

Administrative Services

Paul Pickerell, Administrator
Office of Payment Accuracy and Recovery

Authorized Signature

Number: OPAR-IM-09-004
Issue Date: 11/13/2009

Topic: Payment Accuracy and Recovery

Subject: Changes to overpayment writing responsibilities and simplified overpayment referral form.

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input checked="" type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message:

Effective immediately: branch staff are no longer responsible for writing overpayments resulting from administrative error. You may now refer all overpayments meeting the thresholds, including those resulting from administrative error, to the Office of Payment Accuracy and Recovery (OPAR), Overpayment Writing Unit (OWU). To make the overpayment referral easier for branch staff, the process has been simplified. Please follow the instructions below.

Note: You may refer overpayments resulting from administrative error that were previously identified, but have not been written.

Overpayment referral process:

- 1) Complete the appropriate overpayment referral form in its entirety, including your name, branch number, date and your phone number. Indicate on the referral form the approximate dates of the potential overpayment and describe the cause. It is important that the cause of the potential overpayment be specific and clear. Please list specific sources of income and the persons receiving it. If earned income is the issue, list the employer and the name of the person on the case who was working.
 - CAF Self-Sufficiency Overpayment Referral form [DHS 0284F](#).

- SPD/AAA Overpayment Referral form [DHS 0284R](#).
- 2) Attach the documentation you have gathered. Please note it is not a requirement for field staff to obtain supporting documents, such as verification of earnings, mainframe screen prints and copies of narratives. This preparatory work is now completed by an overpayment referral specialist in OPAR.
- 3) Submit the referral form to OPAR using one of the following methods:
- Email to: REFERRALS, OVERPAYMENT or OVPMTREF@DHS.STATE.OR.US (preferred)
 - Fax to: 503-378-3872
 - Mail to: OPAR OVP Referrals, PO Box 14150, Salem OR 97309
 - Submit directly to your local overpayment writer if there is no preparatory work that needs to be done or supporting documentation that needs to be obtained. For example, income cases where no hard copy verification needs to be obtained from an outside employer or agency, such as:
 - Home Care Worker income (HINQ)
 - Child Support (SMUX)
 - Unemployment (ECLM)
 - The Work Number; (please note on the referral form if income is on the Work Number)

Overpayment Thresholds:

Refer potential overpayments in each program following the overpayment threshold guidelines listed below and narrate. If a potential overpayment does not meet the threshold, do not submit a referral. Narrate the reason for not referring in OR ACCESS or TRACS.

Supplemental Nutrition Assistance Program (SNAP)/Food Stamp Program

Administrative or client error, **open** case –More than \$100

Administrative or client error, **closed** case –More than \$200

Overpayments resulting from quality control (QC) reviews – No minimum amount (see note below)

Cash and Child Care Programs

Administrative or client error –More than \$200

(same threshold for open and closed cases)

Medical Programs (this includes medical transportation)

Administrative error –No overpayment, do not refer.

Client error –More than \$750

(same threshold for open and closed cases)

For all programs

Possible Fraud –No minimum amount, refer all.

Note: When a QC review results in an overpayment, the referral will be sent to OWU by staff in the QC unit. This does not apply to overpayments resulting from other types of reviews, such as those conducted by the Self-Sufficiency Program Accuracy Team, manager reviews or peer reviews.

If you have any questions about this information, contact:

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|--------------------|--|-------------|--------------|
| Contact(s): | Karen Collette | | |
| Phone: | 503-378-3510 | Fax: | 503-378-3207 |
| E-mail: | Karen.B.Collette@state.or.us | | |