- 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 eRAPIDS. The local office Worker must release the benefit on the appropriate eRAPIDS screen. Refer to the eRAPIDS user guide.

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 eRAPIDS on Supportive Service Payments Screen under Current AG Member Summary. 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 eRAPIDS 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 eRAPIDS. 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 eRAPIDS stop payment function. Refer to the eRAPIDS 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.