

B Methods of NA Overpayment Collection

REVISION 42
(06/01/16 - 07/31/16)

The Office of Accounts Receivable and Collections (OARC) initiates collection on all overpayments including overpayments collected through offsetting of benefits. This includes offsets to restored and supplemental benefits issued for prior months.

Collection action is not initiated or may later be suspended or terminated, when any of the following occur:

- The household cannot be located.
- The participant is deceased.
- The participant filed for bankruptcy protection.
- The overpayment is an agency error under the [referral limit](#).
- The nonfraud household error overpayment is under the referral limit AND the case is closed.

Policy and procedures for repayment of a NA overpayment are outlined as follows:

- [Cash Repayment of NA Overpayments](#)
- [Repayment with NA Benefits](#)
- [Recoupment of NA Overpayments](#)
- [Recoupment of UI Benefits for NA Overpayments](#)
- [Recoupment of Federal Funds for NA Overpayments](#)
- [Collection Notices for Recoupment of NA Overpayments](#)
- [Interstate Collection of NA Overpayments](#)
- [Collection on Bankruptcy for NA Overpayments](#)
- [Collection of OPs for NA Overpayments](#)
- [Compromising NA Overpayments](#)
- [Suspending Collection of NA Overpayments](#)
- [Offsetting NA Overpayments](#)
- [Stopping Collection of NA Overpayments](#)