

DATE: October 28, 2019

TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, Deputy Commissioners, TA Directors,
Employment Coordinators, WMS Coordinators

FROM: Jeffrey Gaskell, Deputy Commissioner
Employment and Income Support Programs

SUBJECT: Duplicate Payments

EFFECTIVE DATE: Immediately

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SNAP Bureau: (518) 473-1469 or otda.sm.cees.snap@otda.ny.gov
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The purpose of this GIS message is to inform social services districts (districts) that due to a system error, 307 duplicate benefits were recently authorized and/or paid to households in 37 districts outside of New York City. This erroneous issuance included Temporary Assistance (TA), Home Energy Assistance Program (HEAP) and the Supplemental Nutrition Assistance Program (SNAP).

The Office of Temporary and Disability Assistance (OTDA) prevented some erroneous payments by cancelling them before they were issued and recovered other unredeemed payments or, the remaining balance of partially-redeemed payments. However, districts must take the actions outlined in the instructions below to address the recovery of duplicate payments that could not be cancelled or fully recovered.

By 10/29/19, affected districts will receive, via encrypted email, a spreadsheet of all cases in their district that received erroneous duplicate payments. The amount to be recovered is listed in either column K or column L within the TA, HEAP or SNAP tabs of the spreadsheet. TA amounts are in column K "TA Overpayment" in the TA tab, SNAP amounts are in column L "SNAP Overpayment" in the SNAP tab and HEAP amounts are in column K "HEAP Recovery" of the HEAP tab. Districts not affected will receive an email stating that no further action is needed. **Please complete the overpayment or recovery process for all impacted cases by December 31, 2019.**

Districts should explain to clients who question why a targeted recovery transaction occurred on their EBT account that a duplicate benefit payment was issued in error and was subsequently recovered by the system and removed from their account in order to prevent the household from incurring a recoupable or recoverable overpayment.

Temporary Assistance (TA)

Districts that receive a spreadsheet must review all cases on their spreadsheet and take appropriate action, which may include calculation and establishment of overpayments, implementation of recoupments and issuance of timely/adequate notices.

Duplicate Direct Payments

Districts must establish agency error overpayments for all duplicate direct payments issued via EBT that were not recovered through the OTDA's targeted recovery effort. As a reminder, 05-ADM-05 addresses the requirement to use the Cash Management Sub-system (CAMS) for the collection and tracking of overpayments.

Duplicate Indirect Payments

For duplicate indirect and restricted two-party payments, districts must contact vendors and request that duplicate payment amounts be returned. Payments returned by vendors must be entered as a vendor cash receipt in CAMS.

If a vendor does not return duplicate payments, districts must use the Vendor Receivable (VR) system to establish an overpayment against the vendor. The VR system facilitates recovery of monies overpaid to vendors and is a component of the Benefit Issuance and Control System (BICS). For information on VR, please see Appendix V of the Indirect Payment Processing Sub-System Manual (IPPS).

Home Energy Assistance Program (HEAP)

Affected districts must establish agency error overpayments for all duplicate direct payments issued via EBT that were not recovered through OTDA's targeted recovery effort using their locally established overpayment recovery process.

Overpayments may not be deducted from subsequent HEAP grants. Please refer to Chapter 18, Section I of the [HEAP Manual](#) for further instruction regarding erroneous payments and the Cash Management Subsystems Manual (CAMS) for any general CAMS system questions regarding the processing of recovered funds.

Payments not recovered by 9/30/20 must be tracked and reported to OTDA as an erroneous payment.

Supplemental Nutrition Assistance Program (SNAP)

Any duplicate SNAP benefit or portion of a duplicate benefit that was redeemed and not recovered during the targeted recovery must be repaid by the household through the SNAP claims process. Claims should be established as an "Agency Error" overpayment consistent with the requirements described in [04-ADM-01](#). Each district with cases that received erroneous duplicate SNAP benefits will receive a spreadsheet listing the cases. For each case, the spreadsheet will include the amount of duplicate issuance, how much was redeemed, how much was recovered, and the amount the household was overpaid. In some cases, a portion of the duplicate payment was recovered, and the household must repay the balance. If the entire

duplicate payment was recovered, the spreadsheet will indicate that no claim is required. Districts not affected will be notified by email that no further action is necessary. Additionally, if a household has an existing claim, the duplicate SNAP benefits issuance must be established as a separate claim. If the SNAP case is closed, the household must be notified of the overpayment consistent with the requirements described in [04-ADM-01](#).

Households must receive a timely notice explaining the overpayment and benefit reduction using either the [LDSS-3156](#) *Notice of Supplemental Nutrition Assistance Program (SNAP) Benefits Overpayment (Demand Letter)* or through the Client Notices System (CNS) using codes R21 and B20. The notice should include the following information (columns refer to the spreadsheet of affected cases):

- the overpayment is an Agency Error;
- the overpayment month is September;
- the amount the HH was eligible for (Column I);
- the total amount the HH received (Column K);
- the overpayment amount (Column L);
- the Date of Discovery is 10/1/19;
- the language in the field describing why the district is taking the action is **“your household received a duplicate SNAP benefit”**; and,
- the ‘O/I FROM MMY’ and ‘O/I TO MMY’ fields are 09/19 to 09/19 on the CNS notice or 09/01/19-09/30/19 on the LDSS-3156.

Note: For cases where the entire duplicate payment was recovered, the value in Column L is 0 (zero) and Column M notes that NO CLAIM IS NEEDED. **No action is required for these cases.**