

B Overpayment Unit Responsibilities – Verification

REVISION 46

(01/01/18 - 12/31/18)

The Overpayment Unit (OP Unit) is responsible for obtaining the overpayment verification. The OP Unit sends the Overpayment Unit Information Needed (C030) notice to the household allowing ten days for the household to provide the verification.

When there is not enough information or verification the following must be completed:

- Close the case using the VI Denial or Closure Reason Code, allowing for NOAA when the verification required to complete the OP has been requested and the information due date has past.
- Enter the \$\$ program alert code on PRAP
- Upload the C030 notice into the casefile

When verification is received, the Overpayment Unit continues processing the overpayment.

WARNING

When all possible methods of obtaining verification have been exhausted and there is enough information to establish a claim for any month, write the overpayment. Document all attempts to verify information on the Report of CA/NA Overpayment (FAA-0529A) Form summary section.