

ROY COOPER • Governor MANDY COHEN, MD, MPH • Secretary MICHAEL BECKETTS • Assistant Secretary for Human Services

January 7, 2019

Dear County Directors of Social Services

NC DEPARTMENT OF

HUMAN SERVICES

HEALTH AND

Division of Social Services

- Attention: Food and Nutrition Services (FNS) Administrators, Managers and Supervisors Program Integrity Supervisors and Investigators
- Subject: Food and Nutrition Services Management Evaluation Finding

Priority: Action Required

The North Carolina Department of Health and Human Services received the United States Department Agriculture (USDA) results letter of the Fiscal Year (FY) 2018 Management Evaluation of the FNS Program. One of the findings of the review resulted in potential over issuance of FNS benefits to certain households beginning February 2018. This included cases that were ineligible the month of application but eligible the following month (split decisions), applicants with Alcohol and Drug Treatment Center living arrangements, and households in which a newborn was added with a date of birth in the application month but after the application date. A report has been created and added to FAST Help, the report is titled Reports-FNS-20180716-FNS Cases Overpaid, which includes a list of these cases.

Each case must be reviewed per instructions attached and determine if an over issuance occurred. If an over issuance has occurred, calculate the amount of the over issuance, enter a claim in EPICS, or NC FAST for those counties that have transitioned, and pursue collection of the claim under regular collection procedures. These claims should be coded as state agency errors.

The deadline for completion of these cases is <u>March 29, 2019</u>. Upon completion of your county's cases download the report and fill in the information in the columns to the right reflecting the Program Integrity Referral number and over issuance amount, and send it to <u>Sherita.Hardy@dhhs.nc.gov</u> by April 3, 2018.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603 MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420 www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265 If you have any questions, please contact Sherita Hardy at <u>Sherita.Hardy@dhhs.nc.gov</u> or 919-527-6315.

Sincerely,

David Locklear, Deputy Director

DL/bm

Attachments (3) ADTC Scenario – Instructions Newborn Split Decision Scenario – Instructions Split Decision Scenario – Instructions

EFS-FNSEP-01-2019

ADTC Recoupment Instructions:

Step 1: Locate your associated county and cases within the 20180716 – Cases Overpaid.xlsx report from Fast Help

COUNTY	CASEREFERENCE	CASE_OWNER	PRIMARY_CLIENT	BENEFIT_MONTH
Alamance	216354816	bandrews2	MICKEY MOUSE	2018-04
Alamance	213643531	cpardee	DONALD DUCK	2018-03

Step 2: Review the case determination history by navigating to the FNS Product Delivery Case page then to the Determinations tab. Locate the coverage period associated with the benefit month from the report. See the screenshot below.

Home Determinat	ons	Certifications	Groups	Financials	Appeals	Case Details	Events	Administration	FSIS Benefit History		
Current Determination		Determi	nation F	Results						Reassess C 🔽 🤉)
Determination History		6/1/2018	- 7/31/2018	3		Not Eligible	e				
		5/1/2018	- 5/31/2018	3		Not Eligible	е				
		3/1/2018	- 4/30/201	В		Eligible				\$192.00 Monthly	
		<mark>2/14/201</mark>	8 - 2/28/20	18		Eligible				\$192.00 Monthly	

Step 3: Navigate to the Food Assistance Decision page by choosing the correct coverage period that is in blue, Review the Summary tab to identify the Initial Benefit Amount on Application. See the screenshots below.

Home	Determinations	Certifications	Groups	Financials	Appeals	Case Details	Events	Administration	FSIS Benefit History			
Current [Determination	Determ	ination H	listory							Ç	70
Determin	nation History		Coverage	Period				Decision				
			3/1/2018 -	7/31/2018				Eligible				
			2/14/2018	- 2/28/2018				Eligible				
Summary	/ Household	Non Financial	Resources	Income	Sanctions	Work Eligibility	y					
Su	Jmmarv											८ 🗗 💿
	, , , , ,							Resources		⊨xempt		
								Income		Exempt		
								Sanctions		Pass		
								Work Eligib	ility	Pass		
								Categorica	lly Eligible	Pass		
	Benefit											•
	Maximum Fo	ood & Nutrition S	ervices			\$	192.00					
	Net Countab	le Income * 30%				-	\$0.00	1	Dana fit Amarina Analis si			
	Monthly Ben	Nonthly Benefit Amount					\$192.00	Initial	Denetit Amount on Application			00.00

Step 4: Navigate to the FNS Product Delivery Case page, Financials tab to review the dual payments processed by the system for the case. Note: You may need to toggle into the payment to review the duplicate payments. See the screenshot below.

Home Determinations	Certifications	Groups Financials	Appeals Case Details	Events Administration FSIS Be	nefit History					
Transactions	Transad	ctions			★ Issue F	^o ayment	★ Simulate P	ayment C	• 🔁 💿	
Deductions		Case	Component	Covers Period	Credit	Debit	Status	Warrant		^
Nominees Over And Under Pay		Food & Nutrition Services	Benefit Amount	2/16/2018 to 2/28/2018	\$108.00	\$0.00	Processed	105056026 1		
Payment Simulations		Food & Nutrition Services	Benefit Amount	2/14/2018 to 2/15/2018	\$108.00	\$0.00	Processed	105056026 1		

Step 5: Follow the DSS policy used to process claims for the overpayment amount identified on the Financials tab. All claims are to be processed no later than Feb 28, 2019.

Newborn Split Decision Recoupment Instructions:

Step 1: Locate your associated county and cases within the 20180716 – Cases Overpaid.xlsx report from Fast Help

COUNTY	CASEREFERENCE	CASE_OWNER	PRIMARY_CLIENT	BENEFIT_MONTH
Alamance	216354816	bandrews2	MICKEY MOUSE	2018-04
Alamance	213643531	cpardee	DONALD DUCK	2018-03

Step 2: Review the case determination history by navigating to the FNS Product Delivery Case page then to the Determinations tab. Locate the coverage period associated with the benefit month from the report. See the screenshot below.

Determinations	Certifications	Groups	Financials	Appeals	Case Details	Events	Administration	FSIS Benefit History		
etermination	Determi	nation F	Results		-				-	Reassess 🛛 🔿 🔁 (
ation History	2/1/2018	- 3/31/2018	1		Eligible				\$142.00 Monthly	
	12/1/2017	7 - 1/31/201	3		Eligible				\$352.00 Monthly	
	11/28/20	17 - 11/30/2	017		Eligible				\$352.00 Monthly	
	11/27/201	17 - 11/27/20)17		Eligible				\$284.00 Monthly	
	Determinations etermination ation History	Determinations Certifications etermination Determinition ution History 2/1/2018 12/1/2018 12/1/2018 11/28/20 11/27/2018	Determinational Certifications Groups etermination Determination F tition History 2/1/2018 - 3/31/2018 12/1/2017 - 1/31/2018 11/28/2017 - 1/30/2 11/27/2017 - 11/27/2017 11/27/2017 - 11/27/2017	Determinations Certifications Groups Financials etermination Determination Results 1//2018 - 3/31/2018 1//2017 1//2018 11/28/2017 - 1/30/2017 11/27/2017 - 11/27/2017 11/27/2017 1//27/2017	Determinations Certifications Groups Financials Appeals etermination Determination Results 2/1/2018 - 3/31/2018 12/1/2017 tion History 2/1/2017 - 1/31/2018 11/28/2017 11/28/2017 - 11/30/2017 11/27/2017 - 11/27/2017	Determination Certifications Groups Financials Appeals Case Details etermination Determination Results	Determination Certifications Groups Financials Appeals Case Details Events etermination tion History 2/1/2018 - 3/31/2018 Eligible	Determinational Certifications Groups Financials Appeals Case Details Events Administration etermination Determination Results	Determination Certifications Groups Financials Appeals Case Details Events Administration FSIS Benefit History etermination Determination Results	Determination Certifications Groups Financials Appeals Case Details Events Administration FSIS Benefit History etermination Determination Results 2/1/2018 - 3/31/2018 Eligible \$\$142.00 Monthly 12/1/2017 - 1/31/2017 Eligible \$\$352.00 Monthly 11/28/2017 - 11/27/2017 Eligible \$\$352.00 Monthly 11/27/2017 - 11/27/2017 Eligible \$\$284.00 Monthly

Step 3: Navigate to the Food Assistance Decision page by choosing the correct coverage period that is in blue, Review the Summary tab to identify the Initial Benefit Amount on Application. See the screenshots below. (In this scenario there are two due to split decision).

Home	Determinations	Certifications	Groups	Financials	Appeals	Case Details	Events	Administration	FSIS Benefit History			
Current I	Determination	Determi	ination H	listory							Ç	7
			Coverage	Period				Decision				
			12/1/2017	4/30/2018				Eligible				
			11/28/2017	/ - 11/30/2017				Eligible				
			11/27/2017	- 11/27/2017				Eligible				
Summary	Household	Non Financial	Resources	Income	Sanctions	Work Eligibility	/					
Su	immary											৫ 🔁 🧿
	116 43313(4110)	ann is outogonoi	any engine.					Resources		Exempt		
								Income		Exempt		
								Sanctions		Pass		
								Work Eligib	lity	Pass		
								Categorical	ly Eligible	Pass		
	Benefit											•
	Maximum Fo Allotment	ood & Nutrition Se	ervices			\$3	52.00					
	Net Countab	le Income * 30%				-\$	68.00	Initial	Benefit Amount on Application			\$37.00
	Monthly Ben	efit Amount					\$284.00					
Summary	Household	Non Financial	Resources	Income	Sanctions	Work Eligibility						
Su	ummary										(2 🔁 🤉
	The assistante	, unit is outogoriot	any engine.					Resources		Exempt		
								Income		Exempt		
								Sanctions	it.,	Pass		
								Categorical	v Fligible	Pass		
	Benefit							outegonoui	Ligitie			•
	Maximum Fo	ood & Nutrition Se	ervices			\$3	52.00					
	Net Countab	le Income * 30%				-5	\$0.00	Initial R	enefit Amount on Application			\$46.00
	Monthly Ben	efit Amount					\$352.00	initial D	enter a renound of Applotation			

Step 4: Navigate to the FNS Product Delivery Case page, Financials tab to review the dual payments processed by the system for the case. Note: You may need to toggle into the payment to review the duplicate payments. See the screenshot below.

Home	Determinations	Certifications	Groups	Financials	Appeals	Case Details	Events	Administration	FSIS Benefit H	istory					_
Transac	ctions	Transac	ctions							★ İssu	e Payment	★ Simulate F	ayment C	7	
Deducti	ions		Food & Nut	trition Service:	s Bene	efit Amount		11/28/2017 to 11/30)/2017	\$46.00	\$0.00	Processed	105265642 7		,
Nomine Over An	es nd Under Pay		Food & Nut	trition Services	s Bene	efit Amount		11/27/2017 to 11/27	/2017	\$37.00	\$0.00	Processed	105265642 7		
Paymer	nt Simulations			-											ļ

Step 5: Follow the DSS policy used to process claims for the overpayment amount identified on the Financials tab. All claims are to be processed no later than Feb 28, 2019.

Split Decision Recoupment Instructions:

Step 1: Locate your associated county and cases within the 20180716 – Cases Overpaid.xlsx report from Fast Help

COUNTY	CASEREFERENCE	CASE_OWNER	PRIMARY_CLIENT	BENEFIT_MONTH
Alamance	216354816	bandrews2	MICKEY MOUSE	2018-04
Alamance	213643531	cpardee	DONALD DUCK	2018-03

Step 2: Review the case determination history by navigating to the FNS Product Delivery Case page then to the Determinations tab. Locate the coverage period associated with the benefit month from the report. See the screenshot below.

Home	Determinations	Certifications	Groups	Financials	Appeals	Case Details	Events	Administration	FSIS Benefit History		
Current	Determination	Determi	nation F	Results		-					★ Reassess C 🔽 ?
Determi	nation History	4/1/2018	- 9/30/201	8		Eligible				\$331.00 Monthly	
		11/1/201	7 - 3/31/201	8		Eligible				\$192.00 Monthly	
		10/27/20	17 - 10/31/2	2017		Eligible				\$352.00 Monthly	
		10/16/20	17 - 10/26/2	2017		Eligible				\$189.00 Monthly	

Step 3: Navigate to the Food Assistance Decision page by choosing the correct coverage period that is in blue, Review the Summary tab to identify the Initial Benefit Amount on Application. See the screenshots below. (In this scenario there are two due to split decision).

Home	Determinations	Certifications	Groups	Financials	Appeals	Case Details	Events	Administration	FSIS Benefit History	
Current	Determination	Determi	ination H	History					Ç	7
Determi	ination History		Coverage	Period				Decision		
			11/1/2017	- 3/31/2018				Eligible		
			10/27/201	7 - 10/31/2017	,			Eligible		
			10/16/201	7 - 10/26/2017	7			Eligible		

Summary	Household	Non Financial	Resources	Income	Sanctions	Work Eligibility			
Su	mmarv								टे 🖶 🗵
00	i i i i i ca y						Resources	⊾хетрт	
							Income	Exempt	
							Sanctions	Pass	
							Work Eligibility	Pass	
							Categorically Eligible	Pass	
	Benefit								•
	Maximum Fo Allotment	ood & Nutrition S	ervices			\$192.00			
	Net Countab	le Income * 30%	,			-\$3.00			¢04.00
	Monthly Ben	efit Amount				\$189.00	Initial Benefit Amount on Application		\$94.00
Summary	Household	Non Financial	Resources	Income	Sanctions	Work Eligibility			
C									c 🗖 💿
Su	mmary	o unit io outogoin	any engine.				Resources	⊨хетрт	C 🖬 🔮
							Income	Exempt	
							Sanctions	Pass	
							Work Eligibility	Pass	
							Categorically Eligible	Pass	
	Benefit								•
	Maximum Fo Allotment	ood & Nutrition S	ervices			\$352.00			
	Net Countab	ble Income * 30%				-\$0.00	Initial Bonofit Amount on Application		\$176.00
	Monthly Ben	efit Amount				\$352.00	milar benefit Amount on Application		<i>wiro.du</i>

Step 4: Navigate to the FNS Product Delivery Case page, Financials tab to review the dual payments processed by the system for the case. Note: You may need to toggle into the payment to review the duplicate payments. See the screenshot below.

1				Otal Date Information											
Home	Determinations	Certifications	Groups	Financials	Appeals	Case Details	Events	Administration	FSIS Benefit H	listory					
Transactions		Transac	actions							★ Issue Payment		X Simulate Payment		7	
Deductions Nominees Over And Under Pay Payment Simulations			Case Food & Nutrition Services Food & Nutrition Services		Com	Component Benefit Amount		Covers Period		Credit	Debit	Status	Warrant		
					es Bene					\$176.00 \$0.0	\$0.00	Processed	1050883511		
					es Bene	Benefit Amount		10/16/2017 to 10/26/2		2017 \$94.00	\$0.00	Processed	1050883511		

Step 5: Follow the DSS policy used to process claims for the overpayment amount identified on the Financials tab. All claims are to be processed no later than Feb 28, 2019.