

## 20.1 INTRODUCTION

The Department is responsible for accurately determining the client's eligibility for Food Stamps, the former AFDC/U program, WV WORKS, CSI, the former TANF program, WV WORKS school clothing allowance, West Virginia school clothing allowance and Medicaid. When it is discovered that excess benefits have been issued, corrective action must be taken.

Investigations and Fraud Management (IFM) consists of three units whose primary functions are to assist with program integrity and to recover overissued benefits resulting from Departmental error, client error or client misrepresentation.

The material that follows, when used in conjunction with the RAPIDS USER GUIDE and the IFM Handbooks for the Front-End Fraud Unit (FEFU), Claims and Collections Unit (CCU) and Criminal Investigations Unit (CIU), provide detailed instructions for repayment and corrective procedures for all programs.

For corrective action related to underpayments, see Chapter 2.