

The Case Maintenance Process

If the account activity date is not reset, the RI, after contact with the local office Worker to check for client contact, takes action to apply the benefits to any outstanding claim(s). Any benefits which are not applied to a claim(s) remain in the account until expunged. See item c.

Closure of the WV WORKS AG does not affect or close the EBT account.

c. Expunged Accounts - 360 Days

When the AG does not use cash assistance benefits for 360 days, benefits are expunged, i.e., removed, from the EBT account. An alert is sent to the Worker in the local office and to the RI, when there is an open claim(s) indicated on RAPIDS screen BVCL. A letter is automatically sent from RAPIDS to notify the client that all benefits in his account have been expunged. Expunged cash benefits may be used to reduce any outstanding cash assistance claims.

E. CORRECTIVE PROCEDURES

1. Correcting The Benefit Amount

Prior to issuing a corrective payment, the Worker must determine if the AG owes an overpayment. If so, the corrective payment must be offset by the amount of the overpayment. See Section 20.3, items D,4 and E,3.

NOTE: DCA payments must not be used to offset an overpayment.

a. Underpayments

A corrective payment is made to the client when he did not receive a benefit for which he was eligible, or the amount he received was less than that to which he was entitled.

The amount of the corrective payment is the difference between the benefit the client received and the amount he was entitled to receive, over the period involved, as determined using RAPIDS procedures. See the RAPIDS User Guide.

For current recipients, or persons who would have been recipients, had the error causing the underpayment not occurred, the corrective payment is made when it is discovered. It does not matter when the error occurred or who was at fault. For inactive clients, the corrective payment is made when it is discovered, no

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matter who was at fault, provided the underpayment occurred on or after June 1, 1988.

NOTE: A corrective payment for an addition to the AG is made only for the time the new AG member was eligible to be included, but was not.

Corrective payments are made to active and inactive recipients in RAPIDS. See the RAPIDS User Guide.

NOTE: When a corrective payment is used to offset an overpayment, due to fraud or an intentional client error, the amount offset is counted as SNAP income, if the corrective payment would normally have been counted. See Chapter 10 to determine when corrective payments are counted as SNAP income.

NOTE: Only the monthly WV WORKS and CSI benefits may be received by direct deposit.

b. Retroactive Payments

A retroactive payment is made when, at any time during the appeal process, it is found that, due to a Department error, the client did not receive a payment for which he was eligible, or that the payment he received was less than that to which he was entitled. The appeal process begins when the client requests a formal appeal. The retroactive payment covers the period over which the error occurred and is computed in the same manner as a corrective payment. Payment is made using the RAPIDS system. See the RAPIDS User Guide.

Retroactive payments are also made when eligibility is determined in a month(s) following the month of application and the client is eligible for benefits in the prior month(s).

When a retroactive or auxiliary benefit is requested the Worker must check ANLD the following month to ensure the month was tracked. ANLD provides further details on the payment month and the type of assistance received. ANLM must be adjusted when the month of retroactive benefits was not automatically added.

NOTE: Only the monthly WV WORKS and CSI benefits may be received by direct deposit.

Any WV WORKS cash benefit which is not directly deposited into a bank account is deposited into an EBT account.