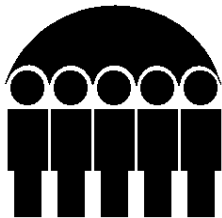


Revised November 19, 2004

Management Manual
Title 23
Chapter G

STATE APPEAL BOARD CLAIMS



Iowa
Department
of
Human Services

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OVERVIEW

Procedures for filing claims made against the state of Iowa vary depending on the type of claim being processed. The Department is authorized to pay small claims made against the state of Iowa in certain instances. In all other cases, claims made against the state must be submitted to the State Appeal Board in the Department of Management.

Legal Basis

The legal basis for the procedures in this chapter comes from the following sources:

- ◆ Iowa Code section 25.2 allows outdated claims against the state that are dated less than five years ago to be submitted to the State Appeal Board.
- ◆ Iowa Code section 217.23 allows the Department to reimburse employees for personal property damaged or destroyed by clients during the employee's tour of duty, up to a maximum of \$150.
- ◆ Iowa Code Chapter 669 is the Iowa Tort Claims Act.
- ◆ 543 Iowa Administrative Code, Chapter 1, contains the State Appeal Board's rules on tort claims.
- ◆ 543 Iowa Administrative Code, Chapter 3, contains general rules on the State Appeal Board's procedures for handling claims.

Definitions

“General claim” or **“small claim”** includes:

- ◆ Outdated warrants;
- ◆ Outdated sales and use tax refund;
- ◆ License refunds;
- ◆ Additional agricultural land tax credits;
- ◆ Outdated invoices;
- ◆ Fuel and gas tax refunds;
- ◆ Outdated homestead and veteran's exemptions;

OVERVIEW

Definitions

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- ◆ Outdated funeral service claims;
- ◆ Tractor fees;
- ◆ Registration permits;
- ◆ Outdated bills for merchandise;
- ◆ Services furnished to the state;
- ◆ Claims by any county or county official relating to the personal property tax credit and
- ◆ Refunds of fees collected by the state. (Iowa Code section 25.2(1))

“Interdepartmental claim” means a claim between state agencies.

“Tort claim” means a claim involving property damage, personal injury, or wrongful death.

REIMBURSEMENT OF EMPLOYEE SMALL CLAIMS

The Department is authorized to expend monies as reimbursement for replacement or repair of personal items of the Department’s employees that are damaged or destroyed by clients of the Department during the employee’s tour of duty. The reimbursement shall not exceed \$150 for each item.

Bargaining unit employees may submit requests to the State Appeal Board for claims that are denied by the Department or that are in excess of \$150. The employee’s immediate supervisor may, at the supervisor’s discretion, certify that personal items were lost or damaged by a client in the performance of the employee’s assigned duty.

Procedures for filing claims vary depending on the type of claim being processed. The following requirements shall apply for employees filing small claims with the Department:

1. The claimant shall provide the claimant’s supervisor with a detailed written account of incident.
 - ◆ When possible, include a name of a witness.
 - ◆ When practical, also submit a vendor’s estimate of repair or replacement cost
Replacement items are to be of like quality or cost.
2. The superintendent, child support regional administrator, service area administrator, division administrator, or designee shall review all reports and approve or deny the claim based on available information.

3. The claimant shall submit a completed travel payment (TP) form to the Division of Fiscal Management for payment of an approved claim. Each claim shall be supported with a vendor's invoice or the claimant's receipt of expense.

REIMBURSEMENT OF OTHER CLAIMS

Claims against the state other than employee small claims must be submitted to the State Appeal Board in the Department of Management, using form 532-1247, *State Appeal Board Claim Form and Affidavit*. This form requests information about the claim, the claimant, and the claimant's attorney, if any.

Instructions for completing the form are included on page two of the form. The form must be notarized. Instructions for submission of the form are given on the front of the form.

The claim form and procedures for submitting claims can be accessed on the Internet at: <http://www.dom.state.ia.us/index.html>. Select an option under "State Appeal Board" as follows:

- ◆ Select "General Claims" for procedures for submitting general claims, such as those related to outdated warrants or invoices or refunds of fees or charges, through:
 - The "long" Appeal Board process (filing a claim directly with the State Appeal board); or
 - The "short" (administrative) Appeal Board process where vendors file claims directly with the state agency that received the goods and services (not payroll-related).
- ◆ Select "Tort Claims" for procedures for submitting claims involving property damage, personal injury, or wrongful death.
- ◆ Select "Interdepartmental Claims" for procedures for submitting claims against another state agency.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

November 19, 2004

GENERAL LETTER NO. 23-G-2

ISSUED BY: Division of Fiscal Management

SUBJECT: Management Manual, Title 23, Chapter G, **STATE APPEAL BOARD CLAIMS**, Title page, revised; Contents (page 1), revised; page 1, revised; and pages 2 and 3, new.

Summary

Title 23, Chapter G, **STATE APPEAL BOARD CLAIMS**, has been revised to reflect current procedures and resources. The revised chapter:

- ◆ Explains requirements for employee small claims that the Department is authorized to reimburse; and
- ◆ References the Department of Management web sites for:
 - Procedures for other types of claims, which must be submitted to the State Appeal Board.
 - Form 532-1247, *State Appeal Board Claim Form and Affidavit*.

Effective Date

Immediately.

Material Superseded

Remove the entire Chapter G from Management Manual, Title 23. This includes the Title page, Contents page, and page 1, all dated March 11, 1980.

Additional Information

Refer questions about this general letter to your service area administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

May 11, 2007

GENERAL LETTER NO. 23-G-3

ISSUED BY: Bureau of Purchasing, Payments and Receipts,
Division of Fiscal Management

SUBJECT: Management Manual, Title 23, Chapter G, *STATE APPEAL BOARD CLAIMS*, pages 1 and 3, revised.

Summary

This chapter is revised to reflect current Iowa Code requirements for submitting claims to the State Appeal Board and to update location of forms.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Management Manual, Title 23, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
1, 3	May 19, 2004

Additional Information

Refer questions about this general letter to your service area administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

July 31, 2009

GENERAL LETTER NO. 23-G-4

ISSUED BY: Bureau of Purchasing, Payments, and Receipts,
Division of Fiscal Management

SUBJECT: Management Manual, Title 23, Chapter G, *STATE APPEAL BOARD CLAIMS*, page 3, revised.

Summary

This chapter is revised to update the Internet address for the instructions of form 532-1247, *State Appeal Board Claim Form and Affidavit*.

Effective Date

Immediately.

Material Superseded

Remove from Management Manual, Title 23, Chapter G, page 3, dated May 11, 2007, and destroy it.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, your service area manager, or your regional collections administrator.