

01 **UNAU - Purpose**

REVISION 48
(01/01/20 - 12/31/20)

UNAU is used to set up and authorize the following:

- [Supplemental Benefits](#)
- [Restored NA Benefits](#)

Underpayments calculated in AZTECS may be confirmed, changed or deleted on UNAU.

When underpayments are determined manually, key the required underpayment information for each month on UNAU.

NOTE Authorizing underpayments on UNAU is limited to staff at the Office Manager and Unit Supervisor levels.
(See [Underpayment Authorization Overview](#))

01 **Underpayment Authorization - Overview**

Underpayments occur when a budgetary unit's case meets any of the following:

- Incorrectly denied
- Closed in error
- Received less than the correct benefit amount for either of the following:

Prior month

The current month, when benefits have already been received

Quality Control (QC) reviews and other methods may indicate when an active or inactive budgetary unit is entitled to any of the following:

- [Supplemental Payments](#)
- [Restored NA Benefits](#)

Underpayments and Underpayment Authorization is outlined as follows:

- [Supplemental Benefits](#)
- [Restored NA Benefits](#)
- [Determination of Underpayment](#)
- [Determination of Underpayment Months](#)

- [Calculating the Underpayment](#)
- [Authorizing the Grant Diversion Payment](#)
- [Notification of Underpayments](#)

C Supplemental Benefits

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Supplemental benefits are issued when it is discovered that a budgetary unit is entitled to an additional amount of benefits than what have been issued for the current calendar month or a future months.

NOTE When a potential under issuance of NA benefits is discovered, review the case file. When the participant is eligible, issue supplemental benefits to the budgetary unit within ten calendar days.

Supplemental benefits are issued, in addition to the current month's issuance, in the following situations:

- A reported change
- A case read correction
- An appeal remand
- When more CA or NA benefits were recouped by the [Office of Accounts Receivable and Collections](#) (OARC) than were owed in an overpayment.

NOTE When this occurs, OARC notifies Research and Analysis (R&A) that a supplement is required.

All Grant Diversion benefits issued on UNAU, are not considered CA supplements.

(See [Calculating the Underpayment](#))

NOTE AZTECS recoups ten percent of the supplement against an overpayment claim and any remaining balance is paid to the budgetary unit.

D Restored NA Benefits

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Restored NA benefits are issued when it is discovered that the budgetary unit is entitled to additional benefits for any month before the current calendar month. The budgetary unit is not required to take any action. This includes extreme delays in processing for a period of 12 months or longer.

Restore benefits for no more than 12 months prior to whichever of the following occurs first:

- The date FAA receives a request for restoration of benefits from a budgetary unit.
- The date FAA notifies or discovers that a loss of benefits occurred.
- The date the budgetary unit requests an [Appeal](#) because it disagrees with an adverse action that resulted in a loss of benefits.
- The date of notification that an [Intentional Program Violation \(IPV\)](#) disqualification is reversed.
- The date the budgetary unit receives a favorable decision through the Appeal process, a judicial action, or other court action.
- The date FAA discovers an application is processed untimely.

NOTE AZTECS offsets 100 percent of restored benefits against an overpayment claim. When the amount of restored benefits is more than the OP balance, the remaining benefits are paid to the budgetary unit.

E Determination of Underpayment

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Underpayments are considered to have occurred in the following situations:

- [Supplemental Benefits](#)
The budgetary unit is issued benefits for the current or future month and is eligible for an additional amount of benefits.

- [Restored Benefits](#)

When a budgetary unit is not issued the correct amount of benefits in any past months.

When a new or renewal application was denied in error the complete the following:

- Advise the budgetary unit of its possible entitlement to lost benefits. When applicable send the [F011 or A011 notice](#) to request any additional information needed to complete the case.
- Reopen the case, on **REPT**, and redetermine eligibility when it is discovered that the budgetary unit was denied the first month, but remained eligible in the second month. (See [NA First Month Eligibility](#))

When a class action or other court suit orders the restoration of lost benefits.

.02 Determination of Underpayment - FAA Caused Error

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Underpayments are considered to have occurred due to an FAA caused error in the following situations:

- FAA failed to allow the budgetary unit the required time to verify an expense and benefits were reduced as a result.
- FAA failed to act within the proper time frame on a reported change that would have increased the budgetary unit's benefit amount.
- FAA incorrectly stopped or denied benefits.
- FAA incorrectly calculated the benefits.
- A [disqualification period](#) for an [Intentional Program Violation](#) (IPV) was reversed by a court of law.
- An [Appeal](#) decision in favor of the participant requires supplemental payments or restored NA benefits.

NOTE When a potential under issuance of NA benefits is discovered, review the case file. When the participant is eligible, issue underpayments to the budgetary unit within ten calendar days.

F Determination of Underpayment Months

Calculate the underpayment for only the months in which the budgetary unit meets one of the following conditions:

- Was eligible and received an incorrect amount.
- Received no benefits because of an incorrect eligibility determination.

Determine the first month of the underpayment as follows:

- The first month an eligible budgetary unit received an incorrect benefit amount.
- The month of application, when the budgetary unit's new application was incorrectly denied.
- The month following the expiration of the approval period, when the budgetary unit's renewal application was incorrectly denied.
- The first month for which the budgetary unit received an incorrect benefit amount, when the determination of the budgetary unit's application was delayed by FAA.
- The first month in which the benefits were not received, when the budgetary unit's benefits were stopped in error.

After determining the first month that the error occurred, calculate the benefit amount for each month until either of the following occurs:

- The first month the error is corrected.
- The first month the budgetary unit is ineligible.

G Calculating the Underpayment

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Calculate the amount of benefits the budgetary unit should have received for the months they were eligible using normal [budgeting procedures](#).

For NA, when the benefits are being restored due only to adding a participant, calculate using the income and expenses as they existed in AZTECS for each budget month.

When NA benefits are being recouped due to income which was not acted on before, calculate using all known income and expenses as they actually existed for each budget month.

When there is not enough information in the [case file\(g\)](#) to determine eligibility, request the information for each month affected.

Consider the budgetary unit ineligible for each month the information is not provided.

The amount of the underpayment is the difference between the amount the budgetary unit received and the amount that should have been received. (See [Restored NA Benefits](#))

Correct future benefit months before calculating the new benefit amount for the underpayment months, when applicable.

Calculate the underpayment using either of the following:

- AZTECS, calculates the underpayment amount when the case is reworked for the past benefit month. The information calculated is transferred to [UNAU](#).
- The CA Needy Family Test (FAA-0200A) form. The underpayment amount must be keyed on UNAU when using the hand budgets. (See [Authorizing Payments on UNAU](#)) All information must be keyed on UNAU to authorize issuance.

NOTE Documentation must support the following:

- The reason for the underpayment
- The amount of the underpayment
- The process used to arrive at the amount

Authorizing underpayments on UNAU is limited to staff at the Local Office Manager (LOM) and Unit Supervisor levels.

NOTE Only reopen the case in AZTECS when it meets both of the following:

- The case was closed or denied in error
- The budgetary unit is eligible for ongoing benefits

H Authorizing Payments on UNAU

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(10/01/08 - 12/31/08)

The participant may be eligible for benefits that are not issued on **AFPD** or FSAD. When this occurs, an FAA Supervisor, or Local Office Manager (LOM) must authorize the payments on UNAU. The following procedures apply:

- [Authorizing the Grant Diversion Payment](#)
- [Authorizing the Supplemental Payment](#)

.02 Authorizing the Grant Diversion Payment

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(10/01/09 - 12/31/09)

The Grant Diversion (GD) payment is authorized on **UNAU**. An FAA Supervisor, or Local Office Manager (LOM) completes the following to authorize the GD payment:

- Keys A in the ACTION field.
- Keys the first eligible month in the ERROR MONTH field on UNAU.
- Keys the household size in the HH SIZE field.
- Keys the total amount of the GD payment in the underpayment field. To determine the GD payment amount, complete the following:

Multiply the CA Payment Standard on AFPD by 0.8

Round the result up to the next whole dollar

Multiply the rounded number by three

Key the result in the AMOUNT field on UNAU.

- Keys GD in the ERROR CAUSE field.
- Authorizes the Grant Diversion payment.
- Document the [casefile\(g\)](#) with the following:

The reason for the payment

The amount of the payment

The process used to arrive at the amount

Authorizing underpayments on UNAU is limited to staff at the LOM and Unit Supervisor levels.

WARNING

An FAA Supervisor or LOM must elevate the GD payment to Region Office for issuance when an edit message is received on UNAU preventing the authorization.

.03 Authorizing the Underpayment

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Authorize the underpayment on **UNAU**. An FAA Supervisor or Office Manager (LOM) must complete the following to authorize the supplemental payment:

- Key C in the ACTION field.
- Key one of the following in the ERROR CAUSE field:
AP – Agency caused payment error
CP – Budgetary unit caused payment error
- Key the user **PCN** in the UNDERPAYMENT AUTHORIZATION field.
- Key Y in the MORE UNDERPAYMENTS (Y/N) field to authorize more payments.
- Ensures that the appropriate notice is sent.

Ensure the [appropriate notice](#) is sent and document the [casefile\(g\)](#) with the following:

- The reason for the underpayment
- The amount of the underpayment
- The process used to arrive at the amount

NOTE An FAA supervisor or LOM must elevate the underpayment to the Region Program Manager when an edit message is received on UNAU preventing the authorization.

I Notification of Underpayment

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Notify the PI of the underpayment when any of the following occurs:

- [Supplemental benefits](#) are issued. For CA, send the Supplemental Benefits – CA ([A703](#)) notice. For NA, send the Supplemental Benefits NA ([F703](#)) notice.
- The budgetary unit is entitled to [restored NA benefits](#). For CA send the (A703) notice. For NA send the [F703 notice](#) to advise the budgetary unit of the following:

The entitlement to and amount of restored benefits.

Any offsetting against an overpayment claim.

Method of restoration.

To notify FAA of any changes in living arrangements since the time of the benefit loss.

To request the PI provide the current mail address.

Benefits will be restored to a budgetary unit that is not active only after they contact the FAA office.

The right to an Appeal when the budgetary unit disagrees with the proposed restoration.

NOTE AZTECS offsets 100 percent of restored benefits against an overpayment claim. When the amount of restored benefits is more than the OP balance, the remaining benefits are paid to the budgetary unit.