

EPICS WEBINAR
February 25, 2016
Q & A's

1. The Admin Letter says that when overpayment periods extend over multiple Product Delivery Cases (PDCs) to contact the State for an override so it can be entered into EPICS as one claim. Which PDC do we use?

ANSWER: Use the PDC with the oldest month of the overpayment period.

2. What do we do when the Voluntary Repayment Agreement (VRA) creates a hardship on the client and he/she can't afford the payment calculated using the 36 month rule?

ANSWER: Policy now states that the payment is calculated by dividing the claim amount by 36 months, but it cannot be less than \$25 per month. In cases of hardship, the payment period may extend to 60 months, but will require a request to the State office (fax to 919-334-1265). In the event that 60 months still creates a hardship for the client, consult the PI Consultant in the State Office for assistance on a case-by-case basis.

3. County has a 1995 claim with no 60-day letter, but has a VRA. Can the county do another VRA after the 60-day letter has expired?

ANSWER: Yes

4. Should counties continue to request blocks versus EPICS automatically doing these?

ANSWER: Yes. Counties should review the DHRFRD CURR DEBTORS CERT FOR TOP report in NCXPTR. These individuals are currently certified for TOP. Counties should request blocks if these individuals should be blocked in TOP. Currently, the State has suspended sending claims/debtors to TOP until the system is corrected. Once we resume sending claims/debtors to TOP, this report will be updated and counties will be notified to look at the report again.

5. When requesting an override for claims with multiple PDCs, do we need to list all PDCs and overpayment periods?

ANSWER: No. The County worker and supervisor are responsible for ensuring the client received benefits during the overpayment period. Both the worker and supervisor must sign the request for the State to override.

6. "Signed" Repayment Agreements prior to January 4, 2016 will be restored in EPICS. What is the "signed date"? Is it the date signed or date accepted?

ANSWER: The date signed.

7. When will the old Voluntary Repayment Agreements be ready and out in EPICS?

ANSWER: Within the next two weeks.

8. In the situation where the client has agreed to pay \$10 prior to the new rules, will the old Repayment Agreement get populated in EPICS?

ANSWER: If the Repayment Agreement has a signed date, EPICS will bring the agreement over with the \$10 payment amount. However, after this is brought over, if any changes are made to the screen, EPICS will enforce the new rules.

9. Can we get a report of active recipients with multiple claims?

ANSWER: Yes, the State will work on providing this report.

10. In situations where we have multiple debtors who are no longer together, are both debtors responsible for repayment of the debt?

ANSWER: Yes.

11. If someone comes in and makes a payment at 4:45 PM, can we enter the payment into EPICS the next day?

ANSWER: Payments need to be entered on the date received if at all possible. When entering a payment make sure the received date is correct and entered. Failing to post payments timely could be perceived as a late payment and the individual could be considered delinquent.

12. If the payment cannot be entered on the date received, will EPICS look at the received date or the posted date?

ANSWER: EPICS will look at the received date.

13. If a client has multiple claims and multiple repayment agreements, how does this process work under the new rules?

ANSWER: Every claim requires a Repayment Agreement, with the oldest one getting paid first. Example: There is an overpayment from January – March 2016 and two years later another one for October – December 2017. The first Repayment Agreement is being satisfied and the 2nd one will pick up after the first claim is paid.

14. What is the 222A-1 Report and how do we find it?

ANSWER: The 222A-1 report, which was referred to earlier in the webinar, refers to the report that shows individuals certified for TOP. These are individuals listed on the file sent to TOP. The report is found in NCXPTR under the name: DHRFRD CURR DEBTORS CERT FOR TOP. Refer to question #4 above for further information about this report.

15. Which date does EPICS look at for delinquency? Is it the Create Date or the Payment Date?

ANSWER: The Payment Date.

16. If counties are to enter Repayment Agreements for active cases that will be recouped, will they get recouped or will EPICS look for a cash payment?

ANSWER: These cases will be recouped. EPICS will look to see if the client is recouped and will not look for a cash payment.

17. What happens if the payment due date falls on a weekend? For example: if the Repayment Agreement says the payment due date is the 15th, but the client pays on the 14th, will the payment due date become the 14th next month?

ANSWER: EPICS looks at the date the debt is due according to the Repayment Agreement.

18. When will counties see the next updated 222A-1 report?

ANSWER: After the updates discussed during this webinar are complete the process of creating the file of certified debts for TOP will run creating the report. A listserv will be sent to counties alerting them to review this report.

19. If there is a Repayment Agreement and the FNS case is active and being recouped, if the recert is late due to the county's workload, will this cause the client to become delinquent?

ANSWER: No. For FNS active cases, the claim will become delinquent after 65 days have passed without a payment or recoupment. This is a built-in safety mechanism to prevent penalizing clients in these situations.

20. Should Repayment Agreements be signed even if the client will be recouped and a Repayment Agreement is not really needed at this time?

ANSWER: Yes. Explain to the client that even though she signs the Repayment Agreement, she will be recouped as long as her case remains active and she will not be responsible for making a cash payment. However, once her case closes, she will be responsible for making cash payments according to the signed repayment agreement. It is better to get the Repayment Agreement signed upfront when the client is already in the office.

21. Can counties key non-FNS referrals and claims?

ANSWER: Counties can key non-FNS referrals, but not claims at this time.

22. What are the instructions for claims older than 10 years?

ANSWER: EPICS will send a new 60-day letter on those debts that have had no activity in 10 years. A new Repayment Agreement can be signed during this time

23. Will the claims older than 10 years get a new 60-day letter date in EPICS?

ANSWER: Yes. EPICS will update the 60-day letter date once a new letter is sent.

24. Will counties be allowed the opportunity to review the webinar again?

ANSWER: Yes. The recording of the webinar and the Q&A's will be sent to counties.

25. In prosecution cases, what do we do when the Court has already suspended payments? For example: Probation case and the Court has agreed to suspend payments. What do we do now?

ANSWER: If the Court has suspended payments, request blocks. The Court decisions trump everything.

26. If we have a Court Ordered restitution what goes in the Repayment Agreement?

ANSWER: This must be reviewed on a case by case basis. Be sure to enter the date of the Court Order and update notepad.

27. The SSA notice tells clients to call the county for hardship. What do we do?

ANSWER: These must be looked at on a case by case basis.

28. A husband and wife agree to pay \$50 each. Will the Repayment Agreement state \$50 or \$100? What happens if the wife pays but the husband doesn't?

ANSWER: EPICS will not "roll up" the payment amounts for a total of \$100. The Repayment Agreement will be \$50. The debt will have a \$50 Repayment Agreement amount no matter who pays. If no one pays, the debt will become delinquent and both debtors will be certified for TOP.

29. What happens in the situation when NC FAST fails to recoup the first month?

ANSWER: EPICS will see the case as active even though the recoupment didn't happen and will not consider the debt delinquent.

30. What happens in situations where recoupments are not posted in EPICS?

ANSWER: Some recoupments that counties have reported as not being posted are in fact out there. You need to check to see if the recoupment posted in a later month. The State has a report of recoupments from NC FAST that haven't posted. We will look to see if we can post these or in situations where the claims are closed, issue supplements to clients. We are working with EPICS and NC FAST to avoid these situations in the future.

31. Counties anticipate a reduction in TOP collections this year because of the issues discussed in this webinar. Will the State send a letter to Directors advising them of this?

ANSWER: Directors were notified in the monthly Director's Call that there are many changes in EPICS that could affect their TOP collections.

32. Cases that are being recouped that we need to get signed Repayment Agreements on, is there a "grace period" to get these done?

ANSWER: You need Repayment Agreements on these recoupment cases from here forward. There is no reason for old ones to be done. You will need to educate the client so he/she understands that when the recoupment ends he/she will have to make cash payments.

33. Can the client negotiate other than cash payment if certified in TOP?

ANSWER: No. Clients can negotiate repayment agreements up until they are certified for TOP. After they are certified no further repayment agreement information can be entered in EPICS.

34. If a person has already been intercepted, do we need to block these?

ANSWER: Yes, if a client is erroneously intercepted you will need to request a block so that when the interception is posted it will automatically go into over collection and return to the client.

35. If EPICS has temporarily stopped sending files to TOP, will we not intercept?

ANSWER: Some will if they were already certified in TOP.

36. Do we still split payments between multiple debtors?

ANSWER: EPICS looks for a payment for the debt so the payment should not have to be split among debtors. It will be up to the debtors to work out how the debt is paid.

37. In some situations, the Clerk of Court payments are received but do not get sent to counties for 10 days. What happens in these situations?

ANSWER: These need to be reviewed on a case by case basis. You may have to request a block, but these should be blocked with the 'L' code already.

38. A client signed a Repayment Agreement and is active making cash payments, but has never been recouped. Why not?

ANSWER: If the client makes a cash payment and the payment satisfies the debt, the recoupment will not be taken.

39. What happens in situations when the client mails in her payment and PI doesn't receive internal mail timely?

ANSWER: The County should look at their internal process.

40. What do we do when we have 1 signed Repayment Agreement with multiple claims?

ANSWER: We will discuss how to handle the ones entered over multiple claims for multiple PDCs. For example: If the OI period is November 2015 – January 2016 and there are 2 PDCs, apply cash or recoupment to the oldest claim with the oldest date in the OI period. Another example: If multiple PDCs and the OI period is January 2016 – December 2017, apply cash or recoupment to claim with OI period in January 2016, since it is the oldest claim. The State may look at combining these later.

41. When scheduling the client to come in for the overpayment, should you wait for the LOI?

ANSWER: No. You can do it anytime. The Letter of Over-Issuance (LOI) is the official notice.

42. Will David Locklear address that payments should post on date received?

ANSWER: Yes. David asked Directors on the monthly Director's Call to review Administrative Letter 2-2016 that speaks to posting payments on the date received.

43. If the debtor is active FNS, can we certify for TOP other debtors on the case who are not active FNS and they are not paying?

ANSWER: No, we cannot because the debt is now associated with an active FNS case. Remember it is a household debt.

44. If the debtor is active FNS with multiple claims and the recoupment is being applied to the oldest claim, can we send the other claims to TOP?

ANSWER: No. All claims are not eligible for TOP. Debts going to TOP are based on delinquency dates.

45. If the Repayment Agreement is for \$50 and one debtor is paying the \$50 and the other pays nothing, can we send the other debtor to TOP?

ANSWER: No, the debt is being satisfied and it does not matter who is paying it. The debtor not paying needs to be blocked in EPICS until further updates are completed to automatically do this.

46. If the Repayment Agreement is for \$50 and each debtor said they will pay \$25 and one pays and one doesn't, can we send just the one who is not paying to TOP?

ANSWER: No, we will send both to TOP because the repayment agreement is not being satisfied. The Repayment Agreement is for the household debt and the agreement must be met. If you have this situation in an existing, "grandfathered in" case then you would need to block the debtor that is paying.

47. A debtor has 3 claims. Cash payment is being applied to the oldest claim. Can we send the other claims to TOP?

ANSWER: No, the debt is being satisfied. EPICS will not send the other debts to TOP. Debts are offset in TOP based on delinquency dates. Once the first debt is paid off, if the household does not start paying, based on delinquency date, this debt can start the process to go to TOP.

48. Two debtors who are not married and do not live together any longer, neither gets FNS and neither are paying on the claim and one filed bankruptcy – can we certify the other debtor for TOP?

ANSWER: Yes, the debt is not being satisfied. The debtors are then looked at for possible TOP certification. The system will see that the one debtor who filed bankruptcy is blocked (you will have already requested that block) and will only send the one with no block in place.