



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
MICHAEL BECKETTS • Assistant Secretary for Human Services

January 7, 2019

Dear County Directors of Social Services

Attention: Food and Nutrition Services (FNS) Administrators, Managers and Supervisors
Program Integrity Supervisors and Investigators

Subject: Food and Nutrition Services Management Evaluation Finding

Priority: **Action Required**

The North Carolina Department of Health and Human Services received the United States Department Agriculture (USDA) results letter of the Fiscal Year (FY) 2018 Management Evaluation of the FNS Program. One of the findings of the review resulted in potential over issuance of FNS benefits to certain households beginning February 2018. This included cases that were ineligible the month of application but eligible the following month (split decisions), applicants with Alcohol and Drug Treatment Center living arrangements, and households in which a newborn was added with a date of birth in the application month but after the application date. A report has been created and added to FAST Help, the report is titled Reports-FNS-20180716-FNS Cases Overpaid, which includes a list of these cases.

Each case must be reviewed per instructions attached and determine if an over issuance occurred. If an over issuance has occurred, calculate the amount of the over issuance, enter a claim in EPICS, or NC FAST for those counties that have transitioned, and pursue collection of the claim under regular collection procedures. These claims should be coded as state agency errors.

The deadline for completion of these cases is **March 29, 2019**. Upon completion of your county's cases download the report and fill in the information in the columns to the right reflecting the Program Integrity Referral number and over issuance amount, and send it to Sherita.Hardy@dhhs.nc.gov by April 3, 2018.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
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If you have any questions, please contact Sherita Hardy at Sherita.Hardy@dhhs.nc.gov or 919-527-6315.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and somewhat stylized.

David Locklear, Deputy Director

DL/bm

Attachments (3)

ADTC Scenario – Instructions

Newborn Split Decision Scenario – Instructions

Split Decision Scenario – Instructions

EFS-FNSEP-01-2019

ADTC Recoupment Instructions:

Step 1: Locate your associated county and cases within the 20180716 – Cases Overpaid.xlsx report from Fast Help

COUNTY	CASEREFERENCE	CASE_OWNER	PRIMARY_CLIENT	BENEFIT_MONTH
Alamance	216354816	bandrews2	MICKEY MOUSE	2018-04
Alamance	213643531	cpardee	DONALD DUCK	2018-03

Step 2: Review the case determination history by navigating to the FNS Product Delivery Case page then to the Determinations tab. Locate the coverage period associated with the benefit month from the report. See the screenshot below.

Coverage Period	Decision	Amount
6/1/2018 - 7/31/2018	Not Eligible	
5/1/2018 - 5/31/2018	Not Eligible	
3/1/2018 - 4/30/2018	Eligible	\$192.00 Monthly
2/14/2018 - 2/28/2018	Eligible	\$192.00 Monthly

Step 3: Navigate to the Food Assistance Decision page by choosing the correct coverage period that is in blue, Review the Summary tab to identify the Initial Benefit Amount on Application. See the screenshots below.

Coverage Period	Decision
3/1/2018 - 7/31/2018	Eligible
2/14/2018 - 2/28/2018	Eligible

Summary Household Non Financial Resources Income Sanctions Work Eligibility

Summary

Resources	Exempt
Income	Exempt
Sanctions	Pass
Work Eligibility	Pass
Categorically Eligible	Pass

Benefit

Maximum Food & Nutrition Services Allotment	\$192.00		
Net Countable Income * 30%	-\$0.00		
Monthly Benefit Amount	\$192.00	Initial Benefit Amount on Application	\$108.00

Step 4: Navigate to the FNS Product Delivery Case page, Financials tab to review the dual payments processed by the system for the case. Note: You may need to toggle into the payment to review the duplicate payments. See the screenshot below.

Case	Component	Covers Period	Credit	Debit	Status	Warrant
Food & Nutrition Services	Benefit Amount	2/16/2018 to 2/28/2018	\$108.00	\$0.00	Processed	105056026 1
Food & Nutrition Services	Benefit Amount	2/14/2018 to 2/15/2018	\$108.00	\$0.00	Processed	105056026 1

Step 5: Follow the DSS policy used to process claims for the overpayment amount identified on the Financials tab. All claims are to be processed no later than Feb 28, 2019.

Newborn Split Decision Recoupment Instructions:

Step 1: Locate your associated county and cases within the 20180716 – Cases Overpaid.xlsx report from Fast Help

COUNTY	CASEREFERENCE	CASE_OWNER	PRIMARY_CLIENT	BENEFIT_MONTH
Alamance	216354816	bandrews2	MICKEY MOUSE	2018-04
Alamance	213643531	cpardee	DONALD DUCK	2018-03

Step 2: Review the case determination history by navigating to the FNS Product Delivery Case page then to the Determinations tab. Locate the coverage period associated with the benefit month from the report. See the screenshot below.

Current Determination	Determination Results	Amount
Determination History	2/1/2018 - 3/31/2018	Eligible \$142.00 Monthly
	12/1/2017 - 1/31/2018	Eligible \$352.00 Monthly
	11/28/2017 - 11/30/2017	Eligible \$352.00 Monthly
	11/27/2017 - 11/27/2017	Eligible \$284.00 Monthly

Step 3: Navigate to the Food Assistance Decision page by choosing the correct coverage period that is in blue, Review the Summary tab to identify the Initial Benefit Amount on Application. See the screenshots below. (In this scenario there are two due to split decision).

Coverage Period	Decision
12/1/2017 - 4/30/2018	Eligible
11/28/2017 - 11/30/2017	Eligible
11/27/2017 - 11/27/2017	Eligible

Resources	Exempt
Income	Exempt
Sanctions	Pass
Work Eligibility	Pass
Categorically Eligible	Pass

Benefit			
Maximum Food & Nutrition Services Allotment	\$352.00		
Net Countable Income * 30%	-\$68.00	Initial Benefit Amount on Application	\$37.00
Monthly Benefit Amount	\$284.00		

Resources	Exempt
Income	Exempt
Sanctions	Pass
Work Eligibility	Pass
Categorically Eligible	Pass

Benefit			
Maximum Food & Nutrition Services Allotment	\$352.00		
Net Countable Income * 30%	-\$0.00	Initial Benefit Amount on Application	\$46.00
Monthly Benefit Amount	\$352.00		

Step 4: Navigate to the FNS Product Delivery Case page, Financials tab to review the dual payments processed by the system for the case. Note: You may need to toggle into the payment to review the duplicate payments. See the screenshot below.

Food & Nutrition Services	Benefit Amount	11/28/2017 to 11/30/2017	\$46.00	\$0.00	Processed	1052656427
Food & Nutrition Services	Benefit Amount	11/27/2017 to 11/27/2017	\$37.00	\$0.00	Processed	1052656427

Step 5: Follow the DSS policy used to process claims for the overpayment amount identified on the Financials tab. All claims are to be processed no later than Feb 28, 2019.

Split Decision Recoupment Instructions:

Step 1: Locate your associated county and cases within the 20180716 – Cases Overpaid.xlsx report from Fast Help

COUNTY	CASEREFERENCE	CASE_OWNER	PRIMARY_CLIENT	BENEFIT_MONTH
Alamance	216354816	bandrews2	MICKEY MOUSE	2018-04
Alamance	213643531	cpardee	DONALD DUCK	2018-03

Step 2: Review the case determination history by navigating to the FNS Product Delivery Case page then to the Determinations tab. Locate the coverage period associated with the benefit month from the report. See the screenshot below.

Coverage Period	Status	Amount
4/1/2018 - 9/30/2018	Eligible	\$331.00 Monthly
11/1/2017 - 3/31/2018	Eligible	\$192.00 Monthly
10/27/2017 - 10/31/2017	Eligible	\$352.00 Monthly
10/16/2017 - 10/26/2017	Eligible	\$189.00 Monthly

Step 3: Navigate to the Food Assistance Decision page by choosing the correct coverage period that is in blue, Review the Summary tab to identify the Initial Benefit Amount on Application. See the screenshots below. (In this scenario there are two due to split decision).

Coverage Period	Decision
11/1/2017 - 3/31/2018	Eligible
10/27/2017 - 10/31/2017	Eligible
10/16/2017 - 10/26/2017	Eligible

Summary Household Non Financial Resources Income Sanctions Work Eligibility

Summary ↻ 🖨 ?

Resources	Exempt
Income	Exempt
Sanctions	Pass
Work Eligibility	Pass
Categorically Eligible	Pass

Benefit

Maximum Food & Nutrition Services Allotment	\$192.00		
Net Countable Income * 30%	- \$3.00		
Monthly Benefit Amount	\$189.00	Initial Benefit Amount on Application	\$94.00

Summary Household Non Financial Resources Income Sanctions Work Eligibility

Summary ↻ 🖨 ?

Resources	Exempt
Income	Exempt
Sanctions	Pass
Work Eligibility	Pass
Categorically Eligible	Pass

Benefit

Maximum Food & Nutrition Services Allotment	\$352.00		
Net Countable Income * 30%	- \$0.00		
Monthly Benefit Amount	\$352.00	Initial Benefit Amount on Application	\$176.00

Step 4: Navigate to the FNS Product Delivery Case page, Financials tab to review the dual payments processed by the system for the case. Note: You may need to toggle into the payment to review the duplicate payments. See the screenshot below.

Home Determinations Certifications Groups **Financials** Appeals Case Details Events Administration FSIS Benefit History

Transactions ★ Issue Payment... ★ Simulate Payment... ↻ 🖨 ?

Case	Component	Covers Period	Credit	Debit	Status	Warrant
Food & Nutrition Services	Benefit Amount	10/27/2017 to 10/31/2017	\$176.00	\$0.00	Processed	1050883511
Food & Nutrition Services	Benefit Amount	10/16/2017 to 10/26/2017	\$94.00	\$0.00	Processed	1050883511

Step 5: Follow the DSS policy used to process claims for the overpayment amount identified on the Financials tab. All claims are to be processed no later than Feb 28, 2019.