FNS Overpayment Trend
Summary

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Introduction

• 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?