

I Local Office Overpayment Responsibilities - Retention of Overpayment Records

[Case files\(g\)](#) with outstanding overpayments must be retained in the local office indefinitely. Case files MUST NOT be sent to Record Retention (Storage) or destroyed.

WARNING

When claims packets are kept in a central location at the local office, the case file must also contain a copy of the [FA-529](#). A complete claims packet must be kept for [Intentional Program Violation](#) (IPV) hearings.

Case files containing either the [FA-526](#) or completed FA-529 must be clearly marked OP on the outside of the case file.

When review of OVCH reveals the overpayment is paid in full or the collection efforts have stopped, take the following actions:

- Cross out the exterior OP markings on the case file when the case is active.
- Treat the case file according to the policy and procedures outlined in Standard Operational Procedures (SOP). (See [Maintaining Case Files](#))

WARNING

Claims being tracked in ARICS do not display on OVCH. Contact the [Office of Accounts Receivable and Collections](#) (OARC) when there are questions or discrepancies regarding the status of an overpayment.