

Energy Program Integrity Q&A

Question	Would we still enter the HOH as a debtor if it becomes known the AR applied for the HOH and HH without debtors knowledge?
Answer	The HOH would be the casehead but only the AR would be the only debtor.
Question	If we were to start court action what is the general statutes for Energy ?
Answer	The federal ACF statues that address waste, fraud, and abuse are Section 2605(b)(10) of the LIHEAP statute [42 U.S.C. § 8624(b)(10)], 45 C.F.R. § 96.30(a), and 45 C.F.R. § 96.84©.
Question	As a energy program worker, we want know if there if any problems unless PI info us, so is that when we do a PI report
Answer	When potential fraud is suspected, this is when you would do a PI referral.
Question	How can we get a copy of this training and the policy?
Answer	They are currently in your Handout section of your GoTo webinar control panel.
Question	Are we to collect on AE/CROP claims
Answer	No / Only establish it.
Question	Do you have trial budgets for us to use?
Answer	No
Question	How are we to designate between CIP and LIEAP?
Answer	On New Overpayment Period wizard in the PIIC, user will select the Program, CIP or LIEAP. This can be found on the Energy Application>Programs
Question	What form do we use for state level hearing decision to the client?
Answer	The state has posted an Energy Post Hearing Notice to the online forms bank.
Question	Question to policy... How is the PI Investigator to determine if a recipient was over paid? We need to know how income is calculated, what expenses to allow, and the income limits for the household size.
Answer	This information is available in Energy policy. Please consult with the Energy staff in your county when a referral is sent to get this information.
Question	We have a few claims that we established in the past, can they be entered into NCFAST?
Answer	No, only new cases should be established in NC FAST.
Question	Is there a link for the PowerPoint?
Answer	These PPTs will be shared with all counties at the conclusion of these trainings. You may also send your request to the policy questions portal at DSS.Policy.Questions@dhhs.nc.gov and the PPTs can be sent to you.
Question	Our energy staff are temps and their role in NCFAST only allows them to see Energy information and not other programs? Will the permissions for Energy worker be changed so that they will be able to view other programs?
Answer	No, access will not change for temp workers.
Question	Also - The President's budget currently doesn't include funding for LIEAHP - what have you heard about the future?
Answer	We are watching the budget closely and will provide updates as we receive them.
Question	Are we seeing a lot of fraud in the Energy programs?
Answer	This change was a requirement resulting from a federal audit. This change is not because of an increase in fraud for Energy programs.
Question	Are agency errors only due to incorrect income? Or will it be the responsibility of the energy worker to also share information gathered with other open programs?

Answer	An agency error can occur when one of the following happens, failure to act on reported evidence, failure to act on information know to the agency from FNS. Medicaid, or WF, Incorrect computation of income or deductions, incorrect keying of client info in NC FAST, and failure to include an ineligible member's income or resources. It will either be a CROP or an IHE. If there is any agency error then the claim should be a CROP. It is a best practice to share program information with other means tested programs.
Question	What information is required to be on the County generated Energy Post Hearing Notice?
Answer	Please see the posted DSS-8658E Energy Post Hearing Notice available on the online forms bank.
Question	What about all the LIEAP that is System Generated in December, client is not required to report income change only vendor and/or address?
Answer	Income is not a reportable change for Auto-LIEAP; therefore, a claim would not be appropriate if the income differs from what was counted.
Question	Who would be considered as an ineligible person?
Answer	Ineligible non-citizen.
Question	We can currently accept energy referrals?
Answer	Energy Claims can be entered into the system starting 7/15/2025. ,Correction: Energy Claims can be entered into the system starting 7/19/2025.
Question	How will fiscal staff be notified when a BIRT report is available or do we have to check weekly, monthly, etc.?
Answer	There is no notification process for reports, they are loaded to NCFASST the same as all other BIRT reports on a schedule.
Question	If the client is approved for more than \$600, and is found ineligible. How do we establish the claim? and the amount to establish?
Answer	There has been a change to this that will allow a claim to be established for the amount of benefits received in error. It will not cap out at \$600.
Question	CROPS will be recouped from the county of issuance?
Answer	CROPS must be established in the county of issuance.
Question	Does the County pay it back after establishment?
Answer	No, CROPS and SROPS are only established.
Question	If you re-open a previously unsubstantiated IHE where wages are now available, and the overpayment period is now more than 12 months old (but wasn't in the first investigation) ,can you still enter the original OP period?
Answer	No
Question	Will the county receive an incentive for collection of IHE claims for Energy and if so will it be the same incentive rate that we receive for collection of IHE claims for FNS?
Answer	No.
Question	Will counties be required to pay back the amount of the CROP claims established?
Answer	No.
Question	Is there going to be a report created to show collections associated with claims from over 2 fiscal years ago that counties can pull to ensure that those amounts are being reported appropriately on the DSS-1571?
Answer	The EPI441E Energy Collections Report has a 2FY Indicator
Question	Should claims be established for programs such as Share the Light?
Answer	Any Energy program where fraud is expected should be pursued.
Question	Is there going to be a revised DSS-1682 to distinguish between an Energy Claim of FNS Claim since the current DSS-1682 mentions expungement of benefits on page 2 of the DSS-1682?

Answer	Yes, a DSS-1682E has been posted to the online forms bank for Energy.
Question	Will there be an updated DSS 8604 as there isn't an energy section listed. Just FNS, WFFA and Medicaid.
Answer	Yes, a DSS-8604E has been posted to the online forms bank for Energy.
Question	When is this (Energy PI) going live?
Answer	19-Jul-25
Question	I understand LIEAP overpayment issues but not CIP. Are CIP issues passed on an income error? The system will not let you key if the funds are not available. Did that change?
Answer	If a household applies for CIP and provides fraudulent information to be eligible for benefits, this would be considered fraud and should be reported to Program Integrity for investigation to determine if a claim needs to be established.
Question	Enter each claim separately meaning each app must be done on separate PIICs or we can enter multiple apps on one PIIC, but we would do a claim for each separate overpayment period like we do for FNS?
Answer	1 Application per PIIC (as the Application Reference must match the Application the PIIC was created on). CIP and LIEAP claims must be separate, therefore if 1 Application has a CIP and LIEAP payment that are overpayments, 2 claims would be established from the 1 PIIC
Question	Is there a form number for the Post Hearing Repayment Notice?
Answer	Yes, DSS-8658E. This form has been posted to the online forms bank.
Question	If in the CIP app the HH received \$600 in CIP and \$2000 by Share the Warmth, we can only do a claim for \$600. How will that work?
Answer	There has been a change to this that will allow a claim to be established for the amount of benefits received in error. It will not cap out at \$600.
Question	Will there be a training gateway or can these apps be tested in the Sandbox?
Answer	At this time there is not a training for Energy PI in the Learning Gateway and Energy PI applications cannot be tested in the Sandbox. A request has been sent and a communication will be issued when this becomes available.
Question	What 2nd party form do we use to 2nd party the DSS-1682
Answer	There is no second party form for FNS or Energy. Most counties have created their own second party review forms for the DSS-1682.
Question	How will errors resulting from LIEAP auto-payments be handled? We see a lot of cases where individuals did not update their information and it is approved based on old HH comp or outdated income information.
Answer	If the household does not report a required reportable change, normal referral procedures would be followed. If it was not a reportable change, there would not be a claim.
Question	Can we enter any of the outstanding energy claims we had already established from previous year (s)
Answer	No, only new cases should be established in NC FAST.
Question	Under this premise of do not deny future participation if the claim cannot be established due to Failure or refusal of a third party or client to cooperate. We are not allowed to refrain energy assistance while under voluntary payment agreement OR refuse to cooperate with the investigation?
Answer	Correct, future eligibility cannot be denied based on a previous PI claim. However, the county can attempt to get the information needed from the household while working with the family on the current application.
Question	Can we get the PI Consultants information.
Answer	Adaundria Harris- adaundria.harris@dhhs.nc.gov

Question	There will not be auto applications this year.
Answer	Yes, there will be auto-LIEAP this year.