

fails to provide verification requested by the Worker.

- 7 Refuses to cooperate in establishing eligibility - Use when the client otherwise refuses or fails to cooperate in determining eligibility for or the amount of regular LIEAP benefits.
- 8 Duplicate payment.

NOTE: The duplicate payment code is used only by the computer to indicate a duplicate case approval that was ERRONEOUSLY entered by the county and automatically denied by the computer. This code is never entered by the Worker because duplicate applications for regular or emergency LIEAP known to the Worker are not entered in the terminal.

7. Editing of Social Security Numbers

In order to ASSIST in the prevention of duplicate payments, a weekly edit of social security numbers will occur when the LIEAP checks are written. The edit will determine whether there is a "match" between any social security numbers entered on all cases found eligible to receive payment of LIEAP benefits.

It will be the responsibility of the local office staff to correct the "match" between the two cases. The offices will receive copies of the social security number "match" printouts. Working from the printouts, the Worker will make the correction as indicated below:

Intra-County "Match" of Two Cases (Two cases within the same County):

When duplicate cases have been entered into the terminal within the same check-writing period, CHECKS FOR BOTH CASES WILL NOT BE WRITTEN. After the Worker determines the correct case that will receive payment, Esther Crim, Accounts Receivable, must be contacted by the Worker and given the correct information to make the actual changes that will insure proper payment. The Worker may phone Ms. Crim at 558-3292 for the initial contact but must follow up the request with a memorandum for certification.

When duplicate cases have been entered in two different check-writing periods, the second case