

OVERPAYMENTS

State Policy

Establish claims for all overpayments where the household is participating in the program where the overpayment exists, regardless of dollar amount. For non-participating households, establish claims where the overpayment is at least \$75 for AFDC, W-2, or Childcare and \$125 for FoodShare.

County Policy

ESS Responsibilities

- **Discovery**

ESS can refer to [Overpayments is it or isn't it](#) for information on the guidelines within all programs for determining potential overpayments.

When a potential overpayment is first discovered, the ESS is required to make one attempt to get the necessary verification to determine if an overpayment occurred and to calculate the overpayment.

If the verification items are not returned within the time limit, the ESS will make a referral to the Fraud Prevention Investigator on the **Fraud and Overpayment Referral Form (F&OP)**, [MP-333 Fraud OP Referral form.doc](#)

- **Customer Contact**

Any telephone calls from customers regarding the reason for an overpayment should be handled by the current ESS if the current ESS discovered/referred the case for overpayment processing.

- **Customer Contact**

Calls from customers regarding the calculation of an overpayment, or how to repay an overpayment, can be referred to the Overpayment Specialist. Any overpayment Repayment Agreements and/or overpayment Payments should be forwarded to the Overpayment Specialist.

- **Hearings**

Hearings for overpayments completed by the Overpayment Specialist will be handled by the Overpayment Specialist. All Tax Intercept and Lien/Levy Fair Hearings will be handled by the Overpayment Specialist.

A. ESS Referrals to Overpayment Specialist

If the ESS has requested and received the verification items necessary to determine and calculate a potential overpayment, the ESS will complete an F&OP Referral Form [MP-333 Fraud OP Referral form.doc](#) and e-mail as an attachment to the Fraud OP Unit. The ESS will give a copy of any documentation to the Overpayment Specialist that relates to the overpayment if it has not been scanned into ECF.

The ESS will write case comments stating they have determined a potential overpayment, the dates of the potential overpayment, the programs affected, and the information that has been received in regards to the overpayment.

The Overpayment Specialist will review the referral to determine if there is enough information to determine an overpayment and to calculate the overpayment.

1. Complete Referrals

If the Overpayment Specialist determines the referral is complete, the Overpayment Specialist will complete all worksheets and benefit recovery screens required to establish an overpayment claim and provide client notification. The Overpayment Specialist will write Case Comments regarding the referral, the overpayment calculation, and the overpayment claim.

After the claim has been established, the Overpayment Specialist will complete the **Overpayment Results** section of **the F&OP referral** and e-mail to the ESS for information purposes.

The Overpayment Specialist will prepare and submit all overpayment paperwork for scanning.

2. Incomplete Referrals

If there is not enough information for the Overpayment Specialist to determine the details of the overpayment (time period, amount, cause, etc.), the Overpayment Specialist will complete the **Referral to FPI for More Information** section of the F&OP referral form and e-mail as an attachment to the FPI. The Overpayment Specialist will cc the ESS for information only purposes.

After the FPI has completed his investigation, the FPI will enter the findings in the **Investigation Findings** section of **the F&OP referral** and e-mail as an attachment to **Fraud OP Unit e-mail**. The FPI will cc the ESS for information only purposes.

The Overpayment Specialist will complete all worksheets and benefit recovery screens required to establish an overpayment claim and provide client notification. The Overpayment Specialist will write Case Comments regarding the referral, the overpayment calculation, and the overpayment claim.

After the claim has been established, the Overpayment Specialist will complete the **Overpayment Results** section of the **F&OP referral** and e-mail to the ESS for information purposes.

The Overpayment Specialist will prepare and submit all overpayment paperwork for scanning.

B. FPI Referrals to the Overpayment Specialist

The Overpayment Specialist can receive referrals directly from the FPI as a result of an investigation. The FPI will complete the **Referral to Overpayment Specialist for Overpayment Processing** section of the referral and e-mail as an attachment to the Overpayment Specialist. The FPI will cc the ESS for information purposes.

The Overpayment Specialist will complete all worksheets and benefit recovery screens required to establish an overpayment claim and provide client

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notification. The Overpayment Specialist will write Case Comments regarding the referral, the overpayment calculation, and the overpayment claim.

After the claim has been established, the Overpayment Specialist will complete the **Overpayment Results** section of the **F&OP referral** and e-mail as an attachment to the FPI. The Overpayment Specialist will cc the ESS for information purposes.

The Overpayment Specialist will prepare and submit all overpayment paperwork for scanning.