

**2600 - APPENDIX G - FREQUENTLY ASKED QUESTIONS**

**Change #1-2016**

**September 1, 2016**

**A. OVERPAYMENTS**

1. If the overpayment period extends over multiple Product Delivery Cases (PDC's), which PDC is to be used?

Answer: Use the PDC with the oldest month of the overpayment period.

2. What happens when the client mails in a payment and the county does not receive internal mail timely?

Answer: The County must look at their internal mail handling process.

3. When scheduling the client to come into office for an overpayment, should you wait for the Letter of Over Issuance (LOI)

Answer: No. The LOI is the official notice and can be done anytime.

4. What dates should payments be posted in EPICS?

Answer: Payments should be posted/keyed in EPICS on the date received.

**B. REPAYMENT AGREEMENTS**

1. What do we do when the Voluntary Repayment Agreement (VRA) creates a hardship on the client and they cannot afford the payment amount calculated using the 36 month rule?

Answer#1: The payment is calculated by dividing the claim amount by 36 months; but the payment amount cannot be less than \$25 per month.

Answer #2: If there is a hardship, the payment period can be extended to 60 months, but you must fax the request to the State Office at (919) 334-1265 for case review and decision.

Answer #3: If a hardship still exists after the 60 months extension, you must fax the request to the State Office at (919) 334-1265 for case review and decision.

2. There is no 60 day letter. There is a signed voluntary repayment agreement (VRA) and there is a 1995 claim. Can the county complete a VRA?

Answer: Yes. The county should get client to complete a VRA.

3. Older and signed Repayment Agreements prior to January 2016 have been restored in EPICS. Which date is valid? Is it the date signed or is it the date accepted?

Answer: It is the date signed.

4. Prior to the new rules, the client agreed to pay \$10. Will the repayment agreement for which the \$10 was established under remain in EPICS?

Answer: EPICS continues to populate the same repayment agreement signed with \$10. However, any action or changes updated on the screen forces the new rules to be applied.

5. If a client has multiple claims and multiple repayment agreements, how does this process work under the new rules?

Answer: Every claim requires a signed Repayment Agreement. The oldest one should be paid first. (1st) the overpayment period January-March 2016 and (2nd) a year or so later, another overpayment period is established October-December 2017.

6. If there is a Repayment Agreement and the FNS case is active and being recouped and the recertification is late for whatever reason, will this cause the client to become delinquent?

Answer: This will not cause delinquency. If this is an FNS case, the claim becomes delinquent after 65 days (on day 66) when there has been no payment and no recoupment. This is safety net for clients to prevent penalizing them.

7. Should a Repayment Agreement be signed if the client will be recouped and a Repayment Agreement is not needed?

Answer: Yes, an agreement should be signed. Even though she signs the repayment agreement, she will be recouped as long the case remains active and she will not be responsible for making a cash payment. If the case closes, the client is responsible for making cash payments according to the signed repayment agreement. Always try to get the client to sign a Repayment Agreement upfront while they are already in your office.

8. If there is a court ordered restitution, what goes in the repayment agreement?

Answer: Review case by case. Enter the date of the court order on the repayment agreement and update documentation on the notepad.

9. If the Social Security Administration (SSA) notice informs clients to call the county for hardship, what action is needed by the county?

Answer: Review each case by case before making a decision. Update documentation on the notepad.

10. The case includes a husband and his wife. They agree to pay \$50 each. Will the Repayment Agreement state \$50 or \$100? What happens if one spouse pays and the other one does not?

Answer: EPICS displays \$50.00 not \$100. The Repayment agreement will be \$50. The debt is \$50 as the Repayment Agreement amount regardless of which spouse pays. If neither spouse pays, the debt becomes delinquent. Both debtors will be certified for TOP.

11. The client signed a Repayment Agreement and is making cash payments. Why is there no recoupment?

Answer: If the cash payments satisfies the debt, there will be no recoupment due to non-existing need.

12. Counties must enter Repayment Agreements for active cases that will be recouped. Will these case be recouped? Or will EPICS look for a cash payment?

Answer: The cases will be recouped. EPICS will see if the client is recouped and will look for a cash payment.

13. What happens if the payment due date on the Repayment Agreement falls on the weekend?

Answer: EPICS look at the date the debt is due as entered on the Repayment Agreement.

14. Which date, Create date or Payment date does EPICS look at for delinquency? Answer: EPICS look at the Payment Date.

15. If the payment cannot be entered on the date received, will EPICS look at the received date or the posted date?

Answer: EPICS look at the received date.

16. If client comes to the county and makes a payment at 4:45pm. Can the payment be entered in EPICS the next work day?

Answer: Yes, the payment can be entered the next work day; but failing to enter the payments timely could be perceived as a late payment and the client could be

considered delinquent. Payments should be entered in EPICS on the date received if at all possible. Always ensure the received date is correct prior to entering.

17. Are both debtors responsible for repayment of a debt when both or multiple debtors are no longer together?

Answer: Yes. Both are equally responsible for the repayment of the debt. But EPICS looks for a payment for the debt. It is up to the debtors to work out how the debt is paid or who will pay it; split the payment between them or not.

18. For cases that have been prosecuted, what does the county do if the court has already suspended their payments?

Answer: The court decision may override the county decision. Verify that the court has suspended the payments. Upon receipt of proof, fax information with documentation to request a 'block' to the State office at (919) 334-1265).

### **C. CLAIMS VIA TOP PROCESSES**

1. Can the county get a report of active recipients with multiple claims?

Answer: Yes. The county can create their own report via client service data warehouse (CSDW) query or fax request to the State Office at (919) 334-1265) or view reports in NCXPTR.

2. Should counties continue to request blocks for debtors with claims?

Answer: Yes do continue to request blocks until further notified. View the NCXPTR DHRFRD CURR DEBTORS CERT FOR TOP report. The individuals are currently certified for TOP. Do request a block if any of these individuals should be blocked in TOP via fax to State Office at (919) 334-1265). THIS PROBLEM IS CURRENTLY NOT FIXED IN EPICS.

3. When requesting an override for claims with multiple Product Delivery Cases (PDC's), does the county need to list all PDC's and overpayment periods?

Answer: No. The county supervisor and county worker are responsible to ensure the client received benefits during the overpayment period. Both county supervisor and county worker must sign the request and fax to (919) 334-1265 to request the State Office to override.

4. Can the client negotiate other than cash payment if certified in TOP?

Answer: No. If the client is certified in TOP, no further repayment agreement can be entered in EPICS. However, the client can negotiate repayment agreements up until they are certified in TOP.

5. If EPICS has temporarily stopped sending files to TOP, will intercept still occur? Answer: Yes, intercept occurs if they were already certified in TOP.

6. If the client has already been intercepted, does county need to request a block?

Answer: Yes. The county should request a block if client was erroneously intercepted and fax to (919) 334-1265 with information supporting the reason to block. When the interception is posted, it automatically goes into over collection and refunded to the client.

7. What are the instructions for claims older than 10 years?

Answer: A new Repayment Agreement should be signed. EPICS sends a new 60 day letter on the debts with no activity in 10 years.

8. If the debtor is active FNS, and other debtors on case is inactive, can you certify for TOP if not making payments?

Answer: No. The county cannot certify for TOP because the debt is a household debt associated with the active FNS case; not individuals.

9. If the debtor is active FNS with multiple claims and the recoupment is applied to the oldest claim, can we send other claims to TOP?

Answer: No. All claims are not eligible for TOP. Debts going to TOP are based on the delinquency dates.

10. If the Repayment Agreement is for \$50 and one debtor is paying the \$50 and the other debtor pays \$0, can the non-payer debt be sent to TOP?

Answer: No. The debt is satisfied regardless of who pays the amount. The non-paying debtor should be blocked in EPICS until further updates have been completed to automatically block the non payer.

11. If the Repayment Agreement is for \$50 and each debtor stated they will pay \$25 each, but one pays and the other does not, can the non-payer be sent to TOP?

Answer: Both debtors are sent to TOP because the Repayment Agreement is not being met. The agreement is for the household debt. If this is an existing situation,

'grandfathered', do request a block for the paying debtor.

12. If a debtor has 3 claims and cash is applied to the oldest claim, can the other claim be sent to TOP?

Answer: No because the debt is satisfied. The other debts should be blocked until EPICS can automatically update. Debts are setoff in TOP based on delinquency dates. After the 1st debt is paid off and the household does not begin paying, the debt can initiate the process to go to TOP based on the delinquency date.

13. Can you certify one of the debtors to TOP if 2 unmarried debtors begin living separate and apart but neither are paying on the claim and one of the debtors have filed bankruptcy?

Answer: Yes. The debt is not being paid. The debtors are viewed for possible TOP certification.

EPICS displays a block for the debtor who filed bankruptcy because the county should have requested a block for the debtor who filed bankruptcy. EPICS sends the other debtor to TOP because there is no block.

14. What are the instructions when NC Fast does not recoup FNS benefits the 1st month?

Answer: EPICS view this case as active and does not consider the debt as delinquent.

15. Does the county need to get a Repayment Agreement signed on cases that are recouped?

Answer: Yes. A signed Repayment Agreement is applicable to all ongoing cases as appropriate. The county must always inform the client to make cash payments when the recoupment ends.

16. What happens when the Clerk of Court receive payments, but the payments are not sent to the affecting county for 10 days?

Answer: Monitor/Review each case by its own merit to determine if a request to block is imminent. Do notify the Clerk of Court to validate receipt of payments. If blocked, use code 'L'.

## **D. REPORTS**

1. What happens in situations where recoupments are not posted in EPICS?

Answer: State Office maintains a report of cases closed and no recoupment????? View cases to determine the exact situation. If claim is closed the county can issue

supplements.

2. What is the 222A-1 Report?

Answer: This report is in NCXPTR under the name: DHRFRD CURR DEBTORS CERT FOR TOP. This report displays individuals certified for TOP. These individuals are listed on the file sent to TOP. It may be necessary for you to add this report to your profile to access.

3. Can the county get a report of active recipients with multiple claims?

Answer: Yes. Each county can create a report via query of the data warehouse (CSDW); or request the state office to create a report to display in NCXPTR.