



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

August 29, 1995

GENERAL LETTER NO. 4-H-1

ISSUED BY: Bureau of Family Investment Program
Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter H, *Payments and Adjustments*, Title page, new; Contents (page 1), new; and pages 1 through 25, new.

Summary

This general letter transmits the new Employees' Manual 4-H which contains policies relating to overpayments, underpayments, and warrants. The chapter is a composite of policies from IV-C(2), *Payment*, and IV-C(3), *Overpayment Recovery*, that have been rewritten and reorganized to incorporate the Department's new writing format. There are no policy changes included in this chapter.

A comparison chart is not provided, because 4-H does not replace an existing chapter.

Effective Date

September 1, 1995

Material Superseded

None

Additional Information

Contact your regional benefit payment administrator if you need additional information.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

February 17, 1998

GENERAL LETTER NO. 4-H-2

ISSUED BY: Bureau of Family Investment Program
Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter H, *Payments and Adjustments*, Title page, revised; Contents (page 1), revised; pages 1 through 23, revised.

Summary

The chapter is revised to correspond to recent policy changes incorporated into other Title 4 chapters. Also, references to "regular" FIP are deleted, and legal references are updated.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Employees' Manual, Title 4, Chapter H, and destroy it. This includes Title page, Contents (page 1) and pages 1-25, all dated August 29, 1995.

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

December 21, 1999

GENERAL LETTER NO. 4-H-3

ISSUED BY: Bureau of Family Investment, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 4, Chapter H, *Payments and Adjustments*, Title page revised; Contents (page 1), revised; Contents (page 2), new; pages 1 through 23, revised, and pages 24, 25, and 26, new.

Summary

The entire chapter is revised to reflect recent policy changes and to clarify existing language. Also, new information is added on:

- ◆ Overpayments resulting from the former nine-month real property exemption.
- ◆ Overpayments in needy relative cases.
- ◆ Failure to provide requested overpayment information.
- ◆ Impact of support collections on overpayments.
- ◆ Calculating the amount of a subsequent FIP overpayment for cases with a grant reduction for a prior overpayment.
- ◆ Voluntary FIP refunds.

Finally, the section on child support rebate errors is deleted. Rebates started to be phased out beginning July 1, 1997, and were completely eliminated effective July 1, 1998. The likelihood of circumstances that require issuance of a belated rebate or correcting a rebate error is extremely remote, thereby eliminating the need to retain this information in the current Employees' Manual.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter H from Employees' Manual, Title 4, and destroy it. This includes the Title page, Contents (page 1), and pages 1-23, all dated February 17, 1998.

Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

December 16, 2003

GENERAL LETTER NO. 4-H-4

ISSUED BY: Bureau of Financial Support Programs,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter H, *PAYMENTS AND ADJUSTMENTS*,
Contents (page 1), revised; pages 1, 2, 3, 4, 7, 8, 14, 19 through 23, and 26,
revised; and pages 2a and 2b, new.

Summary

This chapter is revised to:

- ◆ Include information on direct deposit of FIP benefits.
- ◆ Update an obsolete manual reference.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter H, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	December 21, 1999
1-4, 7, 8, 14, 19-23, 26	December 21, 1999

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

October 22, 2004

GENERAL LETTER NO. 4-H-5

ISSUED BY: Bureau of Financial Support Programs
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter H, *PAYMENTS AND ADJUSTMENTS*,
pages 4 and 17 through 24, revised.

Summary

Revisions to this chapter correspond to changes in other Title 4 chapters that implement a new nonfinancial eligibility requirement. FIP applicants must now meet with PROMISE JOBS to write and sign a family investment agreement before FIP can be approved.

An overpayment issued due to FIP approval before a family investment agreement is signed is subject to recovery only if the person fails to sign a family investment agreement after the error is discovered.

This chapter is also revised to correct headings.

Effective Date

November 1, 2004

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter H, and destroy them:

<u>Page</u>	<u>Date</u>
4	December 16, 2003
17, 18	December 21, 1999
19-23	December 16, 2003
24	December 21, 1999

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



February 9, 2007

GENERAL LETTER NO. 4-H-6

ISSUED BY: Bureau of Financial and Work Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter H, *PAYMENTS AND ADJUSTMENTS*,
Title page, revised; Contents (pages 1 and 2), revised; pages
1 through 26 revised, and pages 27 through 34, new.

Summary

This chapter is revised to:

- ◆ Add language to clarify when FIP checks that are direct deposited are available to the client.
- ◆ Add references to the *Combined PAER/FAIR*.
- ◆ Remove some references to monthly reporting.
- ◆ Add language to clarify determining the months of overpayment.
- ◆ Add language on retrospectively budgeted claims.
- ◆ Clarify what is a client error.

Effective Date

January 1, 2007

Material Superseded

Remove the entire Chapter H from Employees' Manual, Title 4, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title Page	December 21, 1999
Contents (p. 1)	December 16, 2003
Contents (p. 2)	December 21, 1999
1, 2, 2a, 2b, 3	December 16, 2003
4	October 22, 2004
5, 6	December 21, 1999
7, 8	December 16, 2003

9-13	December 21, 1999
14	December 16, 2003
15, 16	December 21, 1999
17-24	October 22, 2004
25	December 21, 1999
26	December 16, 2003

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

August 10, 2007

GENERAL LETTER NO. 4-H-7

ISSUED BY: Bureau of Financial and Work Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter H, **PAYMENTS AND
ADJUSTMENTS**, pages 3, 10, and 15, revised.

Summary

This chapter is revised to:

- ◆ Update text to reflect an increase in the work incentive deduction from 50% to 58%.
- ◆ Remove an obsolete reference to protective payees.
- ◆ Remove a reference to the *FIP Earned Income Record*, form 470-0476. This form is obsolete.

Effective Date

August 1, 2007

Material Superseded

Remove the following pages from Employees' Manual, Title 4, Chapter H, and destroy them:

<u>Page</u>	<u>Date</u>
3, 10, 15	February 9, 2007

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



October 23, 2009

GENERAL LETTER NO. 4-H-8

ISSUED BY: Bureau of Financial and Work Supports,
Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 4, Chapter H, **PAYMENTS AND ADJUSTMENTS**, Title page, revised; Contents (page 1), revised; and pages 1 through 28, revised.

Summary

This chapter is revised to:

- ◆ Clarify that for families with direct deposit, if the case is canceled and reinstated or reopened within two months of the effective date of cancellation, direct deposit will continue unless you make entries to stop it. If the break in assistance is longer, entries will be required to begin direct deposit again.
- ◆ Clarify language that describes recovery of PROMISE JOBS expense allowances.
- ◆ Specify that PROMISE JOBS should be notified when the entire FIP grant for a month is subject to recovery and a family member was referred to PROMISE JOBS, or the entire amount issued for the needs of a person who was referred to PROMISE JOBS is subject to recovery.
- ◆ Update language by replacing a reference to the "local office" with "Department" to reflect that changes may be acted on by the local office or the Income Maintenance Customer Service Center.
- ◆ Specify that an overpayment referral should not be completed when an overpayment is only for the current month's grant and the client returns the warrant. Document in the case record that the payment would be subject to recoupment if it had not been returned.
- ◆ Remove references to the *Overpayment Recovery Information Input* form. This form is no longer necessary, as overpayments are now entered directly into the Overpayment Recovery system.
- ◆ Remove specific information on calculating an overpayment related to the following policies:
 - Nine-month real property exemption,
 - Earned income deduction sanction,
 - Child care deduction, and
 - Child support rebate.

These policies have been obsolete for ten or more years. If an overpayment must be completed that extends over a period of more than ten years, i.e., before August 1999, contact the SPIRS help desk for assistance.

- ◆ The chapter has been reorganized and rewritten to update language and format.

Effective Date

Upon receipt.

Material Superseded

This material supersedes the entire Chapter H from Employees' Manual, Title 4. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	February 9, 2007
Contents (page 1)	February 9, 2007
1-34	February 9, 2007

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

January 1, 2010

GENERAL LETTER NO. 4-H-9

ISSUED BY: Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter H, **PAYMENTS AND ADJUSTMENTS**, Contents (page 1), revised; pages 1, 2, 3, 4, and 5, revised; and pages 2a through 2f, new.

Summary

This chapter is revised to:

- ◆ Implement the electronic access card (EAC) for Family Investment Program (FIP) and Refugee Cash Assistance (RCA) program participants.
- ◆ Describe the three methods for issuing payments for FIP and RCA: EAC, direct deposit, and warrant. Families will receive their payments by EAC unless they request direct deposit to their own account in a financial institution or unless they are required to receive payments by warrant because the payee does not have a social security number or because the payee for the case is not the head of household (case name) for the case in the Automated Benefit Calculation (ABC) system.
- ◆ Specify that participants who request direct deposit to their own account at a financial institution must provide a voided check or a deposit slip for the account together with the completed form 470-0261, *Agreement for Automatic Deposit*.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 4, Chapter H:

<u>Page</u>	<u>Date</u>
Contents (page 1)	October 23, 2009
1-5	October 23, 2009

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

September 17, 2010

GENERAL LETTER NO. 4-H-10

ISSUED BY: Bureau of Financial, Health and Work Supports,
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter H, **PAYMENTS AND
ADJUSTMENTS**, pages 2, 4, 19, and 21, revised.

Summary

Chapter 4-H is revised to correct and update legal and cross references.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 4, Chapter H:

<u>Page</u>	<u>Date</u>
2, 4	January 1, 2010
19, 21	October 23, 2009

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

September 2, 2011

GENERAL LETTER NO. 4-H-11

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter H, **PAYMENTS AND ADJUSTMENTS**, Title page, revised; Contents (page 1), revised; pages 1 through 28, revised; and pages 29 through 36, new.

Summary

Chapter 4-H is revised to:

- ◆ Clarify when direct deposit will continue if the case is reinstated or reopened after a break in FIP assistance. Direct deposit will continue if the client is active for Medicaid or becomes active for Medicaid or FIP within two months of the FIP cancellation.
- ◆ Update policy on when an overpayment is required when a participant voluntarily returns FIP assistance. In order to properly account for FIP funds, a claim must be established for all returns made in a form other than a state warrant.
- ◆ Update policy on how IM workers will be notified when a FIP warrant or direct deposit issuance is returned to the Department. The Bureau of Purchasing, Payments, Receipts and Payroll will enter the information into a spreadsheet instead of posting a message. The spreadsheet is accessed through the "Returned Warrant" link on the field Intranet site.
- ◆ Update organizational names and repage the chapter.

Effective Date

Upon receipt.

Material Superseded

This material replaces the entire Chapter H from Employees' Manual, Title 4, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	October 23, 2009
Contents (page 1)	January 1, 2010
1	January 1, 2010
2	September 17, 2010

2a-2f, 3	January 1, 2010
4	September 17, 2010
5	January 1, 2010
6-18	October 23, 2009
19	September 17, 2010
20	October 23, 2009
21	September 17, 2010
22-28	October 23, 2009

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

August 17, 2012

GENERAL LETTER NO. 4-H-12

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter H, **PAYMENTS AND ADJUSTMENTS**, pages 3, 4, 5, 8, and 27, revised.

Summary

Chapter 4-H is revised to:

- ◆ Update the name of the vendor providing electronic card (EAC) services from ACS to Xerox.
- ◆ Correct an example.
- ◆ Update procedures for handling rejected direct deposits to state that a warrant will be issued to the client when the payment is returned by the bank.
- ◆ Update policy that claims should be established and recovery initiated within 90 days of the date it is discovered. If this timeframe cannot be met, the claim still needs to be established.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 4, Chapter H:

<u>Page</u>	<u>Date</u>
3-5, 8, 27	September 2, 2011

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

February 14, 2014

GENERAL LETTER NO. 4-H-13

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter H, **PAYMENTS AND ADJUSTMENTS**, pages 4, 5, 6, and 14, revised.

Summary

Chapter 4-H is revised to:

- ◆ Add policy that participants cannot access their FIP benefits with their electronic access card (EAC) at a:
 - Liquor store or any place that mainly sells liquor,
 - Casino or other gambling or gaming establishment, or
 - Business which provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state (such as a strip club).
- ◆ Add policy that overpayments caused by accessing FIP benefits at a prohibited location are a client error. The amount of the overpayment is the amount of FIP benefits accessed at the prohibited location.

Effective Date

February 1, 2014

Material Superseded

This material replaces the following pages from Employees' Manual, Title 4, Chapter H:

<u>Page</u>	<u>Date</u>
4, 5	August 17, 2012
6, 14	September 2, 2011

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

August 8, 2014

GENERAL LETTER NO. 4-H-14

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter H, **PAYMENTS AND ADJUSTMENTS**, page 15, revised.

Summary

Chapter 4-H is revised to add policy that assistance paid during the appeal process is not subject to recoupment when:

- ◆ A participant appeals:
 - Before the effective date of the intended action on the *Notice of Decision* establishing the beginning date of an ineligibility period, or
 - Within 10 days from the date the participant receives the notice establishing the beginning date of an ineligibility period. The date on which the notice is received is considered to be five days after the date on the notice, unless the participant shows that they did not receive the notice within the five-day period, and
- ◆ The Department is affirmed in an appeal regarding an ineligibility period for using the electronic access card at a prohibited location, and
- ◆ An ineligibility period with a new effective date applies.

Effective Date

August 1, 2014

Material Superseded

This material replaces the following page from Employees' Manual, Title 4, Chapter H:

<u>Page</u>	<u>Date</u>
15	September 2, 2011

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

December 16, 2016

GENERAL LETTER NO. 4-H-15

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter H, **PAYMENTS AND ADJUSTMENTS**, pages 4 through 8, 14, 15, 27, 28, 32, and 33, revised.

Summary

Chapter 4-H is revised to:

- ◆ Add policy that participants cannot use their personal debit card to access FIP benefits at:
 - Liquor stores or any place that mainly sells liquor,
 - Casino or other gambling or gaming establishment, or
 - Business which provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state (such as a strip club).
- ◆ Update policy to clarify that the overpayment for accessing FIP funds with the electronic access card or personal debit card includes the amount of FIP funds accessed at the location and any fees for accessing FIP funds.
- ◆ Update references from the Overpayment Recovery System (OPR) to Web-based Overpayment Recoupment (WOPR).

Effective Date

January 1, 2017

Material Superseded

This material replaces the following page from Employees' Manual, Title 4, Chapter H:

<u>Page</u>	<u>Date</u>
4-6	February 14, 2014
7	September 2, 2011
8	August 17, 2012
14	February 14, 2014
15	August 8, 2014
27	August 17, 2012
28, 32, 33	September 2, 2011

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

February 7, 2020

GENERAL LETTER NO. 4-H-16

ISSUED BY: Bureau of Financial, Food and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter H, *Payments and Adjustments*,
pages 2 through 5, revised.

Summary

Chapter 4-H is revised to:

- ◆ Change VISA to Mastercard.
- ◆ Update the name of the Electronic Access Card (EAC) Contractor to Conduent.
- ◆ Update the EAC Customer Service Center's phone number.
- ◆ Update the mailing time of the EAC to seven to ten days.
- ◆ Update the EAC client website address.
- ◆ Update the instructions on how to tell if someone has an EAC account.

Effective Date

Immediately.

Material Superseded

This material replaces the following page from Employees' Manual, Title 4, Chapter B:

<u>Page</u>	<u>Date</u>
2	September 2, 2011
3	August 17, 2012
4, 5	December 16, 2016

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

November 4, 2022

GENERAL LETTER NO. 4-H-17

ISSUED BY: Bureau of Financial, Food, and Work Supports
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 4, Chapter H, **Family Investment Program Payments and Adjustments**, Title Page, Contents Page I, I, 2-5, 6-8, 9-13, 14 and 15, 16-26, 27, revised; 28, 29-31, 32 and 33, and 34-36, removed.

Summary

This chapter is revised to

- add that clients can now make payments on a debt by credit card, debit card and electronic check, and
- update style and formatting throughout

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 4-, Chapter H, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	September 2, 2011
Contents Page I	September 2, 2011
I	September 2, 2011
2-5	February 7, 2020
6-8	December 16, 2016
9-13	September 2, 2011
14 and 15	December 16, 2016
16-26	September 2, 2011
27	December 16, 2016
28	December 16, 2016
29-31	September 2, 2011
32 and 33	December 16, 2016
34-36	September 2, 2011

Additional Information

Refer questions about this general letter to your area income maintenance administrator.