

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
LAKETHA M. MILLER • Controller

April 16, 2019

To: County DSS Director
County Economic Services Supervisor

The purpose of this letter is to alert you to two important topics which impact county DSS agencies. These topics relate to the "Repay" function found in the FIS ebtEDGE system and to the Payment/Adjustment screen for Cash Assistance clients in NCFAST.

"Repay" function in FIS ebtEDGE system:

The "Repay" function in the FIS ebtEDGE system allows county workers to remove funds deposited on a client's EBT card. This function is allowable for Food and Nutrition Services but is not allowable for Cash Assistance. When a worker performs a "Repay" transaction for Cash Assistance, it does not properly adjust the case and fails to correctly adjust the FIS account balance. Continued utilization of the "Repay" function for Cash Assistance may result in the removal of your county's ability to perform any "Repay" transactions in the future.

NCFAST Payment/Adjustment screen for Cash Assistance clients:

County workers are now able to use the NCFAST "Payment Search Screen" to see any adjustments processed against a client's Cash Assistance Payments. This is an important resource when a worker is trying to determine if any collections have been made against a particular benefit month. To view adjustments, find the benefit in question on the client's PDC in NCFAST, click on the toggle button to the left of the "Client Name" to reveal the payment details. Click on the "Adjustments" tab to view any adjustments that have been made. Possible adjustment transactions that might appear are as follows:

Transaction Code	Description
03	Failed EBT Card
07	Fraud Refund
08	Expungement
09	Failed Direct Deposit
10	Refund Other
19	State Responsible Overpayment
20	County Responsible Overpayment (CROP)
77	Charge County Offset Code 19
78	Charge County Offset Code 20

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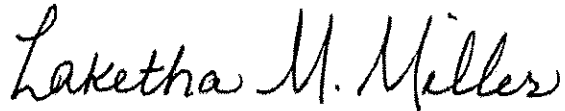
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Understanding the effect of previously posted adjustments may also impact county funding. For example, the county has determined there was a County Responsible Overpayment (CROP) of \$236 for a March 2019 TANF case. By looking at the "Adjustments" tab for March 2019, the worker determines that there was an expungement in the amount of \$75. Therefore, the CROP should be entered for \$161 not \$236, thus saving county funds in the amount of \$75 on this case.

If you have questions on either of these topics, please contact Myra Dixon at (919) 527-7799.

Sincerely,

A handwritten signature in black ink that reads "Laketha M. Miller". The signature is written in a cursive, flowing style.

Laketha M. Miller