NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for County Operations for Human Services

Date: January 18, 2022

Dear County Directors of Social Services

Attention: Program Integrity Managers and Supervisors

Subject: June 2020 Automated Supplements

Priority: Information and Action

It has been brought to our attention, that there are approximately 600 cases that received duplicate Food and Nutrition Services (FNS) emergency allotment supplements in June 2020 in error. This occurred due to an issue with the reassessment of these cases during the overnight batch.

The FNS overpayments are a result of a system error and will be considered State Agency Error (AE) claims. As counties establish FNS AE Claims for these 600 cases, they should select "State" in the claim details tab and upload the completed DSS-1682, and "copy and paste" in the Investigation Case the note "2020 COVID Replacement State Agency Errors".   The 211217 June 2020 Reopen Duplicated Supplements report has been created in FAST Help that includes the cases that were impacted and should use the Standard NCFAST Password.

We appreciate all counties who reached out to the Help Desk to make us aware of the issue. The issue has been resolved and a data fix was put in place to prevent this from occurring in the future. We apologize for any inconvenience this has caused.

If you have any questions, please contact dss.pi.questions@dhhs.nc.gov for assistance

Sincerely,

Carla L West

Carla West, Senior Director for Economic Security
Division of Social Services, Economic and Family Services Section

CLW/np

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

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