CLAIMS MANAGEMENT PLAN

A. Intentional Program Violations (IPV) Claims Establishment

Define the process used for determining if potential IPV will be selected for Administrative Disqualification Hearing versus Court.

Click here to enter text.

B. Collection Policy

Define the circumstances that warrant a claim compromise.

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Define the process used to determine who is blocked for intercepts.

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Define the payment posting process to include who is responsible for accepting and posting payments.

Click here to enter text.

C. Completing and Monitoring Internal Procedures

Define the process for how disqualified retailer referrals are handled once they are received.

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Define the process for how quality control referrals are handled once they are received.

Click here to enter text.

Define how social media is monitored and define process if potential trafficking is discovered.

Click here to enter text.
Define the process for how dual issuances are handled.
Click here to enter text.

Define the process for how employee fraud is handled and by whom.
Click here to enter text.

County Agency

Director Signature

Date