

CHANGE NOTICE FOR MANUAL

DATE: April 1, 2017
MANUAL: Food and Nutrition Services (FNS) Certification Manual
TO: Local Agency Directors of Social Services
CHANGE NO: 1-2017

SUBJECT: Policy Updates

EFFECTIVE: April 1, 2017

I. BACKGROUND

The purpose of this change notice is to make changes and clarifications to the Food and Nutrition Services Certification Manual.

II. SPECIFIC CHANGES

A. Changed county to local agency throughout all Sections.

B. Section 710, Administrative Disqualification Hearings (ADH)

1. Clarified policy when mailing ADH notices in Section 710.05.
2. Clarified policy to define technical rules in Section 710.16.
3. Clarified policy in regards to confidential information in Section 710.17.
4. Updated policy when rendering an ADH decision in Section 710.19, C.
5. Clarified policy when a debtor is found not guilty of an Intentional Program Violation (IPV) in Section 710.20, A.
6. Removed A, V, or H claim categories in Section 710.20, B.
7. Updated policy regarding disqualification hearings throughout Section 710.21
8. Removed the policy regarding disqualifications in Section 710.22, B.
9. Updated policy regarding Agency Error (AE) claims in Section 710.22, B, 3.

B. Section 800 Claims

1. Update policy in regards to the Date of Discovery (DOD) throughout Section 800.
2. Updated policy when entering a Front End referral in NC FAST in Section 800.01.
3. Clarified policy in regards to IPV referrals in Section 800.03.

4. Defined the Federal regulations for trafficking in Section 800.05.
5. Updated policy when creating and investigating referrals in regards to the DOD throughout Section 800.06.
6. Updated policy on misuse when a debtor has a mental or physical impairment in Section 800.06, C, 7.
7. Removed the policy in regards using the Integrated Eligibility Manual in Section 800.06, E, 1, c.
8. Created Section 800.06, H and I to show the new procedures for entering the DOD in Enterprise Program Integrity Control System (EPICS).

C. Section 805 Requirements for Establishing Recipient Claims

1. Changed the word administrative to agency throughout Section 805.
2. Updated policy regarding entering notes in EPICS in Section 805.01.
3. Updated policy regarding State Issuance Errors (SIE) claims in Section 805.02.
4. Clarified policy for establishing claims in Section 805.03, A, 2.
5. Clarified policy for IPV claims throughout Section 805.05, C.
6. Created Section 805.06, H and I when determining the method of collection.
7. Clarified policy in regards to repayment agreements in Section 805.06.

D. Section 810 Agency Error (AE)

1. Removed administrative error and replaced it with the agency error throughout Section 810.
2. Updated policy for establishing claims throughout Section 810.01.
3. Removed policy in regards to establishing a claim in Section 810.01.
4. Removed policy regarding the DOD in Section 810.02, B.
5. Clarified policy when counting child support payments in Section 810.03, G.
6. Updated policy for applying supplements to claims in Section 810.06, A and F.
7. Clarified policy when collecting for participating and nonparticipating households in Section 810.06, B and C.

E. Section 815 Inadvertent Household Error (IHE) Claims

1. Updated policy when creating and establishing in 815.01.

2. Clarified policy in regards to a second party of the [DSS-1682](#) in Section 815.03.
3. Removed note from Section 815.04.
4. Updated policy regarding supplements in Section 815.06, A and F.
5. Clarified policy when collecting for participating and nonparticipating households in Section 815.06, B and C.

F. Section 820 Intentional Program Violation (IPV) Claims

1. Updated policy when establishing an IPV claim in Section 820.01.
2. Updated policy for working with the local court officials in Section 820.02.
3. Updated policy regarding disqualifications in Section 820.07.
4. Updated policy for IPV claims in Section 820.08.
5. Clarified policy for IPV claims determined by court action throughout Section 820.11.
6. Removed policy regarding repayments throughout Section 820.11, B.

G. Section 825 Intentional Program Violation (IPV) Disqualifications

1. Updated policy regarding disqualifications in Section 825.04.

H. Section 830 EBT Recipient and Retailer Fraud

1. Updated policy to define trafficking in Section 830.01.
2. Clarified policy in regards to reporting retail fraud in Section 830.03, C.
3. Updated policy for trafficking claims in Section 830.04.
4. Updated policy for investigating referrals from charge letters throughout Section 830.05.

I. Section 835 Report of Erroneous Issuance (DSS-1682)

1. Updated policy when entering overissuances throughout Section 835.02.

J. Section 840 Front End Referrals

1. Updated policy when entering a Front End referral in NC FAST in Section 840.01.
2. Updated policy for creating referrals in Section 840.02, C.

K. Section 845 Treasury Offset Program (TOP)

1. Updated policy when entering a repayment agreement throughout Section 845.02.
2. Updated policy in regards to removing blocks in Section 845.03, D.
3. Updated TOP policy throughout Section 845.04.
4. Removed original Sections 845.04, B, 2-9 to Section 845.04, D.
5. Clarified policy when requesting a refund check replacement in Section 845.09.
6. Updated policy for monitoring Top reports in Section 845.12.

L. Section 905 Restoration of Lost Benefits


1. Changed county to local agency in Section 905.
2. Updated policy to reflect supplements are applied to claims in Section 905.04, D.
3. Removed the phrase Authorize restored benefits using the Transaction Authorization, DSS-8593 in Section 905.04, E.
4. Removed the note in Section 905.06.

I. IMPLEMENTATION INSTRUCTIONS

These changes are effective April 1, 2017.

If you have any Program Integrity questions for Food and Nutrition Services, please contact dss.energy.pi.questions@dhhs.nc.gov .

Sincerely,



David Locklear, Chief
Economic and Family Services Section

DL/kc

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