

26.5 CASE MAINTENANCE AND CORRECTIVE ACTION

Adjustments in LIEAP payment amounts result from Worker or client errors or decisions from Fair Hearings.

NOTE: Corrections or changes in payment amounts are not permitted at the county level after the check has been written. Workers or Supervisors must contact the State LIEAP Coordinator before taking any action that results in the issuance of a payment other than the initial approval. Financial clerks must contact the **State** LIEAP Coordinator before attempting to enter payment information that does not match the amount of LIEAP approved for the AG.

All changes affecting the amount of payment must be made by the Office of Client Accounts.

Corrective action must be initiated on all cases in which an error has occurred, regardless of who made the error.

A. CASES DENIED IN ERROR

When a case has been denied in error, the case must be re-entered in RAPIDS as an approval in order to generate payment. The Worker must notify the client in writing that his Regular and/or Emergency LIEAP application was denied in error and include the amount of the payment and to whom payment will be made. A recording of the corrective action must be entered in the recording space in Section IV of the application form and/or in case comments, as appropriate.

B. UNDERPAYMENTS

When a case has received an underpayment, the Worker must send a memorandum to the Office of Client Accounts that indicates the case name, address and case number, the amount of the underpayment and the amount of the correct payment, and the type of payment (vendor or direct) to be made on behalf of or to the AG, including the vendor number, as appropriate. The Worker will also notify the client in writing that an error has been made and is being corrected.

The Office of Client Accounts will write a check as instructed in the memorandum and make the necessary corrections in RAPIDS. Under no circumstances must staff in the local office attempt to issue a corrected payment.

C. CASES APPROVED IN ERROR

When an ineligible case is approved, an overpayment occurs, or an incorrect payment is made, regardless of who makes the error, the Worker must take the action outlined in item D below. The State must be reimbursed for all payments issued in error.

Low Income Energy Assistance Program (LIEAP)

- When the repayment amount is more than the Regular LIEAP payment, the applicant makes payment in full or the Regular LIEAP payment is withheld and deducted from the amount of the repayment. The applicant then receives written notice from the Worker of the balance due.

NOTE: Once payment arrangements are made with the client, the Worker must send a copy of the DFA-LIEAP-3 and RAPIDS letter NVLE to the Repayment Investigator for their respective county so the payment may be tracked.

5. Withholding The Regular LIEAP Payment

When it is necessary to withhold a LIEAP payment, the Worker must contact the State LIEAP Coordinator at **the** Division of Family Assistance for instructions.

6. Making Adjustments In The Regular LIEAP Payment

Adjustments to the LIEAP payment must be made in the Office of Client Accounts. In a memorandum addressed to **the** Office of Client Accounts, the Worker must provide the identifying information and explain how the Regular LIEAP payment must be adjusted.

7. Client Notification

The client must receive written notification of all decisions made on the Regular LIEAP payment or repayment, any adjustments to the Regular LIEAP payment, and/or fulfillment of the repayment.

E. RETURNED CHECKS

Checks are sometimes returned by clients, vendors, or the Postal Service. The following sections provide instructions regarding these situations.

1. Check Returned By The Postal Service

Checks returned by the Postal Service are sent to the Office of Client Accounts. That Office will contact the local office requesting disposition of the check. The Worker must attempt to contact the client to obtain a new address or other information.