

FAA Office Overpayment Responsibilities - Overpayment Verification

REVISION 52

(01/01/24 - 12/31/24)

FAA staff request verification of a potential overpayment when the household reappplies after closure for failing to provide overpayment verification.

When the participant applies 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 [case file\(g\)](#) for the information requested on the Overpayment Unit Information Needed (C030) notice.

NOTE When a participant is eligible for expedited services and the \$\$ Alert Code is keyed on PRAP, AZTECS will allow the case to be approved. The FAA staff must re-request the needed overpayment information.

When previously requested information has not been provided, the FAA staff 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. (See [NA Expedite Applications with Postponed Verification](#) for more information.)

FAA staff are to use the information from the previously sent C030 notice to re-request the overpayment verification.

The C030 notice can be found in **one** of the following places:

- AZTECS - NOHS
- OnBase - DBME AZTECS Notices
- OnBase Document Type - Overpayment Information Needed (C002)

NOTE When the C030 notice cannot be located, DARS may need to be requested.

When the C030 notice is more than 36 months old, the worker can contact the Overpayment Unit (OP) at FAAOPUNIT@azdes.gov to verify the information is still needed.

When the C030 notice is more than 72 months old, the review period has expired. Contact OPU at FAAOPUNIT@azdes.gov to have the \$\$ Alert Code removed from PRAP.

When the requested verification for overpayment information is not provided, send the appropriate Denial or Closure notice. The notice must include all verification that was requested and 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 case file. OPU contacts the FAA Systems Help Desk to remove the \$\$ Alert Code on PRAP and continues processing the overpayment.

FAA staff can complete the determination once the \$\$ Alert Code is removed from PRAP.

Valid Until 07/14/2025
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