions in the chat that we need to address? I can see that you all are really on top of it. I just wanted to see if there was anything from the chat before we continue.

Alexis Weinrich: Umm yes, there are a couple of questions about The Work Number. The issue is there are gross earnings and no net earnings. The ENs are asking how they get around that. What do they do? That is just the document they are getting from The Work Number.

Kimberly Cutler: Right. Thanks Alexis and I do know that.

That is a concern that we have because The Work Number is an approved source of earnings and I know lately we have received payment requests where it does not show the withholdings. And I will say this, and I do not know if SSA wants to chime in, but we are not able to accept that document without proof that the proper withholdings were taken out. We are in a discussion with SSA about this document because again, it was an approved source. But at the time when The Work Number was approved as a source of earnings, all the required information to make the payment were provided. I am not sure why that change took place. But we do need to make sure that any evidence of earnings that you all are requesting contains the required information and net withholdings. So again, we are meeting with SSA to see how we are going to move forward with The Work Number and the fact that sometimes the document does not provide the required information. So, once we get further guidance, then we will make sure you all know. But I will say this right now, if we do receive The Work Number and it does not have net earnings, we are unable to make that payment.

Alexis Weinrich: Another question from Sandra Alfaro.

Sandra Alfaro: Can you clarify the statement made about proof of relationship regarding voicemail? I was under the impression that this is an official form of contact as long as we document properly.

Kimberly Cutler: For Phase 1 Milestone one through Phase 1 Milestone 3, those are the initial payments. So, during that time, ENs are expected to make at least monthly contact with the Ticketholders and that is a positive contact. So, if you are leaving a voicemail, that was not a complete contact. If you submit that information on your proof of relationship form just left and no other services were provided, than that does not show established proof of relationship.

So just be mindful that during the Phase 1 Milestones 1 through 3 the EN should be making that monthly positive contact with the EN. So, leaving a voicemail does not show established relationship.

And I know that can be frustrating because some ENs are saying they just will not pick up. As far as receiving payment for Phase 1 Milestones 1 through Phase 1 Milestone 3, you have to show where you have that positive contact to an established relationship.

Alexis Weinrich: If we are a secure partner with SSA, can we email PII to SSA?

Kimberly Cutler: We cannot accept any PII. I will let Katie jump in for SSA. Katie did you want to jump in?

Katie Striebinger: Uh, yes, if you are established as a secure partner and you are confident that you are a secure partner. I would check with an initial email verifying that it is OK before you do, you know, before you just send PII because things do change, and we have a secure list that we check every time we send emails.

Alexis Weinrich: I keep forgetting to note the name of who asked it. I just keep copying and pasting into Word document. We have questions about what kind of support or service assistance that we can give our clients. Is there a link where all the rules are listed?

Kimberly Cutler: I am sorry. Alexis, could you read that question again?

Alexis Weinrich: For service assistance that we can give our clients, is there a link where all the rules are listed?

Kimberly Cutler: I do not know of a link. They are asking what services do they provide? I hope I am understanding, but I do not know that we have a list. Katie, are you aware of any such list?

Katie Striebinger: I would assume this will be part of the new EN training, right? You are talking about the services and supports that you provide for your Ticketholders. I do not have the link, but that should be something you were trained on and provided clarity on. And if you do not know, I would recommend reaching out to Program Integrity. Do we have that email address in the chat?

Kimberly Cutler: OK. Thanks Katie. Thanks, Alexis, and Keitra, back to you. Do we have other questions?

Keitra Hill: Yes, we do have a question. It is from Whitney Willis. Whitney. Go ahead. Your line is unmuted. You might have to unmute yourself.

Whitney Willis: I have a question and I missed out. I was late joining. I was told that as ENs we could not report wages directly to the field office via fax anymore. I have heard people say that you still could.

So, what is the right answer? And so, I have been mailing them in but that takes entirely too long for them to get them. So, what is right? How can I get those wages into the field office? Do I need to do it via fax, or do I need to continue doing it by snail mail?

Kimberly Cutler: OK, this is a SSA thing, Katie.

Katie Striebinger: We do encourage them. The Ticketholder can self-report. And there is a phone number. You know, there is the website for making a *my*SSA account. Right. So, we do encourage them to do it themselves. But if you have the pay stubs, and I want to make it clear here, the Portal is based on payment request. So, if you have pay stubs based on payments you would request, then you would be getting those earnings verified on SSA systems faster if you submit it to us via the Portal.

When the Ticket Program Manager, Cognosante, get your payment request in the Portal, they verify those earnings, and they go right to the same place. Requesting a payment is faster than snail mail. But as I said, the Portal is for payments. Just want to make that part is clear because you should be requesting valid payments. And if you have the pay stubs to support those payments, even if you get the message, earnings already proven, please submit it to us. It makes everything so much easier.

I think from our perspective on the Ticket to Work Program is if you have a pay stub and you are requesting a payment, send it to us, we are going to get it on the record faster and you will get paid faster.

Whitney Willis: What if it's not enough to meet a payment and I just need to report those earnings to Social Security? Because not all of my clients are meeting SGA status or do not make enough for payment, but I still need to report those wages to Social Security so they can continue to get their benefits and everything. How would that work?

Katie Striebinger: Kimberly Cutler posted in the chat methods of reporting wages. You can use those number.

Kimberly Cutler: Right. Yes. So, thanks, Alexis. Yes, so I did. I provide that information in the chat of the different methods of reporting your wages.

Whitney: Thank you so much for that. All right, thank you so much. Thanks Katie.

Kimberly Cutler: Keitra next question.

Keitra Hill: Yes. The next question is from Charmaine Ka-ipo. I am allowing you to access your mic now. Please go ahead and state your name and the EN you are calling from and your question. Unmute yourself. I have unmuted you from our end.
OK. Can you hear me?

Charmaine Ka-ipo: Yes, ma'am.

I got to go back to school. OK, this is Employment Network in Hawaii. Aloha. Nice to talk to all of you. Nice to see you in person, Kim, because I bother your station, not you personally, but all your agents every day just to make sure they are on their toes. And because I need them badly. Thank you so much keeping them on their toes. Thank you.

Here is my question.

I have been waiting and I know this is nobody's fault, but it involves the IRS waiting for verification of wages. I am in my fifth month now going into six. And the wages were entered into the Portal, established, everything was lovely, and then I was told, wait for verification. These are like nine months of wages. Wait for verification. How long is the usual wait? I mean, the lady paid her taxes.

She is a good participant. She owns her own business, and she works all the time. But she went from self-employment to regular employment, so that is good for me. That is easy to report. Well, they are back wages to me because I have not been paid. And I get a code 15, which according to the help desk, that is it. That is how we verify. That is the only code that was semi appropriate.

So, I just wanted to know from everybody what is the wait? I mean I might die before I get paid. This might be years. What is the usual wait for the IRS to verify wages for self-employment?

Kimberly Cutler: Well, I will say this, we do not want you to die before you get paid.

I know it is not what you want to hear. But of course, TPM on this side of payments, we have no control over that. We process cases real time as the information populates in SSA's system. I cannot say that oh it takes two months, or it takes five months. We are not on the back end of that. All I can say is to just keep checking.

Unfortunately, I do not have a time frame, but I am glad you are encouraging them to file their taxes early. The earlier the better so we can get that information in. But again, that is outside of the actual payment realm. So, I am not sure. Katie, did you have anything to add?

Katie Striebinger: It is usually yearly. We are not in the place yet where the whole year is populated. So, you know we do not have any control either. If it has only been five months, it could take twelve. So, it is just unfortunately yearly data.

Charmaine Ka-ipo : I do not encourage self-employment. As soon as someone tells me I want to get into my own business, I say really, are you serious? Because right now is not a good time. However, that is because we are small family-owned, one-person operation and we cannot wait forever for payment. It is just tough, and this is a big deal for us. So, I just wanted to put it out there that is not going to make any difference. Has anybody ever had any difference made by the IRS by complaining? Send me a fax on that one. OK. I really enjoy these meetings. Thank you very much. All the way from Hawaii. We wish you a big Aloha. Thank you so much.

Kimberly Cutler: Alright. Keitra, do we have any other question?

Keitra Hill: Yes. We do have a hand raised from Vermont. You are unmuted. You may need to unmute yourself.

Kimberly Cutler: Having a little issue, so we will move on.

Oh hello. We can hear you ok.

Barbara Valmont: I am in Chattanooga, Tennessee. I think you may have answered one of the questions I was going to ask. It is regarding the number to report the wages. I have two clients that have been trying to report their wages using that number, but it does not work. So, but you listed here the same number that they have been dialing. So, I was wondering if there was a different number that they can call to get that set-up.

Kimberly Cutler: Umm. At this point that is the only number of which I am aware.

Barbara Valmont : And my other question is should we, as EN encourage our clients to report their wages both to us and to Social Security?

Kimberly Cutler: I would tell them to report both. Like Katie said, we do not want it to be a duplicate effort as far as it going to SSA or to the field office. But the purpose of payments of course if you have proof of earnings, you know, pay stubs we want to get that information so you can get paid. That is the way you are going to be able to get paid. But yes, it is the responsibility of the Ticketholder to report their wages.

So, make sure that you are encouraging them to do that and by using the methods we provided earlier. So yes, I would suggest both because again as the EN, you want to make sure that you are getting paid. You must have the earnings to meet the payment criteria. So, I would just say encourage the Ticketholders to report their earnings and provide those earnings to you too. So, we can make sure to get it in. So, you can get paid timely.

Barbara Valmont: Alright, thank you.

Kimberly Cutler: You're very welcome. And I know we have about a minute to go. So, Keitra, I am going to take a question from you and then Alexis, if you have anything else, we will take a question from the chat.

Keitra Hill: Yes, we have a hand raised from Julie Sampson. Your line is unmuted. You may have to unmute yourself and go ahead and ask your question.

Julie Sampson: Oh, I am sorry, you answered it. Someone responded. I'm just going to go ahead and do as you all ask and just put them in the Portal and you'll have information. OK. Thank you.

Keitra Hill: There's one last hand raised from Eddie Alva. OK, you are now unmuted. And you will need to unmute your line, Sir. You can go ahead and ask your question by unmuting your line.

Eddie Alva: The question is this, my organization stop using The Work Number. How can I use it and know whether you can accept it?

Kimberly Cutler: I am sorry, Eddie. I can barely hear you.

Eddie Alva: My organization stopped using The Work Number for budget purposes. So, what can I use now when I request payment?

Kimberly Cutler: OK, I think if I understand your question right, you said if you stop using The Work Number, what can you use to request payments? Pay stubs would be great.

Of course, that is what we prefer. So, again when you are asking for Phase 1 Milestones 1 through Phase 1 Milestone 3, you are going to have to show proof of relationship. So, if you are in contact with your Ticketholders, you should be able to get pay stubs. Having a relationship with the Ticketholders then you could do an Employer Prepared Earnings Statement.

But that is the main thing, you know, is to have that relationship with your Ticketholders and be able to get the pay stubs. Have them submit their pay stubs to you. That is the best and fastest way to receive payment.

Eddie Alva: Thank you very much.

Kimberly Cutler: You're very welcome.

Thank you so much Keitra for your help today. We will take one more question from the chat. Alexis, if you have anything.

Alexis Weinrich: I am scrolling through. I think we have answered most of the main items. There were a lot of repetitive questions. They are asking about the recording of the meeting.

Kimberly Cutler: The recording will be published to the Ticket to Work website. Probably in the next week or so we will get the recording posted along with the transcript. The presentation will be placed there as well. So, we will get that information out to you all in a couple of weeks.

All right, so it is about two past the hour. I just want to thank everyone for their participation. Thank you for your questions and the chat. Thank you for your calls. We made it through the first time using this platform in Teams. It was a great. I like the platform. Thank you so much Katie for your support and answering the questions and thank you Alexis for the chat. So again, with that being said, enjoy the rest of your Tuesday and we look forward to meeting with you all again in October. That is going to be our next call. And please remember, if you have any questions, you have those resources there. Please reach out to the EN Payments Help Desk. So, enjoy the rest of your day and thank you so much.