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.
If you have any questions, please contact Sherita Hardy at Sherita.Hardy@dhhs.nc.gov or 919-527-6315.

Sincerely,

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

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>CASEREFERENCE</th>
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<tbody>
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<td>MICKEY MOUSE</td>
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<tr>
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<td>213643531</td>
<td>cpardee</td>
<td>DONALD DUCK</td>
<td>2018-03</td>
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**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.

**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.
**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.

![Transactions](image)

**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

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![Determination Results](image)

**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).
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.

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:

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