



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

JOYCE MASSEY-SMITH, MPA •
Director, Division of Aging and Adult Services

November 30, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: SPECIAL ASSISTANCE SUPERVISORS AND PROGRAM MANAGERS

SUBJECT: DSS SPECIAL ASSISTANCE (SA) OVERPAYMENT TRACKING TOOL

REQUIRED ACTION: Information Only Time Sensitive Immediate

The Special Assistance (SA) Program has implemented an overpayment tracking process for all SA overpayments to include Beneficiary, County and State responsible overpayments. The SA overpayment process has always been a manual tracking process within the county Department of Social Services (DSS). The Enterprise Program Integrity Control System (EPICS) does not include the tracking of SA overpayments. To track trends and data for future policy and training needs, the DSS SA Overpayment Tracking Tool is being implemented.

The [DSS SA Overpayment Tracking Tool](#), effective January 1, 2022, will assist in the recording of all SA overpayments through the end of each SFY. Please see below for further information:

- Beginning January 1, 2022, all county DSS agencies will begin documenting each Beneficiary, County and/or State SA overpayment on the new SA overpayment tracking tool to include all SA overpayments that have been identified as of January 1, 2022.
- Beginning January 2022, five calendar days prior to your scheduled consultation, each county will email the completed overpayment tracking tool to your CQI Specialist for review.
- Beginning January 2022, your CQI Specialist will review your county's SA overpayment tracking tool for the previous quarter. Please do not send the overpayment tracking tool to the SA listserv.
- All SA overpayments must be included in the SA overpayment tracking tool regardless of how they are identified, internally or by an external source.
- As a reminder, the SA overpayment tracking tool should not contain any case sensitive information to comply with HIPPA privacy laws. Case numbers should always be used in place of confidential information.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES

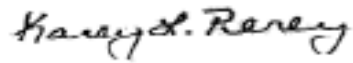
LOCATION: 693 Palmer Drive, Taylor Hall, Raleigh, NC 27603
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www.ncdhhs.gov • TEL: 919-855-3400 • FAX: 919-733-0443

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

We hope you find this tool to be an effective way to log, track and oversee all SA overpayments. We have included written instructions on the first tab of the tool for your assistance.

Please submit any questions to our SA listserv Specialassistance@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "Karey D. Perez". The signature is written in a cursive, slightly slanted style.

Karey Perez
Adult Services Section Chief

KP/ctw

DAAS_AS_08_2021