

Benefit Replacement

- Determine, either by inquiring benefit issuance history or telephone call, that the check has been returned to **Client Accounts**.
- If returned, determine the address to which the check should be mailed and request the release by entering the appropriate information in RAPIDS at BIRW. The local office Worker must enter "R" for Release only.

D. SUPPORT SERVICE CHECK REPLACEMENT PROCEDURES

The following steps are used for Support Service check replacement. Support Service replacement checks are not issued by the Worker.

- Determine that the check was issued by inquiring benefit issuance history in RAPIDS on IQWH. The benefits must be in a disposition of issued (IS) and history updated with the actual check number.
- If the Support Service check is not received within ten (10) work days, excluding Sundays and holidays, after the expected check receipt date, the Worker prepares an original and 4 copies of form DF-36, Lost Check Affidavit. When completing the name and address on the DF-36, the information must match the original information in RAPIDS on the check.
- Have the client read or read to him the DF-36, and explain that he must return the original check if later received or found.
- The client signs the DF-36 in the presence of the Worker. The client's name must be exactly as shown in RAPIDS. Two witnesses are required if the client signs with an X. Signatures on all copies must be original. The Worker must complete the state, county and date sections of the DF-36.
- The Worker sends the original and two copies of the DF-36 to **Client Accounts, 1 Davis Square, Suite 402, Charleston, WV 25301**. File a copy of the memorandum and DF-36 in the case record.
- The Worker requests stop payment of the check through RAPIDS stop payment function BIWS. Refer to the RAPIDS User Guide.
- When **Client Accounts** determines the check has not been cashed, they will **request stop payment of the check and Client Accounts will issue a replacement**.

M. BA-67 REPLACEMENT PROCEDURES

1. If the BA-67 is not received within ten (10) work days, excluding Sundays and holidays, after the expected receipt date, the Worker prepares original and 2 copies of form DF-36, Lost Check Affidavit. When completing the name and address on the DF-36, the information must match the original information on the BA-67.
 - Have the client read or read to him the DF-36, and explain that he must return the original BA-67 if later received or found.
 - The client signs the DF-36 in the presence of the Worker. The client's name must be exactly as shown on the BA-67. Two witnesses are required if the client signs with an X. Signatures on all copies must be original. The Worker must complete the state, county and date sections of the DF-36.
 - The Worker or Supervisor logs into the BA-67 system to request a VOID. The request is automatically electronically sent to the Financial Clerk to void the voucher.
 - 1 copy of the DF-36 is kept in the Work Programs portion of the case record, 1 copy is given to the Financial Clerk, and 1 copy is given to the customer.
2. **If the BA-67 has been cancelled and then the Worker receives a request for payment from the cancelled BA-67, the Worker must request a new BA-67 as a replacement. The replacement BA-67 voucher is used to issue a payment to the vendor and never leaves the county office.**
 - **The Worker must create a new BA-67 in eRAPIDS with details matching the cancelled voucher including the vendor name and maximum amount.**
 - **The new BA-67 description must specify that it is a replacement of the cancelled voucher and include the cancelled BA-67 number.**
 - **The new BA-67 must be printed and attached to the cancelled BA-67 along with the receipt sent by the vendor.**
 - **The Worker and Supervisor will then follow the standard process of editing the BA-67 amount and approving the payment in eRAPIDS.**