



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

April 15, 1997

GENERAL LETTER NO. 6-G-4

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

SUBJECT: Employees' Manual, Title 6, Chapter G, *Recovery of Overpayments*, Title page,
revised; Contents (page 1), revised; and pages 1-27, revised.

Summary

This general letter transmits the revised Chapter 6-G, *Recovery of Overpayments*. The chapter was rewritten to incorporate the Department's updated manual format and writing style.

Included in this revised chapter are changes to the food stamp demand letter process. For food stamp claims, the first demand letter is mailed 8-9 days before the end of the month and has a printed due date. Households with food stamp agency error claims continue to have 30 days in which to respond. Households with food stamp inadvertent household error claims are allowed 10 days to respond. Households with food stamp intentional program violation claims must respond immediately.

If no repayment agreement is returned by the household with a food stamp inadvertent household error claim or a food stamp intentional program violation claim by cutoff of the first month following the issuance of the first demand letter, allotment reduction is initiated.

There are no other policy changes in this revised chapter.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Employees' Manual, Title 6, Chapter G, and destroy it. This includes:

<u>Page</u>	<u>Date</u>
Title page	March 31, 1992
Contents (page 1)	March 31, 1992
1-3	July 6, 1993
4-6	March 31, 1992
7-16	July 6, 1993
17-19	March 31, 1992
20	July 6, 1993
21-30	March 31, 1992

Additional Information

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



September 8, 1998

GENERAL LETTER NO. 6-G-5

ISSUED BY: Division of Economic Assistance

SUBJECT: Employees' Manual, Title 6, Chapter G, *Recovery of Overpayments*, Title page revised; Contents (page 1 and 2), revised; and pages 1 through 27, revised; and page 28, new.

Summary

This chapter is revised to:

- ◆ Change current form 470-2616, *Demand Letter for FIP/RCA Overissuance*, to *Demand Letter for FIP/RCA Agency Error Overissuance*.
- ◆ Add forms 470-3489, *Demand Letter for FIP/RCA IPV Overissuance*, and 470-3490, *Demand Letter for FIP/RCA Client Error Overissuance*.
- ◆ Change current form FP-2322-0, *Demand Letter for Food Stamp Overissuance*, to form 470-0338, *Demand Letter for Food Stamp Agency Error Overissuance*.
- ◆ Add forms 470-3486, *Demand Letter for Food Stamp Intentional Program Violation Overissuance*, and 470-3487, *Demand Letter for Food Stamp Inadvertent Household Error Overissuance*.
- ◆ Include instructions for recovery of delinquent food stamp overpayments through the Treasury Offset Program (TOP).

Page 7 includes instructions regarding the debtor's right to request a review of the delinquent status of a claim when the debtor has received a 60-day notice advising that the claim is subject to referral to TOP.

Pages 9 and 10 are revised to more accurately reflect the way in which payments are applied to a debtor's overpayment claims for both FIP/RCA and food stamps.

Page 14 is revised to reflect the change in the response time for intentional program violation demand letters. A debtor with an IPV claim must now return the demand letter within 20 days, just as a debtor with an inadvertent household error or agency error claim.

This chapter is also revised to reflect the change in collection of agency error claims. Agency error claims are now subject to the same collection action as inadvertent household error claims. Agency error claims are also subject to recoupment at the rate of \$10 or 10% of the current month's benefit.

If the household fails to sign an agreement to repay or fails to make the agreed upon payments, the household is subject to benefit reduction the same as a household with an inadvertent household error claim.

If the household with an agency error claim is not participating in the food stamp program, the claim is subject to the same alternative methods of collection as the household with an inadvertent household error claim.

Effective Date

August 5, 1998

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter G, and destroy:

<u>Page</u>	<u>Date</u>
Title page	April 15, 1997
Contents (page 1 and 2)	April 15, 1997
1-27	April 15, 1997

Additional Information

Refer questions about this material to your regional benefit payment administrator.



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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

March 13, 2001

GENERAL LETTER NO. 6-G-6

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

SUBJECT: Employees' Manual, Title 6, Chapter G, **RECOVERY OF OVERPAYMENTS**, pages 3 through 9, 11, and 12, revised.

Summary

Revisions to this chapter:

- ◆ Eliminate reference to FIP intentional program violation policies, which are obsoleted by General Letter 4-M-3.
- ◆ Update form numbers, references, and addresses.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 6, Chapter G, pages 3 through 9, 11, and 12, all dated September 8, 1998, and destroy them.

Additional Information

See General Letter 4-M-3 for information on eliminating FIP intentional program violation policies.

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



July 17, 2001

GENERAL LETTER NO. 6-G-7

ISSUED BY: Bureau of Food Stamps, Division of Economic Assistance

SUBJECT: Employees' Manual, Title 6, Chapter G, RECOVERY OF OVERPAYMENTS, Contents (pages 1 and 2), revised; pages 1 through 10, 11, 13, 14, and 17 through 22, revised; and page 10a, new.

Summary

This chapter is revised to add:

- Policy regarding the claims management requirements set forth in recent changes to federal regulations. These regulations require the timely establishment of all claims within 90 days of the date of discovery at least 90% of the time. "Date of discovery" is defined as the date on which the worker discovers that an overissuance has occurred.
Policy on the termination of claims which have a remaining balance of \$25 or less, are more than 90 days delinquent, and have no other claims to which they could be added so the balance due exceeds the \$25.
Instructions on page 3 for completing form 470-0464, Overpayment Recovery Information Input, for a food stamp claim. For food stamps, the referral of the claim to DIA is now a two-step process, to ensure that claims are tracked from the date of discovery.

References to Transitional Child Care manual and rules are eliminated and other cross-references are corrected.

Effective Date

These changes are effective for all claims discovered on or after August 1, 2001.

Material Superseded

Remove the following pages from Employees' Manual, Title 7, Chapter G, and destroy them:

Table with 2 columns: Page and Date. Rows include Contents (pp. 1 and 2), 1, 2, 3-9, 10, 11, and 13, 14, 17-22 with corresponding dates from 1998 to 2001.

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
JESSIE K. RASMUSSEN, DIRECTOR

July 23, 2002

GENERAL LETTER NO. 6-G-8

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

SUBJECT: Employees' Manual, Title 6, Chapter G, **RECOVERY OF OVERPAYMENTS**, Contents (pages 1 and 2), revised; pages 1 through 22, revised; and pages 22a and 22b, new.

Summary

This chapter is revised to:

- ◆ Add the Child Care Assistance program to the chapter for recovery of overpayments.
- ◆ Correct and clarify language.
- ◆ Update rule references.

Effective Date

Upon receipt

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (pages 1 and 2)	July 17, 2001
1-11	July 17, 2001
12	March 13, 2001
13, 14	July 17, 2001
15, 16	September 8, 1998
17-22	July 17, 2001

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
JESSIE K. RASMUSSEN, DIRECTOR

October 29, 2002

GENERAL LETTER NO. 6-G-9

ISSUED BY: Bureau of Managed Care and Clinical Services

SUBJECT: Employees' Manual, Title 6, Chapter G, *RECOVERY OF OVERPAYMENTS*,
Contents (page 1), revised; and pages 4a and 4b, new.

Summary

This chapter is revised to include overpayment recovery instructions for calculating overpayments for persons enrolled in an HMO or the Iowa Plan.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 6, Chapter G, Contents (page 1), dated July 23, 2002, destroy it.

Additional Information

Contact your service area supervisor if you need additional information.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

January 21, 2003

GENERAL LETTER NO. 6-G-10

ISSUED BY: Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 6, Chapter G, **RECOVERY OF OVERPAYMENTS**, page 4, revised.

Summary

Revision is made to add information about a grid (field 33) which will now appear on form 470-0464, *Overpayment Recovery Information Input*. This grid is used for food stamps only and contains information regarding how the food stamp claim was calculated for each month. This change is being made to comply with federal requirements that this information be displayed on initial food stamp demand letters sent to households.

Effective Date

Upon receipt.

Material Superseded

Remove the following page from Employees' Manual, Title 6, Chapter G, and destroy it:

<u>Page</u>	<u>Date</u>
4	July 23, 2002

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

June 10, 2003

GENERAL LETTER NO. 6-G-11

ISSUED BY: Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 6, Chapter G, *RECOVERY OF OVERPAYMENTS*, pages 11, and 20, revised.

Summary

Revision is made to change a form name and number.

Effective Date

Upon receipt.

Material Superseded

Remove the following page from Employees' Manual, Title 6, Chapter G, and destroy it:

<u>Page</u>	<u>Date</u>
11, 20	July 23, 2002

Additional Information

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



May 6, 2005

GENERAL LETTER NO. 6-G-12

ISSUED BY: Division of Financial, Health and Work Supports

SUBJECT: Employees' Manual, Title 6, Chapter G, RECOVERY OF OVERPAYMENTS, Title page, Contents (pages 1 and 2), revised; pages 1 through 28, revised; and pages 29 through 33, new.

Summary

This chapter is revised to:

- ◆ Add the references to the hawk-i (Healthy and Well Kids in Iowa) program in the overpayment recovery process.
◆ Change the program name from "food stamps" to "Food Assistance."
◆ Correct form names and cross-references.
◆ Change organizational names due to restructuring.
◆ Update instructions for Food Assistance on what items of form 470-0464, Overpayment Recovery Information Input, to complete.
◆ Remove the section, "Referral to Central Collection Unit." This unit no longer exists.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter G page from Employees' Manual, Title 6, and destroy it. This includes the following pages:

Table with 2 columns: Page, Date. Rows include Title page (September 8, 1998), Contents (page 1) (October 29, 2002), Contents (page 2) (July 23, 2002), 1-3 (July 23, 2002), 4 (January 21, 2003), 4a, 4b (October 29, 2002).

5-10	July 23, 2002
11	June 10, 2003
12-19	July 23, 2002
20	June 10, 2003
21, 22, 22a, 22b	July 23, 2002
23-28	September 8, 1998

Additional Information

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



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

January 22, 2010

GENERAL LETTER NO. 6-G-13

ISSUED BY: Office of Policy, Communication and Intergovernmental Cooperation;
Division of Adult, Children and Family Services;
Division of Field Operations

SUBJECT: Employees' Manual, Title 6, Chapter G, **RECOVERY OF PUBLIC ASSISTANCE DEBTS**, Title page, revised; Contents (page 1), revised; and pages 1 through 21, revised.

Summary

This chapter is revised to:

- ◆ Rename the chapter from **RECOVERY OF OVERPAYMENTS** to the new name of **RECOVERY OF PUBLIC ASSISTANCE DEBTS**.
- ◆ Remove the section, "OVERPAYMENT RECOVERY SYSTEM," from the chapter. Revised system instructions will be released under a separate chapter.
- ◆ Change policies, procedures, and forms used to reflect current versions.
- ◆ Clarify that a fraud referral should be made for any client error claim in a single program that exceeds \$1,000. In the past, a referral could be made when combined program claims exceeded this amount.

Effective Date

Immediately.

Material Superseded

This material replaces the entire Chapter G from Employees' Manual, Title 6, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	May 6, 2005
Contents (pages 1, 2)	May 6, 2005
1-33	May 6, 2005

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

March 10, 2017

GENERAL LETTER NO. 6-G-14

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

SUBJECT: Employees' Manual, Title 6, Chapter G, **RECOVERY OF PUBLIC ASSISTANCE DEBTS**, Title page, revised; and page 20, revised.

Summary

Chapter 6-G is revised to:

- ◆ Reflect a federal change in delinquency determination for Food Assistance overissuances referred to the Treasury Offset Program (TOP). These debts are now referred to TOP once they are delinquent for 120 days. Previously, they were not referred to TOP until they were delinquent for 180 days.
- ◆ Update links due to the Department's new website.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 6, Chapter G:

<u>Page</u>	<u>Date</u>
Title page	January 22, 2010
20	January 22, 2010

Additional Information

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

January 21, 2022

GENERAL LETTER NO. 6-G-15

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

SUBJECT: Employees' Manual, Title 6, Chapter G, **Recovery of Public Assistance Debts**, Title page, Contents page 1, pages 1-19, 20, and 21, revised.

Summary

This chapter is revised to:

- ◆ Update instructions
- ◆ Update legal references
- ◆ Update references to the overpayment system from OPR to WOPR.
- ◆ Update style and formatting throughout.
- ◆ Update references to "Food Assistance," changing them to "SNAP"
- ◆ Update references to "*hawk-i*," changing them to "Hawki"
- ◆ Update to remove "cash" from "cash payments"
- ◆ Update DIA Economic Assistance Fraud Bureau to Economic Fraud Control Bureau
- ◆ Update Division of Investigations and Recovery Unit to Public Assistance Debt Recovery Unit (PADRU) in the Investigations Division

Effective Date

Upon receipt.

Material Superseded

Remove the following material from Employees' Manual, Title 6, Chapter G, and destroy it:

<u>Page</u>	<u>Date</u>
Title Page	March 10, 2017
Contents Page 1	January 22, 2010
1-19	January 22, 2010
20	March 10, 2017
21	January 22, 2010

Additional Information

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

July 1, 2022

GENERAL LETTER NO. 6-G-16

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

SUBJECT: Employees' Manual, Title 6, Chapter G, **Recovery of Public Assistance Debts**, page 7, revised.

Summary

This chapter is revised to include the electronic payment option.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
7	January 21, 2022

Additional Information

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

October 4, 2022

GENERAL LETTER NO. 6-G-17

ISSUED BY: Bureau of Financial, Food, and Work Supports
Division of Community Access

SUBJECT: Employees' Manual, Title 6, Chapter G, ***Recovery of Public Assistance Debts***, Title Page, Contents 1, 1-6, 7, 8-19, revised; 20 and 21, removed.

Summary

This chapter is revised to

- Update Department names
- Update branding, style, and accessibility throughout.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 6, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	January 21, 2022
Contents 1	January 21, 2022
1-6	January 21, 2022
7	July 1, 2022
8-21	January 21, 2022

Additional Information

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