

### .03 Region QC-100 Responsibilities - QC-100 Case Action

**REVISION 17**  
(07/01/11 - 09/30/11)

When an error is cited, and the Program Manager or designated staff agrees that there is an error, it must be determined whether a case action is required. When a case action is required, the appropriate action must be taken when BOTH of the following apply:

- The ten day protest deadline expires
- The Local Office Manager (LOM) receives notification from the [Policy Support Team](#) (PST) that an action is required

When the action required involves an overpayment, the time frames for completing the overpayment are as follows:

- The Potential Overpayment (OP) Referral ([FA-526](#)) must be completed and sent to the designated overpayment (OP) writer within five [workdays\(g\)](#), as these are priority overpayments.
- The designated OP writer must complete and send the Report of Cash Assistance/Food Stamps Overpayment (FA-529) to the [Office of Accounts Receivable and Collections](#) (OARC) within ten workdays from the date the FA-526 was completed.

When the action required involves issuance of supplemental payment, see [Authorizing Supplemental Payment](#).

When fraud is indicated, refer the case to Office of Special Investigations (OSI). (See [OSI/AOIG - Potential Fraud Referral Requirements](#))

Give the QC-100 to the Supervisor to review and approve the necessary actions.