

**OFFICE OF INVESTIGATIVE SERVICES
POLICY AND PROCEDURE #670**

PROVIDING INFORMATION TO DFCS

CLAIM INFORMATION:

All claims entered in SUCCESS will be scheduled in Suspend Status pending adjudication. At the point a claim disposition is taken, the claim will be activated and the action will be documented in SUCCESS.

The **Disposition Letter** provides a standard format for notifying the county DFCS of client disqualification, case closure for failing to cooperate with an investigation, or when transmitting claim documents. The Agent will route the **Disposition Letter** and supporting claim information to the county DFCS that will retain ownership of the SUCCESS claim. Generally, the claim disposition material should be sent to the county DFCS where the case is active or was last active in SUCCESS.

To assure clear communication with the county DFCS:

- DFCS will monitor all IPV referrals to insure disposition within the twelve-month timeframe. The Agent should forward a **Disposition Letter** to the county advising that a claim has been established. A second **Disposition Letter** will be sent to DFCS upon final claim disposition.
- The Agent should not forward supporting claim documentation to the county DFCS until the claim is scheduled for recoupment in SUCCESS.
- The Agent will promptly update the claim schedule upon disposition and notify the agency of the claim disposition and changes made to a claim schedule.
- The Agent will document in SUCCESS whenever it becomes necessary to transfer an OIS case to another county for further investigation or claim disposition.

All documentation in SUCCESS will be done on the NARR screen behind the ADDR screen of the head of the assistance unit in which the claim occurred.

AGENCY ERROR/INADVERTENT HOUSEHOLD ERROR INFORMATION:

If the Agent discovers agency error or inadvertent household error during the course of an investigation, the Agent will notify DFCS to pursue a non-fraud overpayment. DFCS is responsible for establishing non-fraud claims for a six-year period prior to the date of discovery. Notification of any non-fraud overpayment periods should be provided to DFCS as soon as discovered. This situation will require a **Disposition Letter** and should also be documented on the narrative in SUCCESS.

The Agent will also forward a copy of the **Disposition Letter** to the assigned DFCS Claims Consultant for known AE/IHE overpayment periods. Supervisors are responsible for maintaining a regional file to include copies of all letters forwarded to the Consultant.

SCREEN OUT INFORMATION:

If the Agent is unable to establish a suspected IPV claim, the Agent will notify the county DFCS of the reason for the screen out on a **Disposition Letter**. The Agent should also document the following information on the narrative in SUCCESS:

- Date of Form 5667 and identification of Referral Source if different from the county DFCS
- Reason for screen out
- Identification of OIS Agent and date the documentation is entered in SUCCESS