



FNS Overpayment Trend Summary

Regina Bell, OST Manager

- **Reviewed sample cases**
- **Surveyed 50 counties**

Contributing Factors



- **Case changes in the middle of certification period**
 - Largest errors when occurred adding/removing members
- **Not completing county transfers correctly**
 - Causes two Income Support Cases and two PDC to be open
- **Duplicate members**
 - Failing to complete thorough person search
- **Merging incorrectly**
- **Specific county worker issues**

County Survey Questions



- **When/what circumstances do workers feel or deem it necessary to open a new PDC when certifying a case?**
- **When a system generated supplement is created and workers see it is incorrect, have workers been trained to close unnecessary supplements or told to leave them open?**
- **In what circumstance do workers use the short application procedure when processing a timely recertification?**
- **Are there any other issues your workers have come across while processing FNS cases that may cause an over/dual issuance to occur on active or closed cases?**

Recommendations



- Review “Change in Circumstance Process in NC FAST” job aid to ensure final case decision is expected result
- Review County Transfer Courses for FNS, Medicaid, WF on Learning Gateway
- Follow NC FAST Job Aids on late recertifications
- Merging a Person Webinar needed

Questions?