


Georgia Department of Human Services • Division of Family and Children Services • Mark A. Washington, Assistant Commissioner Two
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July 29, 2010

OFFICE OF FAMILY INDEPENDENCE MANUAL TRANSMITTAL
Volume 4 Benefit Recovery
Manual Transmittal 9

TO: County Directors of Family and Children Services
State Directors
OFI Regional Managers
OFI State Operations
Staff
OFI FS Program  Director, Specialists

FROM: Isabel A. Blanco, Executive i
Family Outcomes and Practice Standards
Division of Family and Children Services

RE: Updates to the Benefit Recovery Manual

Purpose

This manual transmittal contains updates and policy clarifications received since the last manual transmittal issued. The updates/clarifications are effective August 1, 2010.

Discussion

This manual material includes revisions contained in the following sections:

Section 4020 — Collection Methods:

Page 1; FS Claims: This section was changed to add clarification of the types of payment methods that can be used to repay a claim. These types include cashier check, money order, personal check or cash.

The maximum time period to pay off a claim for Inadvertent Household Error (IHE) was changed from 60 months to 36 months. This change mirrors the federal differentiation from Intentional Program Violation (IPV) and Inadvertent Household Error / Agency Error (IHE/AE).

Pages 4 — 5; Compromised Claims: This section was changed to provide more detail on the compromise claims process. Claims as a result of agency errors or inadvertent

household errors may be compromised or reduced due to economic circumstances that prevents a client from paying off the claim within 36 months.

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Section 4030 — Treasury Offset Program: Updates all references of federal tax refunds to federal benefits.

Page 1 — Paragraph 3: Updated to provide clarification that all adults (individuals who are 18 years or older) are considered liable debtors for the claim.

Page 2 — Paragraph 2: This paragraph was updated to change the time period that a debt will remain in TOP from "up to 10 years" to indefinitely.

Page 2 — Paragraph 6: Updates method by which a review can be requested. The method requires the request to be in writing to the specified address only. The process of requesting a review via a toll free number has been deleted.

Section 4050 — Termination of Uncollectible Claims: Deleted the process and expectation to delete claims that have been established for 10 or more years.

Section 4055 — Special Considerations: Updates all references of the department name change from OIS (Office of Investigative Services) to OPIC (Office of Program Integrity and Compliance).

Updates made to the handling of the fraud allegations with the removal of OPIC at the beginning of the process. Calls will no longer be going through OPIC but through the DFCS Consolidated Helpdesk. As allegations are received, they will be routed directly to each county for handling. If suspected fraud exists, the county will complete the necessary 5667 and route to OPIC for further handling.

Manual Maintenance

Remove Sections 4020, 4030, 4050 and 4055 and replace with attached sections with the same numbers.

Insert the cover letter from this manual transmittal in Appendix B.

Make notation on the Record of Receipt of Manual Transmittals for Volume 4, Benefit Recovery.

Online Manual (ODIS) Update

The material contained in this transmittal will be updated on ODIS effective August 1 , 2010.

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