

**DSS ADMINISTRATIVE LETTER
FAMILY SUPPORT AND CHILD WELFARE SERVICES FSCWS-16-07**

TO: County Directors of Social Services

ATTENTION: County Directors of Social Services
Work First Supervisors
Program Integrity Supervisors
Program Integrity Investigators

DATE: December 6, 2007

SUBJECT: New Procedures for Agency Error County Responsible
Overpayment (CROP) and Agency Error Client Collectible
(AE_C)

EFFECTIVE DATE: January 1, 2008

I. GENERAL INFORMATION

The purpose of this letter is to explain the new procedures for Automatic closure for Agency Error County Responsible Overpayment (AE/CROP). All claims that are recipient collectible and should not be charged to the county will be coded with claim type IHE (Inadvertent Household Error). The new process will improve the efficiency of the system and the integrity of the data in EPICS.

II. PROCEDURE FOR AUTOMATIC CLOSURE OF AGENCY ERROR (CROP)

A. The claim must be keyed into EPICS from the claim detail screen with a Claim Type of AE, Agency Error Type of C. Enter the overpayment periods and overpayment amount. Press the F9 key to update. The referral will close with a zero balance and the Referral Status will change to TE. Apply this policy January 1, 2008.

III. CONVERSION FROM CLAIM TYPE AE TO IHE

A. Effective immediately all agency error recipient responsible overpayments claims must be keyed into EPICS as IHE.

B. On December 31, 2007, EPICS will complete a mass conversion of all AFDC and TANF claims with a Claim Type AE to IHE. A report, FRD906 will be available in NCXPTR of all claims converted from AE to IHE.

IV. EFFECTIVE DATE

This policy is effective January 1, 2008. Should you need additional guidance, please contact your Work First Representatives.

Sincerely,



Charisse Johnson, Chief
Family Support and Child Welfare Services

CJ:mih

cc: Sherry S. Bradsher
Jo Ann Lamm
Sarah Barham
Hank Bowers
Family Support and Child Welfare Team Leaders
Work First Program Representatives