

## What's Changed on 02/18/2020

Change: Participants May Now Request an NA Overpayment Compromise

General Information: Forms Update

This page relays to staff and the public of changes to the Cash and Nutrition Assistance Policy (CNAP) Manual regarding policy, procedures, and forms. Reminders and general information may also be displayed on this page. Prior What's Changed pages are listed in [FAA6.R01](#) of the CNAP Manual.

The above list summarizes the information on this page. Within the CNAP Manual, each item listed above links to screens below.

### ***Change: Participants May Now Request an NA Overpayment Compromise***

EFFECTIVE DATE: Effective 01/21/2020 for all requests for an NA overpayment compromise.

This change was implemented because several changes occurred to and within the Overpayment Compromise policy. Following is a list of those changes:

- Created new policy and procedures regarding the reduction of an overpayment claim.
- Created new policy and procedures on handling claims caused by Agency Error or Inadvertent Household Errors.

When an NA overpayment is based on an Agency Error or an Inadvertent Household Error, the participant may request to reduce the overpayment amount. This is done through an NA overpayment compromise.

When it can be reasonably determined that a household's economic circumstances dictate that a claim cannot be paid in three years, the department may reduce up to the full amount of the overpayment claim.

When the person responsible to pay the overpayment submits a request for a compromise, the request is uploaded to OnBase. OPU is notified that a request has been submitted. Within 10 workdays OPU sends a request for verification. After the information is received, OPU determines if the customer is eligible for an NA Overpayment Compromise.

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Policy reference(s) revised due to this change:

FAA6.E03F – [NA Overpayment Compromise - Overview](#)

New

Added a new subject to provide information and direction for when the department may reduce up to the full amount of an overpayment claim, which is considered a compromise. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.01 – [NA Overpayment Compromise – NA Compromise](#) New

Added a new subject to provide information and direction for when an overpayment is based on Agency Error or Inadvertent Household Error the person may request to compromise the overpayment. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.02 – [NA Overpayment Compromise – NA Compromise Request](#) New

Added a new subject to provide information and direction for when the person responsible to pay the NA overpayment may submit a request for a compromise to the Overpayment Unit (OPU). (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.03 – [NA Overpayment Compromise - Overpayment Compromise Determination](#) New

Added a new subject to provide information and direction for when OPU is notified that a request has been submitted for an NA overpayment compromise. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.04 – [NA Overpayment Compromise - Compromise Determination Overview](#) New

Added a new subject to provide information and direction for when OPU is notified that a request has been submitted and information on extensions is provided. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.05 – [NA Overpayment Compromise - Compromise Determination - Household Members](#) New

Added a new subject to provide information and direction that all compromise household members currently residing together that were part of the NA benefit household during the months of the overpayment must be listed. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.06 – [NA Overpayment Compromise - Compromise Determination - Compromise Household Groups](#) New

Added a new subject to provide information and direction that there are two compromise household groups used to determine the NA compromise. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.07 – [NA Overpayment Compromise - Compromise Determination - Countable Compromise Monthly Income](#) New

Added a new subject to provide information and direction for when the person is identified as a Group 2 compromise household. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.08 – [NA Overpayment Compromise - Compromise Determination - Compromise Expense Deduction](#) New

Added a new subject to provide information and direction that the compromise expense deduction is determined using allowable expenses that the household is obligated to pay. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.09 – [NA Overpayment Compromise - Compromise Determination - Compromise Expense](#) New

[Compromise Determination - Compromise Expense Deduction - Actual Expense Deduction](#) New

Added a new subject to provide information and direction that the Actual Expense deduction uses the verified actual expense amounts for the last calendar month which the compromise household is responsible to pay. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.10 – [NA Overpayment Compromise - Compromise Determination - Compromise Expense Deduction - Percentage Expense Deduction](#) New

Added a new subject to provide information and direction that the Percentage Expense Deduction allows a separate deduction for each expense category. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.11 – [NA Overpayment Compromise - Compromise Determination - Compromise Food Expense Deduction](#) New

Added a new subject to provide information and direction that the amount of the Compromise Food Expense deduction is determined based on the current Thrifty Food Plan. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.12 – [NA Overpayment Compromise - Compromise Determination - Compromise Household Size Deduction](#) New

Added a new subject to provide information that the compromise household size deduction is based on the number of people in the compromise household. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.13 – [NA Overpayment Compromise - Compromise Determination - Compromise Discretionary Income](#) New

Added a new subject to provide information that compromise discretionary income is used to determine the eligibility for the Compromise NA Overpayment Amount. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.14 – [NA Overpayment Compromise - Compromise Determination - NA Overpayment Compromise Amount](#) New

Added a new subject to provide information and direction that based on the monthly income the compromise amount is determined. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.15 – [NA Overpayment Compromise - Compromise Determination - Decision - Overview](#) New

Added a new subject to provide information and direction that after the required verification is received, the OP Unit completes the determination. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.16 – [NA Overpayment Compromise - Compromise Determination - Decision - Eligible](#) New

Added a new subject to provide information and direction for when the person requesting the compromise is eligible for a compromise. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.17 – [NA Overpayment Compromise - Compromise Determination - Decision - Approval](#) New

[Compromise Determination - Decision - Approval](#)

Added a new subject to provide information and direction for when the NUTRITION ASSISTANCE OVERPAYMENT OFFER OF COMPROMISE agreement is received. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E03F.18 – [NA Overpayment Compromise - Compromise Determination - Decision - Denial](#) New

Added a new subject to provide information and direction for when the person requesting the compromise is NOT eligible for a compromise. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E05A – [OARC Policy Support and Review Unit](#) [Prior Policy](#)

Added information and direction for when an NA compromise is received. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.E06B.10 – [Methods of NA Overpayment Collection - Compromising NA Overpayments](#) [Prior Policy](#)

Added information and direction for when an NA overpayment compromise can be requested. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.N37A – [Compromise Household Example](#) New

Added an example. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.N37B – [Compromise Food Expense Example 1](#) New

Added an example. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.N37C – [Compromise Food Expense Example 2](#) New

Added an example. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

FAA6.J03B.05 - [200% of Federal Poverty Level \(Compromise Overpayment\)](#) New

Added an example. (Effective for all NA Overpayment Compromises requested on or after 01/21/2020.)

**General Information: Forms Update**

Changes to Forms – 02/08/2020 through 02/14/2020

As a reminder, it is important not to save documents on your desktop or a folder. It is better to use the form you need directly from the [Document Center](#). Forms are frequently updated and sometimes the current form must be used for programming purposes.

Revised forms:

- Continuously Residing Timeline (FAA-1558A) Form
- Underpayment Authorization Form (FAA-1633A)
- Authority to Release Information (FAA-1765A) (English)
- Verbal Appeals Request (FAA-0098B) Form

- Determining the Benefit CAP Child (FAA-1302A) Form

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period