C FAA Office Overpayment Responsibilities - Overpayment Verification

<u>REVISION 52</u>
(01/01/24 - 12/31/24)

FAA Offices request verification of a potential overpayment when the household reapplies after closure due to failing to provide OP verification. When the participant does reapply and the $$ Alert Code is keyed on PRAP, AZTECS does not allow the case to be approved until all the information is provided. Review the casefile(g) for the information requested on the Overpayment Unit Information Needed (C030) notice.

When previous requested information has not been provided, the FAA Office must complete *one* of the following to re-request overpayment information:

- Send the Information Needed (F011) notice

- Send the Expedite NA- Postponed Verification (F121) notice when the household is a potential NA expedite

FAA offices are to use the information from the previously sent Overpayment Unit Information Needed (C030) notice to re-request the overpayment verification. Check NOHS and OnBase for the correct verification to request.

NOTE   For all notices mailed on or after 11/15/2022, view notice content in OnBase.

When the requested verification for overpayment information is not provided, send the appropriate Denial or Closure notice. The notice must include all requested verification that was not provided.

When all the overpayment verification is provided, workers must email FAAOPUNIT@azdes.gov, stating that all the verification has been provided and uploaded into the casefile. OPU contacts the FAA Systems Help Desk to remove the $$ Alert Code on PRAP and continues processing the overpayment.