

20.1 INTRODUCTION 1

20.2 FOOD STAMP CLAIMS AND REPAYMENT PROCEDURES 2

A. REFERRAL PROCESS 2

B. PROCEDURES FOR ESTABLISHING FOOD STAMP CLAIMS 3

 1. Investigator Responsibilities 3

 2. Client Responsibilities To IFM Staff 3

C. IDENTIFYING THE MONTH(S) AND AMOUNT FOR WHICH CLAIMS ARE ESTABLISHED 3

 1. UPV Claims 3

 2. IPV Claims 5

D. FACTORS AFFECTING THE AMOUNT OF THE CLAIM 6

E. COLLECTING THE CLAIM 6

 1. Collection Priority 7

 2. Claim Notification 7

 3. Collection Procedures 8

F. DETERMINING THE REPAYMENT AMOUNT 9

 1. UPV Client and Agency Errors 9

 2. IPV Errors 11

G. RIGHT TO A FAIR HEARING 12a

H. REFERRAL MANAGEMENT AND MAINTENANCE OF THE FOOD STAMP CLAIM 12b

 1. Time Limits To Establish Claims 12b

 2. Status Of Claims 12b

 3. Notification of Delinquent Payments 12b

 4. Receipts 12a

 5. Action Required When Client Moves 12c

 6. Repayment Of an Overpaid Claim 12c

 7. Effect Of Bankruptcy 12d

 8. Effect of Expunged EBT Food Stamp Accounts 12d

20.3 CASH ASSISTANCE CLAIMS AND REPAYMENT PROCEDURES 13

A. REFERRAL PROCESS 13

B. PROCEDURES FOR ESTABLISHING CASH ASSISTANCE CLAIMS 14

C. IDENTIFYING THE MONTH(S) AND AMOUNT FOR WHICH CLAIMS ARE ESTABLISHED 14

D. FACTORS AFFECTING THE AMOUNT OF THE CLAIM 15

 1. Redirected Child Support 15

 2. Determining the First Month of Ineligibility 16

 3. Corrective Payments Due the AG 17

E. COLLECTING THE CLAIM 17

 1. Collection Priority 17

 2. Claim Notification 18

 3. Collection Procedures 19

F. DETERMINING THE REPAYMENT AMOUNT 19

 1. Active Recipients 19

 2. Former Recipients 20

G. RIGHT TO A FAIR HEARING 22

H. MAINTENANCE OF THE CASH ASSISTANCE CLAIM 22

 1. Notification of Delinquent Payments 22

 2. Receipts 22

 3. Action Required When Client Moves 22

 4. Repayment of An Overpaid Claim 22

 5. Effect of Bankruptcy 22

 6. Effect of Expunged EBT Cash Accounts 22a

20.4 MEDICAID CLAIMS AND REPAYMENT PROCEDURES 23

 A. REPAYMENT OF CORRECTLY PAID BENEFITS - ESTATE RECOVERY 23

 B. REPAYMENT OF BENEFITS FOR WHICH CLIENT WAS INELIGIBLE 23

 1. Intentional Misrepresentation 23

 2. Unintentional Misrepresentation Or Worker Error 23

 C. PROVIDER FRAUD 24

20.5 REFERRALS TO THE FRONT-END FRAUD UNIT 25

 A. REFERRAL CRITERIA 25

 1. Identification 25

 2. Residency 25

 3. Household Composition 25

 4. Assets 26

 5. Earned Income 26

 6. Unearned Income 27

 7. Living With A Specified Relative 27

 8. Deprivation Factor 27

 B. REFERRAL PROCESS 27

 1. Investigative Priorities 27

 2. Referral Disposition 28

20.6 REFERRALS TO THE CRIMINAL INVESTIGATIONS UNIT 29

A. DEFINITION OF WELFARE FRAUD 29

B. REFERRAL CRITERIA 30

C. REFERRAL PROCESS 31

D. DISPOSITION 32

APPENDIX A SAMPLE COMPLETED FEFU-1 A-1

APPENDIX B SAMPLE COMPLETED IFM-1 B-1

**APPENDIX C DESK GUIDE: IFM REFERRALS - WHEN TO MAKE A REFERRAL AND
WHERE TO REFER C-1**